

**CORPORATE POLICY, STANDARDS and PROCEDURE**

		Page 1 of 5
<b><u>POLICY TITLE</u></b> <b>AUTHORIZATION AND USE OF CLOSED CIRCUIT TELEVISION (CCTV)</b>		<b><u>NUMBER</u></b> TBA
<b><u>AUTHORIZATION</u></b> Vice President, Corporate Services and Facilities	<b><u>DATE APPROVED</u></b> April 2006	<b><u>CURRENT VERSION DATE</u></b> September 2013

**DATE(S) REVISED / REVIEWED SUMMARY**

<b>Version</b>	<b>Date</b>	<b>Comments / Changes</b>
1.0	April 2006	Initial policy released
2.0	September 2013	

**INTENT / PURPOSE**

Fraser Health recognizes that privacy is an important issue and is committed to ensuring privacy protection measures are built into the CCTV policy to ensure that the collection of personal information by means of CCTV is lawful, justifiable and the information obtained is appropriately protected.

Security related incidents can have a significant impact on those who provide or require health services. The use of CCTV for security purposes in public areas is recognized by Fraser Health as a control measure which, when properly applied and controlled, can deter and detect activity which may present a risk to individuals and to assets while providing a potential avenue for investigative follow up.

Fraser Health acknowledges the use of non-visible CCTV can be intrusive and invasive. As such, Fraser Health is committed to placing strict controls on the use of non-visible surveillance.

**POLICY**

Fraser Health is committed to creating and maintaining a safe and secure environment so that the highest possible standard of clinical care can be delivered to our patients, clients and residents. The purpose of this policy and procedure is to provide a framework for consistently managing both the application of CCTV and the control and use of CCTV images. The information and images observed or recorded from CCTV cameras is to be used only for its intended purpose as governed by B.C.'s Freedom of Information and Protection of Privacy Act.

As part of an overall strategy to ensure a safe and secure environment, Fraser Health will employ, in appropriate circumstances, external and internal security cameras (CCTV) for

**CORPORATE POLICY, STANDARDS and PROCEDURE**

		Page 2 of 5
<b><u>POLICY TITLE</u></b> <b>AUTHORIZATION AND USE OF          CLOSED CIRCUIT TELEVISION (CCTV)</b>		<b><u>NUMBER</u></b> TBA
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security purposes with the images from these cameras transmitted to a remote CCTV monitor, to a recording device, to an authorized personal computer or server or to some combination of these options. The cameras shall be situated so as to be visible to the public.

In addition, to protect persons in or property of Fraser Health from criminal activity, Fraser Health may utilize non-visible CCTV in specific circumstances. This will be considered where a higher degree of investigation is required and/or where other traditional investigative methods are either unworkable or have not proven successful in managing the suspected criminal activity or suspected significant breach of Fraser Health policy. This practice will be strictly controlled.

Fraser Health undertakes that information and images obtained from the use of CCTV will be protected from disclosure to persons not entitled to receive the information.

**DEFINITIONS**

CCTV – Closed circuit television system

Visible CCTV Camera – Cameras mounted in a visible location within a Fraser Health facility or on Fraser Health grounds

Observation – The viewing of CCTV images

Recording – The retention of CCTV images

Archive Record – Images retained from CCTV signals including photos, videotapes, CD's or digital image files

Non-Visible CCTV – Use of a hidden camera to observe and/or record activities

Public Area – any exterior or interior space that is accessible, either freely or by staff invitation, to the public; and which is not otherwise considered to be a patient care area.

**CORPORATE POLICY, STANDARDS and PROCEDURE**

		Page 3 of 5
<u><b>POLICY TITLE</b></u> <b>AUTHORIZATION AND USE OF          CLOSED CIRCUIT TELEVISION (CCTV)</b>		<u><b>NUMBER</b></u> TBA
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Patient Care Area – any area that is designed or otherwise designated to be used for direct patient treatment, care, or monitoring.

**NOTE:** This policy governs only the authorization and use of CCTV for security purposes and is not intended to apply to the use of CCTV for clinical purposes such as the use of CCTV to observe a patient in a seclusion room in a mental health setting.

**PROCEDURES**

- Fraser Health's Integrated Protection Services department will determine the requirement for CCTV cameras in Fraser Health facilities and grounds which are intended for security purposes. Determinations as to the number and type of camera, their location and the observation and recording requirement for the CCTV images, if any, shall be the responsibility of the Executive Director, Integrated Protection Services or designate.
- Where visible CCTV cameras are utilized in Fraser Health facilities, signage will be posted within the facility indicating the presence of video surveillance equipment and providing a contact number for Integrated Protection Services for the public to use to obtain more information if required.
- Contracted security personnel at Fraser Health sites will have the ability to observe CCTV images from public areas via live viewing, where such capacity exists, for the purpose of protecting the people and property of Fraser Health. At some Fraser Health sites, contracted security personnel will have the capacity to review recorded CCTV images as a tool for incident follow up. Contracted security personnel may not produce an archive record from a CCTV image unless their manager receives permission from Fraser Health's Integrated Protection Services department.
- Integrated Protection Services will ensure that contracted security personnel are using the CCTV system only for its intended purpose and that they are protecting and not disclosing information and images obtained from the use of CCTV. The contract between Fraser

**CORPORATE POLICY, STANDARDS and PROCEDURE**

		Page 4 of 5
<b><u>POLICY TITLE</u></b> <b>AUTHORIZATION AND USE OF          CLOSED CIRCUIT TELEVISION (CCTV)</b>		<b><u>NUMBER</u></b> TBA
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Health and the security provider will contain a mandatory standard governing the protection of confidential information. This will include a penalty clause up to and including termination of the contract for violation of this standard.

5. Request for an archive record of CCTV image made by a law enforcement agency will be directed to the Executive Director, Integrated Protection Services or designate and may be granted if the request conforms with the requirements of Fraser Health's "Providing Patient/Resident/Client Information to Law Enforcement Agencies" policy. Other external requests will be directed to Fraser Health's Information Privacy Office.
6. The Executive Director, Integrated Protection Services will have the responsibility for ensuring adequate measures are in place to protect the information or images obtained from CCTV cameras and to ensure such information or images are observed, recorded or shared only with persons entitled to receive such information.
7. The use of non-visible CCTV may be authorized by the Executive Director, Integrated Protection Services in certain circumstances and under strict controls
8. If non-visible CCTV is authorized, the Vice President, People and Organization Development and the Executive Team member responsible for the area in which the non-visible installation is contemplated, will be advised by the Executive Director, Integrated Protection Services.
9. If non-visible CCTV is authorized it shall be for a specific location, over a defined time period and for a specific purpose. The Executive Director, Integrated Protection Services shall be responsible for the installation and removal of CCTV equipment and for restricting access to only those Integrated Protection Services personnel involved in the investigation and observing, recording and reviewing images from non-visible CCTV. The Executive Director, Integrated Protection Services will also be responsible for the protection of any information obtained from non-visible CCTV.

**REFERENCES**

- British Columbia's Freedom of Information and Privacy Act

**CORPORATE POLICY, STANDARDS and PROCEDURE**

		Page 5 of 5
<b><u>POLICY TITLE</u></b> <b>AUTHORIZATION AND USE OF          CLOSED CIRCUIT TELEVISION (CCTV)</b>		<b><u>NUMBER</u></b> TBA
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- Public Surveillance System Privacy Guidelines – OIPC Reference Document 00-01
- Fraser Health's "Confidentiality and Security of Personal Information" Policy
- Fraser Health's "Providing Patient/Resident/Client Information to Law Enforcement Agencies" Policy