



Online Criminal Record Check Application Process for BC Housing Supplier - User Guide

Supply Chain Management
BC Housing Management Commission
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Overview

This document has been developed to help guide BC Housing Suppliers on how to process online Criminal Record Check application for their employees, subcontractors/trades who will be providing services or performing work on BC Housing projects in accordance with the [Criminal Records Review Act](#).

1. What is the Criminal Records Review Act (CRRRA)?

The BC Criminal Records Review Act states: “All individuals who work with children or vulnerable adults or have unsupervised access to children or vulnerable adults in the ordinary course of their employment, or in the practice of an occupation, or during the course of an education program and who are employed by or licensed by or receive regular ongoing operating funds from the provincial government are covered under the BC Criminal Records Review Act.”

2. Do I need to complete a Criminal Record Check?

All Suppliers, their employees, subcontractors/trades who are providing services or performing work on BC Housing tenanted property or BC Housing funded and tenanted property/project must pass a CRRRA check through the Ministry of Public Safety and Solicitor General Criminal Records Review Program (CRRP) prior to working on projects that place them around children and/or vulnerable people.

Note: RCMP clearance or any other third-party clearances are not acceptable and will not be considered equivalent.

3. How do I complete a Criminal Record Check?

Criminal records check can be completed online (with or without the use for the BC Services card and app). Using the BC Services card and app are recommended (this will allow the applicant to forgo additional verification steps and the need for manual documentation submission). For more information on the BC Services card click [here](#).



4. Details for Online/Electronic CRC Submissions

Online applicants can apply [here](#). You should be directed to the application landing page where you will input BC Housing's unique code in order to proceed:



The screenshot shows the 'Criminal Record Check Application' web form. The header includes the British Columbia logo and the title 'Criminal Record Check Application'. The main heading is 'Criminal Record Check'. Below this, there is a paragraph explaining the requirement for a CRC in British Columbia. A section titled 'How do I submit a CRC request online?' lists three requirements: being at least 12 years old, having an access code, and having identity verified. A link 'Learn how to set up the BC Services Card Login' is provided. An 'Access code:' section contains a text input field with the placeholder 'Enter your code here' and a 'Continue' button.

Please follow the prompts. For additional further details, you can refer to the video tutorial on how to apply online: [CRC Applicant Process](#).

5. Frequently Asked Questions

1) **My employees and I already have a criminal record check with RCMP. Why do I need to complete another check with BC Housing?**

RCMP clearances or any other third-party clearances do not satisfy the requirement of the [Criminal Records Review Act](#). Therefore, they are not acceptable and will not be considered equivalent. Only CRRRA Checks conducted by CRRP will be accepted.

2) **I do not have a BC Services Card. What is the next step?**

If you choose not to use the BC Services Card Login, your ID will be verified by a BC Housing authorized representative after you submit your criminal record check.

3) **I have an existing criminal record check clearance obtained from another organization. Is any further action required?**

All clearance letters must be addressed to BC Housing for each applicant. We cannot accept previous clearance letters obtained from the CRRP that are addressed to a different organization. In this instance you will be able to share your criminal record check with BC Housing at no extra charge.

4) **Can all my employees complete their criminal record checks with the same access code you have provided for the online application?**

Yes, provided they have all been assigned to the BC Housing project and have been included on the submitted Declaration Form.

5) **I have already completed my criminal record check with the CRRP, I need to share my application with BC Housing, but I am being asked to pay again when I have already paid the processing fee of \$28. Why is this happening?**

If you already have a criminal record check with the CRRP and you are sharing your application, your details must match what is already in the CRRP system. If there are variances between the information provided, then the system might recognize that you are a new applicant and will ask you to pay again. Please contact 1-855-587-0185 option #2 to speak with the Criminal Record Review Program directly about this issue.

6) **I am not expected to be on site throughout the project, do I still require a criminal record check?**

No, only Suppliers, their employees, subcontractors/trades who will be providing services or performing work on BC Housing projects must pass a CRRA check prior to working on Projects that place them around children and/or vulnerable people.

7) **There is a fee of \$28 that I am being asked to pay to complete my criminal record check and I do not feel that I need to pay this. How do I proceed?**

All applicants are required to pay a processing fee of \$28 if your application is new and you do not have an existing criminal record check. There is no charge for sharing an existing criminal record check provided that the check was already conducted through the CRRP.

8) **I have over 100 employees that have already completed criminal record checks with the CRRP. Why do we need to do this again?**

BC Housing requires all clearance letters to be addressed to us and we need to ensure that your criminal record check was conducted under the same “works with” category. Any clearance letters that are not addressed to BC Housing will not be accepted. This means you need to apply to share your criminal record check with us.

9) **The access code you have provided does not work when I try to complete my application online. Why is this happening?**

Please ensure that there are no spaces after you enter the access code into the online portal. Please refresh the page and try again. If the code still does not work, please reach out to crc@bchousing.org for assistance.

6. More Questions?

For additional details regarding the Criminal Record Check process, please visit:

<https://www2.gov.bc.ca/gov/content/safety/crime-prevention/criminal-record-check/applicants/process>

For information or assistance regarding the BC Services Card, please contact the BC Services Card Help Desk:

Telephone: 1-888-356-2741

Email: servicebc@gov.bc.ca

The Ministry of Public Safety and Solicitor General holds the authority on the CRC process. Inquiries regarding eCRC technical issues, CRC processing, or CRC requirements can be directed to MPSSG:

Telephone: 1-855-587-0185 (option 2)

Email: criminalrecords@gov.bc.ca

For procedural inquiries regarding the Criminal Record Check process not already covered in this guide, please contact BC Housing:

Email: crc@bchousing.org