

	TOWN OF CARMAN	POLICY NO. 019-24
	ADOPTED BY: Resolution No. 45/24	Last Updated: February 2024
	DATE: February 15th, 2024	Page: 1 of 2
	TITLE: Surveillance System Policy	Department: All

PURPOSE: The purpose of this policy shall be to establish guidelines for the use of video surveillance on any property and/or in any building owned or operated by the Town of Carman to be approved by the Council.

POLICY STATEMENT: The Corporation of the Town of Carman is committed to public safety, crime prevention and stewardship of publicly owned assets. Where warranted, the Town may use video surveillance systems in municipally owned or operated buildings and open spaces to deter and detect crime and anti-social behavior such as theft, vandalism and unauthorized entry. The Town shall maintain control and responsibility for its video surveillance system at all times.

ADMINISTRATION AND PROCEDURES: These guidelines apply only to video security surveillance systems used in connection with Town facilities. These guidelines do not apply to any form of surveillance by law enforcement or to covert surveillance for other legal purposes.

Staff Roles and Responsibilities:

Chief Administrative Officer:

The CAO shall be responsible for implementation, administration and evaluation of the Town's Video Surveillance Policy and Procedures. The CAO shall also be responsible for ensuring that information obtained through video surveillance is used exclusively for lawful purposes.

The CAO is responsible for each Town owned or operated site with a video surveillance system and shall ensure that the site complies with this policy, as well as any site-specific policies that may be required. In particular, the Information CAO shall ensure that any staff with authorized access to the monitoring equipment and recorded information shall be trained in its use in accordance with this policy. Authorized staff shall sign a written confidentiality agreement regarding their duties under the Policy and the Acts. Breaches of the policy may result in disciplinary action.

Contracted Service Providers:

When the day-to-day operation of a municipally owned facility is contracted to an external service provider, the Contracted Service Provider's responsibilities relating to

the Video Surveillance Policy shall be referenced in their contractual agreement with the Town.

Contract Staff Authorized contract staff shall comply with the appropriate staff roles and responsibilities as outlined.

Where a contracted service provider fails to comply with the Policy or Act, it shall be considered a breach of contract leading to penalties up to and including contract termination.

Location and use of Video Surveillance Equipment:

The Town shall install video surveillance cameras in identified public areas only where video surveillance is a necessary and viable detection or deterrence activity. The Town may install visible and/or hidden video surveillance cameras, but the Town shall not install equipment inside areas where the public and employees have a higher expectation of privacy (i.e. change rooms and washrooms). Video surveillance records may not be used as the sole means of investigating employee work habits, incidents and/or behavior.

Video Monitors:

The Town shall ensure that video monitors are accessed only by authorized Town staff or authorized Contract Service Provider's staff and are not located in a position that enables public viewing. The Town shall encourage sites to turn monitors off when not needed to ensure the system is operating or to view video records.

Video Records:

The Town shall ensure that the video records used to operate the video surveillance systems are stored on the cloud and secured. Unused records are stored for a maximum of 60 days. All records handed over to police, RCMP, or the Town's Insurer or in storage post police review, shall be kept as per requirements by the authorized time frame from the above listed authorized users.

Hours of Operation:

The majority of the video surveillance systems shall operate 24 hours per day during the period the facility is open, and personal information shall be accessed only in response to an incident.

Viewing Video Records:

The Town shall ensure that authorized staff (including Contracted Service Providers) shall review surveillance video records only if they have reasonable cause to believe that a crime or an act of anti-social behavior or an incident has been or is in the process of being committed.

Access Log:

The Town shall provide an Access Logbook. The Access Log shall be maintained in the locked area with video records, with access restricted to authorized personnel only. The Access Log shall be used to record the date, time, purpose and name of authorized staff person reviewing video records.

When a video record is viewed or removed for law enforcement purposes, the log entry shall include the date, time, name and contact information of the law enforcement officer. The Access Log shall also be used to track requests for personal information including the date, time name and contact information.

Inadvertent Disclosures:

The Town shall ensure that inadvertent disclosures are addressed in a timely and effective way. Any inadvertent disclosure shall be reported to the Mayor or the CAO; who will attempt to retrieve the personal information that has been inappropriately disclosed, commence an investigation.

Video Records Set Aside for Law Enforcement Viewing:

The Town shall ensure that video records requiring viewing by law enforcement be kept secure on the server clearly marked until retrieved by the law enforcement agency. The Town shall ensure that if personal information on the video recording is used for law enforcement or public safety purposes under the Act, the recorded information shall be retained for a maximum of one year after its use unless in legal proceedings. Following investigation and any corresponding legal action, the law enforcement agency shall be encouraged to return or delete the video record to the original site for retention and disposal.

Public Notification and Access to Information:

The Town shall ensure that the public is notified about the presence of video surveillance equipment by prominently posting signs on any buildings with surveillance cameras.

If an employee has given written consent to share near misses/incidents or requests a copy of the incident, then the incident may be shared with the Town of Carman Council or the Rural Municipality of Dufferin Council or the Workplace Health & Safety Committee.

Policy Review:

This policy will be reviewed every two years.



**Video Surveillance Record
Law Enforcement Officer Request Form**

Use this form for the release of a video surveillance record to a law enforcement agency.

Freedom of Information and Protection of Privacy Act

To: Chief Administrative Officer
Attention: Susan Stein

I, _____ of the _____ Police Service request a copy of Name of Police Officer _____ the following record(s) captured by video surveillance equipment located on: _____ (insert date) at _____ (insert time)

- 1.
- 2.
- 3.

containing the personal information of _____ (print names of individuals known) to aid an investigation undertaken with a view to law enforcement proceeding or from which a law enforcement proceeding is likely to result.

Signature of Officer Badge/ID Number

Date

For Office Use Only

Date and time original record was copied:

Date and time record was provided to Police Officer: