



NBCC

EMPLOYEE INFORMATION MANAGEMENT AND PROTECTION BEST PRACTICES

July 2025

[Abstract](#)

Employee records with personal and personal health information are managed and protected in accordance with applicable legislation and the best practices outlined in this document.

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1.0 Introduction

Employee Information Management and Protection Best Practices outlines methods to appropriately manage (collect, capture, use and retain until secure destruction as per approved retention schedules) and protect records containing personal information and personal health information under the New Brunswick Community College's (NBCC) care, custody and control, regardless of format.

These best practices follow the ten privacy principles in accordance with applicable legislation such as the *New Brunswick Right to Information and Protection of Privacy Act* and *New Brunswick Personal Health Information Privacy and Access Act* and confidentiality under the *New Brunswick Civil Services Act (Section 22)* and NBCC's policies and practices.

2.0 Scope

NBCC collects and retains only personal and personal health information that supports the functions and operations of NBCC's Employee Services, Wellbeing, Health and Safety and People and Culture in alignment with applicable legislation. This includes the official employee record and other employee-related records recorded in any format under the care, custody, and control of NBCC's staff.

NBCC maintains and protects employee records in paper format to document an employee's employment activities to support the information in Human Resources Information System (HRIS) and the Employee Self Service (ESS) operated and maintained by the Government of New Brunswick's Treasury Board.

NBCC captures, manages, and protects additional records with personal and personal health information such as the official student academic history records, student counselling and accommodation services client case files, which remain outside the scope of this document; however, these are the recommended best practices.

2.1 Official Employee Record

Separate **official employee records** into three physical parts to prevent misuse or inappropriate disclosure of personal information. To separate the components, use individual folders and inserts and/or envelopes (e.g., disciplinary records stored in a sealed envelope). Keep in mind that official accidents, injuries, and illnesses cases whereby an employee is away on medical leave or when the employee missed time due to a work-related injury/illness, NBCC's Lead, Employee Wellbeing manages and protects those records. However, when an employee and student have a workplace incident, but no missed time, NBCC's Manager, Health and Safety, manages and protects the records.

2.1.1 Employee History (OPR: Employee Services Coordinators)

Documents the employment history of an NBCC employee from hire date to departure date. For a list of records, see [Appendix A](#).

2.1.2 Accidents, Injuries, Illnesses (OPR: Employee Wellbeing Lead & Health Safety Manager)

Documents an **employee's or student's** accident-causing injury and/or re-entry of employees to the workplace or students to the classroom following an absence due to illness or injury by restoring the ill and/or injured employee/student to the fullest physical, psychological, social, vocational and economic usefulness of which they are capable and consistent with pre-injury or illness status. Includes measures

to reduce the probability of further injuries/illness, to optimize recovery, and to facilitate safe and timely return to work/class. For a list of records, see [Appendix A](#).

2.1.3 Employee Benefits and Deductions (OPR: Employee Services Coordinators)

Documents the information relating to deductions, insured benefits and pension of an employee from hire date to departure date. For a list of records, see [Appendix A](#).

2.1.4 Employee Performance (OPR: Employee Services Coordinators)

The management of an employee's performance is documented in three parts:

- Performance and Appraisals and Reviews
- Work Plans
- Disciplinary Action (subject to timelines & conditions in collective agreements for unionized employees)

2.2 Other Employee Management Type Records

Other employee records include personal and/or personal health information that is not part of the official employee record but managed as a separate file relating to those matters with the Office of Primary Responsibility (OPR) identified below.

Records	Office of Primary Responsibility (OPR)
• Appeals and Decisions (Union)	Director, Labour Relations
• Appeals and Decisions (Non-Union)	Manager, Employee Relations
• Attendance (Leave)	Lead, Employee Services
• Attendance/Disability Management Case Files	Lead, Employee Wellbeing
• Employee and Family Assistance	Lead, Employee Wellbeing
• Employment and Recruitment	Manager, Talent Strategy
• Enterprise Bargaining	Director, Labour Relations
• Grievances	Director, Labour Relations
• Human Rights Complaints	Director, Labour Relations
• Industrial Actions	Director, Labour Relations
• Labour Disputes	Director, Labour Relations
• Litigation Case Files	Director, Labour Relations
• Occupational Health and Safety Inspection and Investigation	Manager, Health & Safety
• Official Languages Management	Director, Employee Engagement and Culture
• Payroll Processing	Lead, Employee Services
• Position Classifications	Lead, Employee Services
• Training and Development	Manager, Employee Relations
• Workforce Planning	Director, Employee Engagement and Culture
• WorkSafe Program	Manager, Health & Safety
• Unsolicited Resumes	Manager, Talent Strategy

2.3 Employee Replica Files

Employee replica files are duplicate copies of employee direct reports kept by supervisors and/or managers for convenience purposes and retained in physical and/or electronic format. However, once

records are captured by the Office of Primary Responsibilities (OPR) as outlined in Section 2.2, these are the official records for NBCC.

