


Cumberland County Social Services Policies & Procedures	
Subject: Secret Recording Policy	
Policy No. <u>139</u>	Revision No. _____ Date: June 9, 2015
Approved By: <u>N/A</u>	
Division Head	Social Services Director

1.0 Purpose:

Cumberland County Department of Social Services (CCDSS) is committed to ensuring a workplace that is consistently fair and respectful in all professional interactions; where employees work together to provide effective and efficient service; where communication equipment is properly used to enhance the agency's service commitment; and where each employee is held accountable for promoting a positive work environment.

2.0 Objective:

CCDSS finds that communication in the agency is essential to the proper functioning of the agency and especially for providing excellent customer service. This policy is intended to insure that all employees have a clear understanding of agency expectation regarding the use of recording devices.

3.0 Policy:

The CCDSS' policy is that there will be no secret or surreptitious video or voice recording of conversations between or among employees or between employees and customers. It is a violation of the CCDSS policy to secretly record a conversation with any type of recording device by an employee of the CCDSS while conducting any agency business.

This policy is designed to eliminate the chilling effect on the expression of views that may occur when a person is concerned that his or her conversation with another is being secretly recorded. Secret recordings compromise the trust that is necessary in employee relations in the workplace. This includes video and voice recordings on any type of device including personal smart phones or personal wearing devices.

The reason for this policy is the concern that any employee suspecting that he/she is being recorded will not be forthcoming with spontaneous and honest dialogue, especially when sensitive or confidential matters are being discussed. The intent is that employees be able to speak with candor and forthrightness in carrying out agency business without the concern that confidential and highly sensitive information may be compromised or be misused.

State and Federal laws are very strict about the sharing of confidential information the Department of Social Services must acquire in order to serve the customers within the statutory and regulatory framework and guidelines. The customers are assured that the information they share will be used only for official business. Secret recording of conversations could lead to unintentional but serious violations of the law and the customer's expectation of privacy. Violations could result in fines, penalties, and/or criminal charges.

This policy applies regardless of where the conversation takes place, i.e. whether on or off the agency's premises.

Any violation of this policy will result in disciplinary action up to and including termination of employment.

Employees are encouraged to engage in free and open conversations with other employees, customers, and the public. This policy is intended to encourage open dialogue.

This policy is not be construed to forbid all recording, only secret recordings. When all parties agree to record for valid reasons, the recording may be allowed as long as it does not interfere with the proper business operation of the agency.

Asking a third party who is not a party to the conversation to record on behalf of one of the persons engaged in the conversation is a violation of North Carolina law.

ATTACHMENT A
SECRET RECORDING POLICY
ACKNOWLEDGMENT OF RECEIPT

I, _____, an employee of Cumberland County Department of Social Services, hereby certify that I have received, read, and understand the above named Secret Recording Policy.

Employee Name

Employee Signature

Employee Title

Date