

Criminal Records Review Program

Orientation Package

The Orientation Package is distributed for the use of employers, governing bodies, and volunteer organizations covered under the Criminal Records Review Act

Please read the document thoroughly

Ministry of Public Safety and Solicitor General

Criminal Records Review Program

Security Programs Division

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ORIENTATION PACKAGE

PURPOSE

This package details the Criminal Records Review Program's (CRRP) processes and procedures for organizations that have enrolled and registered with the CRRP.

AUTHORIZED CONTACT RESPONSIBILITIES

PURPOSE

To enforce a streamlined submission process for all organizations, the CRRP requires organizations to select one to two contact persons who will be responsible for facilitating their organization's criminal record check process.

The Authorized Contact responsibilities support consistent ID verification, submission, and maintenance requirements which comply with the national standards for criminal record checks across Canada.

AUTHORIZED CONTACT RESPONSIBILITIES

An Authorized Contact is responsible for:

- Ensuring an applicant's consent form accurately reflects the requested information;
- Signing the applicable cover page of a consent form, confirming that the applicant's ID has been verified;
- Submitting consent packages on behalf of all applicants;
- Retaining the original consent form for 5 years (for manual submissions); and
- Completing the Organization Account Information Update process if the contact information on the account changes or a new Authorized Contact is required.

AUTHORIZED CONTACT SIGNATURE REQUIREMENT - ACCOUNTABILITY AND ACKNOWLEDGMENTS

When an Authorized Contact signs a consent form or related document to be filed with the CRRP, the Authorized Contact will be asked to confirm on behalf of their organization that:

- The applicant's primary and secondary ID have been verified in their original form, are valid and unexpired; and
- All information provided on the forms filed with the CRRP is accurate to the best of their knowledge.

Further, in that the need for proper ID verification is crucial for the CRRP to conduct a complete risk assessment in respect of an applicant, Authorized Contacts are reminded that any false statements or deliberate omissions on a consent form or related document filed with the CRRP may result in the inability of the CRRP to accurately determine whether an applicant poses a risk to children or vulnerable adults. As a result, Authorized Contacts will also be asked to specifically acknowledge the need for proper ID verification and the critical importance of their organization diligently carrying their duties in this regard.

AUTHORIZATION

ORGANIZATION UPDATE AND AUTHORIZATION PROCESS

The CRRP's website provides a process for adding or replacing an Authorized Contact person.

The process flow includes the following:

- An organization profile component;
- A criminal record check component; and
- An ID verification component.

ORGANIZATION PROFILE

To add an Authorized Contact person or update an organization's address or contact information, the CRRP requires the Organization Account Information Update process be completed. This process provides the CRRP with the requested changes that an organization wishes to make to its account.

CRIMINAL RECORD CHECK

The proposed Authorized Contact(s) added to an organization's account profile will be required to consent to a criminal record check conducted by the CRRP. The criminal record check will assist in determining the suitability of a proposed Authorized Contact.

The type of criminal record check that a proposed Authorized Contact completes is determined by their role within the organization. The section titled Organization Account Information Update Process, on the CRRP's website, will provide sufficient information to assist proposed Authorized Contacts with selecting the appropriate consent form.

IDENTITY VERIFICATION

Additionally, the CRRP will require an Authorized Contact to submit:

- Copies of two valid pieces of their ID; and
- A photograph of passport quality: eyes open and clearly visible; mouth closed and not smiling; no shadows, glare or flash reflections; centered and squared; and taken within 6 months.

Please note: the photograph of passport quality does not need to be completed at a business specializing in passport photos; it is only required that the photo be of passport quality. Additionally, the CRRP does not retain any copies of an Authorized Contact's ID or photo. Once copies of a proposed Authorized Contact's ID and photo have been verified, the documents are destroyed.

CONSENT PACKAGES

In combination with this Orientation Package, the CRRP has prepopulated the main consent forms that will be utilized by your organization. The prepopulated information includes your organization's name and Party ID number.

The less commonly used forms have also been provided, but have not been prepopulated. Organizations are responsible for providing the necessary consent form to employees and/or volunteers.

Please note that the CRRP does not provide any consent forms on its website.

It is recommended that you store copies of the consent forms in a electronic format or physical format. If required, contact the CRRP for another electronic version of your organization's prepopulated consent forms. If an organization's account information is updated, the CRRP will provide updated consent forms with new prepopulated information.

COVER PAGES

The CRRP utilizes a cover page for each of its consent forms. The cover page is separated into acknowledgments for Authorized Contacts and acknowledgements for applicants. Once both parties have reviewed the acknowledgments and an applicant's ID has been verified, an Authorized Contact must sign the cover page. Failure of an Authorized Contact to sign a cover page will result in a rejected application.

