

# Criminal Record Checks- Frequently Asked Questions

## Gain more value and depth to Criminal Record Checks



While a Criminal Record Check is not the only part of a comprehensive background screening program, it is the most important component. At Sterling Backcheck, we have conducted millions of Criminal Record Checks for over 10,000 Canadian organizations. Below is our compilation of the frequently asked questions.

### **Q: How does Sterling Backcheck define a Criminal Record Check?**

**A.** Not all background checks are created equal. Obtaining a complete picture of a candidate's criminal history is harder than you think. Our processes are designed to facilitate compliance with federal and provincial privacy and human rights legislation and are provided in partnership with numerous Canadian police departments, based on the information maintained by the **Canadian Police Information Centre (CPIC)**.

- Forgery-proof results with an option to choose Re-Check – delivered directly online – 4 hours or less Turnaround Time
- Deeper dive with Sterling Backcheck's **Enhanced Police Information Check (E-PIC)** to reveal information held within both national and local police databanks.

### **Q. What is provided in your Criminal Record Check service?**

**A.** Sterling Backcheck, working with its Canadian police partners, conducts Criminal Record Checks (CRC) based on the name and date of birth of an applicant. These searches may provide an indication of the existence of adult criminal convictions, for which a record suspension (formerly a pardon) has not been granted, within the RCMP National Repository of Criminal Records. Any information discovered will be as the record exists on the date of search.

Specific details of a criminal record conviction cannot be released without fingerprint verification. Sterling Backcheck's police partner is able to confirm the accuracy of an applicant's self-disclosure of criminal convictions.

For the convenience of our customers, if fingerprinting is required, it can be conducted by local police or accredited fingerprinting agency partners. Please contact Sterling Backcheck for further information.

**Please note:** The Sterling Backcheck CRC offers an indication of possible convictions within the RCMP National Repository of Criminal Records. Some organizations may require a search that includes conviction information outside the National Repository, or non-conviction information. Please contact your Sterling Backcheck representative to discuss additional screening options.

### **Q. What is an Enhanced Police Information Check?**

**A.** Enhanced Police Information Check (E-PIC) or Criminal Record and Judicial Matters Check provides an unprecedented scope of conviction and selected non-conviction information. This in-depth Criminal Record Check with a search of Local Police Information uncovers charges, warrants, peace bonds, prohibition orders, release conditions, probation orders, summary convictions, and recent convictions not yet registered on the National Repository.

## Q. Where is Criminal Record Check information obtained from?

**A.** The Criminal Record Check information given to our clients is provided by an authorized Canadian Police Agency who has partnered with Sterling Backcheck. Searches of the National Repository of Criminal Records are made via the Canadian Police Information Centre (CPIC). The RCMP National Repository of Criminal Records contains convictions for offences in the Criminal Code and other federal criminal statutes, for which fingerprints were taken.

## Q. What is a confirmation of Accurate Disclosure?

**A.** Sterling Backcheck's consent forms ask a candidate to disclose records of any convictions. If they are accurate in their disclosure, our police partners will confirm that the details disclosed are indeed accurate.

## Q. What is Sterling Backcheck Zero-In™?

**A.** If the initial disclosure made by your candidate on their consent forms is inaccurate, you have the option to use our proprietary technology to Zero-In on the details. Through eConsent or myBackCheck.com platforms, you can ask your candidate to re-disclose. Sterling Backcheck's police partners are asked to confirm or deny the accuracy of the updated disclosure and report results back to you.

Sterling Backcheck's police partners provides **four types** of Canadian Criminal Record Check results:

1. "Clear"
2. "Not Clear - Confirmed"
3. "Not Clear — Incomplete"
4. "Unable to Complete"

When a possible record is identified and a disclosure of criminal history has been provided Sterling Backcheck's police partner is able to confirm whether that disclosure is an accurate representation of the conviction information in the National Repository of Criminal Records.

## Q. How Can I Obtain More Information About The "Not Clear" Result Without an Accurate Disclosure?

**A.** You may choose to Zero-In™ with Sterling Backcheck's proprietary eConsent technology. Alternatively, you may send your candidate to the police station or an accredited fingerprinting agency to request a certified check via fingerprints.



## Q. How Long Does Zero-In™ Take?

**A.** Upon receipt of the candidate's updated information, results of the Zero-In™ query will be delivered within 4 hours or less.

## Q. How Does Sterling's Zero-In™ Work?

**A. Step 1:** Inform the candidate that you would like to conduct a second Canadian Criminal Record Check, asking them to be thorough and complete in disclosing their conviction history. Send the candidate an invitation from the Sterling Backcheck's eConsent online ordering technology within 30 days of the original check.

**Step 2:** The candidate accepts the invitation and provides details about their conviction history securely and online.

**Step 3:** Sterling Backcheck will forward the revised consent (if applicable) and disclosure forms to our police partners to conduct a second query on the candidate. A result of "Not Clear – Confirmed" will be returned if the declaration is now accurate. You will now be able to review the complete disclosure and make an informed hiring decision. If the candidate has not provided an accurate or complete disclosure of their criminal history, the check will once again be returned "Not Clear-Incomplete", and you may choose to either Zero-In™ again or send the candidate for fingerprinting.



**Q. Are your services compliant with privacy and human rights laws?**

**A.** Sterling Backcheck's services are designed to help you comply with your obligations under Canadian privacy and human rights laws; however, you need to ensure you understand those obligations and use the services accordingly. Our dedicated Canadian privacy and compliance team prepares guidance in the form of best practice documents and webinars to help you understand your obligations and how best to use our services. The team is also available to answer specific questions from our clients and their applicants.

**Q. What process do you have to obtain information?**

**A.** When Sterling Backcheck clients' candidates complete their application forms for employment, the client also asks the candidate to provide the necessary personal information to perform a Criminal Record Check. Once the candidate has provided the required information and provided consent for the check, Sterling conducts the Criminal Record Check utilizing the services of one of our Canadian police partners. Our contacts at the police service will conduct the check and report back to us in a timely fashion. Sterling ensures the accuracy of results with numerous quality control measures, and returns the result to our client within 4 hours or less of receiving the request.

## About Sterling Backcheck

Sterling Backcheck – a leading provider of background and identity services in Canada – offers a foundation of trust and safety that spans across industries, professions, and borders. Our technology-powered services help organizations create great environments for their workers, partners, and customers. With office locations around the world, Sterling conducts more than 100 million searches annually. Sterling Backcheck is the Canadian division of the global Sterling family. Visit Sterling Backcheck online at [sterlingbackcheck.ca](https://sterlingbackcheck.ca).