



San Francisco Department of Public Health Security Services Standard Operating Procedure

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

