



**CITY OF POINTE-CLAIRE**

**POLICY ON THE USE OF VIDEO SURVEILLANCE AND  
TELEPHONE RECORDING SOFTWARE**

<b>Authority:</b>	<b>Legal Affairs Department and City Clerk's Office</b>
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## **Foreword**

Video surveillance and the recording of certain telephone lines are an increasingly widespread practice in Québec and elsewhere. The City of Pointe-Claire has adopted a policy governing the recording, use, disclosure, storage and destruction of video and audio clips in its possession.

The City of Pointe-Claire plans to use these recordings to more effectively prevent certain types of delinquency that directly impact the population and to secure certain locations and buildings particularly exposed to this phenomenon.

The main objectives are:

- to protect people;
- to protect property;
- to protect public buildings and their surrounding areas;
- to ensure the quality of services provided by the City; and
- to identify intruders and individuals in violation of the law or by-laws.

This policy presents guidelines designed to support and steer the City of Pointe-Claire and its employees on the use of its video surveillance and recording systems, as well as the installations for future equipment inside and outside municipal buildings. When properly used, a well-designed and well-managed surveillance system is an effective security tool. Security and basic rights must not be mutually exclusive. With this policy, the City of Pointe-Claire seeks to ensure people's security, while respecting the privacy and personal information of individuals whose image or voice has been recorded.

The policy will help public servants by supporting them in decision making while taking into account security, the protection of personal information and privacy.

This policy also serves as a platform to inform the Pointe-Claire citizens who are affected by the terms of use of video surveillance and recording.

This policy was written in accordance with the *Rules for use of surveillance cameras with recording in public places by public bodies* issued by the Commission d'accès à l'information du Québec, as well as with the Civil Code of Québec, the *Act Respecting Access to Documents Held by Public Bodies and the Protection of Personal Information* and Québec's *Charter of Human Rights and Freedoms*.

### 1. **Scope of application of the guidelines**

#### 1.1 **Scope of application**

This policy applies to the video surveillance of public places by the City of Pointe-Claire as well as the recording of certain telephone lines.

## 1.2 Exclusion from the scope of application

### 1.2.1 Video surveillance

This policy does not pertain to employee workplaces that are not generally accessible to the public.

### 1.2.2 Audio recordings

This policy does not pertain to the personal conversations of employee users.

## 2. Location and configuration of the video surveillance system and telephone recording software

### 2.1 Location

The presence of video surveillance cameras will be made known by an arrow placed in a visible location, of a suitable size and at a reasonable distance. Appendix 1 provides a list of camera locations, including the number of cameras per building, and a list of telephone lines equipped with recording software.

Cameras must never be directed at private locations, such as homes, building windows, bathrooms, etc.

Surveillance periods, as well as recordings, must be scheduled so as to minimize the impact of video surveillance and protect the privacy of Pointe-Claire citizens and other individuals on its territory as much as possible.

Any new camera installation must be subject to a written request to the Internal Security Committee. This committee is composed of staff members appointed by the City Manager to evaluate and approve the methods used to ensure better security. The request must state the reason for this new installation, the list of alternative solutions that were examined, the number of cameras required, as well as the outcome sought.

Any change with respect to a camera, its installation or its location, must first be approved by the Internal Security Committee and any modification or new installation will be indicated in Appendix 1.

Each year, the Director of the Inspection – Public Security Department will review the standards and procedures for the use of a surveillance system with:

- The Executive Committee
- The Management Committee
- The Internal Security Committee
- Authorized staff of the Inspection – Public Security Department

The obligations regarding the use of a surveillance system and respecting the confidentiality of information will be set out by the City Clerk, or by any other person he or she designates, for staff to which this policy applies.

## 2.2 Configuration

The purpose of collecting information is to optimize the City's obligation to ensure security and to maintain the superior quality of services.

Video surveillance and recording software collect personal information on a computer medium.

With respect to the computer medium and equipment, that is, the type of software and camera, the zoom and pause features, and even the ability to print photographs directly from a recording and extract a clip must be assessed based on the needs of the City of Pointe-Claire.

