



# **2021 Census**

## **Recruitment Questions and answers**

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## Credit check (QA-031-21)

### 1. Why do you need to perform a credit check?

In October 2014, the Government of Canada updated its policies on the security of government information. Part of this update included the Treasury Board's Standard on Security Screening, which is intended to ensure more effective and rigorous security screening in the Government of Canada. As a result, credit checks are mandatory for reliability status screening. Credit checks are performed to

- determine an individual's reliability and trustworthiness
- assist in confirming an individual's name, place of residence, previous place of residence, current and previous place of employment, and other personal history information when there is difficulty obtaining this information through other means.

**Note:** Credit checks conducted for the purpose of security screening have no impact on the individual's credit bureau file.

### 2. What is a credit report and what information does it contain?

A credit report is a record of an individual's borrowing and repayment history, and it includes information about late payments and bankruptcy. It is used as a measure of an individual's reliability.

### 3. What does my credit information have to do with security risks?

The overall reliability assessment takes into account an individual's trustworthiness in terms of protecting government assets, information and facilities. A credit check validates financial information and can flag individuals who might be subject to financial pressures that could negatively affect their reliability.

### 4. Will the credit check affect my credit history?

No, an individual's credit history will not be affected by the credit check.

### 5. Will other lenders know that the Government of Canada has requested a credit report?

No. A credit check conducted for a security screening is masked so that there is no negative impact on the individual's credit bureau file.

**6. Could the results of a credit check affect my position?**

It is very unlikely that a credit check alone would lead to an individual's reliability status or security clearance being denied. It is one part of a comprehensive assessment that is conducted to determine an individual's reliability and trustworthiness.

An assessment is required if the credit check results provide significantly adverse information, such as an extensive history of collection or missed payments. Only in rare cases would an individual's reliability status or security clearance be denied because of a credit check.

**7. Does the Government of Canada need my consent to conduct a credit check?**

Yes. Information is not collected for personnel security screening purposes without an individual's written consent. The individual must initial Section C, Item 3 of the Personnel Screening, Consent and Authorization Form (TBS 330-23) to consent to a credit check by the personnel security screening office.

**8. What if I don't want to consent to a credit check?**

A credit check is an essential part of the new Standard on Security Screening. If an individual refuses to provide consent or the required information, screening activities cease and the individual will be withdrawn from the recruitment process.

**9. Is it legal to conduct a credit check?**

Yes, credit checks are legal. The Treasury Board's Policy on Government Security and Standard on Security Screening provide the legal basis for verifying the credit history—for security screening purposes—of individuals working for Government of Canada departments and agencies.

**10. Is my personal information protected during the credit check?**

The protection of personal information is governed by the [Privacy Act](#), which establishes the practices for how federal government departments and agencies handle personal information and respect the privacy of all Canadian citizens and permanent residents. The [Office of the Privacy Commissioner of Canada](#) oversees compliance with the *Privacy Act*.

State-of-the-art encryption and secure connectivity methods are used to ensure information is secure. In addition to encryption, a unique username and password are required to authenticate the department or agency security official conducting the credit check each time they access or use the service.

**11. Who is responsible for conducting a credit check?**

The Statistics Canada Departmental Security Office conducts credit checks as one step in the personnel security screening process. The Security Office protects personal information in accordance with the [Privacy Act](#).

**12. Will my credit check assessment be shared with other government departments or other employers?**

No, the credit check assessment conducted by Statistics Canada will not be shared with any other government departments or other employers. Only Statistics Canada personnel security officers will have access to this information.

**13. Can I get the results or a copy of the credit check?**

You can request a copy of your credit report by contacting a credit bureau. Statistics Canada cannot share this information with you.

**General (QA-025-21)****1. What types of jobs are available for the 2021 Census?**

Most census jobs involve doing the field work associated with data collection. Field positions include both supervisory and non-supervisory roles, but most census jobs are enumerator positions (non-supervisory).

**2. What are the responsibilities of enumerators and crew leaders?**

The primary responsibility of enumerators is to collect questionnaires from households. The day-to-day duties of an enumerator vary depending on work location, but may involve:

- capturing addresses and dropping off letters inviting residents to complete their census questionnaire online
- following up with respondents by calling or visiting people in their area to complete a census questionnaire
- shipping completed questionnaires.

Enumerators work part time and schedules vary, with most of the work completed in the evening and on weekends.

Crew leaders train, supervise and motivate a team up to 18 enumerators. Other crew leader duties include:

- monitoring progress and productivity
- calling or visiting people in their area to work with them to complete a census questionnaire
- receiving and shipping questionnaires and other census documents.

