

31 October 2017

100 Heads Road, Private Bag 3003
Whanganui 4540, New Zealand

Miss Black

via email: fyi-request-6620-645dbf8b@requests.fyi.org.nz

Dear Miss Black

**Official Information Act Request –
Policy relating to security camera use in adult mental health inpatient unit**

On 2 October 2017 under section 12 of the Official Information Act, you requested the following information from Whanganui District Health Board:

1. The reason/purpose for installing security cameras within your adult mental health inpatient units. Especially the reason/purpose for installing cameras in the three lounge areas.
2. How you measure that the security cameras are addressing their initial purpose (as listed in answer to question 1.)
3. All policy documents relating to the use of security cameras in adult mental health inpatient units

Whanganui District Health Board's response:

The reason/purpose for installing security cameras within you adult mental health inpatient units. Especially the reason/purpose for installing cameras in the three lounge areas.

The reason/purpose for installing security cameras within Te Awhina was to create a safe environment for staff, service users/tangata whaiora and visitors to the unit. It is also in place to protect property and to early identify any possible hazards.

We acknowledge that CCTV systems cannot replace clinical care and are by no means the answer to all security concerns. They can, nonetheless, offer a potential medium by which personnel can enhance levels of care and security.

With regards to undertaking close observations, these must be physically undertaken and CCTV is not relied on. This is stressed through orientation and ongoing education with staff. There have been no issues related to staff being over reliant on CCTV since its installation.

How you measure that the security cameras are addressing their initial purpose (as listed in answer to question 1.)

It was difficult to create a standard as CCTV was installed in Te Awhina at the same time as the refurbished facility was opened. Models of care changed and different incident reporting thresholds established.

However, the reduced reporting of theft, serious assaults, damage to property is an important measure for the service. While such incidents have occurred, accountability has been able to be assigned to these incidents.

No complaints have been received with regard to the CCTV being installed and we would consider this an important measure.

All policy documents relating to the use of security cameras in adult mental health inpatient units

A copy of the following policies are attached:

- Closed Circuit Television (CCTV) in Te Awhina Policy
- Stanford House Closed Circuit Television (CCTV) Policy

I trust this information will satisfy your request, if you have any further queries, please contact our OIA coordinator in the first instance: shonelle.fergusson@wdhb.org.nz

Please attribute this information to Mr Jeff Hammond, Associate Director of Nursing – Mental Health/DAMHS.

Yours sincerely



Brian Walden
Acting Chief Executive Officer

Policy

Mental Health and Addiction Services

| Closed Circuit Television (CCTV) Policy in Te Awhina Policy | |
|--|---|
| Applicable To: Mental Health Inpatient staff, Whanganui District Health Board | Authorised By: Nurse Manager, Mental Health & Addiction Services |
| | Contact Person: Director of Area Mental Health Services (DAMHS) |

1. Purpose

This policy has been prepared to ensure that the closed circuit television (CCTV) system at Te Awhina is used in the way it is intended; that is to create a safe environment for staff, service users/tangata whaiora and visitors to the unit to protect property and to identify early any possible hazards. It is also in place to ensure its operation is consistent with requirements under the Privacy Act (1993).

2. Scope

This policy applies to all Whanganui District Health Board (WDHB) employees (permanent, temporary and casual), visiting medical officers, and other partners in care, contractors, consultants and volunteers who are able to view footage of the CCTV images.

3. Prerequisites

CCTV systems cannot replace clinical care and are by no means the answer to all security concerns; they can, nonetheless, offer a potential medium by which personnel can enhance levels of care and security.

With regards to undertaking close observations, these must be physically undertaken and CCTV not relied on.

4. Definitions

CCTV: Closed circuit television.

Communal areas: Public areas including foyer areas, waiting rooms and egress points.

Staff work areas: CCTV will be used in staff work areas where the safety/security of staff or the protection of assets is believed to justify this. This area includes locations that have critical equipment, IT equipment, stores, key records etc.

Private areas: These are areas where any individual would reasonably expect privacy. This includes toilet and ablution areas, and bedrooms. There will be no CCTV monitoring of these areas.

5. Roles and responsibilities

Clinical Nurse Manager:

- to ensure that the purposes and objectives of the system are not exceeded
- to notify all persons including staff, service users/tangata whaiora, their families and other visitors of where CCTV is installed and that a CCTV system is in operation
- to facilitate formal subject access requests of any images captured under the terms of the Health Privacy Code 1994
- to provide copies of this policy when required to do so
- to ensure that there is appropriate signage to inform people entering and leaving buildings/car parking that CCTV is in place
- to ensure TV screens cannot be seen by individuals who are not authorised to do so.

Clinical staff:

- to comply with this policy
- to provide information to service users/tangata whaiora and family/whanau
- to monitor images
- to report issues of faults to clinical nurse manager.

Facilitator, Facilities Services and Projects:

- manage audit of CCTV equipment
- responsible for storage and disposal of images
- liaison with security personnel as required.

