INTRODUCTION
This procedure explains the prohibition against taking photos, filming, audio recordings, or live streaming of clients in DHS client facilities and the protocol to be followed in the event of a violation of this prohibition.

GENERAL INFORMATION
Clients have a right to privacy when receiving DHS services. DHS is required to protect client confidentiality and provide services in a way that maximizes client privacy. DHS is obligated to ensure the health and safety of clients and safeguard their information including a client’s receipt of temporary housing assistance and that includes ensuring their status as a shelter resident is not publicly disclosed without their consent.

Publicly posting photos and recordings of clients inside of a shelter in common areas, can pose a threat to the security of the client and location. It could be a security risk for clients to record, post or live stream the internal, physical and structural layouts of shelter and in areas where equipment is located.

To protect a client’s right to privacy, no photographs of any kind may be taken, and no filming, audio recording, or live streaming to social media may be done in common areas of DHS facilities where clients and/or applicants are present, unless authorized by DHS staff.
This includes recording of any client images by any type of camera or film recording device, such as a stand-alone camera, camcorder, cell phone, etc. The violation of client privacy in this manner can disrupt shelter operations and create a health and safety risk to clients and staff.

All DHS clients acknowledge that they will abide by the Client Code of Conduct (DHS-118, DHS-118a, or DHS-118b), which explicitly states that clients will not take pictures, video, or make audio and/or visual recordings in DHS facilities unless authorized by DHS and contracted staff.

**Policy Implementation/Enforcement**

Signs are posted to advise staff and others of the prohibition against taking photos, video, live streaming or audio recording in areas of DHS facilities where other clients or applicants are present (POST-266 MLF). All persons at DHS locations, whether DHS staff, clients, or other visitors (for example, contractors working in Agency facilities) must ensure they do not violate this policy.

Anyone observed taking photos/filming, audio recording, or live streaming in any area where clients or applicants are present, will be directed to stop immediately. All violations are subject to the provisions listed in the following procedures:

- **18-401** Suspension of Services
- **98-410** Adult Shelter Rights, Rules and Responsibilities
- **04-416** Client Responsibility (Single Adults)
- **04-500** Client Responsibility for Adult Families
- **16-500** Client Responsibility Procedure for Families with Children

*All DHS staff should cooperate to ensure that this policy is enforced, and the rights of Agency clients are fully respected.*

*Effective Immediately*
RELATED ITEMS:

- **DHS-118**  Adult Services Code of Conduct Form
- **DHS-118a**  Family Services Code of Conduct Form
- **DHS-118b**  Street Homeless Solutions Code of Conduct Form
- **DHS-30**  Notice of Temporary Suspension of Shelter Services (revising)

ATTACHMENT:

POST-266
NO RECORDING

To protect your privacy and the privacy of others, video, audio recordings or live streaming are not allowed unless authorized by the agency. All persons, at all Department of Homeless Services locations, including clients, staff, or visitors, must adhere to this policy.