

1. Reference Checking – External Applicants

- No matter how promising the candidate, avoid stating something like: “I will hire you, but I now need to check your references.”
- Once an interview has taken place and you have narrowed down the choice for the external vacancy, simply let the candidate know the next step in the process is to check references.
- Let the candidate know reference checking can take one to three days (sometimes longer) depending upon the availability of the referee.
- Ask for at least two (2) references from individuals the candidate reports to, preferably those in a management role. Please have the candidate include the referee’s **phone number, email address, job title and which position the candidate reported to this referee**. Also, ask the candidate when it is best to contact their referees, including whether the referees might not be available due to vacation leave. Let the candidate know that it helps if they give the referees a heads up in advance so they are prepared when Recruitment calls them.
- We do not accept references from unionized supervisors directly except under limited circumstances. Manager referees can work with the included supervisor when providing us with the reference if they are not familiar with the employee’s performance.
- Your Recruitment Advisor will inform you whether the references checked out and whether it is a go to hire the candidate.
- Due to privacy concerns with respect to the referees, Recruitment cannot share the actual reference with the hiring Leader/Manager. Instead, the Leader/Manager may contact their Recruitment Advisor to discuss key points of the reference.

2. Requests for References from Other Employers

- If you are contacted by another employer to provide a reference, please ask them to fax you a reference request form.
- Please do not give out a verbal reference on the phone.
- If the other employer insists they only use telephone references, refer the caller to your Recruitment Associate. Call or email your Recruitment Associate to let them know another employer will be calling about a reference for one of our current or former employees, giving the name of that employee.
- When a faxed reference request is received, complete the form and then forward it to your Recruitment Associate.
- Your Recruitment Associate will review the reference form you completed, ensuring the responses follow best practices.
- Once the reference form has been vetted and cleared by your Recruitment Associate, you may fax it back to the employer who requested the reference.

Questions & Answers – If further questions arise around *Reference Checking*, they will be added accordingly.

Q1. What do I do when I’m called for a reference for someone who reported to me while I worked for another employer (not Providence Health Care)?

A1. References for employees you supervised when working for another employer do not have any bearing on Providence Health Care. If the reference comes via a phone call and you do not feel

comfortable giving a verbal reference, you can ask the caller if they could send you an email or fax reference form to complete. Otherwise, you can give the reference on the phone if you like.

- Q2.** Many healthcare employers use a contracted service to conduct their reference checks. Many times this comes in the form of an email with a link to an online reference form to complete. How should I proceed?
- A2.** Forward the email request to your Recruitment Associate who will then arrange for a time you can both complete the online questionnaire together (via a phone call meeting, for example).
- Q3.** I am an included bargaining unit Practice Lead in my department. When I'm asked to give a reference do I need to forward the request to my excluded Director?
- A3.** No, there are departments where there is no excluded Manager/Leader; therefore, the included Lead may give the reference as per the guidelines listed above.

Recruitment is working toward consistency and standardization of its process around reference checking. This way we strive to ensure the best possible outcome with your external hires.

If you have any questions or concerns, please feel free to contact:

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