
Title: Video Surveillance Program

Department/Division: City Manager

Policy Statement:

1. The City of Owen Sound (the "City") is responsible for ensuring the safety of individuals and the security of equipment and property within the scope of the services that the City provides. Video surveillance systems are a useful tool to accomplish the above goals. The City recognizes that video surveillance systems have a high potential for infringing upon an individual's right to privacy and that, although video surveillance systems may be required for legitimate operational purposes, their use must be undertaken in accordance with the provisions of the *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA") and aligned with the Information and Privacy Commissioner ("IPC") Guidelines for the Use of Video Surveillance.

Purpose:

2. The purpose of this policy is to establish parameters for a video surveillance program that recognizes an individual's right to privacy and that aims to: enhance the safety and security of employees, the public and corporate assets; prevent unauthorized activities on or involving City property; and reduce risk and liability exposures for the City.

Scope:

3. This policy applies to:
 - a. all City of Owen Sound officers, employees and agents, including full-time, part-time, casual, contract, intern, co-op placement and volunteer individuals;
 - b. Contractors and service providers and their employees who may work with or operate video surveillance equipment for the City; and

Policy No. CMA66 - Video Surveillance Program

- c. All video surveillance equipment in the care and control of the City that is located in or at City properties and facilities.
4. This policy does not apply to:
 - a. Video or audio recordings of council or committee meetings; or
 - b. Covert surveillance used as an investigation tool for law enforcement purposes or in contemplation of litigation.

Definitions:

5. For the purposes of this policy,

“Authorized User(s)” means City employees who have been approved by the Senior Manager of Property and Parks & Open Space, or their designate, to operate video surveillance equipment and who have received training consistent with the requirements of this policy;

“City” means The Corporation of the City of Owen Sound;

“Consistent purpose” means use of personal information in manner that the individual to whom the information relates might reasonably have expected in the circumstances;

“Freedom of Information process” means a formal request for access to records made under MFIPPA;

“Incident” means events or allegations of inappropriate behaviour which would be in violation of law or of a by-law, policy or procedure relating to employee or public conduct;

“Personal information” means recorded information about an identifiable individual, which includes but is not limited to, information relating to an individual’s race, colour, national or ethnic origin, sex and age. If video surveillance information displays these characteristics of an identifiable individual or the activities in which he or she engages, its contents shall be considered “personal information” in accordance with MFIPPA;

“Privacy breach” means an incident involving unauthorized disclosure of personal information, including it being stolen, lost or accessed by unauthorized persons;

“Record” means information, however recorded, whether in printed form, on film, by electronic means or otherwise, and includes: a photograph, a film, a microfilm, a videotape, a machine-readable record, and any record that is capable of being produced from a machine-readable record;

Policy No. CMA66 - Video Surveillance Program

“Video surveillance equipment” means a video, physical or other mechanical electronic or digital surveillance system or device that enables continuous or periodic video recording, observing or monitoring of personal information about individuals;

“Video surveillance record” means a record of video surveillance information created from the City’s video surveillance equipment.

Policy:

Video Surveillance Equipment

6. Video surveillance equipment will only be installed based on: verifiable reports of incidents of crime; significant safety concerns; or for crime prevention.
7. Video surveillance equipment will only be installed in identified areas where video surveillance is a necessary and viable detection or deterrence tool.
8. Video surveillance equipment will not be installed in or capture recordings of areas where the public and employees have a reasonable expectation of privacy, such as washrooms or change rooms.
9. Video surveillance equipment will be used passively for surveillance purposes (meaning the equipment will not be panned or zoomed remotely) to prohibit the viewing of locations not intended to be monitored.

Responsibility

10. The City Manager and Directors will:
 - a. provide oversight and compliance with the policy by all City employees;
 - b. communicate this policy broadly to all employees in their departments;
 - c. ensure internal requests for records are necessary for the performance of the requester’s duties in the discharge of their functions; and
 - d. delegate and assign responsibility regarding who will act on their behalf in following procedures related to this policy in their absence.
11. The Senior Manager of Property and Parks & Open Space, or their designate, will:
 - a. determine and document the reason for implementation of video surveillance equipment;