## 3. Timeframe for storing recordings and registers

### 3.1 Period for storing video recordings

Unless the video recordings are required for a police investigation or for administrative purposes or as an item of proof, the authority as well as his or her substitute must ensure that they are stored for a minimum period of ten (10) days and are destroyed after twenty-one (21) days.

### 3.2 Period for storing audio clips

Unless they are needed for a police investigation or for administrative purposes or as an item of proof, the authority as well as his or her substitute must ensure that the audio clips are stored for a maximum period of twenty-four (24) months.

### 3.3 Storage site

All recordings will be kept on the Information Technology Department's servers in a secure room at the City of Pointe-Claire.

### 3.4 Register: Storage, consultation and viewing (Register 1)

A register must be kept of all clips that are stored and viewed. This register contains the following information:

- Date, time and duration of the recording
- Camera number or telephone number
- The decision to store or not to store the clip after consultation
- The reason for requesting that a recording be stored, viewed or listened to
- The identity of the person making the request
- The identity of the people present when viewing or listening to the recording

- The identity of the person who was given the recording
- The identification number generated by the system

Register 1 will be held by the Inspection – Public Security Department and will be made available to the City Clerk, or any person designated by him or her, upon request.

#### 4. **Manager and persons authorized to access images**

##### 4.1 **Authorities**

The City appoints the City Clerk to be responsible for collecting, storing and communicating the data gathered. The City Clerk is responsible for the operation of the system. He or she oversees the management, disclosure, consultation as well as destruction of recordings, regardless of their nature. The City Clerk may delegate any task to the members of his or her staff, as deemed appropriate.

The City appoints the Director of the Inspection – Public Security Department as a substitute. The staff of the Inspection – Public Security Department is authorized to view the video clips and listen to the audio clips as part of their duties.

The authority and his or her substitute must ensure that all of the steps and guidelines in this policy are applied and followed.

Failure to follow the above-mentioned guidelines will result in the appropriate sanctions against the guilty parties.

#### 5. **Procedures, searches, preliminary listening or viewing**

Accessing and viewing tapes are restricted to authorized persons.

If an event is reported, the parties authorized to view the tapes or to listen to the recordings are:

- the City Clerk or, in his or her absence, the Assistant City Clerk;
- the Director of the Inspection – Public Security Department, or in his or her absence, a chief of operations;
- the Senior Telecommunications Operator;
- the Senior IT Technician; and
- any person specially authorized by the City Clerk.

In the case of a request to view or listen to clips that involve an employee, only the City Manager, the City Clerk or the Director of the Human Resources Department can make the request.

In the case of an incident that occurred inside the areas under surveillance, a written request must be sent to the City Clerk.

## 6. Transfer and disclosure

### 6.1 Transfer to certain government or police authorities

In the event of a police investigation into the violation of a law or by-law, the recordings will be made available to persons who have proven that they belong to a police force or an organization mandated to apply the law upon request. The City Clerk must be informed as soon as possible of any access granted and excerpts provided, and must complete the appropriate register.

In the event of a judiciary body or external administrative investigation, authorization by the party responsible for access to documents will be required.

### 6.2 Register of transfers and disclosures (Register 2)

A register will be kept for transfers or disclosures by the Legal Affairs Department and the City Clerk's Office, and must contain the following information:

- The identity of the person to whom the recording was transferred
- The reason for the transfer
- A file or event number
- The date and time of transfer

## 7. Request for access from the public

Any request regarding the City of Pointe-Claire's recordings from the public will be handled in accordance with the *Act Respecting Access to Documents Held by Public Bodies and the Protection of Personal Information* by the person responsible for access.