PACKAGES

The CRRP has attached consent forms which have been prepopulated with your organization's specific account details: Party ID and organization name.

The consent packages are not to be posted to any public facing information outlets. This prevents members for the general public from obtaining the forms and submitting without an Authorized Contact's signature.

Below is a description of each consent package:

CRR010: Employee/Applicant - Consent to a Criminal Record Check Package:

The employee consent package is to be provided to employees, members of governing bodies, students and contractors who work with or have potential for unsupervised access to children and/or vulnerable adults.

CRR026: Volunteer - Consent to a Criminal Record Check Package:

The volunteer consent package is to be provided to volunteers who have potential for unsupervised access to children and/or vulnerable adults while providing services to an organization. Volunteers who receive monetary compensation do not qualify for screenings through the CRRP.

CRR022: Sharing - Consent to a Criminal Record Check Package:

The sharing consent package is to be provided to individuals who have had a previous criminal record check completed by the CRRP within the past 5 years and would like to share it with another

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organization registered with the CRRP. The request will only be processed if an applicant has been screened to work with the same population they intend to work with: either children, vulnerable adults, or both. **Note: Police Information Checks are not shareable by the CRRP.**

CRR017: Fee Waiver - Consent to a Criminal Record Check Package:

The fee waiver is to be provided to residents who may be ordinarily present at a licensed or unlicensed daycare or adult care facility and are aged 12-18 (inclusive). The forms must be provided by the daycare or adult care facility owner, but submitted by the licensed facility's Health Authority, or in the case of an unlicensed daycare, a Child Care Resource and Referral Centre. Generally, the form is used to screen children, spouses, or exchange students, aged 12-18 (inclusive), who live on the residence of a licensed or unlicensed daycare or adult care facility.

Each consent package must be signed by an Authorized Contact, confirming that the applicant's ID has been verified, and submitted by the Authorized Contact

SCHEDULE TYPES

Schedule Types assist the Criminal Records Review Program (CRRP) with understanding the types of employer and volunteer organizations that regularly submit criminal record checks through the CRRP.

SCHEDULE A

Used by organizations screening employees that are not covered under the following schedule types.

SCHEDULE B

Used by organizations that screen individuals applying to be a member of a registered body and individuals renewing a membership with a registered body, or

Used by organizations that screen students to be part of a post secondary program with a practicum component involving work with children and/or vulnerable adults.

SCHEDULE C

Used by organizations that screen the owners/operators of a licence-not-required child care facility, or residents living within the residence of a licence-not-required child care facility (spouse, ex-change student, etc). The child care facility must be applying for registration or be registered with a local Child Care Resource and Referral program.

SCHEDULE D

Used by organizations that screen the owners/operators of a licensed child care or adult care facility. The local Health Authority or Community Care and Assisted Living facilities licensing office must be listed in Part 2 of the consent form, or

Used by contracted agencies providing services at a provincially funded, licensed, or operated facility. The provincial facility will be listed in Part 2 of the consent form, and the contracted agency in Part 4.

SCHEDULE E

Used by organizations that screen employees of a child care or adult care facility (other than an owner/operator) licensed under the Community Care and Assisted Living Act.

SCHEDULE V

Used by volunteer organizations that screen individuals providing free services at a registered volunteer organization. All volunteer criminal record check packages are automatically recognized as Schedule V.

CONTACT INFORMATION

IMPORTANT - SUBMISSION EMAIL

The submission email and fax number must not be shared with applicants. Consent packages submitted from applicants will be rejected. All consent packages must be sent by an Authorized Contact person.

PURPOSE

Authorized Contacts are responsible for submitting criminal record checks on an applicant's behalf. This will reduce the amount of submission errors and enforce a streamlined submission process for all organizations.

