

## **4.11 PROVISION OF REFERENCES**

### **Purpose**

The provision of references to prospective employers of present and past employees carries with it a duty to the employee and a legal obligation to the prospective employer. The intent of this policy is to outline the delegation of authority to provide references and to provide direction to those delegated to provide references.

### **Definition**

References refer only to verbal reference checks. Written reference letters will only be issued in special circumstances such as a requirement for education. Employees requesting a written reference must submit their request in writing to the Senior Manager of Quality Assurance and Human Resources (QAHR).

### **Policy**

The Association delegates the authority to provide references only to its exempt employees (managers).

In situations where non-exempt employees are asked to act as a reference for an existing or former employee, they must refer the request to their Program Manager or the Manager of Human Resources and Quality Assurance

In instances where the Program Manager or Senior Manager of QAHR is not familiar with the employee in question, references will be based on feedback provided by the employee's Performance Appraisal. In the event that no Performance Appraisal is on file, references will be limited to employment verification. References for employees who have been terminated four years or more will be limited to employment verification (up to seven years).

### **Linking Policies**

8.4 Records Management Policy