

These instructions should be sent via email to the applicant by a Parish Office Representative or HR.

CLIENT SUPPORT LINE:

Monday-Friday
9am-8pm EST

1-877-455-6730

COMMITMENT TO A SAFE ENVIRONMENT

As part of the Archdiocese of Toronto's commitment to a safe environment, we are obligated to exercise due diligence in our screening process.

The screening process for all clergy, employees and volunteers in positions of trust requires a Police Information Check prior to participation in any employment or ministry capacity.

BEST PRACTICE GUIDELINES IN CANADA

Under the Best Practice Guidelines for Public Safety under the concept of Duty of Care, all individuals in positions of trust require an interview, 3 reference checks, and a current and clear Police Information Check.

Learn more at:

[Screening-Best Practices](#)

Applicant Instructions for an Enhanced Police Information Check

Applicants may complete a Police Information Check through the secure online link to our landing page through our service provider, Sterling Talent Solutions. The cost of this search is covered by the Archdiocese of Toronto. This screening process will take approximately 10 minutes and should be completed in one sitting using a computer, laptop or i-pad.

✓ Click to start check: www.sterlingtalentsolutions.ca/Archdiocese-of-Toronto

View step-by-step video demonstration:
<https://bit.ly/2Q4sV8Y>

Step 1: Consent and Registration

You will require an email address to complete the screening consent process and one can be created free of charge through Gmail, Outlook or Hotmail.

- Create your personal account through Sterling Talent Solutions' online platform by clicking on the link above to register.
- You will need to create an account with your information to consent to the search.

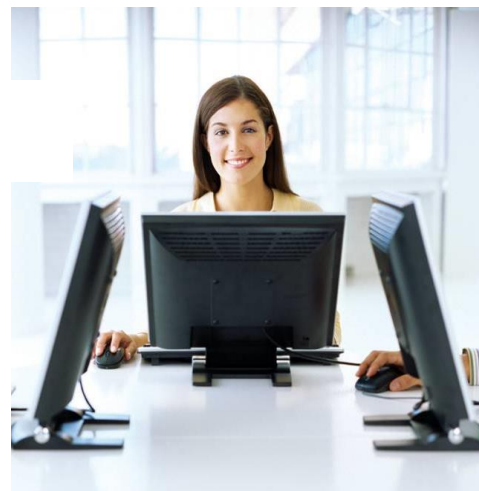
By using your email address and creating credentials to access your account, you are providing consent to the online search through Sterling's police partners.

Step 2: Check your email

You will receive an automatic email from mybackcheck.com in your email account;

- **Open** the email, **click** on the secure link and **log back into your account** with Sterling to initiate the ID verification portion of the search.
- This message will appear immediately in many cases; some email service providers may filter into junk or spam folders.

Contact Sterling's Client Support should you experience any technical challenges or if you have not received the email.



Step 3: Verify your ID

Complete the questions related to your credit file and address history to verify your identity online; this will not affect your credit score in any way.

- Please note that the question related to entering your SIN # is optional and can be skipped; TransUnion's system uses this as a method to match your ID to your credit profile, however, it is not mandatory.
- Applicants will receive 4-6 questions automatically generated by TransUnion's system based on your credit history.
- This information is not shared with the Archdiocese of Toronto or Sterling Talent Solutions.
- TransUnion will confirm your identity through security questions so that police services may process your search.

WHAT HAPPENS IF MY IDENTITY CANNOT BE VERIFIED?

As some applicants may have little credit or a “thin” line of credit, there are some instances where an applicant may not pass the ID verification questions through TransUnion’s ID authentication process.

In some cases, an applicant may be a newcomer to Canada, 18-19 years of age with minimal credit history, or not have any credit history to date.

Printing Canada Post ID Verification Form:

For situations such as these the online system will automatically generate a Canada Post ID Verification Form for the applicant which may be downloaded from your online account with Sterling Talent Solutions.

The form will have your information on it; print the form and visit your local Canada Post location.

Two types of acceptable Government issued Photo ID are required and are listed on the form.

ID will be viewed in person, and the bar code will be scanned and sent to Sterling; this will prompt police services to conduct the search; your results will be posted to your account within 24 hours. For applicant privacy this information is deleted from Canada Post servers.

Sharing your Results with the Archdiocese of Toronto and your rights

Step 4: How do I view and share results?

Results will be communicated by Sterling’s police partners and posted to your account within 24 hours of the date that your ID has been verified.

Log into your account to view your results:

- Check your email in-box for an email from mybackcheck.com; click on the secure link in the email so that you may be able to log into your account and view your results;
- If you require assistance in accessing your account or if you forgot your password, contact Sterling’s client support.

Sharing your results:

- The Volunteer Screening Representative will send your Pastor or Department Head a general email confirming your name and date of the clearance.
- For applicant privacy, the Archdiocese of Toronto will not send the actual report via email to any parish location as they contain personal information such as your name, date of birth and results; we will confirm with your parish/department that the report is clear.
- You have access to view your results and share with other organizations that you volunteer with as well.

Your legal rights under Bill 113, Police Record Check Reforms Act, 2015:

If you decide to not obtain a police information check for a position of trust, you will not be eligible to participate in a high risk ministry. You may speak with your Pastor regarding availability for a General Risk ministry position should you be suited to the role as these positions do not require a police information check.

As this document is your report, you are also welcome to share the results with any other organization that you volunteer with if you choose to do so.

APPLICANT BENEFITS

Access to your information anytime

No cost for the search

Ability to share results with other organizations (i.e. volunteer/employment)



VOLUNTEER Screening Program

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