



# Notice **No: 12-07**

**APPLICABLE TO:**

**DATE: May 24, 2012**

<input checked="" type="checkbox"/>	<b>Municipal &amp; Private Non Profit</b>
<input checked="" type="checkbox"/>	<b>Co-operatives</b>
<input checked="" type="checkbox"/>	<b>Federal Non Profits</b>
<input type="checkbox"/>	<b>OCHAP/CSHP</b>
<input type="checkbox"/>	<b>Rent Supplement</b>

<input checked="" type="checkbox"/>	<b>Mandatory</b>
<input type="checkbox"/>	<b>For Information</b>

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**SUBJECT: Video Surveillance Policy**

## **BACKGROUND**

Over the past several years, there has been an increase in the installation of video surveillance equipment by housing providers. The purpose of surveillance systems are:

- to increase the safety and security of tenants/members, staff and members of the public;
- to protect corporate assets/property; and,
- to detect and deter criminal activity and vandalism.

Housing providers who have installed this equipment need to ensure that their surveillance equipment and the viewing of all monitors, recordings, and use of all information gathered comply with the *Freedom of Information and Protection of Privacy Act* and the *Municipal Freedom of Information and Protection of Privacy Act*.

## **IMPLEMENTATION**

Housing providers who have installed video surveillance equipment or are contemplating the installation of this equipment are required to develop a comprehensive written policy governing the use of the surveillance equipment.

A comprehensive video surveillance policy will address the following:

- the rationale and purpose of the video surveillance equipment
- the location of the equipment, field of vision, and why the specific locations were selected
- individuals who have access and are authorized to operate the system
- when surveillance will be in effect and when recording will take place
- the place where signals from the equipment will be received and monitored

- how the information will be collected, secured, used, retained and how destruction will take place
- to whom and how information is to be disclosed
- the process for individuals to access their personal information captured
- the right for individuals to challenge compliance with the Video Surveillance Policy and the process to do so

The policy should identify a person (housing provider board member, property management or staff) who will be accountable for privacy compliance and privacy rights associated with the system. The policy should require directors, officers, employees and contractors to adhere to it, provide sanctions if they do not, and also provide a process to be followed in the event of inadvertent privacy and security breaches.

### **Housing Provider's Role**

Housing providers with video surveillance equipment are required to ensure that they develop a policy regarding the operation of the equipment and to address any privacy concerns.

When developing video surveillance policies, housing providers should contact their sector organizations' websites (ONPHA [www.onpha.on.ca](http://www.onpha.on.ca) or CHF [www.chfc.ca](http://www.chfc.ca)) for sample policies.

Housing provider staff are required to forward this Notice to their board of directors for information and action.

### **Service Manager's Role**

NRH will ensure compliance with this Notice during the operational review process.

If you have any questions regarding this notice, please contact your Housing Administrator at (905) 682-9201.

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Lora Beckwith, General Manager