NOTE: DO NOT retain replica employee files and delete/shred when no longer required.

3.0 Definitions

Access refers to the fact that any person is entitled to request and receive information related to NBCC's business; have access to records containing personal information about themselves; or request corrections to records containing personal information about themselves in the custody and control of NBCC in accordance with the provisions of the Right to Information and Protection of Privacy Act (RTIPPA).

Employee refers to an active (e.g., permanent, term, casual, program, seasonal, secondment, internship, special appointment, personal service contract), retired or terminated employee of NBCC.

Employee Records refer to the records documenting the employee history, accidents, injuries and illnesses (including NBCC students), employee benefits and deductions, employee performance appraisals, work plans and disciplinary actions.

Employee Management Records refer to records documenting appeals and decisions, employment and recruitment, position classifications, training and development, occupational health and safety inspection and investigation, unsolicited resumes, workforce planning, WorkSafe program administration, enterprise bargaining, grievance, human rights complaints, industrial actions, labour disputes, and litigation.

Employee Management Staff refer to NBCC staff who have responsibility to use, manage, protect, process, file and/or analyze information contained in employee and employee management records and the responsibility to advise employees and management on such matters.

Employee Replica Files means convenient copies of employee records who are direct reports to managers/supervisors and retained outside the office of primary responsibility.

Identifiable Individual means an individual who can be identified by the contents of the information because the information contains a name, makes an individual's identity obvious, or is combined with other information including the individual's name or makes the individual identity obvious.

Office of Primary Responsibility (OPR) means the position/office within NBCC designated to maintain, preserve and apply final disposition to the records for that function or activity.

Personal Information is recorded information about an identifiable individual, views or opinions expressed about the individual by another person, including, but not limited to the individual's: a) name, home address or electronic mail address, or personal telephone number b) age, gender, sexual orientation, marital status, or family status c) ancestry, race, colour, nationality or national or ethnic origin d) religion or creed or religious belief, association, or activity e) personal health information f) blood type, fingerprints, or other hereditary characteristics whereby documents appearing in paper form is uncontrolled and must be compared to the electronic version, g) political beliefs h) past or current education, employment, or occupation i) source of income or financial circumstances, activities, or history j) criminal history, including regulatory offenses k) personal views or opinions, except if they

are about another person l) number, symbol, or other assigned identifying particulars. If in doubt, assume the information is personal information.

Personal Health Information means (further defined as) Identifying information about an individual in oral or recorded form if the information relates to the individual's: a) physical or mental health, family history or health care history, including genetic information about the individual b) registration information, including their Medicare number c) provision of health care d) donations of any body part or bodily substance e) health care provider or substitute decision-maker's identity f) information about payments or eligibility for health care. If in doubt, assume the information is personal health information.

Records are recorded information, regardless of format, captured while performing NBCC business and maintained as evidence of such activity in accordance with the approved retention schedule.

Third Party means an individual or entity other than the employee whose personal information is being collected, used, or disclosed who is neither the employee named on the official employee record, an employee of NBCC Employee Services nor the employee's supervisor/manager.

4.0 Accountability

Access is granted to authorize NBCC staff strictly on a need-to-know basis and who require the information to perform job duties; however, the Executive Director, People & Culture may approve default access permissions.

Everyone who manages (e.g., collects, creates, receives, uses, retains, discloses) personal information and personal health information, regardless of format, is responsible for complying with applicable legislation in the management and protection including confidentiality and sensitivity. **Note:** *Disclosure, misuse or failure to safeguard confidential employment information is subject to discipline.*

The Government of New Brunswick's Finance and Treasury Board is responsible for the Human Resources Information System (HRIS) and the Employee Self Service (ESS) databases containing information related to pay, allowances, benefits, and credits, leave and vacation records.

