



Canadian Camping Association
Association des camps du Canada

Sterling
Backcheck

Using Sterling BackCheck for criminal record checks and verification services - ACQ Camps

Why use Backcheck?

Sterling Backcheck and The Canadian Camping Association have a long-standing partnership to support the safe operation of camps across Canada.

This service is beneficial for candidates, camps and our associations. It provides:

- An extremely discounted rate - \$20 per candidate compared to the \$30-\$75 rate most police stations charge
- An easy-to-use online service that saves camps and candidates time
- For each record check performed, a rebate to the Provincial Association and Canadian Camping Association.

Which BackCheck Service Should I Use?

Sterling Backcheck has two platforms that camps can use for background checks as well as other verification services.

To determine which service to use, answer these questions:

Who is paying for the police check?

- Candidate paying - Use [mybackcheck](#)
- Organization paying - Use [BackCheck](#) or [mybackcheck](#)

What kind of check are you doing?

- If **only** doing Canadian Criminal Record Check can use either [mybackcheck](#) or [BackCheck](#)
- If doing any other service, use [BackCheck](#)
 - [Click here for a list of other services available by BackCheck](#)

Would you like the candidate to perform the background check on their own?

- To ensure that candidates are performing the check properly and receiving the full discount, we recommend camps perform the background checks using [mybackcheck](#) or [BackCheck](#).
- If a camp wishes for the candidate to perform their own background check, they may use this website to still receive the discounted rate:
 - <https://pages.sterlingbackcheck.ca/landing-pages/a/acq/>

Note: Please note that at this time, Vulnerable Sector Screenings are not able to be issued by 3rd party organizations like Sterling Backcheck. If that is a requirement by your organization, candidates must perform this at their local police station or via a police services' online tool, if available.

How to use mybackcheck - ACQ Camp

(Watch a video tutorial here - [English](#) - French (coming soon))

1. Go to <https://www.mybackcheck.com/Public/Login.aspx>
2. At the right side, log in on the For Organizations side
 - a. If you do not have an organisation account, email JohnTomisic.Sutej@sterlingcheck.com
3. At the top, click "Invitations"
4. At the top right, click "send invitation"
5. Enter the candidate's information
 - a. Under role - pick the option according to who is paying
 - i. **Applicant Paying** - Select "Applicant Paid - Enhanced Police Information Check"
 - ii. **Organization Paying** - Select "Enhanced Police Information Check"
6. You may skip the "Invitation Details" section
7. Click Send
8. To view results, click the "results" tab

Please notify your candidates that they will receive an eConsent invitation issued through the Canadian Camping Association.

The candidate will receive an email from Sterling Backcheck to verify their ID electronically, and if that fails, via Canada Post.

If the above steps do not work, please contact our account executive.

John Sutej | Account Executive

D: 438.266.0750 | E: JohnTomisic.Sutej@sterlingcheck.com

How to use Backcheck - ACQ Camp

(Watch a video tutorial here - [English](#) - French)

1. Log in to the Sterling Backcheck Site: <https://webclient.backcheck.net/Login.aspx>
 - a. If you do not have an organisation account, email JohnTomisic.Sutej@sterlingcheck.com
2. At the top, click eConsent
3. At the top, click Order eConsent
4. In the top section, fill out the information for the candidate, First name, last name, email and position
5. Under order information
 - a. Under location, select your camp
 - i. If your camp is not listed, email JohnTomisic.Sutej@sterlingcheck.com
 - b. Contact Phone Number - Use YOUR phone number (not candidate's)
6. Under Select Services
 - a. You may use the drop-down menu to select a pre-populated choice
 - i. E-PIC (Candidate Verifies ID Electronically)
 1. Candidates to submit their application with an online verification process via a secure online process
 - ii. E-PIC (Candidate Verifies ID via Can. Post)
 1. Candidates receive a form to print and take to Canada Post with two pieces of ID
 - iii. E-PIC (Organization Verifies ID)
 1. This allows the organization to manually verify a candidate's IDs
 - b. Or select from the individual options below:
 - c. Most camps use the Canadian Criminal Record Check for domestic candidates
 - i. **Electronic ID Verification and Local Police Information**
 1. Candidates to submit their application with an online verification process via a secure online process
 2. This also
 - ii. **Local Police Information**
 1. This allows the camp to manually verify a candidate's ID
7. Skip the "Upload Supporting Documents" section
8. Click Submit

**E-PIC = Enhance Police information Check*

Repeat for each candidate - *note, organizations with over 50 staff members may contact JohnTomisic.Sutej@sterlingcheck.com with two weeks advance notice for instructions on how to do bulk upload.*

Please notify your candidates that they will receive an eConsent invitation issued through the Canadian Camping Association.

If the above steps do not work, please contact our account executive.

John Sutej | Account Executive

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Why criminal record check results come back “Not Clear/Unable to complete” and next steps

(from Sterling Backcheck)

As a third-party company, due to Canada’s privacy laws, Sterling cannot divulge the contents on an individual’s criminal record. Our searches are based on someone’s name and date of birth, and we need to rely on candidates to correctly disclose their adult convictions.

The short version is: our police partners provide a yes or no answer based on the information disclosed, but if the answer is no, we can’t tell you what’s wrong with it.

Results:

Clear: a candidate did not disclose any conviction information, and our police partners found no record.

Clear with discrepancy: a candidate disclosed conviction information, but two of our police partners found nothing (could be the candidate obtained a pardon/discharge, and the candidate isn’t aware). We will not tell you what the candidate disclosed, since there is no hit to report.

Not Clear – Confirmed: a candidate correctly disclosed what’s on their record. We will share what they disclosed.

Not Clear – Incomplete: a candidate may or may not have disclosed conviction information. A record has been found, but the criminal claims are incorrect. Our team will share the conviction information that the candidate disclosed, if they disclosed any, but we won’t tell you what’s incorrect.

Unable to Complete – Questionable: Based on the name and date of birth, our police partners either found a record that closely matches the name and/or date of birth but they aren’t sure if it really belongs to the candidate, or they have found an open file that’s still awaiting conviction information. We cannot tell you which of those two possibilities it is.

Next steps in order to determine the contents of a criminal record:

- Candidate heads to their local police station and asks for a copy of their record if they have one, or if the police can determine, based on physical characteristics, whether the record belongs to them.
- Candidate either heads to their local police station, or a private fingerprinting company to request **fingerprinting for employment purposes**. The prints are sent to the RCMP, and the results are mailed to the candidate directly. The process takes a matter of days if a record doesn’t exist, but if there’s a record, it can take up to 4 months. There is unfortunately no faster solution on the market at the moment. More information can be found here: <http://www.rcmp-grc.gc.ca/en/criminal-record-checks>

In both above cases, there is no need to send Sterling the results. The above searches are considered different and more comprehensive than what we offer. The camp director/staff can make their decision based on the results that the candidate will share.

For the **local police information component**, the result will always be either Clear or Defer.

A Defer result means there is possible relevant conviction or non-conviction information that may have been identified. The LPI search is an in-depth Canada-wide query that reveals information such as charges, warrants, peace bonds, probation orders, as well as recent convictions that are not yet registered in the CPIC database.

To resolve a Defer letter, the candidate needs to go to their local police detachment and request a Police Information Check (PIC) for employment purposes.

A sample referral letter can be found here: ([English](#)) ([French](#))