## APPENDIX 1

SURVEILLANCE CAMERAS

<b>Unit</b>	<b>Site</b>	
C0102-Tax Counter	City Hall	
C0103-North Door	City Hall	
C0106-Basement	City Hall	
C0107-CM passageway	City Hall	
C0108-CH-Supply Garage	City Hall	
C0110-CH PTZ St-Jean Blvd	City Hall	
C0111-Reception and Stairs	City Hall	
C0112-Council Chamber 02	City Hall	
C0113-Council Chamber 03	City Hall	
C0114-Server Room CH Bsmt	City Hall	
C0115- City Hall Permit Parking	City Hall	
C0116-East Panel	City Hall	
C0117-Basement_South Door	City Hall	
C0118-Basement_North Door	City Hall	
C0119-CM Door	City Hall	
C0120-South Door	City Hall	
C0121-HR Door	City Hall	
C0122-Basement_Elevator	City Hall	
C0123-City Car	City Hall	
C0124-City Hall Entrance Door	City Hall	
C0125-Planning Counter	City Hall	
C0126-Recreation Counter – CH	City Hall	
C0127-Eng. Counter_PW–CH	City Hall	
C0128-Reception CH	City Hall	
C0129-Counter – City Clerk	City Hall	
C0130-Janitor's Room	City Hall	
C0304-Council Chamber Entrance	City Hall	
C0305-CH-Council	City Hall	
C0309-PTZ – Employee Parking – South/East	City Hall	Total: 29
C0502-PTZ–Client Parking CH North Door	Central Library	
C0503-CL–Kids' toys	Central Library	
C0504-CL–Multimedia Room	Central Library	
C0505-CL–Kids' Centre	Central Library	
C0506-CL–Main Entrance	Central Library	
C0508-CL–Teen Zone	Central Library	
C0509-CL–Adults – East	Central Library	
C0510-CL–Adults CD	Central Library	
C0512-Reference	Central Library	
C0513-CL–Reference – N-W	Central Library	
C0514-Reference – N-E	Central Library	
C0515-CL–Staff Entrance	Central Library	
C0516-Technical Services	Central Library	
C0517-CL–Kids – S-E	Central Library	
C0518-CL–Kids – E-W	Central Library	
C0519-CL–Counter	Central Library	



C0520-CL-Picnic table	Central Library	
C0521-CL-Back 1	Central Library	
C0522-CL-Back 2	Central Library	
C0523-CL-Main Entrance	Central Library	Total: 20
C0601_ValoisLib Loan Desk	Valois Library	
C0602_ValoisLib Front Corridor	Valois Library	
C0603_ValoisLib Front Stairs	Valois Library	
C0604_ValoisLib Upper Back Stairs	Valois Library	
C0605_ValoisLib Lower Back Stairs	Valois Library	Total: 5
C1011- A.-Seguin Chalet	Arthur Seguin	
C1012- A.-Seguin Chalet Bsmt	Arthur Seguin	Total: 2
C1102-Hermitage Data Centre	Hermitage	
C1111-Hermitage	Hermitage	
C1112- Hermitage Chalet Centre 1234	Hermitage	Total: 3
C1202-Toward Multipurpose Room	Aquatic	
C1204-Aqu_Annex Switch Room	Aquatic	
C1205-Locker Rooms near Reception	Aquatic	
C1206-Facing 25m	Aquatic	
C1209-Weight Room-Entrance	Aquatic	
C1210-Men's and Women's Entrance	Aquatic	
C1211-Weight Room	Aquatic	
C1212-Arena-Entrance	Aquatic	
C1213-Front Desk	Aquatic	
C1214-Facing Weight Room	Aquatic	
C1215-Facing 50M	Aquatic	
C1216-Main Entrance	Aquatic	
C1231_SkatePark_2	Aquatic	
C1232_SkatePark_1	Aquatic	
C1233_Aqu-10x50m ext. facing Parking Rec	Aquatic	
C1235_Aqu-10x50m shallow	Aquatic	
C1236_Aqu-Parking 2	Aquatic	
C1237_Aqu-Parking 1	Aquatic	
C1238_Aqu-Sidewalk facing Main Entrance	Aquatic	
C1239_Aqu-Sidewalk facing Arena	Aquatic	
C1240_Aqu_Ext Sidewalk facing Maywood	Aquatic	
C1241_Aqu-10x50m south-west	Aquatic	
C1242_Aqu-10x50m north-east	Aquatic	
C1243_Aqu-10x50m north-west	Aquatic	
C1244_Aqu-10x50m Multipurpose Room	Aquatic	
C1245_Aqu-10x50m Mid-corridor window facing east	Aquatic	
C1246_Aqu-10x50m corridor window facing west	Aquatic	
C1247_Aqu-10x50m corridor window facing east??	Aquatic	
C1248_Aqu-Machine Room	Aquatic	
C1249_Aqu-Machine Room	Aquatic	
C1250_Aqu-Machine Room	Aquatic	
C1251_Aqu-Machine Room	Aquatic	
C1252-Mezzanine 1	Aquatic	
C1253-Mezzanine 2	Aquatic	Total: 36