Policy No. CMA66 - Video Surveillance Program

- b. determine and document the location of video surveillance equipment, description of the viewing area and times when video surveillance will be in effect;
 - c. determine suitable location(s) for mandatory public notice signage that will provide reasonable and adequate warning that video surveillance is or may be in operation in a particular location;
12. The Manager of Information Technology, or their designate, will:
- a. assess equipment and system requirements and make necessary arrangements for purchase and installation;
 - b. inspect video surveillance equipment on a standard schedule and maintain an inspection log;
 - c. determine and document the corporate video surveillance inventory;
and
 - d. undertake the decommissioning/destruction of video surveillance equipment in a manner that ensures personal information collected by the equipment cannot be retrieved or reconstructed except as authorized by this policy.
13. The Senior Manager of Property and Parks & Open Space, or their designate, in conjunction with the Manager of Information Technology, or their designate, will:
- a. determine and document the Authorized User(s) for particular video surveillance equipment and ensure they are trained on its use and their responsibilities under this policy; and
 - b. take all reasonable precautions to ensure that video surveillance equipment is secure and that unauthorized individuals are prohibited from reviewing or accessing information.
14. The City Clerk, or their designate, will:
- a. ensure the reasons for proposed video surveillance equipment are consistent with the IPC Guidelines for the Use of Video Surveillance;
 - b. identify potential privacy risks;
 - c. assist staff to identify appropriate locations for video surveillance equipment and signage;
 - d. conduct audits, as required, to ensure access to video surveillance information complies with this policy and MFIPPA;

Policy No. CMA66 - Video Surveillance Program

- e. respond to all requests for information obtained through video surveillance equipment, and where appropriate, create video surveillance records;
 - f. ensure compliance with retention periods applicable to video surveillance records;
 - g. notify the IPC in the event of a privacy breach, where appropriate; and
 - h. respond to appeals and privacy complaints received through the IPC.
15. Employees will:
- a. Refer any external requests for access to or copies of video surveillance information to the City Clerk or their designate;
 - b. Refer any internal requests for access to or copies of video surveillance information to their Director or the City Manager for authorization;
 - c. Report to their manager or supervisor any suspected privacy breaches; and
 - d. Report to their manager or supervisor any problems with video surveillance equipment.

Notice

16. Signs providing notice of video surveillance shall be posted at public access points for all areas under video surveillance.
17. Video surveillance signage shall clearly indicate that video surveillance is taking place and shall provide information in accordance with s. 29(2) of MFIPPA about:
- a. the legal authority for the program;
 - b. the principal purpose of the program; and
 - c. contact details for further information.

Access to Video Surveillance Information

18. All persons who have access to information collected from the City's video surveillance equipment in the execution of their duties for the City shall sign an undertaking of confidentiality and compliance with this policy (Appendix A).

Policy No. CMA66 - Video Surveillance Program

19. The information collected through video surveillance shall be used only for the purposes of:
 - a. investigations of incidents involving the safety or security of people, facilities or assets;
 - b. providing evidence as required to protect the City's legal rights;
 - c. responding to a request for information under MFIPPA;
 - d. investigating an incident or allegation of employee misconduct;
 - e. investigating an incident involving an insurance claim; or
 - f. a consistent purpose.

20. The right to create or view video surveillance records is strictly limited and must be undertaken as follows:
 - a. Public requests: Records related to public requests for disclosure shall be created by the City Clerk, or their designate, upon a written request made through the freedom of information (MFIPPA) process. Access to these records may depend on whether there is an unjustified invasion of another individual's privacy and whether any exempt information can be reasonably severed from the record.
 - b. Internal requests:
 - i. Records related to investigations involving the safety or security of people, facilities or assets, shall be created by the City Clerk, or their designate, upon authorization by a Director or the City Manager.
 - ii. Records related to employee misconduct investigations shall be created by the City Clerk, or their designate, upon authorization by the City Manager.
 - c. Law enforcement requests - Records related to a law enforcement investigation shall be created by the City Clerk, or their designate, in accordance with s. 32(g) of MFIPPA, when there are reasonable grounds to believe that an unlawful activity has occurred and been captured by video surveillance equipment. These requests shall be made in writing using the "Release of record to law enforcement agency" form attached as Appendix B to this policy.

Policy No. CMA66 - Video Surveillance Program

21. Requests for video surveillance records and release of video surveillance records shall be recorded in the Video Surveillance Request Log by the City Clerk, or their designate, which log shall include the following:
 - a. date of request;
 - b. identity of the requester (who is authorizing the request) and of the recipient (who is being authorized to view the record);
 - c. date, time, description of event including camera location;
 - d. reason for the request;
 - e. method of access (view record/receive copy);
 - f. date the record was viewed/received.
22. Where a police investigation, related to an emergency situation is underway – meaning there is a genuine, immediate risk to health, life or property – access to video surveillance by law enforcement may be expedited by Authorized Users. In this circumstance:
 - a. the request must be for a specific area and time;
 - b. the purpose is to facilitate urgent verification of details;
 - c. the officer may not personally access or manipulate any video surveillance equipment;
 - d. the officer may view the record only and must be directed to the City Clerk for requests to receive copies of a record; and
 - e. Authorized Users must ensure that a 'Release of record to law enforcement agency' form (Appendix B) is completed and provided to the City Clerk.
23. Live viewing shall be restricted to time periods and locations where there is a demonstrably higher likelihood of safety and security concerns involving employees, the public or corporate assets, or the commission of unauthorized activity in the area under surveillance.
24. Live viewing monitors shall be located in areas not accessible by the public and turned off when not in use.
25. Sound/audio shall only be included in video surveillance records where it is pertinent to the purpose for creating the record.

