



Update on Reinstatement of Site Staff Access to CCTV Footage

Item 9D

April 11, 2024

Tenant Services Committee

Report: TSC:2024-18

To: Tenant Services Committee (“TSC”)

From: Acting Senior Director, Community Safety Unit

Date: March 19, 2024

PURPOSE:

At the February 5, 2024 Tenant Services Committee (“TSC”) meeting, the Committee requested a status update regarding the ongoing work to reinstate limited access to archived video surveillance records for TCHC staff in Superintendent, Senior Superintendent and Building Maintenance Coordinator roles. This report provides an update on the implementation of that work.

RECOMMENDATIONS:

It is recommended that the TSC receive this report for information.

REASONS FOR RECOMMENDATIONS:

Executive Summary

Following discussions with labour partners and Board Directors, and following related tenant deputations, management has recognized the operational necessity of reinstating limited historical access to video recordings for Senior Superintendents, Superintendents, and Building Maintenance Coordinators.

This initiative acknowledges the role that these staff members play in identifying individuals responsible for the improper disposal of refuse and violations of the fire code, such as the abandonment of bulky garbage in common areas or propping open fire doors.

Restoring limited video surveillance access to site staff will aid the organization in maintaining vibrant communities where people are proud to live and work.

Project Status Update

Management has completed six vital steps that have supported the restoration of limited access to historical video surveillance records for identified frontline staff:

- Notification to labour partners and impacted employees regarding active efforts towards reinstating limited access to video surveillance records;
- Development of a role-specific training manual to support staff in tasks related to accessing the video surveillance system, reviewing archived records, and conducting virtual property tours, and identifying damaged, defective and or missing video surveillance cameras;
- Creation of a new Active Directory configuration to allow for the updated video surveillance system access for impacted staff roles;
- End user validation conducted between March 21 to March 29, 2024, which confirmed the appropriate configuration of the new Active Directory access levels for the specified system access;
- Rollout of updated security video surveillance system access to Building Maintenance Coordinators, Superintendents and Senior Superintendents on March 8, 2024; and
- Development of a draft revision of TCHC's Security Video Surveillance Policy, formerly known as the CCTV Policy.

Next Steps

- The implementation of the new access levels was rescheduled from March 30, 2024 to April 8, 2024 due to the technical resources required to adjust staff access to archived video.
- It is expected that updates to the Security Video Surveillance Policy and related procedures will be approved and implemented by June 30, 2024.

SIGNATURE:

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