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<b>TITLE</b>	CCTV Monitoring – EMS Base
<b>POLICY NO:</b>	2015-050

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## **POLICY STATEMENT:**

Superior EMS prides itself on protecting the safety and wellbeing of its employees, and assets. In a continuing effort to ensure the safety, security and wellbeing of the staff, and the company's assets, the use of CCTV monitoring at its EMS base is an important tool to deter and protect.

Superior EMS also acknowledges that other companies within the building, as well as the building itself may have additional CCTV security measures, and we respect their needs to provide adequate security measures to protect their employee's safety, wellbeing as well as protection of their assets.

## **SCOPE:**

All Superior EMS Staff and Volunteers.

## **POLICY:**

The implementation of a CCTV system within Superior EMS operational base was designed to protect the assets of the company and the safety and wellbeing of its staff and volunteers. A needs assessment and guideline review was conducted and the implementation of this policy is based on around the *Guidelines for the Use of Video Surveillance Cameras in Public Places* developed by Ann Covoukian, Information and Privacy Commissioner of Ontario. A review of all relevant guidelines was conducted, as well as a review of the companies lease with the leaseholder where no restrictions were identified. Additionally, a review of currently installed CCTV systems were assessed to determine if they met the needs of Superior EMS.

## **Considerations**

Superior EMS has implemented the CCTV security system after consideration of other measures. Due to the frequency of access by multiple individuals from multiple organizations within the building, there is a risk that the building is not alarmed resulting in the need to have the facility under video surveillance to investigate criminal activity. Additionally, the utilization of CCTV monitoring will detect or deter criminal activity. In compliance with building requirements for storage of vehicles within a building, the ambulance must remain unlocked, and with the keys left in the ignition. There is no other surveillance or security measure that is feasible to secure the ambulance in the garage other than CCTV measures at this time.



## **Camera Locations**

Superior EMS has CCTV security cameras outside of its administration office, training supply area and garage area.

## **Camera Monitoring**

Superior EMS is dedicated to protect the privacy of its staff, and the public. The CCTV cameras installed to protect Superior EMS assets are set to only record when a "motion event" occurs within a pre-defined parameter of the cameras monitoring capabilities.

In the office/administration areas the CCTV is limited to detecting motion of the administration office door, and building entry. In the garage area, the parameter for recording an event covers the whole garage area.

Live monitoring is not routinely performed by Superior EMS, and a review of camera footage is performed for random quality assurance of the CCTV system, as well as when actual events take place or have been suspected to take place. All CCTV footage is set to delete 7 days after it's recording unless saved after an event.

Live monitoring is acceptable when staff members in the administration office are working, and an individual approaches the door. The camera can be accessed to confirm the individual at the door prior to opening the door. Additionally, live monitoring is acceptable in the garage area when there is activity around the ambulance or other Superior EMS assigned areas.

## **Disclosure, Retention, Security and Disposition of Records**

Superior EMS will not disclose any content of the CCTV recordings to any agency, or individual without the express consent of the individual who's personal information has been collected by a video surveillance system installed by Superior EMS without express permission, other than when utilized to report a criminal act.

Individuals who's personal information has been collected by the CCTV recordings has the right to access his or her personal information by way of written request to Superior EMS, within 5 days of the recording.

Superior EMS retains the video footage of the motion-detected times for 7 days on a secure computer system located in the administrative office. After 7 days, the system automatically



disposes of the records, and re-records over the footage.

## **Access**

Superior EMS management team is the only permitted individuals to access the camera system, unless access is required by an external agency for the investigation of a criminal event.

## **Public Notice**

A public notice is displayed on both entry points to the building notifying those entering the facility that the areas are under CCTV monitoring.

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<b>Original Policy Date:</b>	March, 2015
<b>Date of Approval:</b>	September 28, 2016
<b>Date to be Reviewed:</b>	September 28, 2018
<b>Authority:</b>	Chief of EMS Operations

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