

## **HR: EMP15 – Third Party Reference Requests**

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### **POLICY:**

Only the Library Director or the Administrative Assistant as delegated is authorized 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 Library Director for action and/or response.

If the request for information is related to a credit or loan application, the employee must authorize release of this information in writing. Alternately the Library Director or designate may provide a letter of confirmation to the employee on letterhead which can then be used by the employee.

If the request for information relates to an ex-employee of The Board with respect to job performance or other employment-related matters, only the Library Director or Administrative Assistant as delegated may respond to such requests. Responses will be limited to factual information, authorized in writing by the employee for disclosure that can be documented through review of the ex-employee's personnel file.

### **PURPOSE:**

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

### **RESPONSIBILITY:**

Any unauthorized person who receives a third-party reference requests, either oral or written, is responsible for forwarding the request to the Library Director or their designate.

The Library Director or designate 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.



## **DEFINITIONS:**

**“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.

## **PROCEDURE:**

1. Employees who are not authorized to respond to reference requests shall immediately forward such requests, either oral or written, to the Library Director or their designate.
2. A copy of any written response to a third-party reference requests shall be provided to the employee or former employee.
3. No payroll information or personal information shall be provided without the written authorization of the employee or ex-employee.
4. Reference requests from potential employers shall be limited to information authorized in writing by the employee for release and which can be documented through review of the employee's or ex-employee's personnel file.
5. 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 & dates of employment will be disclosed. ♦