



## San Francisco Department of Public Health Security Services Standard Operating Procedure

<b>Title:</b>	Records Retention and Disclosure Policy		
<b>Category:</b>	Security Services Department – Standard Operating Procedure		
<b>Executive Sponsor:</b>	Chief Operating Officer – Department of Public Health		
<b>Policy Owner:</b>	Director of Security, Department of Public Health		
<b>Policy Custodian:</b>	Director of Security, Department of Public Health		
<b>Scope/Applicable Areas:</b>	DPH Facilities		
<b>Review Period:</b>	Bi-annual		
<b>Original Date:</b>	1/2015	<b>Review/Revised Date(s):</b>	5/2016, 8/2017, 2020
<b>Department Approvals:</b>	San Francisco Sheriff’s Department, EOC,		Environment of Care
<b>Committee Approvals:</b>	Med Executive, and Nursing Executive		
<b>Effective Date:</b>	5/2015		

### 1.0 Policy Statement:

It is the policy of San Francisco Department of Public Health to provide a safe, accessible, and effective environment of care. The overall intent of the video surveillance plan is to ensure that staff can access appropriate, and necessary information to fulfill this policy.

### 2.0 Purpose:

The purpose of this policy is to establish guidelines for retaining security records, including video surveillance footage, and to describe the process for responding to security related record requests.

### 3.0 Scope:

3.1 This policy applies to all approved video surveillance recording, conducted within San Francisco Department of Public Health.

## **4.0 Retention of Records Procedure:**

### **4.1 Retention of Records**

- 4.2 Video surveillance continuously records activity at SFDPH Facilities.
- 4.3 The camera images are stored on a computer hard drive.
- 4.4 The image data can be retrieved from the host server for up to 60-days.

## **5.0 Disclosure of Records**

- 5.1 A written public records request, third party request/subpoena for security records, including video surveillance footage is made through the DPH Information Office.
  - 5.1.1 To process a public records request for video surveillance footage, the following information should be provided:
    - 5.1.1.1 Date of the Incident
    - 5.1.1.2 Approximate time of the Incident
    - 5.1.1.3 Location of the Incident
    - 5.1.1.4 Description of the Incident
- 5.2 The request will be handled accordingly, taking into consideration the privacy rights of patients and other parties, and the business operations of the facility, among other factors.
- 5.3 Upon being notified by the DPH Information Office, the Security Services Department will accomplish the following (See Appendix A):
  - 5.3.1 The Director of Security will inform the City Attorney of the records request.
  - 5.3.2 The City Attorney will provide advice/direction regarding the release of the records.
  - 5.3.3 The Security Services Department will review video surveillance records to confirm the event described in the public records request.
  - 5.3.4 A copy of the video record will be provided to the Risk Manager to assess any risk factors associated with the video's content.
  - 5.3.5 As required, video editing will be accomplished solely for the purpose of addressing patient privacy.
  - 5.3.6 Within 72-hours of receiving the public request for records, the Director of Security will either submit the records or provide a response as to why the records are not available to the DPH Information Office/City Attorney.
  - 5.3.7 The Security Services Department will maintain a public records request log.

## Appendix A: Disclosure of Security Records Process

