OPERATIONS POLICY MANUAL

SUBJECT: Electronic Monitoring	**Policy No.: 3.11**
FILE UNDER SECTION: 3--Administration	**Page**: 1 of 4
	Approval Date: **October 11, 2022** **Revision Date:** **October 11, 2022**

POLICY

Community Living Brant ("**CLB**" or the "**Agency"**) is committed to abiding by all of its obligations under Ontario's Employment Standards Act, 2000 (ESA). CLB maintains ownership over all CLB's Technology, and all data created, sent, received or stored on or using CLB's Technology. As an organization of more than 25 employees as of January 1, 2022, CLB is required to have this policy in place regarding Electronic Monitoring (as defined herein) effective October 11, 2022.

This Policy is intended to outline the Agency's approach to Electronic Monitoring, in accordance with the requirements of Ontario's ESA. All Employees (as defined herein) must read this Policy as it relates to the following:

- Video Surveillance Recording
- E-mail, Cell Phone, Network and Computer Use
- Agency Vehicles
- Key Card/FOB/Entry Code monitoring

This Policy offers standards to ensure the following:

- Safety and security of employees and people receiving services
- Agency operational efficiency
- Appropriate data collections to make informed business decisions as needed

SCOPE

CLB's Electronic Monitoring Policy applies to all of CLB's employees and temporary staffing personnel (all collectively referred for the purposes of this policy only as "**Staff**"). This Policy applies equally whether the Staff is performing work at a physical Agency location, is working off-site, or both.

EFFECTIVE DATE

This Policy will become effective October 11, 2022 (the "**Effective Date**"). This Policy may be updated or amended based on further direction from the Government of Ontario.

DEFINITIONS

"**Electronic Monitoring**" includes all forms of employee monitoring that is, or may be, done electronically. This includes, but is not limited to, tracking employee communications and location or activities through various devices, such as video cameras, computers, cell phones, GPS systems and Key Card/FOB/Entry Code.

POLICY LIMITS

Note that this Policy:

- does not establish a right for employees not to be Electronically Monitored by the Agency
- does not create any new privacy rights for employees
- does not affect or limit CLB's ability to use information obtained through the Electronic Monitoring of employees as may legally be permitted or required

PROCEDURES

Subject to compliance with applicable legislation, including the *ESA*, CLB may from time to time, electronically monitor its employees.

The purposes for which monitoring, and information gathered through monitoring may be used include the following:

- Ensuring the health and safety of people receiving services
- Ensuring the health and safety of staff while on duty
- To investigate workplace issues, including, but not limited to, incidents of concern, allegations of abuse and to implement corrective measures
- Ensure the safety and security of Agency assets

This section outlines the purpose and how CLB engages or may engage in Electronic Monitoring.

Electronic Monitoring Equipment	**Circumstances/Purposes**	**How**
Video cameras and recording equipment in public areas	For the support needs of a person receiving services and/or to investigate workplace issues and incidents of concern, allegations of abuse and to implement corrective measures. Bathrooms, changing rooms, and other private spaces will not have video surveillance. Video surveillance equipment will be clearly visible and marked with notices.	Through video footage recorded on cameras installed at CLB programs
Email, Cell Phone, Internet, and app activity monitoring, including downloaded documents and accessed websites	Ensure proper and safe use of CLB's computers, email, cell phones, iPads, internet and website usage as defined in Policy #3.2 Computer, Communication and Information Technology and Systems	Through external IT provider and detailed invoices provided by external providers Rogers and Bell Canada
GPS monitoring of Agency vehicles which tracks both geography, time, speed, etc.	Ensuring the safety, security, and whereabouts of Agency assets as well as the health, and safety of staff while on duty and people receiving services.	Through GPS tracking systems installed in CLB agency vehicles
Key Card/FOB/Entry Code and or security codes	Monitoring for access to buildings and/or restricted areas	Through archived data with external provider

POLICY DISTRIBUTION, RETENTION AND FEEDBACK

A) Distribution. CLB will ensure communication of the Policy to employees within thirty (30) days of the Policy's implementation. If any changes are made to this Policy, all Employees will be provided with a copy of the updated Policy within 30 days of any amendments and notified of the updated Policy within 30 days of any amendments. Newly hired Employees will be provided a copy of this Policy to them within 30 days of their date of hire. Distribution of the Policy will be done through SURGE Learning.

B) Retention. CLB will ensure that the Policy reflects the date of initial creation and that all subsequent versions reflect the dates of any amendments and ensure retention of the Policy for at least three years after it ceases to have effect and otherwise comply with document retention policies.

C) Feedback. Employees who have questions or concerns with respect to electronic monitoring should speak with their Supervisor or contact Human Resources.

EVALUATION:

This Policy shall be reviewed annually by management.