NBCC maintains and protects the official employee record in paper format to document an employee's employment activities and to support the information in HRIS and ESS databases. Other employee records such as recruitment may be captured only as electronic records while payroll records may be captured as hybrid (paper and electronic) records. NBCC staff, as the OPR, applies the approved retention schedule in accordance with an approved retention schedule while redundant copies (i.e., duplicates) are securely destroyed without a retention schedule.

An **employee** is responsible to:

- contact Employee Services to view their own employee record.
- provide written consent to release information contained in their own employee record.

Employee Services, Employee Wellbeing, and Health and Safety are responsible to:

- keep accurate, complete, and up-to-date employee records.
- apply approved retention schedules to the physical records.

- provide timely and reasonable access for employees and authorized staff to review employee records.
- protect and maintain payroll related records.
- include all payroll-related records in the official employee record.
- ensure all information in HRIS and ESS is entered correctly and make any corrections as requested by employees.
- ensure the contents of records are relevant and support the functions and operations of the above.
- implement controls and safeguards to appropriately manage and protect records, regardless of format, under NBCC's care, custody, and control.

Supervisors/Managers are responsible to:

- send all originals from direct reports to Employee Services and/or Employee Wellbeing and/or Health and Safety in a timely fashion and delete/securely shred any redundant copies (i.e., duplicates), regardless of format.
- protect the confidentiality of the information and hold all information in confidence as appropriate.

5.0 Consent

Information gathered for employment purposes is not released to a third party without the written consent of the employee with the following exceptions only:

- benefit purposes
- payroll processing
- legal and/or litigation purposes
- health and safety incidents or injuries

Consent may be expressed or implied when the following is considered:

- the nature of the personal information, including whether it is or is not sensitive or confidential.
- any benefit or detriment to the employee
- any explanation NBCC has given of its intended actions.
- any indication that the employee has given of his or her actual wishes and
- the ease or difficulty the actual wishes of the employee might be discovered

6.0 Limiting Collection

The collection of personal information and personal health information is limited to that which is pertinent to the employment of the individual. This is explained to employees during or before the time of information collection.

7.0 Limiting Use, Access, and Disclosure

Personal and personal health information is not used or disclosed for purposes other than for which it was collected, except with the express or implied consent of an employee to whom the information pertains, or as required or expressly authorized by law.

7.1 Employee Access

- knows of the existence, use and disclosure of personal and personal health information, except where consent may be expressed or implied.
- has a right to access the entire contents of their own employee record or can designate access to another party, with formal consent, in writing.
- submits a request via email to humanresources@nbcc.ca or payroll@nbcc.ca
- receives a timely response from NBCC's Employee Services Coordinators on whether access is granted (there is not an automatic right to access)
- arranges a convenient time to view in the presence of an Employee Services Coordinator
- requests to correct, remove or alter personal information for the purpose of accuracy and completeness which requires a written request sent to the Employee Services Coordinator. The Employee Services Coordinator determines whether the amendment is appropriate. If deemed appropriate, the change is made in a timely fashion and documented in the employee's record. If deemed inappropriate, it is documented in the employee's record to identify the employee disputes the information.
- requests a copy of an employee record to the Employee Services Coordinator, and a timely response is provided where appropriate.

Only those documents related to the relevant staff members must be placed in the file. If a document (email letter memo, etc.), contains information about a third party, redact the information, especially when several people are mentioned within the same piece of correspondence.

7.2 Manager Access

- Requests to view/review employment documentation who is a member of the manager's direct reports by submitting a request via email to humanresources@nbcc.ca or payroll@nbcc.ca.
- Receives a timely response from NBCC's Employee Services Coordinator on whether access is granted (there is not an automatic right to access subordinates' information).
- Arranges a convenient time to view in the presence of an Employee Services Coordinator.

7.3 Third Party Access

Third Party means an individual or entity other than the employee whose personal information is being collected, used, or disclosed to whom is neither the employee named on the official employee record, an employee of NBCC, nor the employee's manager.

- Contacts the employee or Employee Services Coordinator to make the request (i.e., in person, by phone, via postal mail or email).
- Requires written consent from an employee except for things such as benefit forms, legal or payroll activities or expressly authorized by law.
- Consents authorized by a parent or other representative in appropriate circumstances in consultation with the Director, Employee Engagement and Culture.
- Reviews in the presence of the Employee Services Coordinator or receives copies of pertinent information where disclosure is permitted.

