

**To:** All staff and physicians

**From:** Janet Hogan, Corporate Director of Communications and Community Relations

**cc:** Margaret Melanson, Vice President Quality and Patient Centred Care  
Kelly Chase, Chief Privacy Officer  
Maura McKinnon, Chief Human Resource Officer

**Date:** April 1, 2020

**Re:** **Consent to Record Patients, Clients, Visitors, Employees, and Non-Employees**

In recent weeks we've observed an increase in the number of employees, media and the public taking photos or recordings without consent. This is occurring at our facilities and at COVID-19 Assessment Centres.

When photos, videos or audio recordings of a health care setting are captured without consent and are shared publicly, it is a potential privacy breach. Furthermore, we need everyone to feel as safe as possible when they attend an appointment at an assessment centre, or they simply won't go. They should have no fear of having their photo taken and appearing on social media or a news site.

The [Photography, Audio and Video Recording by Patients Clients, Visitors, Employees, and Non-Employees Policy \(HHN-CO-009\)](#) was put in place to support us in protecting the privacy and confidentiality of our patients and clients. I encourage you keep a printed copy on hand as a reference in case you have to speak to anyone who is putting privacy and confidentiality at risk.

Please make sure posters are visible in waiting rooms or onsite at assessment centres. To order from the print shop, use form number [HHN-0875](#).

We are asking everyone to avoid going to our COVID-19 Assessment Centres unless they have a legitimate health-related or work-related reason to be there. Pictures of each site are, available on [our website](#).

More information on this policy is available in the *Communications Guidelines & Policies* section of the [Communication Resource Centre \(CRC\)](#) on Skyline.

Additionally, employees are asked to be mindful of what they post on social media, especially as it relates to Horizon and your position with us. Horizon employees are viewed by the public as experts in health care and your opinions will impact those of others.

The [Social Media Policy \(HHN-CO-006\)](#) provides key information and guidelines for employees who choose to post work-related context on their social media channels.



Members of the public have contacted Horizon regarding what they feel are troublesome social media postings by our employees related to COVID-19. Employees who violate Horizon's Social Media Policy may be subject to a request to remove the posting and/or discipline.

We will continue to share information about consent and protecting privacy and confidentiality on our social media channels.