C1302-Arena-Parking 2	Arena	
C1303-Arena-looking at Aquatic	Arena	
C1304-Between Arena and Aquatic	Arena	
C1305-Arena Garage 1	Arena	
C1306-Arena 1 right side	Arena	
C1307-Arena 1 left side	Arena	
C1308-Arena-Entrance Corridor	Arena	
C1310-Arena-West Concession	Arena	
C1311-Arena-Cash	Arena	
C1312-Arena-Coke Machines Bsmt	Arena	
C1314-Arena-Stairs Bsmt	Arena	
C1315- Arena Aquatic Corridor (facing Entrance)	Arena	
C1317-Arena-Parking 1	Arena	
C1318-Arena-Corridor 1	Arena	
C1319-Arena-Corridor 2	Arena	
C1320-Arena-Corridor 3	Arena	
C1321-Arena-Zamboni 1	Arena	
C1322-Arena-Zamboni 2	Arena	
C1323-Arena-Room1	Arena	
C1324-Arena-Room3	Arena	
C1325-Arena-Room4	Arena	
C1326-Arena-Room2	Arena	
C1327-Arena Substation	Arena	Total: 23
C1410-SkatePark_3	Aquatic	
C1411-SkatePark_4	Aquatic	
C1611-Northview Chalet	Northview	Total: 1
C1711-Ovide Chalet Front	Ovide	
C1712-Ovide Chalet Back	Ovide	Total: 2
C2011-Bourgeau Chalet	Bourgeau	Total: 1
C2211-Cedar Chalet	Cedar	Total: 1
C2311-Clearpoint Chalet	Clearpoint	Total: 1
C2411-Kinsmen-1	Kinsmen	
C2412-Kinsmen-2	Kinsmen	
C2413-Kinsmen-3	Kinsmen	
C2414-Kinsmen-4	Kinsmen	
C2415-Kinsmen-5	Kinsmen	
C2416-Kinsmen-6	Kinsmen	Total: 6
C2511-TerraCotta	TerraCotta	
C2512-TerraCotta	TerraCotta	
C2513-TerraCotta	TerraCotta	
C2514-TerraCotta	TerraCotta	
C2515-TerraCotta	TerraCotta	
C2516-TerraCotta	TerraCotta	
C2517-TerraCotta	TerraCotta	
C2518-TerraCotta	TerraCotta	
C2519-TerraCotta	TerraCotta	
C2520-TerraCotta	TerraCotta	
C2521-TerraCotta	TerraCotta	
C2522-TerraCotta	TerraCotta	
C2523-TerraCotta	TerraCotta	