- Receives hard copies (if electronically, prints documents) and files in the employee's official record.
- Charges or fees for copies are not in place at NBCC.

7.4 Auditor General/Comptroller/Ombudsman Access

- Contacts the Executive Director, People & Culture to consult for request.
- Gains express access to employee records related to fulfilling their respective responsibilities to ensure the disclosure is limited to the requirements of the request.

8.0 Retention and Disposition

NBCC follows approved retention schedules and processes for human resources records (including employee records) to transfer records for storage to the Government Records Centre or to perform secure destruction.

- Manage and protect official employee records in paper format.
- Manage and protect official accidents, injuries, and illnesses records of employees. Student accidents, injuries and illnesses records require a defined process.
- Employee Services Coordinators and Lead, Employee Wellbeing follow and apply approved retention schedules to employee records when a trigger occurs such as employee terminates (e.g., leaves, retires, dies, fired), case closes, or calendar year or fiscal year ends.
- Manage and protect official human resources records in a hybrid format (electronic and/or paper).
- Office of Primary Responsibility (OPR) follows and applies approved retention schedules for human resources records when a trigger occurs such as case closes or calendar-year ends.
- See [Appendix B](#) outlines the process of using the Government Records Centre or to securely destroy records.
- Consider information, including reports printed from databases/systems such as ESS and HRIS, redundant (i.e., duplicates) and once no longer required, securely destroy/delete without an approved retention schedule.
- Consider replica employee files redundant (i.e., duplicates) of the official employee records and securely destroyed/deleted without an approved retention schedule.

To apply approved retention schedules or enquire about processes, please contact NBCC's Records and Information Management Specialist.

9.0 Accuracy

Employees notify NBCC's Employee Services Coordinator of any personal information changes such as name changes, marital status, address, education and training, banking information. Staff are responsible for removing redundant, obsolete and/or temporary (ROT) information such as (TD1s, resumes, etc.) and replacing it to keep the employee records accurate, complete and up to date in a timely manner. However, official employee records must follow the approved records retention schedules. If unsure, contact NBCC's Records and Information Management Specialist.

An NBCC employee makes a written request and sends an email to the Employee Services Coordinator to correct personal information or personal health information where an employee believes there has been an error or omission.

10.0 Safeguards

Personal information and personal health information are protected by safeguards appropriate to the sensitivity of the information.

- Official employee records have restricted access by authorized staff only. Those with the appropriate authority may view the files in the presence of an Employee Services Coordinator/Lead, Employee Wellbeing.
- Onsite physical files are stored in lockable filing systems or within locked offices and do not remain in public view such as lying on tables, piled on filing cabinets, lying in baskets on desks where unauthorized individuals can gain access. The same security levels are applied to employee replica files.
- Electronic records (including databases) on computer screens must not be visible and remain locked (CTRL+ALT+DELETE) when unattended.
- Securely destroy Redundant, Obsolete or Temporary (ROT) information and records in accordance with approved retention schedules using onsite locked shredding bins or secured in a locked environment until securely shredded.
- HRIS and ESS malfunctions, upgrades, or regular maintenance to the databases are the responsibility of Human Resources, Finance and Treasury Board, to ensure the integrity of the records is not affected.
- All employee records are managed and protected with the same rigor.

11.0 Transfer Protocols

The protocols outlined below include transferring personal information and personal health information.

In-Person

Personal information transferred in a face-to-face situation is performed in an area that protects the privacy of the information exchanged.

Interpretation/Translation

To provide interpretation/translation services, a third-party contract for services includes a confidentiality provision to limit further use of the disclosure of information the interpreter/translator may acquire while providing those services.

Phones/Electronics

Voice volume ensures the conversation during verbal exchanges or playing voice messages does not carry beyond the office or secure location for each of the following technologies:

- Landlines
- Speaker Phones

- Cellular/Mobile Phones
- Microsoft Teams
- Voice Messages to Email

Emails

When sending an email within NBCC, the sender assures:

- The recipient is an NBCC employee.
- The email address is correct.
- Identify “confidential” in the email subject line.
- Attachments are not sent, but instead a link to a controlled repository wherever possible.
- An email signature has the statement. *This message is intended for the person to whom it is addressed and it is to be treated as confidential or private communications. It must not be forwarded unless permission has been received from the originator. If you have received this message inadvertently, please notify the sender, delete the message and then delete your response. Thank you for your cooperation.*
- Microsoft Office 365 has some security tools within Purview; however, when sending outside NBCC’s firewalls, the sender is responsible to ensure the email and attachments use an encryption application (e.g. keys).

