

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:	June 1, 2015
Effective Date:	June 30, 2015
Policy Owner:	Vice President, College Services and Chief Financial Officer
Policy Administrator:	Senior Manager, Facilities Management

Objective:

NorQuest College (college) will foster an environment that supports personal safety and protection of property. An appropriately used and well managed surveillance system is one of the tools used to support this outcome.

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 college will operate surveillance systems, including Closed Circuit TV surveillance in select public areas on college property to promote a safe environment and protect NorQuest property by:

- Remotely monitoring select areas for safety and security.
- Providing a mechanism to monitor/record access restrictions and alarm systems.
- Detecting and deterring criminal acts and assisting in the identification of individuals who commit crimes or break laws on NorQuest property.
- Assisting law enforcement agencies in the investigation of crime or criminal activity.
- Providing "real time" visual assistance to NorQuest Security or external law enforcement agencies, in the event of violence or other criminal activity causing imminent harm or requiring immediate response.
- Monitoring and evaluating actions during an emergency.

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 (for example, washrooms and change rooms).

The college will post written signage at locations near monitored area to inform people on the property of the usage of overt 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 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.
- 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 timings when activity will be monitored and/or recorded are specified and documented.
- Dates and timings 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

Surveillance systems operators must be designated to do so by the Senior Manager, Facilities Management. Systems must be operated in a professional, ethical and legal manner in accordance with the Surveillance Code of Conduct specified in this policy.

Operators involved in the monitoring of the Closed Circuit TV system will be appropriately trained and supervised in the use of this technology.

Monitoring station(s) will be located in a secure location accessible only by authorized personnel.

Surveillance Code of Conduct

Operators will not release information regarding monitored activity observed through the surveillance system.

Operators will not monitor individuals based on characteristics of race, gender, ethnicity, sexual orientation, disability, or other classifications. Operators will monitor based on suspicious/criminal behavior or a safety concern, not individual characteristics.

Operators are only authorized to use surveillance equipment for security/safety purposes as outlined in this procedure. Improper use of equipment or use of equipment for personal use or reasons not security/safety related will lead to disciplinary action.

Definitions:

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.

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.

Related Information:
Related Procedures:
Next Review Date:
Revision History:

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.

- [Facilities Operations Policy](#)
- [Freedom of Information and Protection of Privacy Act](#)
- [Protection of Privacy Procedure](#)
- [Security Incident and Criminal Activity Reporting and Investigations Procedure](#)
- [Standard Practice 4.1: Records and Information Management](#)

n/a

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June 2015: New
July 2015: update document links