Crew leaders work full time and schedules vary, with most of the work completed in the evening and on weekends. In most areas, crew leaders will work from March to July 2021.

**3. Do I have to go door to door?**

Yes. Enumerator and crew leader jobs involve going to people's homes in person. Keep in mind that you are not selling anything—you are a representative of the Government of Canada and your presence is legitimate. Households are required by law to complete a census questionnaire. You will receive training and will have the support of your team and supervisors to complete this part of the job.

**4. How has COVID-19 impacted the work required during the 2021 Census?**

In the current context of COVID-19, Statistics Canada is committed to ensuring at all times the safety of its employees, including those working for the 2021 Census.

A Statistics Canada census employee will be sent in person to a dwelling for non-response follow-up. In these cases, the employee will be required to wear personal safety equipment (provided by Statistics Canada) as well as maintain proper physical distancing, in accordance with guidelines from public health authorities.

**5. How many people will be hired for the 2021 Census?**

Approximately 32,000 people will be hired for the collection activities of the census.

**6. Does having prior Statistics Canada or census experience give me preference for positions for the 2021 Census?**

All applicants, regardless of their previous work experience, must successfully pass all stages of the 2021 selection process to qualify for a position. If you meet these qualifications and had a satisfactory performance evaluation in a recent census or Statistics Canada position, you will be considered for employment before candidates without this experience.

**7. When can I apply?**

The census website (<http://www.census.gc.ca/jobs>) will be accepting applications from January 6, 2021 to July 2021.

**8. How do I apply for a 2021 Census job?**

To apply for a census job, submit an application online starting January 6, 2021.

To **apply online**, visit <http://www.census.gc.ca/jobs>.

**9. My contact information has changed. How can I update this information?**

Call 1-833-830-3106 and leave a message with your full name, the city where you live, the information you would like to change and your phone number, so that a recruiter can call you back. Recruiters make preliminary calls using the information you provide on your application. If you simply want to add additional details to your application, you will have the chance to do so if you are contacted by a recruiter.

**10. Why do you need my email address?**

We need your email address to provide you with important information about the hiring process.

**11. What criteria do I have to meet to work for the 2021 Census?**

All candidates must

- be 18 years or older
- be a Canadian citizen or otherwise eligible to work in Canada
- be flexible and available to work from 20 to 40 hours per week, and be aware that the majority of the work is completed in the evening and on weekends
- be able to travel locally
- successfully complete the census hiring process
- have reliable Internet and phone service.

In some areas, candidates need to have a driver's licence and access to a vehicle.

Please note that supervisors work full-time hours for the duration of census collection and must be available to work 40 hours per week.

**12. How many hours of work per week will I be guaranteed?**

Statistics Canada cannot guarantee a specific number of hours per week for census employment, since the workload varies by location. Applicants must be flexible and available to work from 20 to 40 hours a week, and be aware that the majority of the work is completed in the evening and on weekends.

**13. Do I get paid to attend training?**

Yes, you are paid an hourly rate for time spent in mandatory training.

**14. How can I get special accommodation for a disability during the hiring process?**

Statistics Canada is committed to ensuring an inclusive and diverse workforce. Any applicants who require special accommodation measures are encouraged to self-identify at any stage of the hiring process. You may need to provide documentation from a medical professional with additional information on the specific accommodations required.

If you require new or additional accommodation measures at any point during the recruitment process or during the course of your census employment, notify your recruiter or supervisor.

**15. What are the steps in the hiring process?**

To be hired, you must successfully complete the following steps:

- telephone screening
- reference check
- interview (crew leaders only)
- reliability assessment.

In areas with large numbers of applicants, it may not be possible to contact everyone.

For more information about the hiring process and to apply online, visit [www.census.gc.ca/jobs](http://www.census.gc.ca/jobs).

**16. What if I don't have any work references?**

If you can't provide a work reference, consider other people who can attest to your work ethic and character, for example, members of a board that you serve on, a teacher you helped with a project, a supervisor or coordinator where you volunteer, a supervisor at an internship, or a family that you babysit for.

Please note that we cannot accept personal references.

**17. Do I have to be bilingual to apply for a census job?**

No, you do not need to be bilingual to apply for a census job. However, some census work locations are designated bilingual. To work in a designated bilingual area, candidates must pass a language test in addition to the other assessment criteria of the hiring process.

