



AUDIO AND VIDEO RECORDING DEVICES IN RESIDENT ROOMS

A Guide for Residents & Families

The Brenda Strafford Foundation (BSF), guided by Alberta Health Services and feedback from residents, families has developed the Audio and Video Recording Devices Policy for our sites. It supports the resident, their family, and healthcare providers when an audio and video recording device is being considered, or is in use within a resident's room.

The following information will help you protect your privacy, the privacy of other residents and support a respectful home.

What is an audio and video recording device?

Audio and video devices can capture pictures, sound, or live streams through cameras, recorders, or mobile devices.

You and your family may use them to stay connected or check in on your well-being. If you choose to use one, you are responsible for the cost, installation, upkeep including regular Wi-Fi password updates, and removal. You are also responsible for the continued confidentiality and security of the recorded or streamed content.

What should I consider when using an audio and video recording device in my room?

- Place the device to protect your privacy and avoid recording roommates.
- Use only the features you need (e.g., turn off audio if unnecessary).
- Ensure all recorded content is secure. This includes a well-protected computer security system and a strong password.
- Have the device removed when you no longer require it.

Can I share recorded content online?

You can share recorded content online, like photos and videos. However, if other individuals are included (e.g. other residents, healthcare providers), **you must obtain their written consent before sharing**. The Program Manager can assist you in getting their consent.

Do I need to provide written consent to use an audio and video recording device in my room?

You or your authorized decision-maker must provide written consent when an audio and video recording device is being used in your room for ongoing monitoring.

'Ongoing monitoring' means using an audio or video device to regularly or sometimes check what's happening in your room. You or others may not always know when it's happening.

An **‘authorized decision-maker’** is someone allowed to make personal decisions for the resident, like a guardian or legal representative. They decide when the resident can’t, and should think about what the resident would want.

If you have a **roommate**, you also need their written consent (or their authorized decision-maker’s consent). During **visitor restrictions** (e.g. due to an infectious disease outbreak), you or your family can ask the Program Manager for help with consent.

Important Consideration

If you do not have a written consent from BSF, you and your family should not use an audio and video recording device for ongoing monitoring. If at any time the written consent is withdrawn, you must stop using the device and remove it from the room.

What should be included in written consent?

When obtaining written consent to use a device for ongoing monitoring, include the following points:

- Date
- Time frame when consent is valid
- Purpose for device use
- Position/location of device
- Type of recording or streaming (video and/or audio)
- Name and signature of resident/roommate (or their authorized decision-maker if applicable)

What do I do if I have concern about something I see or hear in recorded or streamed content?

If you have a concern about something you see or hear in the recorded or streamed content, **talk with the Program Manager**. It is important that you do not talk about your concern with other residents, families, visitors, volunteers, or staff to respect the privacy of those involved.

Audio and video recording devices or recorded content cannot be used to threaten, harass or intimidate healthcare providers. BSF supports an environment where everyone feels safe, encouraged, and enabled to discuss care and safety concerns.

If concerns are not resolved, residents and families are encouraged to follow **The BSF Concerns Resolution Process**. While we encourage you to contact your care team first, if not resolved at the site level, contact the **Quality and Innovation Department** (ACTION line) 403.536.8669 or complete our online feedback form located in the Contact Section at our website thebsf.ca

For further support, you can contact the **AHS Patient Relations Department** at 1.855.550.2555 or Patient.Feedback@ahs.ca

If you suspect abuse, you should contact **Protection for Persons in Care** at 1.888.357.9339 or health.ppc@gov.ab.ca