



**STANDARD POLICY**

S.P. NO: CrS-F1

PAGE NO. 1 OF 5

DATE: Nov.1/10

**SUBJECT:**  
**PLACEMENT AND USE OF VIDEO SURVEILLANCE  
CAMERAS IN CITY HALL AND THE BAYSHORE  
COMMUNITY CENTER**

**DEPARTMENT:**  
**CORPORATE  
SERVICES  
DIVISION:**  
**FACILITIES**

**COUNCIL AUTHORITY OR STAFF APPROVED:**  
Council Resolution – November 8, 2010

**NEW: X**

**REVISED:**  
**DATE:**

**1. PURPOSE**

The City of Owen Sound in continuing to ensure the safety and security of staff, customers, members of the public and property, support the use of video surveillance systems at City Hall and the Bayshore Community Center. This use of video surveillance is to promote a safe environment, deter criminal activity or vandalism, while also providing an appropriate and necessary tool for use in law enforcement. It is the City's responsibility to insure that the information gathered at their premises, is used and stored, according to guidelines published by the Information and Privacy Commissioner of Ontario. This policy is designed to set out the guidelines regarding the gathering and use of this electronic information.

**2. SCOPE**

This policy applies to the buildings located at 808 2<sup>nd</sup> Avenue East, Owen Sound ON known as City Hall and 1900 3<sup>rd</sup> Ave E, Owen Sound ON know as the Bayshore Community Center. The policy is to be followed by City Staff, and Staff of the Owen Sound Attack Major Jr. "A" Hockey Club as well as any agencies, or persons retained by the City using the information gathered for investigative purposes in order to perform duties related to their job. Those authorized under this policy to view the information will be required to adhere to this policy.

*"Personal Information"* as collected by the City of Owen Sound or the Owen Sound Attack Major Jr "A" Hockey Club for the purpose of this policy is defined as recorded information about an identifiable individual including, but not limited to, information relating to an individual's race, colour, national or ethnic origin, sex or age. Thus, the image from video surveillance will be considered *"personal information"*.

The cameras will be installed only to record or monitor those areas that have been identified as requiring surveillance. The surveillance will never monitor areas in which staff or members of the public have a higher expectation of privacy, such as washrooms, change rooms.

Suitable video surveillance signs will be placed at all entrances to premises where surveillance is occurring. These signs will clearly indicate that video surveillance is taking place and will provide contact information if there are any questions relating to such activity.



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This policy will be posted on the City’s website.

Any questions or concerns relating to the handling of personal information obtained through the use of video surveillance can be directed to:

Freedom of Information Coordinator c/o City Clerk  
CITY OF OWEN SOUND, 808 2<sup>nd</sup> Avenue East, OWEN SOUND ON N4K 2H4  
[foi@owensound.ca](mailto:foi@owensound.ca)

**3. ACCEPTABLE ACCESS**

The information gathering system(s) will be dedicated to that use only and under *no* circumstances will be used for any other duties. The system will be stored in a locked secure area and will only be viewed by those authorized to do so. Where available, passwords must be used to secure the information. Whenever the information is viewed, a written log of who viewed the information, when it was viewed and for what purpose *must* be kept. The information may only be used to protect public safety, detect or deter, and assist in investigating criminal activity. Information will not be retained or used for any other purposes.

- The information will only be viewed where a reportable incident has occurred or to investigate a potential crime, or incident relating to staff or public safety.
- The information will be viewed by one or more authorized staff that will consist of the following: The Manager directly responsible for the area that the incident occurred, the Director or Senior Management responsible for the area or the City Manager. In the case of the Bayshore Community Center as the cameras have been installed by the Owen Sound Attack Major Jr "A" Hockey Club a senior staff member or management of that organization. A log will be kept when information is viewed.
- When viewed for police reportable events i.e. vandalism, assault, break-ins, theft of merchandise or equipment, one or more authorized staff member shall view along with the Police. A log will be kept when the information is viewed.



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- When viewed for administrative actions i.e. viewing incidents, which may lead to banning individuals from the building due to cases of public endangerment, vandalism, or theft, two or more authorized staff members shall view to make the administrative determination. A log will be kept when the information is viewed.
- If it is determined that it is not a Police reportable event or one requiring administrative action, the information will be destroyed, as per the policy and confidentiality will be maintained.
- If it is determined that it is an incident requiring administrative action, the information will be retained for a period determined as reasonably necessary and destroyed as per policy and confidentiality will be maintained.
- If it is determined that it is a Police reportable event, separate legislation shall determine the retention period, once law enforcement has returned the information, it will be destroyed.
- Staff may be required to testify regarding the information, as it may be used in a Court or an Administrative inquiry.

**4. PROHIBITED ACTIVITIES**

The information will not be viewed unless an event described above has taken place. The information viewed will remain, at all times, the property of the City of Owen Sound and will be treated as confidential.

**5. DESTRUCTION OF INFORMATION**

Personal information will only be retained for as long as necessary to fulfill the purpose for which it was collected. The information gathered will be destroyed (recorded over) within fourteen (14) days, unless it is required as evidence. It will only then be destroyed in accordance with the normal procedure dealing with the destruction of evidence. Old devices will be disposed of in a secure way in which the personal information cannot be retrieved. Such disposal records will be maintained in writing.



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**6. DEALING WITH A BREACH OF PRIVACY**

If a privacy breach has occurred (loss, theft, or inadvertent disclosure of personal information) immediate action must be taken to control the situation.

- The scope of the breach must be determined and steps taken to contain the damage. (Retrieving hard copies of recorded information, determining if unauthorized access to an electronic system has occurred, and changing file ID numbers.)
- Appropriate management staff must be notified immediately of the breach, this will include the Owen Sound Attack Office General Manager if the breach has occurred at the Bayshore Community Centre.
- The IPC (Information and Privacy Commissioner) will be informed if appropriate.
- If applicable, notify individuals whose personal information has been disclosed.
- An internal investigation will be conducted into the matter, the findings will be reported and any recommendation quickly implemented. The objectives of this investigation should include: A review of the circumstances surrounding the event, as well as the adequacy of existing policies and procedures in protecting personal information.

**7. TRAINING**

All employees of the City of Owen Sound or the Owen Sound Attack Major Jr. "A" Hockey Club involved in the operation of this video surveillance equipment will be trained on this policy and updated training addressing staff obligations will be conducted as required.

**8. AUDIT**

This policy and compliance of such shall be subject to audit on an annual basis.



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**9. POLICY REVIEW**

This policy should be reviewed and updated as needed.

**10. COMPLIANCE**

Failure to comply with this policy may result in disciplinary action up to and including termination of employment.