6. Policy

- Service users/tangata whaiora are advised of the system and the functions it provides.
- Cameras will not be hidden from view and appropriate steps must be taken eg. by signage and displaying posters, to inform the public of the presence of the system. This signage should also include an image/picture of a camera as additional information.
- No CCTV camera is to be placed in private areas where the privacy and dignity of a service user/tangata whaiora may be compromised. This includes toilet and ablution areas, bedrooms, dormitories or similar.
- In the case of individual high dependency or vulnerable service users/tangata whaiora, a CCTV monitor maybe installed after discussion with the clinical director and the director of area mental health services.
- For safety and security of service users/tangata whaiora, staff and visitors, CCTV will be placed in communal areas, corridors and egress points.
- Images which are not required for the purpose(s) for which the equipment is being used, should not be retained for longer than is necessary. While images are retained, it is essential that their integrity be maintained, whether it is to ensure their evidential value or to protect the rights of people whose images may have been recorded. It is therefore important that access to and security of the images is controlled in accordance with the requirements of the Health Privacy Code 1994.
- Monitors will be located in the Te Awhina nursing station and will be only accessible to WDHB employees (permanent, temporary and casual), visiting medical officers, and other partners in care, contractors, consultants and volunteers who have reason to be there.

Training/support

- Ensure all staff have access to the policy.
- Provide basic information/training in the system for all staff who may need to explain the CCTV system to service users/tangata whaiora, their families/whanau and other visitors.
- Ensure staff are aware of the need to protect people's privacy and the consequence of any breach (eg. disciplinary action for unjustifiably accessing or using information).

Use of CCTV footage:

- Security personnel in conjunction with the facilitator, facilities services and projects may supply NZ Police with downloaded stills and footage from CCTV if required to do so in order to assist in the identification of alleged offenders to criminal events. A record of such request will be kept. A Police Request Access/Disclosure Form is to be completed by Police before data will be released.
- Where it is decided by the security manager in conjunction with the facilitator, facilities services and projects that the assistance of Te Awhina staff is needed to identify a victim or perpetrator in relation to a criminal incident, images from the system may be circulated via the organisation's email system to selected staff. As part of this decision, the wishes of the victim of an incident will wherever possible be taken into account.

7. Measurement criteria

- Regular audits will occur of equipment and procedures to ensure the system is operating smoothly.
- Check that staff are complying with policies and retrain as required.

8. References

Privacy and CCTV: A guide to the Privacy Act for businesses, agencies and organisations.
Privacy Commissioner Te Mana Matapono Matatapu

9. Related WDHB documents

- Te Awhina Operational Policy
- Whanganui District Health Board Information Communication and Technology Security Policy
- Whanganui District Health Board Confidentiality Policy
- Whanganui District Health Board Code of Conduct Policy

10. Appendix

Appendix one: Information poster

11. Key words

CCTV, Te Awhina, closed circuit TV, television, camera, images, footage



For staff and patient safety, security cameras operate in this building 24 hours per day.

Clinical staff monitor the images to support a safe environment and early identification of possible hazards. Cameras operate in communal areas and images can be reviewed for risk management or in the event of criminal activity.

Usage of cameras occurs in accordance to the Privacy Act (1993).

Questions? Please contact Te Awhina's clinical nurse manager or clinical coordinator - Ph. 06 348 3186

Policy

| Stanford House Closed Circuit Television (CCTV) Policy | |
|---|--|
| Applicable to: Mental Health Inpatient staff Whanganui District Health Board | Authorised by: Nurse Manager, Mental Health and Addiction Services |
| | Contact person: Clinical Nurse Manager, Stanford House Extended Secure Regional Forensic Service |

1. Purpose

This policy has been prepared to ensure that the closed circuit television (CCTV) system at Stanford House is used in the way it is intended; that is to create a safe environment for staff, service users/tangata whaiora and visitors to the unit to protect property and to identify early any possible hazards. It is also in place to ensure its operation is consistent with requirements under the Privacy Act (1993).

2. Scope

This policy applies to all Whanganui District Health Board (WDHB) employees (permanent, temporary and casual), visiting medical officers, and other partners in care, contractors, consultants and volunteers who are able to view footage of the CCTV images.

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- In the case of individual high dependency or vulnerable service users/tangata whaiora, a CCTV monitor may be installed after discussion with the clinical director and the director of area mental health services.
- For safety and security of service users/tangata whaiora, staff and visitors, CCTV will be placed in areas where service users/tangata whaiora are involved in activities that can not be directly observed. Also in areas where service users/tangata whaiora are able to access without supervision/attendance of staff.
- Images which are not required for the purpose(s) for which the equipment is being used, should not be retained for longer than is necessary. While images are retained, it is essential that their integrity be maintained, whether it is to ensure their evidential value or to protect the rights of people whose images may have been recorded. It is therefore important that access to and security of the images is controlled in accordance with the requirements of the Health Privacy Code 1994.
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- manage audit of CCTV equipment.

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Questions? Please contact Stanford House's clinical nurse manager – ph 06 348 3342