**18. What is the Standard on Security Screening?**

The [Standard on Security Screening](#) ensures that security screening in the Government of Canada is effective, efficient, consistent and fair. The Government of Canada is standardizing security screening processes and using new technologies across all departments and agencies. Security screening is an integral part of the hiring process. Obtaining and maintaining valid reliability status or a valid security clearance is a condition of employment with the Government of Canada.

**19. What level of security clearance do I need?**

Statistics Canada requires that employees hold the level of “reliability status” to work with the census. A reliability status check is required for those who need access to protected information. This check includes verifying personal data, employment history and references. It also involves declaring any criminal convictions for which a pardon has not been granted. The criminal record check is completed by the Royal Canadian Mounted Police, and a credit check is conducted by a licensed credit reporting agency. All security checks are performed by personnel security officers on behalf of Statistics Canada.

Note that your consent is required before a security check can be completed.

In addition, census employees are sworn to secrecy under the *Statistics Act*. This oath remains in effect throughout their term of employment and for life after that term of employment ends. Possible penalties for revealing the personal information of respondents include a fine of up to \$1,000, a jail term of up to six months or both.

**20. Will the security clearance granted by Statistics Canada be valid for all government departments?**

No. Reliability status **cannot** be transferred to other government departments. It is valid only for the length of your employment with the 2021 Census.

**21. When will I be notified about whether I got the job?**

Only candidates being considered for employment are contacted. Qualified candidates are notified a few days prior to the start of training. Crew leaders will start in March 2021 and enumerators will start in April 2021.

In the meantime, you can review information about the hiring process at [www.census.gc.ca/jobs](http://www.census.gc.ca/jobs). You will also find information about the hiring process, including the screening, interview, and reference and security check processes.

**22. How do I know whether you have received my application?**

You will be given a reference number at the end of the online application process. Please write it down for future reference.

**23. I applied over a month ago. Why haven't I heard anything?**

Statistics Canada receives many applications, and it can take several weeks to process them. Some applicants never receive a phone call because they do not live in an area where Statistics Canada is hiring, they do not meet the eligibility requirements of the position or all positions in their area have been filled.

**24. Can someone with a criminal record work for the 2021 Census?**

A person with a previous conviction for which a pardon has not been granted may still be eligible for a census job depending on the severity of the crime, how long ago it took place, and what the individual's record and behaviour have been since the charge.

**25. Can I work for the census if I have another job?**

Yes, as long as you can commit to being flexible, are available to work from 20 to 40 hours per week, and understand that the majority of shifts are in the evening and on weekends. When completing your census job application, you will have the opportunity to indicate your work availability.

**26. I work full time. Can I still be an enumerator?**

Enumerators must be flexible, available to work from 20 to 40 hours per week and understand that the majority of shifts are in the evening and on weekends. Enumerators must also be available to attend the paid training session.

**27. Will I be working from a Statistics Canada office?**

Most 2021 Census jobs are not based in a Statistics Canada office. They are primarily field data collection jobs and require employees to go door to door to obtain completed questionnaires. In these cases, the employee will be required to wear personal safety equipment (provided by Statistics Canada) as well as maintain proper physical distancing, in accordance with guidelines from public health authorities.

In the current context of COVID-19, Statistics Canada is committed to ensuring at all times the safety of its employees, including those working for the 2021 Census.

**28. Do I get paid for kilometres driven?**

Employees are paid for kilometres driven if it has been pre-approved by their supervisor and is necessary for completing their work assignment.

**29. Will doing this job help me to get a permanent job with the Government of Canada?**

Gaining experience as an enumerator or crew leader for the 2021 Census can be valuable when applying for other positions with the Government of Canada. However, you must apply separately for these positions, which are advertised on [www.canada.ca/jobs](http://www.canada.ca/jobs).

**30. How do I get my T4 and Record of Employment?**

All T4 Statement of Remuneration Paid slips and RL-1 Employment and Other Income slips (Quebec only) will be sent to you through Canada Post's epost service in February 2022.

All records of employment (ROEs) will be available on the Service Canada website. Employees can log in to [www.servicecanada.gc.ca/eng/online/mysca.shtml](http://www.servicecanada.gc.ca/eng/online/mysca.shtml) to print off their ROE.

**31. Do I need to declare income earned from my census job?**

Yes. Census employee earnings are taxable and insurable for employment insurance and Canada Pension Plan purposes.

**32. How do I access my pay stubs?**

Employees must register online for an epost account at [www.epost.ca](http://www.epost.ca) and subscribe to electronic delivery.

Once registered for the service, employees can access their pay and tax statements through a secure login portal.