

Standard Operating Procedure (SOP)

SOP #:646.017	Body Worn Cameras (BWC)
Executive Owner: Senior Vice President/Senior Finance Officer, Central Market	Effective Date: 2/1/2018
	Review Date: 2/1/2018

Scope	This Standard Operating Procedure (SOP) applies to all Florida Hospital Security Department Field Operations Staff.
Purpose	This SOP governs the training, implementation, and use of Body Worn Cameras (BWC) by Florida Hospital Security Department Field Operations Staff.
Qualified Personnel	All Florida Hospital Security Department Field Operations Staff.
Training	Initial Security Department Field Operations Onboarding; Field Training Program; Annual Florida Hospital Security Department Field Operations Staff Training.
Supplies & Equipment	Body Worn Camera; Docking Station; Evidence.com
Procedure	<p>Security Department Field Operations Staff of Florida Hospital use BWCs to document interactions arising from their Adverse encounters to provide a video and audio record of events.</p> <p>A. TRAINING:</p> <ol style="list-style-type: none"> 1. The initial training will be provided by the Regional Field Operations designees and/or the FH Security Training Division. Training will include: <ol style="list-style-type: none"> a) A review of the department SOP on the use of the BWC; b) A review of the BWC and its functions and recommended activations; c) An orientation and hands-on review of the camera and its associated components; and e) An in-field presentation followed by practical application by the trainee to demonstrate competency of use. <p>A written record of the training provided will be completed by the trainer and maintained in the Security Department Field Operations Staff's training file.</p> 2. Periodic training will occur annually, or earlier if a Security Department Field Operations Staff member is not complying with this SOP. <p>B. DEPLOYMENT:</p> <ol style="list-style-type: none"> 1. Security Department Field Operations Staff who have been trained and issued BWCs will operate and use them consistent with this SOP. 2. Security Department Field Operations Staff must complete training required by this policy prior to using the BWC. 3. BWCs will not be individually assigned, will not be taken home and must be checked back in at the end of each shift.

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4. Security Department Field Operations Staff will only use department-issued BWCs in the performance of Official Duties for Florida Hospital.

C. USE AND DOCUMENTATION:

1. Security Department Field Operations Staff will check out a BWC at the beginning of their shift based on availability of the BWCs.
2. Security Department Field Operations Staff will inspect their issued BWCs at the beginning of each shift to ensure devices are functioning properly and will promptly report any malfunctions to the On-Duty Security Supervisor. The malfunctioning BWC will be replaced with another BWC, if available, and sent back to the manufacturer for troubleshooting and potential replacement.
3. Security Department Field Operations Staff will wear their issued BWCs at a location above the midline of their torso that provides for effective recording.
4. Video recording for security purposes will be conducted in a professional, ethical and legal manner. Actively recording individuals based solely upon characteristics of race, gender, sexual orientation, disability, or other protected classification is prohibited.
5. Security Department Field Operations Staff must document BWC use and nonuse as follows:
 - a) In any incident report pertaining to those service calls where the Security Department Field Operations Staff activated the BWC.
 - b) Any incidents where the BWC fails to record or partially records an activity under this SOP and the circumstances and reasons for such failure.
6. The Security Shift Supervisors/Lead Officer on Duty will review these reports prior to the end of each shift and initiate any corrective action or re-training as necessary.
7. Security Department Field Operations Staff will check their BWC back in at the end of each shift.

D. RECORDING:

1. Security Department Field Operations Staff have discretion to activate their BWCs when they anticipate that they will be involved in, are presently engaged in, or witness other Security Department Field Operations Staff involved in:
 - a) Search of a person or property;

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- b) Use of hand held metal detector;
 - c) Collection of contraband;
 - d) Use of Force;
 - e) Adversarial encounter; and/or,
 - f) During other activities likely to yield information having Evidentiary Value.

2. Security Department Field Operations Staff need not activate their BWCs when it would be unsafe, impossible, and/or impractical to do so. Such instances of failure to record when otherwise believed to be necessary will be documented as specified under the Use and Documentation section of this SOP.

3. Security Department Field Operations Staff will inform people they are being recorded via audio-video recording.

4. Once activated, the BWC will continue recording until the conclusion of the incident or encounter. If circumstances change, Security Department Field Operations Staff will reactivate their BWCs as required by this SOP to capture a continuing event.

5. If an individual requests a Security Department Field Operations Staff to stop recording on the BWC, the Security Department Field Operations Staff recording the incident will turn off the audio recording, but may continue video recording of the event, unless the individual or another individual present is simultaneously audio and video recording the Security Department Field Operations Staff and refuses to also stop audio recording the Security Department Field Operations Staff.

6. Security Department Field Operations Staff will not intentionally block the BWC's audio or visual recording to defeat or interfere with device function.

7. Security Department Field Operations Staff should not use their BWCs to record other Security personnel during routine activities, such as during pre- and post-shift time, during meal breaks, or during other private conversations.

8. Security Department Field Operations Staff will only use BWCs for job related purposes consistent with all provisions in this SOP. Security personnel shall not record any Florida Hospital patients, employees, or guests unless there is a clear security related reason to do so.

