

STATEMENT of POLICY and PROCEDURE			
Chapter:	Human Resources	SPP No.	HR 2.10.ON
Section:	Employment	Issued:	Nov. 15, 2019
Subject:	THIRD PARTY REFERENCE REQUESTS	Effective:	Jan. 1, 2020
Issue to:	All Manual Holders	Page:	1 of 2
		Replaces:	HR-03
Issued by:	Community Resource Centre	Dated:	Feb 2017

1 POLICY

- 1.01 Only employees authorized through a specific assigned job responsibility are permitted to respond to third party reference requests. In the event a reference request, either oral or written, is received by an unauthorized employee, the request shall be forwarded immediately to the **Supervisor** for action and/or response.
- 1.02 If the request for information is related to a credit or loan application, the employee **must** authorize release of this information in writing. Alternatively, the **Supervisor**, or designated alternate, may provide a letter of confirmation to the employee, on organization letterhead, which can then be used by the employee.
- 1.03 If the request for information relates to an ex-employee of the **Community Resource Centre** with respect to job performance or other employment-related matters, only authorized employees may respond to such requests. Responses will be limited to factual, favourable information, authorized by the employee for disclosure, that can be documented through review of the ex-employee's personnel file.

2 PURPOSE

- 2.01 To protect an employee's privacy and to ensure a consistent treatment of reference requests.

3 SCOPE

- 3.01 This Statement of Policy and Procedure applies to all employees.

4 RESPONSIBILITY

- 4.01 Any unauthorized person who receives a third-party reference request, either oral or written, is responsible for forwarding the request to the **Supervisor** or other authorized person.
- 4.02 The **Supervisor** or other authorized person is responsible for ensuring that all employees understand the organization's approach to third party reference requests and to respond to such requests in accordance with this policy.

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5 DEFINITIONS

- 5.01 “**Personal information**” is any information about an identifiable individual and includes race, ethnic origin, colour, age, marital status, family status, religion, education, medical history, criminal record, employment history, financial status, address, telephone number, and any numerical identification, such as Social Insurance Number. Personal information also includes information that may relate to the work performance of the individual, any allegations, investigations or findings of wrongdoing, misconduct or discipline. Personal information does not include job title, business contact information or job description.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Personal Information Protection and Electronic Documents Act (Canada)
SPP HR5.07.ON — Personal Information Protection

7 PROCEDURE

- 7.01 Employees who are not authorized to respond to reference requests shall immediately forward such requests, either oral or written, to the **Supervisor** or other authorized person.
- 7.02 A copy of any written response to a third-party reference request shall be provided to the employee or former employee.
- 7.03 No payroll information or personal information shall be provided without the written authorization of the employee or ex-employee.
- 7.04 Reference requests from potential employers shall be limited to information authorized by the employee for release and which can be documented through review of the employee’s or ex-employee’s personnel file.
- 7.05 In the event an employee or ex-employee does not provide written authorization to release specified information to a third party, only the employee’s or ex-employee’s business title, job duties and dates of employment will be disclosed.