

## Recruitment Frequently Asked Questions

### What are the criteria that are being used to determine whether a recruitment will be paused and considered an essential service? How is criticality determined?

Recruitment for those positions that are deemed critical (associated with essential services) to the wellbeing of the City will proceed. The position will be considered critical if any of the following apply, should the position be left unfilled:

- Impact to the health, life, safety and security of citizens and civic employees.
- Inability to perform critical or seasonal service(s).
- Inability to achieve a compliance-related service (e.g. health and safety legislation).

### Are internal recruitments on hold as well?

The same process applies to internal and external recruitments.

### Are there any exceptions that allow for in-person interviews, such as accommodations?

All interviews will be conducted online or over the phone. If a candidate has requested an accommodation for an in-person interview, Hiring Managers should contact Renee Frank, Acting Talent Outreach Manager, to discuss the request.

Renee Frank, Acting Talent Outreach Manager  
Email: [renee.frank@edmonton.ca](mailto:renee.frank@edmonton.ca)

### How do I proceed as I evaluate the current stage of each of my recruits?

For recruitments currently in progress, hiring managers are advised to temporarily implement the following changes for each stage of the recruitment process:

Recruitment Stage	Recommended Approach
<i>Search is live (e.g. posting is open on the City's website and accepting applications)</i>	Business areas move forward with essential hires and/or critical business needs circumstances.  Business areas pause all non-essential hires.
<i>Candidates shortlisted,</i>	Business areas proceed with virtual interviews under essential

<i>interviews not scheduled</i>	<p>and/or critical business needs circumstances.</p> <p>Business areas pause non-essential hires. Talent Acquisition will assist with candidate communication for shortlisted candidates, and candidates who did not meet qualifications.</p>
<i>Interviews in progress, scheduled or completed, reference checks not initiated</i>	<p>Business areas proceed with reference checks for all essential and/or critical hires, accepting accountability for successfully onboarding the new employee.</p> <p>Business areas pause non-essential hires. Talent Acquisition will assist with candidate communication</p>
<i>Interviews and references checks completed, but a verbal offer or offer letter has not been issued.</i>	<p>Business areas proceed with verbal offers for all essential and/or critical hires, accepting accountability for successfully onboarding the new employee.</p> <p>Business areas pause non-essential hires. Talent Acquisition will assist with candidate communication</p>
<i>Verbal offer (without resignation notice given to their current employer and without verbal acceptance)</i>	<p>Business areas proceed with offers for all essential and/or critical hires, accepting accountability for successfully onboarding the new employee.</p> <p>For non-essential positions, <b>Talent Acquisition and the hiring manager will discuss and consult with Labour Relations and Legal Services (if necessary) to consider each individual situation.</b></p>
<i>Offer issued and accepted (including employee start date)</i>	<p>Business areas proceed with essential and/or critical hires.</p> <p>For non-essential positions, the start date may be able to be delayed if the applicant agrees. If the applicant does not agree, <b>Talent Acquisition will consult with Labour Relations and Legal Services to consider each individual situation and discuss options (i.e. lawful layoff or termination vs. maintaining existing start date).</b></p>

**Is there an expectation that Hiring Managers will extend offers of employment without meeting the prospective hire face-to-face?**

Conducting video interviews will allow Hiring Managers to virtually meet candidates. Hiring Managers can also meet virtually with new employees to continue the onboarding process.

**Can prospective hires be invited to meet the team and tour their workspace prior to their start date?**

In keeping with physical distancing practices, new hires should meet the team virtually, through Google Hangouts or other means available to the new hire. However, if the job responsibilities

include working on-site, new hires can meet their team keeping best practices in mind. Touring worksites will depend on the business area. Please consult with your direct manager to confirm.

**If candidates ask about telecommuting due to COVID-19, what is the City's official response?**

The City has established Temporary Work from Home Guidelines and [FAQ](#). Please refer to the current information provided [here](#).

**If candidates are affected by school closures, and/or daycare closures, and must be at home to care for their children, does this impact their candidacy for the role or their anticipated start date?**

Depending on the specific circumstances, there may be legal implications to review which should be discussed with Labour Relations and Legal Services before a decision is made.

**How do we conduct online interviews?**

As part of our Temporary Work from Home Guidelines, the City has developed a guide on [How-To use Remote Technology](#) and a [Tip Sheet on Conducting and Participating in Video or Teleconference Meetings](#).

**How will we conduct assessments?**

There are many types of assessments and your Talent Acquisition Consultant can work with you to identify the best way to move forward.

**Will any special measures be taken to communicate the current state to external applicants through Taleo?**

The City's careers website will be updated to notify job seekers that the City will be conducting interviews online or over the phone. If special accommodation is required, candidates can call Employment Assistance at 780-496-7872.

**Can we continue to hire Staff Support individuals?**

Staff Support individuals continue to be available to hire on a limited basis, based on business needs. Before sourcing a temporary vacancy with Staff Support, the list of permanent employees available for redeployment will first be considered. (Redeployment procedures are currently under development in Labour Relations and will involve consultation with the appropriate unions.) Business areas must align with the City's physical distancing measures where operationally feasible.

**What about Police Information Checks?**

In response to the COVID-19 pandemic, effective Monday March 23, 2020, the Police Information Check & Alarm Control Section office will be closed to the public. However, they remain committed to maintaining a high level of service in respect of providing police information checks and fingerprinting services to the community.

Although walk-in service is suspended at this time, the Edmonton Police Service is currently looking at implementing an online police information check application solution within the next 2-3 weeks. Police Information Check applications will continue to be accepted at divisional police stations. Payment must be cheque, bank draft or money order.

The office is also looking into an appointment system for fingerprinting services and anticipate this will be available in 2-3 weeks. Further details will be provided when possible. Individuals are urged to keep referring to the [Police Information Check website](#) where updates will be posted.

#### **Do hiring manager audits continue to happen remotely?**

All interview panels require a certified hiring manager. Please work with your Talent Acquisition Consultant to identify any issues or challenges. Please note: Hiring Manager Certification audits are paused at this time.