Records Retention

26. Video surveillance information that is not subject of an authorized request for access shall be considered transitory and shall be automatically erased by the system every fifteen (15) days in accordance with the City's records retention schedule.
27. A video surveillance record is subject to retention in accordance with the City's records retention schedule.

Breach of policy

28. Employees may be subject to criminal charges, civil liability and/or discipline, including but not limited to termination, for a breach of this policy, or provisions of MFIPPA or other relevant statutes.

Policy review

29. This policy shall be reviewed collectively by the Senior Manager of Property and Parks & Open Space, or their designate; the City Clerk, or their designate; and the Manager of Information Technology, or their designate:
 - a. once annually to ensure the effectiveness and compliance with legislation and current business processes; or
 - b. as required based on legislative changes.
30. The forms attached to this policy as appendices may be updated under the direction of the City Clerk.

Related Policies & Legislation:

31. *Municipal Freedom of Information and Protection of Privacy Act*
<https://www.ontario.ca/laws/statute/90m56>
32. IPC Guidelines for the Use of Video Surveillance
<https://www.ipc.on.ca/resource/guidelines-for-the-use-of-video-surveillance/>
33. City of Owen Sound Policy CrS-C20: Records and Information Management Policy

Appendices:

- 34. Appendix 'A' - Undertaking of confidentiality and compliance sample
- 35. Appendix 'B' - Release of record to law enforcement agency sample

Revision History:

By-law	Date
By-law No. 2021-022	March 1, 2021

Policy No. CMA66 - Video Surveillance Program

Appendix A – Undertaking of confidentiality and compliance with the City's Video Surveillance Policy.

I (print name) _____, a City of Owen Sound (employee, service provider or authorized consultant) understand that for the purposes of carrying out my duties on behalf of the City, I may have access from time-to-time to information from the City's video surveillance equipment in the execution of those duties.

I acknowledge and agree that:

- a. All information belongs to the City of Owen Sound.
- b. The information shall be under the City's control and is subject to the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA).
- c. MFIPPA contains provisions that regulate and prohibit the disclosure of personal information. All video surveillance recordings ("information") will be considered personal, as defined in and protected by MFIPPA. The disclosure of any information (personal or otherwise) shall be only in accordance with this Undertaking and the City's Video Surveillance Policy (the "Policy"), as amended from time to time.
- d. I have reviewed and agree to comply with all aspects of the Policy.
- e. All information is confidential and I will not access, copy, disclose or provide to any person, or otherwise deal with or use any information, including without limitation any details relating to information (whether personal or otherwise), except as specifically authorized by the City and in accordance with the Policy.
- f. I will not use or refer to any information for any purpose other than as specifically authorized by the City as set out in the Policy.
- g. I will store any information that I have access to in a manner as directed by the City and in accordance with the Policy.
- h. I will not destroy or remove any information from the City's premises except as specifically authorized by the City or in accordance with the Policy.
- i. I will not leave any information unsecured and I will take all measures reasonably necessary to ensure that persons not authorized to view or access the information are not in any manner provided with such opportunities.
- j. I will report any unauthorized access, copying, disclosure or other dealing or use of the information, of which I become aware, immediately to my supervisor, and will cooperate fully with the City, the Office of the Information and Privacy Commissioner or any other investigative body in the investigation of same.

I acknowledge that failure to comply with this Undertaking or with the Policy and any related procedures may result in disciplinary action being taken or termination of my contract, as may be applicable, as well as civil or criminal liability.

Name:		Job Title/Company:	
Signature:		Date:	

Policy No. CMA66 - Video Surveillance Program

Appendix B - Release of record to law enforcement agency

The following information is being requested under section 32(g) of the *Municipal Freedom of Information and Privacy Act* which allows for disclosure of records containing personal information for the purposes of aiding a law enforcement investigation.

Part 1: This section to be completed by the attending Law Enforcement Officer		
Information Requested:		
Investigation Number:		
Review Original Record: ___ yes ___ no	Copy requested: ___ yes ___ no	
I _____ (Officer Name) request the above personal information to aid an investigation undertaken by _____ (Law Enforcement Institution) with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result.		
_____	_____	_____
Signature of Investigating Officer	Badge Identification Number	Date (yyyy-mm-dd)

Part 2: This section to be completed by City staff	
Description of Records Disclosed:	
If Emergency Access provide description of urgency:	
File Location (i.e. camera location, facility, etc.)	
Employee Name:	
_____	_____
Signature of Staff Member	Date (yyyy-mm-dd)

Provide the completed form to the City Clerk for inclusion in the appropriate file.