GENERAL CONTACT INFORMATION FOR APPLICANTS AND ORGANIZATIONS

Telephone: Toll free - 1 855 587-0185 (press option 2)

Website: <https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check>

Email for inquiries: criminalrecords@gov.bc.ca

CONTACT INFORMATION FOR ORGANIZATIONS ONLY

Email for consent package submissions: crccsubmissions@gov.bc.ca

Email for drawdown account holders: crrp.drawdowns@gov.bc.ca

Fax number for consent forms: 250-953-0408

SUBMITTING CONSENT FORMS

EMAIL

Emailing forms in the proper format allows the CRRP to process applications more quickly. The consent packages have the same submission requirements; however, please ensure that the subject line and consent form number is changed, depending on what package is submitted. Please refer to the instructions below:

- Use the appropriate subject line determined by the consent package;
 - “Employee form submission CRR010”
 - “Fee Waiver form submission CRR017”
 - “Sharing form submission CRR022”
 - “Volunteer form submission CRR026”
- Email the package(s) as a PDF or TIF file
- When there is one consent package, use the applicant’s name and year of birth for the attachment (e.g. JOHNDOE1997.pdf or JOHNDOE1997.tif)
- When there are multiple consent packages, combine and save them in one single PDF or TIF as organization name and date of submission (e.g.123daycare2017-05-03.pdf or 123daycare2017-05-03.tif). Packages that are received without the correct file name **will not be processed**
- Emails must include a list naming the applicant(s)

FAX

- Fax forms to 250 953 0408
- Faxes must include pages in numerical order
- No coversheet or I.D. required

MAIL

Criminal Records Review Program
PO Box 9217 Stn Prov Govt
Victoria, B.C., V8W 9J1

CONTRACTORS AND FLOWCHART

CONTRACTORS

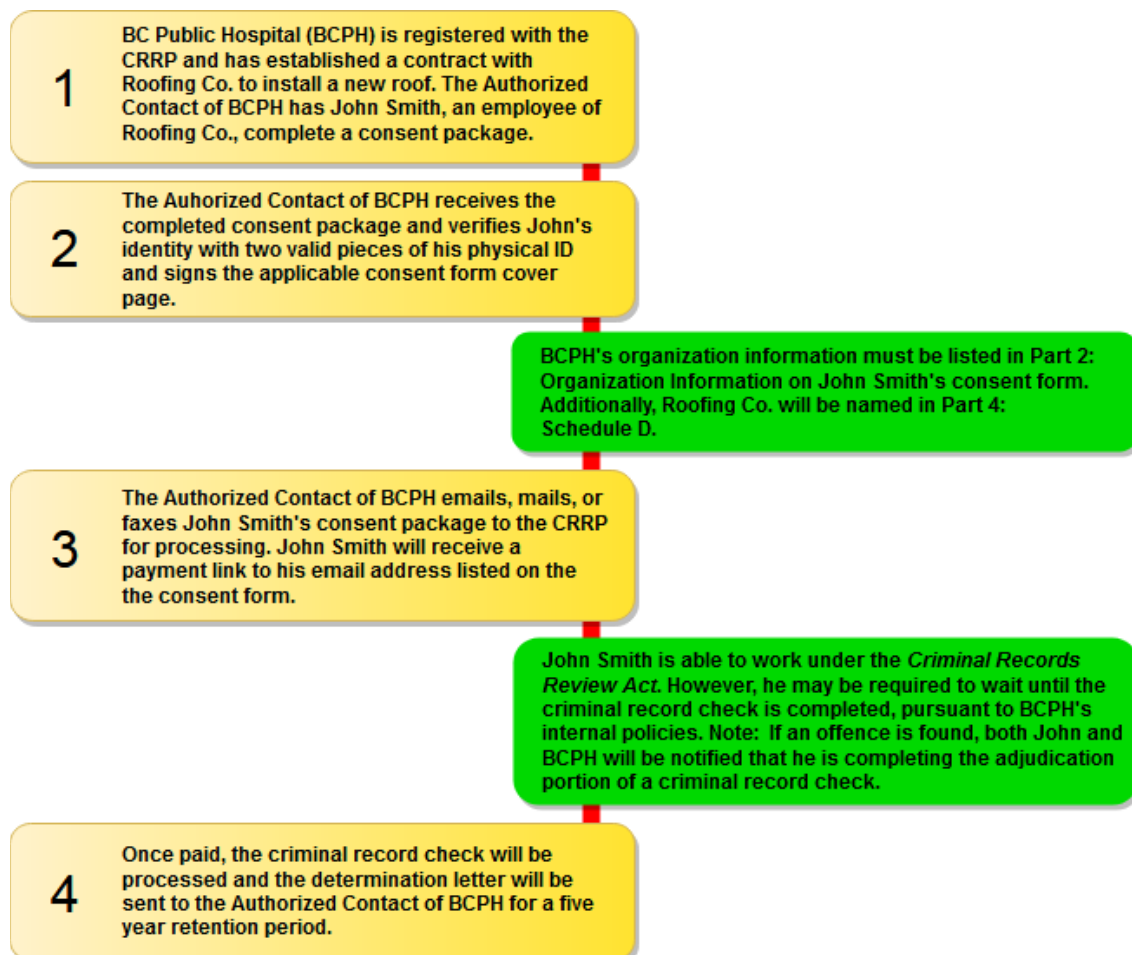
The CRRA defines an **employee** as “an individual who is employed by an employer and includes an independent contractor who has entered into an agreement with an employer.” An organization enrolled or registered with the CRRP which enters into an agreement with a contractor or subcontractor must submit a criminal record check for contractors and subcontractors who provide services near children and/or vulnerable adults. The criminal record check must be processed under the organization that is enrolled or registered with the CRRP.

