



ALARM/VIDEO SURVEILLANCE POLICY

Purpose

This policy provides guidelines regarding the use of surveillance cameras and internet-enabled cameras (Web cams) to ensure that, in adopting the use of security video surveillance cameras, Caledon Community Services (CCS) and Agency (CCS) balances the security benefits derived from the use of video surveillance with the privacy rights of the individual. The policy outlines when and where security cameras are to be installed, how images are to be stored and recorded, and the conditions under which stored images or video are to be used.

Underlying Principles

During daily operations of the Agency's (CCS) premises, the safety of property, visitors, and employees is protected and maintained by conventional means such as: alert observation by staff, foot patrols by staff, safe behaviour training, and the consistent application of the Agency (CCS) Ethical Codes of Conduct. However, in some circumstances, the additional protection provided by surveillance cameras is essential in maintaining lawful and safe use of the Agency's premises.

This Policy ensures that all locations follow the guidelines set out by the Information and Privacy Commission/Ontario, and the privacy requirements of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), without compromising the safety and security of Agency (CCS) visitors, staff and premises.

Video surveillance for security purposes will be conducted in a professional, ethical, and legal manner. Monitoring individuals based on characteristics or race, gender, sexual orientation, disability or other protected classification is prohibited.

Policy Statements

The function of alarm/surveillance cameras is to assist in protecting the safety and property of Agency (CCS) and its visitors. The primary use of surveillance cameras will be to record images for future identification of individuals in the event of legal, criminal, or policy violations. Agency (CCS) will not install cameras in staff offices or washrooms. The Agency (CCS) recognizes the need to balance an individual's right to privacy and the need to ensure the safety and security of its employees, clients, volunteers, visitors and property. Proper video surveillance, where deemed necessary, is one of the most effective means of helping to keep the Agency's (CCS) facilities and properties operating in a safe and secure manner. While video surveillance cameras are installed

for safety and security reasons, the Agency (CCS)'s video surveillance systems must be designed and maintained to minimize privacy intrusion.

Procedure

- Surveillance cameras may be installed in locations where the security of Agency (CCS) property or people would be enhanced.
- Appropriate signage will be installed by Agency (CCS) staff to provide notice of the cameras and enhance the crime prevention value of the camera.
- Video surveillance use will be limited to situations that do not violate the reasonable expectation of privacy as defined by law.
- Limited Agency (CCS) staff will be designated as surveillance camera managers.
- Recorded images will not be routinely checked and will only be reviewed in the event Agency (CCS) has a need to review the recorded images. Recorded information will be stored in a secure location with access by authorized staff only.
- Information obtained through video surveillance will be used exclusively for safety, security, compliance with Agency (CCS) policy and for law enforcement purposes. Should video surveillance reveal activity that violates laws or policy, an investigation will be initiated.
- Any person who tampers with or destroys video security equipment will be subject to criminal prosecution and judicial action.
- Any staff member receiving an inquiry from the public regarding the Video Surveillance Policy shall direct the inquiry to the CEO.
- Alarm system codes are provided to limited CCS personnel and collaborative partners
- Alarms are to be activated during non-operational hours

Access: Law Enforcement

If access to a video surveillance record is required for the purpose of a law enforcement investigation, the requesting Officer must complete the request in writing to the CEO. The CEO will provide the recording for the specified date and time of the incident requested by the Law Enforcement Officer, subject to MFIPPA exemptions.

Custody, Control, Retention and Disposal of Video Records/Recordings

Agency (CCS) retains custody and control of all original video records not provided to law enforcement. Video records are subject to the access and privacy requirements of MFIPPA, which include but are not limited to the prohibition of all CCS employees from access or use of information from the video surveillance system, its components, files, or database for personal reasons.

Unauthorized Access and/or Disclosure (Privacy Breach)

Any Agency (CCS) employee who becomes aware of any unauthorized disclosure of a video record in or a potential privacy breach has a responsibility to ensure that the CEO is immediately informed of the breach by completing an Incident Investigation Form. The CEO will take immediate steps to follow CCS procedure to manage a privacy breach.

REFERENCES:

Incident Investigation Form

Date Developed: July 2015

Date Approved: November 2015