9. Recordings that are taken outside of the scope of this SOP, will be reported by the Security Department Director to the Director of Risk Management, so that a joint decision may be made as to optimal disposition of the recording. Employee sanctions will be taken if recording was unauthorized.

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10. Security Department Field Operations Staff will not attempt to intentionally edit, alter, or erase any BWC recording in any manner whatsoever by their acts or omissions, or by the acts or omissions of another individual.

11. Security Department Field Operations Staff must report any tampering with hospital-owned equipment or information, as identified above, to their immediate supervisor, HR, Florida Hospital Corporate Responsibility, or the Guideline (1.888.9.2.GUIDE).

E. DOWNLOADING AND LABELING DATA:

1. The Security Supervisor/Lead Officer on duty is responsible for ensuring the proper transfer of the data from all BWCs to Evidence.Com at the end of each shift.
2. BWC recordings involving incidents that are documented in a written Security case report shall be labeled with the same number on the Security case report.

F. INCLUSION OF BWC RECORDINGS IN MEDICAL RECORD:

1. Physicians may elect to include BWC recordings in the medical record and shall document the Security case report number to cross-reference the BWC recording and the rationale for including the BWC recording as part of the medical record.
2. The Security Shift Supervisor/Lead Officer on Duty is responsible for working with the physician to ensure the BWC recording is properly documented in the medical record.

G. INCLUSION OF BWC RECORDING IN RISK MANAGEMENT REPORTS:

1. Security Department Field Operations Staff will notify the Lead Security Officer of the event and file the recording under a separately defined category for retention.
2. The Security Investigations Division and Risk Management will follow their normal procedures in a reviewable incident, to include members of Human Resources, Legal, and Corporate Responsibility.

H. ADMINISTRATIVE USE OF DATA:

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Authorization to review of BWC video requested by Departments outside Florida Hospital Security for the purpose of reviewing or investigating an incident relating to a complaint or concern about Employee misconduct or performance shall be authorized by a Director of Security or the Security Investigations Manager in conjunction with Legal, Human Resources and Florida Hospital's Privacy Officer.

1. Security Shift Supervisor/Lead Officer on Duty will document reasons for access to stored BWC data at the time of each access in the Security Department BWC Access/Viewing Log.
2. Security Shift Supervisor/Lead Officer on Duty is allowed to access only the minimum amount of information needed from BWC data to perform their job functions.
3. Third party disclosures are prohibited without written authorization from the patient (or legal representative) and/or Legal or Corporate Responsibility Services.
4. For subpoena, court order, administrative tribunal or any other requests to receive access or a copy of the recording(s), coordination with the Security Investigations Unit, Human Resources, Legal, Risk Management and HIM department is required.

I. DATA RETENTION:

1. Identified evidentiary data will be retained for ten years.
2. Unintentionally Recorded Footage shall only be deleted by the Security Investigations Manager after authorization from the Senior Director of Security and Regional Director of Security.
3. Data Retention Categories:
 - a) **Uncategorized/Unlabeled:** 90 Days. This is the default category where all downloaded video will go if not placed in Category #b, c, d, or e
 - b) **Categorized/Labeled:** 10 Years.
 - c) **Investigations:** Manual Delete.
 - d) **Restricted:** Manual Delete. Only viewable by Investigations and System Administrators.
 - e) **Medical Record:** Manual Delete

Definition(s)

Adversarial means an encounter with a person that becomes confrontational, during which at least one person expresses anger, resentment, or hostility toward the other, or at least one person directs toward the other verbal conduct consisting of arguing, threatening,

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challenging, swearing, yelling, or shouting. Encounters in which a citizen demands to be recorded or initiates recording on his or her own are deemed to meet this definition.

Body Worn Camera (BWC) refers to Florida Hospital owned/issued TASER AXON Body 2 cameras.

Emergent Critical Incidents means missing-endangered patients, forcible felonies, or at the discretion of Security Leadership.

Evidentiary Value means that the information may be useful as proof in a criminal prosecution, related civil or administrative proceeding, further investigation of an actual or suspected criminal act, or in considering an allegation against an associate or Security Department Field Operations Staff.

General Contact means an informal encounter with a person that is not and does not become Adversarial. Examples include, but are not limited to, assisting with directions, cooperative escorts or receiving generalized concerns from a customer/associate.

Official Duties means authorized services performed on behalf of Florida Hospital by Security Personnel.

Records Retention Schedule refers to Florida Hospital defined download and retention timeframes within this SOP.

Security-Related Information means information captured or available for capture by use of a BWC that has Evidentiary Value because it documents events with respect to a Security Department Field Operations Staff's interaction with others.

Unintentionally Recorded Footage is a video recording that results from an officer's inadvertence or neglect in operating the officer's BWC, provided that no portion of the resulting recording has Evidentiary Value. Examples of Unintentionally Recorded Footage include, but are not limited to, restrooms, and recordings made while officers were engaged in conversations of a non-business, personal nature with the expectation that the conversation was not being recorded.

Reference(s)

Not Applicable

Related Document(s)

646.001 [Security Use of Force](#)
647.010 [Security Body Worn Cameras](#)

Keywords

Security Department, Body Worn Cameras, Body Cams, Investigations

Approval

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