

# Surveillance Systems Policy

This document is the parent policy for any College or Divisional procedures. Questions regarding this policy are to be directed to the identified Policy Administrator.

<b>Functional category</b>	Operations
<b>Approval date</b>	August 9, 2023
<b>Effective date</b>	August 9, 2023
<b>Policy owner</b>	Vice President, Administration and Chief Financial Officer
<b>Policy administrator</b>	Director, Campus Services

## Objective

NorQuest College (college) will foster an environment that supports personal safety and protection of property. Surveillance systems will support this outcome and this policy is to regulate the use of such on college property.

This policy excludes any video equipment or recordings associated with recording special events or when video is used for educational or research purposes.

Authority to establish this procedure is derived from the [NorQuest College Board of Governor's Policy No. 5](#) which delegates authority to the President and CEO to establish policies and procedures for the college's management and operation.

## Policy

The use of a video surveillance system, both real time and recorded/stored images, is a recognized tool to reduce unlawful activities in public places and

discourages criminal and unsafe behaviors by assisting college officials and police in identifying offenders.

- Campus Services is authorized to oversee and coordinate the installation and use of video surveillance equipment.
- The Manager, Emergency & Business Services will review, consider, and either approve or deny requests for the installation of or monitoring of surveillance systems.
- Information obtained through the video surveillance system will be used for security, safety, law enforcement purposes, and exam adjudication within the Testing Centre.
- Information collected is to be used for the purpose that the surveillance is being undertaken. The use of collected information for employee performance management outside of the intent of the surveillance is not permitted.
- A digital recording system will record events temporarily unless retained by Campus Services as part of a criminal, civil, or safety investigation, or as otherwise approved by the Director, Campus Services or the Manager, Emergency & Business Services. The recording system shall have the capability of storing images for no less than fifteen (15) calendar days.

#### **Overt Monitoring for Security Purposes**

- Overt video monitoring of public areas at the college is limited to uses that do not violate the reasonable expectation of privacy as defined by law.
- The college will post written signage at building entrances to inform people on the property of the usage of video surveillance. This provision does not apply to covert surveillance systems installed for specific investigative purposes.

#### **Covert Monitoring for Investigation Purposes**

- Covert surveillance systems may be required to support college investigations.
- Pre-authorization for using covert surveillance is required from the President and CEO or from the Board Chair should the President and CEO be under investigation. The rationale for the use of covert surveillance must be in writing and demonstrate that it meets the following tests and conditions:

##### Covert Surveillance Tests:

- There must be reasonable cause to use covert surveillance.
- There are no other reasonable investigative alternatives.
- The level of intrusiveness will be considered related to its appropriateness based on the severity of the case and any harm that could be done.

#### Covert Surveillance Conditions:

- [Freedom of Information and Protection of Privacy \(FOIP\) Act](#) considerations have been assessed.
- Consultation with the appropriate Vice President has been documented and the decision has been approved in writing by the President and CEO or Board Chair, if applicable.
- Mounting locations of devices and areas to be viewed are specifically identified and documented.
- Dates and times that equipment will be installed and removed are specified and documented.
- Dates and times when activity will be monitored and/or recorded are specified and documented.

#### **Disclosure of Video Records**

- Video recordings will not be disclosed to anyone other than Security Services personnel except in the following with approval from the Director, Campus Services or Manager, Emergency & Business Services.
  - When it is required by law;
  - When disclosure is to a law enforcement agency for law enforcement investigations or proceedings;
  - When it is required by a college employee who needs it to perform their duties and disclosure is necessary and proper in the charge of the college's functions e.g., Student code of conduct, Health and Safety investigations;
- All other requests will be forwarded to Information, Risk and Compliance for approval.

#### **Surveillance System Operation**

- Video surveillance systems must be operated in a professional, ethical and legal manner in accordance with the Surveillance Code of Conduct specified within this policy.
- Personnel involved in the use of video surveillance systems must be designated to do so by the Director, Campus Services or the Manager, Emergency & Business Services. Personnel involved in monitoring the system will be appropriately trained and supervised.
- Video monitoring stations will be in a secure location accessible only by authorized personnel.
- The Director, Campus Services, Manager, Emergency & Business Services, and Security Services will have access to all real time and stored/recorded images resulting from video surveillance installations.

## Surveillance Code of Conduct

- Video surveillance operators are only authorized to use video surveillance equipment for security, safety and exam adjudication purposes as outlined within this policy.
- Video surveillance operators are to monitor based on suspicious/criminal behavior or safety concerns and will not monitor individuals based on characteristics of race, gender, ethnicity, sexual orientation, disability, or other classifications.
- Video surveillance operators using video surveillance equipment will not release personal information with respect to monitored activity observed or recorded for purposes other than that described within this policy or as required by law.

## Definitions

**College Property:** means any building, facility, site, parking lot and/or property which the college owns, rents/leases or controls.

**Covert Surveillance Systems:** refers to the concealed or secretive use of Surveillance Systems. Covert surveillance devices may be masked, camouflaged or otherwise hidden from view.

**Employee:** includes a person who is engaged by NorQuest College to perform a service in accordance with existing terms and conditions of employment, employment contracts or collective agreements.

**Operator:** means any college employee, security guard or contracted individual having been designated responsibility to use, operate or monitor surveillance systems or view their recorded images.

**Overt Surveillance Systems:** refers to the open and unconcealed use of Surveillance Systems. Overt surveillance devices (such as Closed-Circuit TV cameras) are not masked, camouflaged or hidden from view.

**Surveillance System:** refers to a mechanical, electronic or digital system or device that enables continuous or periodic video recordings to observe or monitor areas and spaces and individuals who may enter those areas or spaces.

## Related information

### NorQuest College

- [Facilities Operations Policy](#)

- [Protection of Privacy Procedure](#)
- [Records Management Policy](#)
- [Security Incident and Criminal Activity Reporting and Investigations Procedure](#)

## External

- [Freedom of Information and Protection of Privacy \(FOIP\) Act](#)

## Next review date

May 2027

## Revision history

Date	Version Number	Action
June 2015	V1	New.
July 2015	V2	Update document links.
June 2019	V3	Reviewed as per the Policy and Procedure Framework Procedure.
July 2019	V4	Edited content and updated links.
August 2019	V5 (published as V4-C)	Compliance Office template & reorganization update.
August 2023	V6	Reviewed to update titles and roles and to include a section on Disclosure of Video Records.