Note: When a message is sent to someone by accident, make every effort to recall the message, call, or send the unintended recipient an email explaining the error and request the immediate and permanent deletion of the email.

Printers

The sender printing information assures:

- printer located in a secure location (at local campus/head office).
- printed materials retrieved immediately.

The sender assures:

- the recipient’s number is correct (i.e., the number entered correctly).
- cover sheet identifies any special instructions and confidentiality obligations.
- the recipient notified of the fax and its receipt.

The user:

- Files protected passwords and encryption.
- Notifies receipt by landline of the password to lock/unlock the files.
- Protects from damage when couriered.
- Packages clearly labelled for recipient with the sender’s name and address.
- Marks personal and confidential information on the device.
- Ensures no labelling on the device.
- Securely destroys the USB key when no longer required.

Canada Post/Courier Services

The sender assures:

- Contained in a sealed envelope clearly marked personal and confidential.
- The recipient's address is correct.
- The address has been correctly labelled.
- A tracking number (i.e., sent via certified mail) or signature is issued.

Important: NBCC does NOT use GNB's interoffice mail to send personal and confidential information.

Transfers between NBCC Campuses and Government Records Centre

When an individual file or one box of files is transferred either between campuses and/or corporate or to/from the Government Records Centre, use a bonded courier service or a courier service issuing a tracking number. When moving many boxes, use a bonded moving company such as Armour.

Store boxes packed for storage in accordance with the approved retention schedule in secure rooms until picked up, [see Appendix B](#). To retrieve files/boxes from the Government Records Centre, [see Appendix C](#).

Transfer to a Government of New Brunswick (GNB) Entity

When an NBCC employee transfers employment or becomes reemployed to the Government of New Brunswick (GNB) Part I to IV, GNB may send a written request for the employee's information based on implied consent, unless the employee has indicated he/she does not wish for the information transfer. In this case, NBCC does not disclose the information.

Note: An identifiable individual(s) other than the employee contained within the employee record must not be disclosed, without the consent of the other individual(s), or as requested or expressly authorized by law.

12.0 Compliance

NBCC investigates complaints, in good faith, received regarding personal information and personal health information management and responds in accordance with NBCC's policies and applicable legislation.

Physical, electronic and/or databases containing NBCC's employee records may be conducted by internal/external auditors. The audits ensure the information available on the system regarding physical and electronic file locations is accurate and up to date; and to ensure the records are managed and protected in accordance with these best practices. The Director, Employee Engagement & Culture arranges/accommodates audits.

13.0 Reviews

The Director, Employee Engagement & Culture, reviews these best practices document every two (2) years or as required.

14.0 Enquiries

If you have specific questions relating to this standard, please contact NBCC's Executive Director, People and Culture.

References

Employee Personnel Record Policy, Government of Nova Scotia

Employee Records Policy and Procedures, Nova Scotia Health Authority (October 2, 2017)

Guidelines for Managing Human Resources Records Containing Personal Information, Government of New Brunswick (August 19, 2008)

New Brunswick Civil Services Act (Section 22)

New Brunswick Personal Health Information Privacy and Access Act

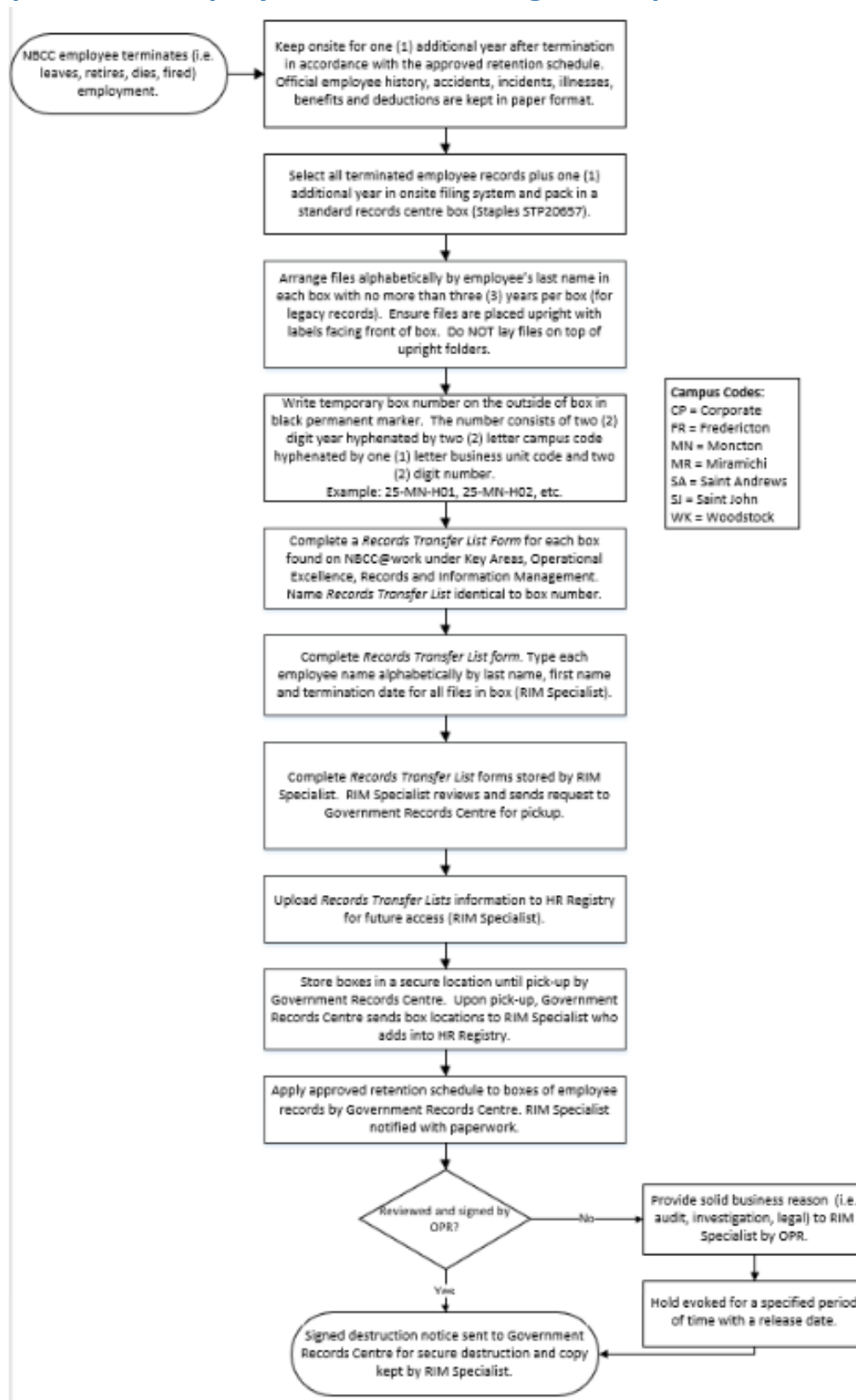
New Brunswick Right to Information and Protection of Privacy Act

Appendix A: Employee Record Types

Identifying Information <ul style="list-style-type: none"> • Legal Name • Address • Contact Numbers • Social Insurance Number • Medicare Number • Proof of Age (i.e., copy of birth certificate, driver's license, passport, immigration) • Citizenship (i.e., immigration, visa)
Employee History Examples: <ul style="list-style-type: none"> • Acceptance and Appointment Documentation • Address and Name Changes • Applications & Resumes • Conflict of Interest Signed • Criminal Security Checks • Disciplinary Action • Educational Accomplishments Required for Position (e.g., degrees, licenses, certifications) • Employee Linguistic Preference and Language Capability • Employee Summary Sheets • Employment Extensions • Equal Employment Opportunities • Layoff/Termination Notices • Letters of Appointment & Offers • Letters of Appreciation & Commendation • Letters of Resignation • Letters of Retirement from Officials (i.e., President, Ministers) • Long Service Awards • Long-Term Education Leaves • Oaths of Office Signed • Probation Correspondence & Probation Periods • Records of Employment • Return of Service Agreements • Salary and Wage Information (e.g., copies of grievance decisions affecting pay, promotions, reclassification, merit increases)
Accidents, Injuries, and Illnesses Examples*: <p>*Note: The examples are based on OPR. When an employee is away on medical leave or when the employee missed time due to a work-related injury/illness, NBCC's Lead, Employee Wellbeing manages and protects the records. However, when an employee and student have a workplace incident, but no missed time, NBCC's Manager, Health and Safety, manages and protects the records.</p> <p>Accommodations Requests & Modified Hours/Duties Requests & P</p> <ul style="list-style-type: none"> • Accommodation Plans, Progress Reports, Return to Duties Plans • Appeal Copies & Claim Decision Copies • Doctor's Notes

