

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.

Functional Category:	Operations
Approval Date:	July 31, 2019
Effective Date:	August 19, 2019
Policy Owner:	Vice President, Corporate Services and Finance
Policy Administrator:	Director, Facilities

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.

- Facilities is authorized to oversee and coordinate the installation and use of video surveillance equipment.
- Information obtained through the video surveillance system will be used for security, safety, law enforcement purposes, and exam adjudication within the Testing Centre.
- The video surveillance system is not to be used for employee performance management.
- A digital recording system will record events temporarily unless retained by Facilities as part of a criminal or civil investigation, or as otherwise approved by the Director, Facilities or the Emergency & Ancillary Services Consultant. The recording system shall have the capability of storing images for no less than fifteen (15) calendar days.
- Recorded information will only be released externally with a completed and authorized Law Enforcement Disclosure Form. The following are authorized:
 - For investigative purposes - Director, Facilities or the Emergency & Ancillary Services Consultant.
 - All other requests – Compliance in conjunction with the Director, Facilities or the Emergency & Ancillary Services Consultant. Consultation may also be required with other college departments such as the Office of the Registrar.

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 purpose.

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 Chief or 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.
- Dates and times that recorded activity will be viewed are specified and documented.
- Persons authorized to monitor activity and/or view recordings are identified and documented.
- Names of all persons privy to the use of the covert surveillance are documented.

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, Facilities or the Emergency & Ancillary Services Consultant. 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, Facilities, Emergency & Ancillary Services Consultant, 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 concern 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: means a person who is engaged by the college to perform a service in accordance with existing terms and conditions of employment, employment contracts or collective agreement.

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 NorQuest College Information:

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

Related External Information:

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

Next Review Date:

May 2023

Revision History:

June 2015: New
 July 2015: update document links
 June 2019: reviewed as per the Policy and Procedure Framework Procedure
 July 2019: edited content and updated links
 August 2019: Compliance Office template & reorganization update