PROCESS

The organization registered with the CRRP will list their organization’s contact information in “Part 2: Organization Information” of the consent form, and in “Part 4: Schedule D Only Must Provide”, the name of the contracted company will be placed. The process must be facilitated by an Authorized Contact at the organization registered with the CRRP and **not** an individual from the independently contracted company.

PROCESS EXAMPLE AND FLOW

John Smith works for Roofing Development Co., a company that has recently been hired to update a roof at the BC Public Hospital (BCPH). The BCPH falls within the definition of “employer” in the CRRA and is now responsible for completing a criminal record check for John as he is now regarded as an employee of BCPH and has potential for unsupervised access to children and/or vulnerable adults.



ONLINE CRIMINAL RECORD CHECK PROCESS

PURPOSE

Organizations may request enrollment into the applicant based online submission service (eCRC) for criminal record checks. If an organization does not request access to the eCRC in its initial registration, an organization may subsequently request access by completing Organization Account Information Update process.

Upon successful enrollment, the CRRP will provide the organization with a specific link and individualized access code. The link and access code can be given directly to applicants so that a criminal record check may be submitted online.

Please note that the link and access code must not be posted on an organization's website: Posting the link and access code increases the potential of an individual applying for a criminal record check without having any preliminary contact with the organization.

PROCESS

An applicant enters the code online and submits their information through an electronic service. In order to qualify to submit their consent to a criminal record checks online, an applicant:

- must have a minimum Canadian credit history of at least six months;
- must have been residing in Canada for two years or longer;
- must correctly answer a set of security questions unique to their personal credit history; and
- must have a current Canadian address. (an applicant cannot enter a foreign address through the online service)

Failure to meet the above criteria will result in a failed application. The applicant will then be prompted to print off a consent form that must be reviewed and submitted by the Authorized Contact.

Upon the successful electronic submission of an applicant's information through the eCRC portal, the applicant will be prompted to pay \$28.00 for their criminal record check. If the applicant is sharing a previous criminal record check or is a volunteer, there will be no payment prompt as these processes are free.

Please note that if an applicant does not feel comfortable verifying their identity online, they may complete a printed consent form instead.

DEACTIVATING AN ORGANIZATION'S PROFILE

DEACTIVATING AN EMPLOYER ACCOUNT

Circumstances that would require an organization to deactivate their employer account:

- The organization required to use the CRRP has closed;
- The organization's provincial funding has been reduced to below 50%; or
- The organization's employees no longer have potential for unsupervised access to children and/or vulnerable adults.

If an organization no longer meets the requirements to screen employees under the CRRP, it must email the CRRP to formally deactivate the account. There is no official form created for this purpose at this time.

Specific details regarding the reason(s) for deactivation will be requested and used to support the closure of the account. Please note the criminal record checks completed prior to the account being closed will remain valid until their expiry date; however, the CRRP will be unable to process any new criminal record checks once the account has been deactivated. It is then recommended to inform applicants that future criminal record checks must be processed through an applicant's police or RCMP detachment.

DEACTIVATING A VOLUNTEER ACCOUNT

Circumstances that would require an organization to deactivate their volunteer account:

- The volunteer organization has closed;
- The volunteer organization has chosen to use Police Information Checks (obtained through the police or RCMP station);
- The volunteer organization has chosen to monetarily compensate volunteers, or
- The organization's volunteers no longer have potential for unsupervised access to children and/or vulnerable adults.

If a volunteer organization closes or would like to opt-out of the CRRP criminal record check process, it must complete and submit to the CRRP a Volunteer Organization Application to Opt Out Form. The CRRP will use the form to deactivate the volunteer account. If an organization opts out and still requires criminal record checks for volunteers, it is recommended that it informs applicants to use their local police or RCMP detachments for criminal record checks.

VULNERABLE SECTOR CHECKS

PURPOSE

The Vulnerable Sector (VS) check is an RCMP requirement which flags individuals undergoing a criminal record check for working with children and/or vulnerable adults for fingerprinting when a combination of their name, gender, or date of birth are similar to that of a record suspended sex offender. The VS database is owned by the RCMP and must be queried according to their parameters. Although the vast majority of those screened will not have a record suspended sexual offence, the process protects against rare but extremely serious situations.

RECORDS SUSPENSIONS (FORMERLY KNOWN AS PARDONS)

A record suspension (formerly known as a pardon) allows individuals who were convicted of a criminal offence but completed their sentence and have rehabilitated themselves to apply to have their criminal record kept separate and apart from other criminal records.

Sexual offences that are granted a record suspension are flagged in a specific database so that should the individual with the record suspension apply to work or volunteer with a vulnerable sector group, the individual will be identified through the fingerprinting requirement.

The process includes screening those that share similar identifiers to the individual to ensure that individuals who may have legally changed their name will not be able to conceal criminal histories and also eliminates the possibility of individuals being wrongly associated with another person's criminal history.

PROCESS

The CRRP conducts a VS check on every employee and volunteer processed through the program; however, only those who share a similar combination of name, gender, or date of birth as a record suspended sex offender are requested to provide fingerprints. If the individual is flagged for fingerprinting, the CRRP issues a Fingerprint Request Letter directly to the applicant. The applicant's organization is not notified of the fingerprint request.

The Fingerprint Request Letter directs the applicant to attend their local police or RCMP detachment to complete the fingerprint requirement.

Note: Police and RCMP detachments have varying requirements for completing and submitting fingerprints. If an applicant has indicated that they require fingerprinting for a VS check, please have them contact their local police or RCMP detachment prior to attending.

PROCESSING TIME

From the date of the initial Fingerprint Request Letter, an applicant has 90 calendar days to complete the fingerprint requirement. If the CRRP does not receive any communication from the applicant, or the results of the fingerprints within 90 calendar days, notification will be sent to the organization that the file is considered closed. The CRRP will grant an additional two weeks from the closing of the file to allow for the applicant to provide proof of fingerprinting. If proof is not provided by then, the file will be officially closed, and a new consent package will be required.

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It is recommended that the applicant or Authorized Contact send the CRRP an email with a copy of the fingerprinting receipt, if available, to CRRP.Results@gov.bc.ca. If a receipt is received, the applicant's file will remain open until the CRRP receives the results of the VS check, even if the results are received beyond the 90 days allotted for the request.

Postage delays and processing times may affect the results being returned to the CRRP; however, the average turnaround time is 2-8 weeks from the time the fingerprints are completed.

If the applicant has an active criminal record, it may take approximately 16 weeks to complete the VS check.

SHARING OF A CRIMINAL RECORD CHECK

PURPOSE

To decrease the financial burden imposed on applicants requiring multiple criminal records checks, the CRRP implemented the sharing (formally known as portability) process. The sharing process allows applicants to share a CRRP criminal record check amongst other organizations registered with CRRP.

REQUIREMENTS

A sharing clearance is not a new criminal record check result, but the results of a criminal record check that an applicant completed within the past 5 years. Organizations have the choice to accept a sharing clearance from the CRRP or to require that a brand new criminal record check be completed by an applicant. Accepting a sharing clearance from the CRRP requires the agreement of an organization's Authorized Contact.

The applicant must have a completed criminal record check through the CRRP within the past 5 years.

The previous criminal record check must have been cleared to work with the same population that the applicant will be working with at their new employer or volunteer agency: children, vulnerable adults, or both.

Please note: the CRRP regularly receives requests to share Police Information Checks (PIC) that an applicant has completed. PICs are criminal record checks obtained through the police station or RCMP. The CRRP **does not** have access to the results of a PIC and is only able to share criminal record checks that have been completed by the CRRP within the past 5 years.

Once the Sharing Package has been submitted, the CRRP will find the previous criminal record check in the system and initiate the sharing process. The organization who has agreed to receive the sharing clearance will then receive the sharing result. The sharing clearance will indicate:

- The applicant's name and year of birth;
- The date the applicant was cleared for their previous criminal record check;
- The population that the applicant has been screened to work with; and
- The date the clearance expires.

DRAWDOWN ACCOUNT

An organization may request to establish a DrawDown account and have a standing amount of funds with the CRRP. To qualify for a drawdown account, an organization must submit a minimum of 10 criminal records checks a month. The organization may draw upon their funds to pay for criminal records checks for their employees.

Please email crrp.drawdowns@gov.bc.ca if you feel that this option would benefit your organization. If approved, the CRRP will provide the unique consent package that account holders must submit to complete criminal record checks for their employees. Submission instructions will be provided by the CRRP.

END OF DOCUMENT