<ul style="list-style-type: none"> • Contact Information • Ergonomic Assessments • Event Log Cover Page • Health Professionals Correspondence • Incident/Accident Reports • Insurance Provider Documentation • Letters of Ability to Work/Return to Classroom • Long-Term Disability Documentation • WorkSafeNB Completed Forms (medical information, date of birth, social insurance number) • WorkSafeNB Letters of Acceptance/Decline and Correspondence
Benefits and Deductions Examples:
<ul style="list-style-type: none"> • Deductions Income Tax & Canada Savings Bond • Direct Deposit Pay Voided Cheques • Insurance (i.e., life, long-term disability) & Insurance Benefit Changes • Long-Term Leave (i.e., educational, sick) • Beneficiary Records • Long-Term Disability Documentation • Waiver Information • Group Retirement Savings Plan • Pension Estimates & Buy-Back Estimates • Pension Plans & Pension Payment Methods • Retirement Allowances Calculations • Third Party Requests for Deductions
Performance Appraisals and Reviews Examples:
<ul style="list-style-type: none"> • Employee Development Plans • Performance Appraisals & Reviews • Performance Improvement Plans (PIPs) • Expectation Letters • Training Records
Work Plans Examples:
<ul style="list-style-type: none"> • Individual Work Plans • Perfect Attendance Letters
Disciplinary Actions Examples:
<ul style="list-style-type: none"> • Disciplinary Actions & Letters

Appendix B: Employee Records Storage & Disposition Process



Any NBCC document appearing in paper form is uncontrolled and must be compared to the electronic version.

Appendix C: Employee Records Retrieval

OFFICIAL NBCC HR REGISTRY

1. The RIM Specialist updates the *Terminated Employee Records NBCC HR Registry* spreadsheet.

RECALLING FILES FROM RECORDS CENTRE

2. NBCC authorized staff emails a request to retrieve a terminated employee's file by last name, first name only. Do **NOT** email SINS (Social Insurance Numbers) or birth dates.
3. The RIM Specialist searches the *Terminated Employee Records NBCC HR Registry* spreadsheet arranged alphabetically by last name, first name. Check the list for variations in last name spellings. Finds the Government Records Centre location (e.g., 101-3-4-5) associated with the name. The RIM Specialist sends an email to **Stacey Fulton, Records Manager**, Department of Post-Secondary, Education Training and Labour (PETL) to determine whether there is an additional file at PETL. If so, the file is ordered by PETL for authorized NBCC staff. Whether the name is found or not, this ensures a full search.
4. The RIM Specialist places a request online at the [Records Centre \(https://rc-ddd.gnb.ca/Login\)](https://rc-ddd.gnb.ca/Login). The request includes:
 - name of staff who will receive the file and location address or
 - name of authorized staff who will retrieve pickup at 230 Hilton Road, Fredericton
 - last name, first name and Records Centre location number of the file requested
 - note field add **"Please check this box before and after the file requested as there may be a total of three files."**
 - check whether the file will be returned*
 - indicate the file sent via courier for security reasons (NBCC's incurs cost) or whether it will be retrieved by NBCC authorized staff

***NOTE: If retrieving a file, it is your responsibility to send it back for refiling once the necessary actions are completed. When returning files, please do NOT add more than 5 cm (2") to any file as it will not fit back in the box. Also, if reactivating a file, advise the RIM Specialist to remove the terminated employee's name and location from the spreadsheet to avoid confusion.**

5. Records Centre sends an email such as "The items for request 2018-4896 are ready." At this point, the file is ready to be couriered (NBCC must arrange and pay) or is ready for retrieval. File retrieval occurs with 48 business hours. If **NOT** received, contact NBCC's RIM Specialist immediately.
6. The file is received and reviewed. Upon completion of work, NBCC authorized staff advises Records Centre via email recordscentre@gnb.ca of the file returning.
7. NBCC authorized staff ensures files securely closed (taped) and returned via courier to Government Records Centre, 230 Hilton Road, Fredericton, NB, E3B 6B2.

Appendix D: Change of Status

