

	Administrative Regulation	
	Policy#	17.2
	Effective:	10/31/2017
	Revised:	05/30/2025
Release of Employee Information		Owner: Human Resources

Note: Terms in **bold** and *italics* throughout this policy are defined below.

PURPOSE:

To promote a respectful, transparent, and supportive workplace, this regulation ensures employee records are maintained accurately and confidentially in accordance with state and federal laws. It also outlines procedures for managing employment verifications and reference requests in a way that safeguards employee privacy and supports occupational and emotional well-being.

SCOPE:

This regulation applies to all current and former employees of the City of Springfield.

POLICY:

As part of the City's commitment to the **LiveWell** initiative, the privacy and dignity of every employee (past and present) will be protected. All employment reference requests must be reviewed and processed by Human Resources. No employee, supervisor, or manager is authorized to provide employment references independently, whether written, verbal, or online (e.g., LinkedIn recommendations).

To maintain consistent, accurate, and lawful practices that support employee trust and peace of mind, the City will disclose only an employee's **dates of employment** and position(s) held, unless a written request is submitted by the former employee authorizing additional disclosure.

PROCEDURE:

1. Employee Files

- 1.1. The City maintains all employee records as the property of the City. These **employee files** are kept confidential, with access limited to business necessity or as required by law.
- 1.2. Employees may review their own personnel records in accordance with applicable laws. Transparency in access supports both trust and autonomy (key pillars of **occupational well-being**).

- 1.3. Each employee is responsible for keeping personal information up to date and must notify Human Resources of any changes, such as name, address, marital status, citizenship, or emergency contacts. Keeping this information current ensures timely support in life and career transitions, consistent with the goals of **financial and emotional well-being**.

2. Verification of Employment (written or verbal)

- 2.1. The Human Resources Department is responsible for handling all verification of employment requests. The following information will typically be released:
 - 2.1.1. Confirmation of employment status
 - 2.1.2. Current or former ***position title***
 - 2.1.3. Wage rate
 - 2.1.4. ***Dates of employment***
 - 2.1.5. ***Hours worked per week***
- 2.2. No additional information may be released to outside parties unless authorized in writing by the employee or as required by law. This ensures confidentiality, which is essential for building a respectful and emotionally supportive workplace environment.

3. Reference checks

- 3.1. Reference checks must be conducted only by Human Resources to ensure consistent, professional, and legally compliant responses. Written responses will be added to the employee's ***personnel file***.
- 3.2. Verbal reference requests are limited to the scope described in Section 2.1, unless formally submitted in writing with proper authorization.
- 3.3. Reference or background checks for current or former Police Department employees are managed jointly by Police Department leadership and Human Resources, ensuring alignment with departmental procedures and broader City standards.

4. Third Party Requests for Employee Files

- 4.1. The Human Resources Department will evaluate and respond to third-party file requests in accordance with federal and state privacy laws. This reinforces the City's commitment to protecting sensitive information and upholding employees' rights.

DEFINITIONS:

1. ***"Employee file"*** is an electronic or paper personnel record that includes documents used to determine qualifications for employment, promotion, compensation, or discipline. As of January 1, 2017, time and pay records must also be made available.

2. ***“Occupational Well-being”*** are actions take to promote satisfaction, purpose, and growth in one's career while supporting a healthy work-life balance and the development of knowledge and skills for continued success.
3. ***“Financial Well-Being”*** is the action of supporting and making informed financial decisions, managing short-term needs, and planning for long-term goals—helping employees gain confidence and security in their financial future.
4. ***“Emotional Well-Being”*** refers to actions taken to encourage self-awareness, emotional resilience, and the ability to navigate life’s challenges. It shapes how employees manage stress, build relationships, and contribute to a positive work environment
5. ***“Employment status”*** refers to whether an employee is currently employed or was previously employed.
6. ***“Position title”*** is the official job title held by the employee.
7. ***“Wage rate”*** refers the most recent hourly or salary rate of pay assigned to the position.
8. ***“Dates of employment”*** refers to the start and end dates of an employee’s service with the City.
9. ***“Hours worked per week”*** is the number of hours an employee was regularly scheduled to work.

RESOURCES:

1. [Liability for employer disclosing information about employee to new employer: ORS 30.178](#)
2. [Inspection of records by employee: ORS 652.750](#)