



## **Video Surveillance – Municipal Properties Policy**

**Policy Manual Section:** Administration - Security

**Policy Number:** A-SEC-001

**Authority:** 148/14

**Date Approved:** April 22, 2014

**Department Responsible:** Council Services, Division of IT

**Revision Dates:** April, 2019

**Review Date:** April, 2023

**Status:** Active

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### **Purpose:**

To establish guidelines and procedures for the use of video surveillance on any property and/or in any building owned or operated by the Town of LaSalle be approved by Council.

### **Policy Statement:**

The Corporation of the Town of LaSalle 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 behaviour such as theft, vandalism and unauthorized entry.

The Town shall maintain control and responsibility for its video surveillance system at all times.

### **Scope:**

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.

### **Policy:**

Authority

Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

Compliance



The Town's collection and storage of, and access to, information recorded from video surveillance shall conform to the published guidelines and specific direction as may be provided by the Information and Privacy Commissioner of Ontario (IPC) from time to time.

#### Public Consultation

The Town acknowledges the importance of public consultation when new or additional video surveillance systems are considered for Town-owned buildings and property. The extent of public consultation may vary depending on the extent of public access.

When new or additional video surveillance systems are being considered for open public spaces such as streets or parks, the Town shall consult with relevant stakeholders and the public to determine the necessity and acceptability.

When new or additional video surveillance systems are being considered for Town-owned or operated buildings to which the public are invited, such as Town Hall, library, Vollmer Culture and Recreation Centre, Fire Services, Environmental Services/Parks buildings, notice shall be provided at the site with an opportunity for public feedback.

When new or additional systems are contemplated inside municipal buildings or staff parking lots where there may be a high risk to staff or clients, consultation shall not be required.

#### Staff Roles and Responsibilities:

##### Town Clerk

The Director of Council Services/Clerk shall be responsible for implementation, administration and evaluation of the Town's Video Surveillance Policy and Procedures.

The Clerk shall also be responsible for ensuring that information obtained through video surveillance is used exclusively for lawful purposes.

##### Information Technology Manager

The Information Technology Manager 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 Technology Manager 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 Services Providers

### Agreements

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.

### Compliance

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:

### Video Surveillance Cameras

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 behaviour.

### 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 system is operating or to view video records.

### Reception Equipment

The Town shall ensure that video reception equipment is located away from the public, in restricted access areas, preferably in locked rooms with controlled access.



## Video Records

The Town shall ensure that the video records used to operate the video surveillance systems are stored in the same room as the reception equipment at all sites.

All records used in the recycling rotation, awaiting review by police, or in storage post police review, shall be stored in a locked cabinet at all sites, with access restricted to authorized staff.

## Location Record

The Town shall ensure that maps and floor plans are prepared to identify the location of all video surveillance equipment at each of the respective sites. The Director of Council Services/Clerk and Information Technology Manager shall have copies of all maps and plans.

## 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.

## Video Records:

### Normal Retention Period

Since short retention periods minimize risk of improper use and disclosure, the Town shall ensure that there is a standard retention period at all sites. The retention period for information that has not been viewed for law enforcement or public safety purposes shall be routinely erased every seven days.

### 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 behaviour has been or is in the process of being committed.

### Access Log

The Town shall provide an Access Log Book. 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 Director of Council Services/Clerk; who will attempt to retrieve the personal information that has been inappropriately disclosed, commence an investigation and notify the Information and Privacy Commission.

#### Video Records Set Aside for Law Enforcement Viewing

The Town shall ensure that video records requiring viewing by law enforcement be set aside in a clearly marked manner in the locked storage cabinet until retrieved by the law enforcement agency.

The Town shall ensure that if personal information on video record is used for law enforcement or public safety purposes under the Act, the recorded information shall be retained for one year after its use.

Following investigation and any corresponding legal action, the law enforcement agency shall be encouraged to return 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 at the perimeter of surveillance areas. Signs shall be of a consistent size and format and convey the following information: indicate video surveillance in use; identify legal authority for collection of personal information (section 28 (2) of MFIPPA); and provide title, address and telephone number of contact person who can answer questions about the system.

#### Other Promotion

The Town shall ensure that the information regarding this policy is readily available at all sites with video surveillance systems and on the Town's (and if applicable, the site's) website.

#### Annual Audit and Evaluation



The Town Clerk and Information Technology Manager shall conduct an annual review of the Town's Video Surveillance Policy/System to ensure that:

- i) Video surveillance continues to be justified and if so, whether its use can be restricted;
- ii) Reported incidents and police contact are properly recorded in the logbooks;
- iii) Video records are being properly retained and/or destroyed; and
- iv) Any formal or informal information requests from the public have been tracked.

### **Policy Review**

The Town shall periodically review the Video Surveillance Policy pending the outcome of the annual audit and evaluation or at any time the Town is considering changing or adding new video surveillance systems.

### **Responsibilities:**

As noted within the Policy.

### **Policy Review**

This policy will be periodically reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

### **References and Related Documents:**

Policy #152

### **Attachments:**

Video Surveillance Record Request Form



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

Use this form for the release of a video surveillance record to a law enforcement agency i.e. LaSalle Police Services *Municipal Freedom of Information and Protection of Privacy Act, 32(g)*

To: Finance Department  
Attention: Nick DiGesù, Information Technology Manager

I, (name), of the LaSalle Police Service request a copy of Name of Police Officer (Print)

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

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**For Office Use Only**

Date and time original record was copied:  
Date and time record was provided to Police Officer:

Send copy of this form to:  
Freedom of Information Coordinator/Director of Council Services/Clerk  
5950 Malden Road, LaSalle, Ontario N9H 1S4  
(519) 969-7770 ext. 1223