



Ministry of
Public Safety and
Solicitor General

Criminal Records Review Program

Information Package

The Information 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

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Criminal Records Review Program

Security Programs Division

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INFORMATION PACKAGE

PURPOSE

This package provides employers, governing bodies, and volunteer organizations, covered under the *Criminal Records Review Act* (CRRRA), with information pertaining to upcoming process changes.

IMPORTANT NOTE

The Criminal Records Review Program (CRRP) website will be revised to reflect the following changes on July 11th, 2019.

UPCOMING CHANGE: AUTHORIZED CONTACTS

PURPOSE

To enforce a streamlined submission process for all organizations, the CRRP will require organizations enrolled or registered with the CRRP prior to August 5th, 2019, to select one to two existing contact persons who will be responsible for facilitating their organization's criminal record check process. These individuals will be designated as an Authorized Contact.

Instructions are provided in the following sections for those organizations that do not have a current contact person listed on their account or require an update to a current contact person.

DETERMINING AUTHORIZED CONTACTS

An organization is required to determine which contact person will be listed as the Primary Authorized Contact and which contact will be listed as the Secondary Authorized Contact. Both Authorized Contacts will share the responsibilities listed on Page 5 of this document; however, the Primary Authorized Contact will be the main point of contact for the CRRP.

There may be no more than two Authorized Contacts on an organization's profile. Please contact the CRRP at 1 855 587-0185 (press option 2) or by email at criminalrecords@gov.bc.ca to indicate which contacts from your organization's list of existing persons will be designated as an Authorized Contact. The CRRP will respond by phone or email.

If an organization is unaware of who is listed as a contact person on their account profile, the organization will need to contact the CRRP directly at 1 855 587-0185 (press option 2) or by email at criminalrecords@gov.bc.ca

AUTHORIZATION

An organization enrolled or registered with the CRRP prior to August 5th, 2019, is **not** required to have its existing contact persons complete the following Authorization Process. It is only required that the organization call the CRRP to determine which existing contacts will be listed as the Primary Authorized Contact and Secondary Authorized Contact.

However, if an organization enrolled or registered with the CRRP prior to August 5th, 2019, does not have any contact person(s) listed on their account profile, the organization is required to have one to two individuals complete the following Authorization Process.

ORGANIZATION UPDATE AND AUTHORIZATION PROCESS

On July 30th, 2019, the CRRP's website will provide 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 will require the Organization Account Information Update process be completed. This process indicates the 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.

NEW CONSENT PACKAGES & AUTHORIZED CONTACT RESPONSIBILITIES

In combination with this Information 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 CRRP is removing all consent forms from its website.** It is recommended that you store copies of the consent packages in a electronic format or physical format. If required, contact the CRRP for another electronic version of your organization's prepopulated consent forms.

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.

PURPOSE

Consent forms will be removed on **July 11th, 2019** from the CRRP's website to prevent members of the public from submitting criminal record checks without any preliminary contact with an organization. Organizations will now have copies of specific criminal record check consent forms and will be responsible for providing the necessary consent form to employees and/or volunteers.

The consent packages are not to be posted to any public facing information outlets.

If an organization's account information is updated, the CRRP will provide updated consent forms with new prepopulated information.

COVER PAGES

The CRRP has developed 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.

GRACE PERIOD – 60 DAYS – SUBMISSION OF NEW CONSENT PACKAGES

On **August 5th, 2019**, the CRRP will implement the new consent packages. The CRRP will allow a 60 calendar-day grace period, during which time the CRRP will accept the previous version of a consent form. After **October 5th, 2019**, each consent package must be submitted with its mandatory cover page and new consent form or the application will be rejected.

AUTHORIZED CONTACT RESPONSIBILITIES

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

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.

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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.

CONTACT INFORMATION

IMPORTANT - NEW SUBMISSION EMAIL

The CRRP will be implementing a new submission email for criminal record checks on **August 5th, 2019**. The new submission email must be used after **September 30th, 2019**, and 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 consent packages 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: crcsubmissions@gov.bc.ca

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

CONTRACTORS AND FLOWCHART

CONTRACTORS

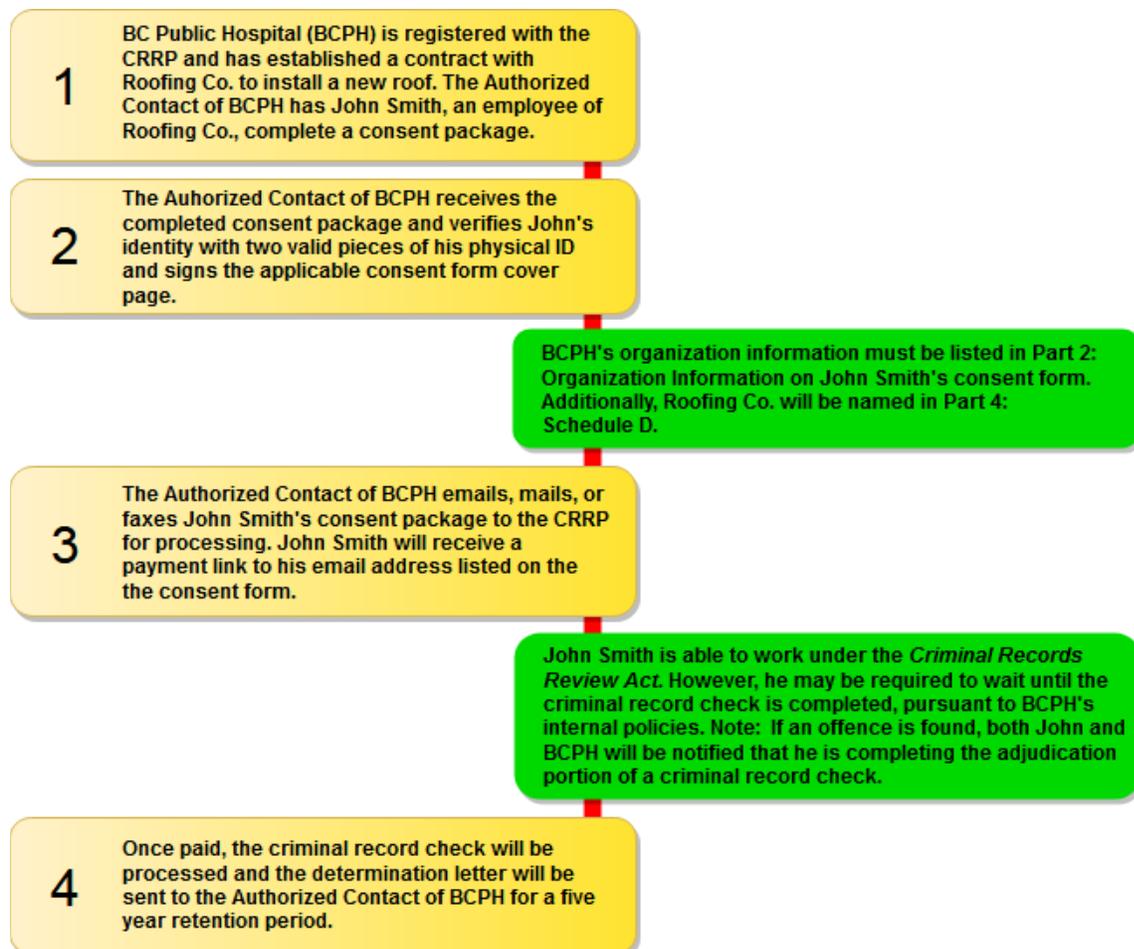
The CRRA defines an **employee** as “an individual who is employed by an employer and includes an independent contractor who has entered into an agreement with an employer.” An organization enrolled or registered with the CRRP which enters into an agreement with a contractor or subcontractor must submit 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.



DETERMINATION OF RISK PROCESS

PURPOSE

The determination of risk process is initiated when a “relevant” or “specified offence” is found while screening an applicant. The process is mandated by the CRRA and requires the Deputy Registrar of the CRRP to determine whether an individual’s criminal record indicates they may be a risk to children and/or vulnerable adults.

PROCESS

The CRRP receives an applicant’s file and finds the existence of a relevant or specific offence. In most instances, a letter is created and issued to the applicant’s organization indicating that the applicant’s file has been forwarded for review; a separate letter is sent to the applicant. The letter explains that the Deputy Registrar referred the applicant’s file to an investigator, responsible for gathering information pertaining to any relevant and/or specified offence(s). No specific information relating to the offence(s) is provided to the organization or the applicant.

As part of the process, the applicant may be contacted to provide information regarding the offence(s). The investigator reviews all of the information and prepares a report for consideration by the Deputy Registrar. The Deputy Registrar will make a determination whether the individual poses a risk of physical or sexual abuse to children or physical, sexual, or financial abuse to vulnerable adults. The Deputy Registrar will notify the organization and the applicant of the determination by mail.

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.

RECORD 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 through the CRRP, 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