

8.7 Video Surveillance Policy

Purpose:

To regulate the use of video surveillance and recording on BACI premises (owned and leased). Information obtained through video surveillance will be used exclusively for health and safety, or security and law enforcement purposes, which must relate to the protection of persons served, staff and the general public, or the deterrence or detection of criminal activity, including theft, vandalism, or other property damage.

Definitions:

Reception equipment: any device capable of capturing and/or recording images, including audio and thermal imaging devices.

Video Surveillance System: refers to a video, physical or other mechanical, electronic, digital or wireless surveillance system or device that enables continuous or periodic video recording, observing or monitoring of specific locations on BACI property and the actions of individuals in those locations.

Personal Information: is recorded information about an identifiable individual which includes, but is not limited to, the individual's race, colour, national or ethnic origin, sex and age.

Scope of Policy:

This policy only applies to video surveillance activities necessary to enhance the health and safety of individuals (persons served, staff, and the public) on BACI premises, and the security of BACI buildings and property. In furtherance of these purposes, video surveillance may be used to monitor exterior and interior areas of BACI property where there is:

- a) No reasonable expectation of privacy;
- b) Limited expectation for privacy (shared living spaces exclusive of bathrooms);
- c) An expectation for privacy that is balanced by health and safety expectations.

Policy:

Video surveillance of BACI premises will be conducted in a professional, ethical and legal manner, in accordance with the following principles:

- a) Video surveillance must be conducted in accordance with the laws of British Columbia and Canada;
- b) Video surveillance will be used only where it is demonstrably necessary for the purposes of enhancing the health and safety of persons, or for the deterrence of theft or destructive acts, such as vandalism and graffiti;

- c) Video surveillance will be used only by BACI employees authorized by the Executive Director(s), and only where less intrusive means of monitoring and deterrence has been shown to be ineffective or unworkable;
- d) Appropriate signs and notice of video surveillance must be posted in areas subject to video monitoring with consideration of the privacy and confidentiality of persons served residing on the premises;
- e) Employees and video service provider(s) will have access to information collected through video surveillance only where necessary in the performance of their duties and in accordance with the provisions of this Policy;
- f) Employees and video service providers who may require access to information collected through video surveillance will be provided proper training and orientation with regards to this Policy and their obligations under this Policy, and will provide written acknowledgment that they have read and understood the contents of this policy and procedure. Any employee who knowingly or deliberately breaches this policy will be subject to discipline up to and including termination. Failure of a video service provider to comply with this policy will constitute breach of contract and may result in termination of contract and legal action;
- g) The recording medium must be handled in a manner that maintains the integrity and security of the recorded information;
- h) All recorded information shall be destroyed after three months, excepting information specifically awaiting review by law enforcement agencies, information seized as evidence, or information that has been duplicated for use by law enforcement agencies;
- i) Reception equipment locations and operation shall be limited to visual access of areas where there is no reasonable expectation of privacy. Video surveillance for the purpose of monitoring work areas, social areas, or sensitive areas will only occur in special circumstances, and must be consistent with the policy's principle purpose, which includes the prevention/deterrence of illegal activity and the enhancement of health and safety of persons served and staff;
- j) When video surveillance footage is being displayed by authorized employees on a video monitor, the monitors will be in a position that cannot be viewed by others;
- k) The video surveillance system will be subject to periodic audit;

l) The video surveillance system will be operated consistent with all BACI-related policies, and in particular, Policy 9.7 – Behavioural Interventions.

Responsibilities

Identified Staff are responsible to operate and monitor the video surveillance system(s) when and as directed. The designated Manager(s) is responsible for oversight of the system – managing and coordinating maintenance of the video surveillance system(s), training employees who will access the system. The Senior Manager(s) of Quality Assurance and Human Resources are responsible for ensuring that the system is used in accordance with this policy, particularly with respect to privacy issues and the Positive Behavioural Support/Health and Safety Plan for persons served. Video surveillance with respect to the Behavioral Intervention policy will be implemented in consultation with the Executive Director, the Privacy Officer, the designated Manager and Quality Assurance Human Resources. The Senior Manager(s) of Quality Assurance and Human Resources will also arrange periodic audits of the system and recommend new video installations and system upgrades through the budget process.

Linking Policies:

- 1.8 Code of Ethics
- 1.11 Risk Management Policy
- 1.12 Corporate Responsibility Policy
- 8.1 Privacy Protection for Individuals
- 8.3 Privacy Protection for Employees
- 9.7 Behavioural Interventions