

## Recording Calls

---

**References:** *Freedom of Information and Protection of Privacy Act, RSA 2000, c F-25*

**Cross-reference:** GOV-002-026 Privacy

### Policy Statement

---

Strathcona County may record phone calls made from non-County sources to the County. The recordings may be used for training and development purposes, to improve the quality of call responses as well as assess and improve the consistency and accuracy of information provided. The recordings also protect County staff by deterring aggressive callers and having a record of conversations.

### Purpose

---

The purpose of this Directive is to:

1. permit recording of incoming phone calls to the County;
2. provide security to staff, by deterring aggressive callers; and
3. improve decision-making.

### Definitions

---

"Authorized Individual" means an County employee or contractor that has been appointed by the Chief Commissioner, with the authorities set out in this Directive;

"County" means the municipal corporation of Strathcona County, a specialized municipality established under the authority of the Municipal Government Act, RSA 2000, c M-26 and Order in Council 761/95.

### Guidelines

---

1. The County may make recordings of telephone conversations between County staff and non-County persons.
2. Access to recordings will be limited to Authorized Individuals.
3. Except as permitted in this Directive, recordings will be deleted 30 days after they have been made.
4. An Authorized Individual may identify recordings to be kept longer than 30 days in the following circumstances:
  - a. for training and development of County staff;
  - b. to assess the accuracy and consistency of information bring provided by County staff; or
  - c. to have a record of aggressive calls if required to protect County staff or for litigation purposes.

5. Any phone call or conversation that may be recorded must be preceded by a statement that identifies the purpose of the recording, and provides any other information required by the *Freedom of Information and Protection of Privacy Act*.

## **Administrative Record**

---

**Next Review Date:** October 26, 2025

**Directive No:** GOV-002-044D

**Last Review Date:** October 26, 2022

**Replaces:** N/A

**Administrative Review:** Legislative and Legal Services

**Approved by:**

\_\_\_\_\_  
Signed – Darrell Reid  
Darrell Reid  
Chief Commissioner

\_\_\_\_\_  
October 26, 2022  
Date