C2524-TerraCotta	TerraCotta	
C2525-TerraCotta	TerraCotta	
C2526-TerraCotta	TerraCotta	
C2527-TerraCotta	TerraCotta	
C2530-TC- Chalet Entrance	TerraCotta	
C2531-TC-Entrance Hall + Bathrooms	TerraCotta	
C2532-TC-Dog Park Chalet Back	TerraCotta	Total: 20
C2611-Valois Chalet	Valois	
C2621-Splash pad_01	Valois splash pad	
C2622-Splash pad_02	Valois splash pad	
C2624-Splash pad Mech Room	Valois splash pad	Total: 4
C2911-SH-Patio Front	Stewart Hall	
C2912 SH Corridor Ground Floor	Stewart Hall	
C2913-SH-Gallery West	Stewart Hall	
C2914-SH-Gallery East	Stewart Hall	
C2915-SH-Bsmt Centre	Stewart Hall	
C2916-SH-Ground Floor Elevator	Stewart Hall	
C2917-SH-Bsmt Elevator	Stewart Hall	
C2918-SH-Ground Floor Main Entrance	Stewart Hall	
C2919-SH 2nd-Stairs West	Stewart Hall	
C2920-SH-Bsmt-Garage	Stewart Hall	
C2921-SH-Ground Floor-East Entrance	Stewart Hall	
C2922-SH-Gallery Centre	Stewart Hall	
C2923-SH-2nd-Gift Shop	Stewart Hall	
C2924-SH-Bsmt-Exit West	Stewart Hall	
C2925-SH-2nd-Elevator	Stewart Hall	
C2926-SH-Patio West	Stewart Hall	
C2927-SH-Ground Floor-G11	Stewart Hall	
C2928-SH-Front West	Stewart Hall	
C2929-SH-Patio Back	Stewart Hall	
C2930-SH-Front East	Stewart Hall	Total: 20
C3401-MC-Cash	Municipal Court	
C3402-MC-Waiting Room	Municipal Court	Total: 4
C3403-ISP-Generator	ISP	
C3404-SP-Front Door	ISP	Total: 5
C3405-PTZ-Garage Municipal Court	Municipal Court	
C3416-Door Between MC	Municipal Court	
C3417-Back Door SP	ISP	
C3418-SP-Counter	ISP	
C3419-SP-Entrance	ISP	
C3420-Bsmt-Telephony Room (PBX)	Fire	
C3421-Bsmt-Electrical Room	Fire	Total: 2
C3502-CedTun	Cedar Tunnel	
C3503-Cedar-Under 20 West going North	Cedar Tunnel	
C3504-Cedar Under 20 East going South	Cedar Tunnel	
C3505-Under 20 East going North	Cedar Tunnel	
C3506-Cedar North Entrance	Cedar Tunnel	
C3508-CedTun	Cedar Tunnel	
C3509-CedTun	Cedar Tunnel	
C3510-CedTun	Cedar Tunnel	

C3511-CedTun	Cedar Tunnel	
C3512-CedTun	Cedar Tunnel	
C3513-CedTun	Cedar Tunnel	
C3514-CedTun	Cedar Tunnel	
C3515-CedTun	Cedar Tunnel	Total : 13
C3611-Golf	Tunnel Golf	
C3612-Golf	Tunnel Golf	
C3613-Golf	Tunnel Golf	
C3614-Golf	Tunnel Golf	
C3615-Golf	Tunnel Golf	
C3616-Golf	Tunnel Golf	Total : 6
C3711_Val_TunRmpNVersEntreeDonegani	Tunnel Valois	
C3712_Val_Tun	Tunnel Valois	
C3713_Val_TunCntVersValoisBay	Tunnel Valois	
C3714_Val_TunCoteNordVersValoisBay	Tunnel Valois	
C3715_Val_TunCntVersDonegani	Tunnel Valois	
C3716_Val_TunCoteSudVersDonegani	Tunnel Valois	
C3717_Val_TunEscaliersQuai	Tunnel Valois	
C3718-Val_TunEntreeSud	Tunnel Valois	Total: 8
C3902-PW-Front Parking North Side	Public Works	
C3903-PW-Blue Collar Entrance	Public Works	
C3904-PW-PTZ Gate	Public Works	
C3905-PW-Front Yard facing Front	Public Works	
C3906-PW-Back Yard – Managers’ cars	Public Works	
C3919-PW-Reception	Public Works	
C3920-PW-Garage East	Public Works	
C3921-PW-Facing West	Public Works	
C3922-PW-Facing East	Public Works	
C3923-PW-Front Parking North	Public Works	
C3924-PW-Silo2	Public Works	
C3925-PW-Store	Public Works	
C3926-PW-Store facing corridor	Public Works	
C3927-PW- Store Dock	Public Works	
C3928-PW- Store-Dock-Exterior	Public Works	
C3929-PW_ Store Self-serve	Public Works	Total: 19
C4411-Voyageur Chalet	Voyageur	Total: 1
C09_Garage East Door	Public Works	
C10_Blue Collar_Picnic Table Col		
Bleu_Enc_C04	Public Works	
C3913-PW-Parking Front-Centre South	Public Works	

### TELEPHONE LINES

Telephone	Site
514-630-1243	ISP
911	ISP
Council Chamber mic	City Hall
1930	City Hall

1418	
1471	City Hall
1649	City Hall
1442	Public Works
1828	Buildings
1680	ISP
1920	City Hall
1592	ISP
1313	City Hall
1593	ISP
1940	City Hall
1440	Public Works
1500	City Hall
1441	Public Works
1650	ISP
1892	Hermitage
1893	Hermitage