

Policy Applies to:

- Executive, Facilities, ICT Team & Contractors for implementation and monitoring.
- All staff employed by Mercy, credentialed specialists.
- Patients and visitors. These groups will have access to the full policy via our website.

Related Standards:

- EQUIP 3.2.5

Rationale:

Mercy Hospital is committed to the appropriate use of CCTV, having cognisance of privacy legislation and associated guidelines and by-laws.

Cultural Considerations:

No images will be used from the CCTV for anything other than stated in the policy with processes designed to ensure appropriate cultural protection.

Objectives:

To enhance safety and security of the Mercy Campus patients, staff, facilities and assets by the use of CCTV (Closed Circuit Television) for the following purposes:

- To monitor delivery and pick up of supplies
- To monitor movement in and out of the building out of reception hours
- To support safe out-of-hours access to the Hospital and other facilities on campus
- To support the health & safety of campus users by monitoring incidents/accidents (e.g. falls, accidents etc.)
- To deter and/or capture evidence of crime
- To ensure all users of the Mercy campus are informed of CCTV surveillance and camera sites
- To ensure video recordings captured by cameras are viewed, used and stored in accordance with privacy principles.

Implementation:

Installation of cameras

- Cameras will be installed at locations that best suit the objectives of this policy – focussing on entrances/exits, reception areas, Drug safes, loading bays and key staff/public thoroughfares, inclusive of carparks.
- Temporary cameras may be installed in other locations from time to time, for specific purposes – for example, where there is repeated theft in a particular area.
- Cameras will not be installed to cover areas where people can reasonably expect privacy.
- See Appendix one for location of fixed cameras.
- Fixed cameras will be motion activated and will operate 24/7.

Signage & Awareness

- Clear signage will be placed at entrances near where each permanent camera is located to ensure that (as much as possible and reasonable) users of the area are made aware they may be subject to CCTV surveillance. This will read ***CCTV campus user safety, crime prevention and after hours surveillance cameras in use in this area***, or similar wording.
- This policy will be available on SharePoint for staff information, and as a hard copy at Reception where it can be shared with anyone wanting more information. Further queries can be referred to the Facilities Manager

Responsible Person

- The Facilities Manager and his/her specified delegates will be responsible for the installation and oversight of CCTV cameras, as well as information collection, use and disposal.

Use & Security of CCTV images

- CCTV images and footage will be available on the networked computer of the Facilities Manager, and live monitoring from relevant cameras is available at the McAuley Ward Nurses Station.
- Generally, CCTV footage will only be intermittently monitored in real time.
- Live monitoring will be used to enable admission to campus buildings of staff and patients outside normal hours, generally in connection with an intercom system.
- Recorded CCTV footage will be used to provide further information on specific incidents (e.g. thefts, assaults, accidents, and proof of delivery). In these instances, captured CCTV footage will be scrolled through for the likely period of occurrence.
- CCTV footage is kept on camera software for 45 days and is then overwritten by new footage. Any exported footage will be saved in a secure area of the Mercy Hospital network. Manual deletions of such footage will take place annually under the oversight of the Facilities Manager.
- Still images & video footage used as part of an incident investigation may be stored with incident records for up to ten years.
- CCTV may be viewed at Mercy by a third party if it meets the objectives above but will not be released to them.

- CCTV footage may be passed on to NZ Police or other relevant authorities on receipt of appropriate application documentation or evidence of statutory requirements.
- CCTV footage may be reported/shown to appropriate Mercy Hospital Executive Managers where information around an incident or event has been requested.

Use of safety monitoring camera

A safety monitoring camera is located on Coolock Ward in the paediatric ward and is monitored at the nurse's station, this is only switched on when there is a monitoring need. This may record

- When children are present or
- Adult patients have a medical need for monitoring as deemed necessary by the clinical staff

Evaluation & Audit:

- Executive Managers may without notice audit CCTV use for policy compliance as part of the global Security Audit.
- As part of the Security Audit, a report will be made to the Mercy Hospital Executive on any specific usages of CCTV during that audit period (year), other than for routine use for staff and patient access.
- Incident report system

Associated Legislation

- Privacy Act 2020
- Privacy Commissioner Guidelines - CCTV

Associated Documents

- Appendix 1 – Camera Locations
- Privacy & Release of Information Policy