

***Ottawa Health Science Network Research Ethics Board (OHSN-REB) /
Conseil d'éthique de la recherche du réseau de science de la santé d'Ottawa (CÉR-RSSO)***

Guidelines for Use of Audio and/or Video Recording of Participants

Introduction

The Ottawa Hospital (TOH) and University of Ottawa Heart Institute (UOHI) permit the use of audio and/or video recording of participants for research purposes; however, prior to use of any type of recording, REB approval must be obtained. In addition, the participant must be made aware and agree to be recorded and their consent documented in the consent form or in a study note to file.

The use of audio and video recording devices/tools must comply with institutional privacy & security requirements. It is the responsibility of all TOH and UOHI staff and agents to safeguard personal health information (PHI) and personal identifying information (PII) in their custody and control; including taking reasonable measures to protect, and limit the access, use, and retention of information.

Audio and/or Video Recording Devices/Tools

Best practice is to audio and/or video record using a TOH or UOHI institutionally approved virtual platform. Currently, Epic Telehealth powered by Zoom and Microsoft Teams have audio and video recording capabilities. Ontario Telemedicine Network (OTN) does not currently have these features.

For instructions on how to audio and/or video record in Microsoft Teams, please see:

- [Instructions for Audio and/or Video Recording in Microsoft Teams](#)

If audio or video recording outside of a virtual platform, a study specific audio or video recording device must be used (personal devices cannot be used).

Transcription Services

Best practice for transcription is to use the transcription feature available in Microsoft Teams. For instructions on how to use this feature, please see:

- [Instructions for Transcription in Microsoft Teams](#)

Third party transcription services may be used; however, prior to use, the researcher must ensure that REB approval and appropriate service provider contracts and/or licenses are in place between the Ottawa Hospital Research Institution (OHRI) or Ottawa Heart Research Institute Corporation (OHIRC) and the third-party service provider.

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REB Submission Requirements

The following information must be provided in the REB application:

1. What will be audio and/or video recorded (e.g.: consent discussion, interview, focus group, etc.)?
2. What type of equipment or tool will be used for audio and/or video recording? Note, at TOH and UOHI the only approved equipment/tools are MS Teams or a study specific audio/video recording device. Personal devices cannot be used.
3. Is audio and/or video recording a mandatory part of the research? If yes, why is it mandatory?
4. For video recordings, will identifiable features (face, tattoos, birth marks, etc.) be blurred – i.e.: Will a form of de-identification take place prior to the video becoming part of the research data? If yes, how will the video be de-identified?
5. Where will the audio and/or video recordings be stored?
6. Who will have access to the audio and/or video recording and for what purpose?
7. Will the audio and/or video recordings be sent offsite? If yes, why, where will it/they be sent, what method of transfer will be used and how will you protect the confidentiality and security of the transfer?
8. It is best practice to transcribe audio/video recordings. Will the audio and/or video recordings be transcribed? If yes:
 - a. Who will conduct the transcription?
 - b. How will the transcriptions be de-identified?
9. When will the audio and/or video recordings be destroyed?
10. Can participants request withdrawal of their audio and/or video recording?

The following information must be provided in the consent form:

1. A description of what will be audio and/or video recorded (e.g.: consent discussion, interview, focus group, etc.), if the recording is optional or mandatory, and if there are any limitations on withdrawal of the recording.
2. A list of those who will have access to the recordings as well as why they require access (e.g.: study team for analysis purposes and third-party company for transcription purposes).
3. If the recording will be transcribed, and if so by whom (e.g.: onsite by research staff, offsite by third party transcription company, etc.).
4. Methods used to protect the participant's identity (e.g.: video will have facial features blurred, transcription will be de-identified, etc.).
5. The eventual fate of the recordings (i.e., where they will be stored and if they will be destroyed).

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6. If there are plans to use the recordings for any purpose other than the research project (e.g., for teaching purposes, for future research projects, etc.).
7. The following confidentiality disclaimer:
The use of virtual platforms, like any internet communication or storage and retention of information, involves privacy risks around access and disclosure of information, however, there are safeguards in place to reduce these risks, (e.g., account registration, meeting passwords, disposal of records or devices on which information is stored).

General Tips for Audio and/or Video Recording in Virtual Platforms

- As the host, disable recording options for participants and ask all participants to not use other recording services/devices.
- Use headphones or conduct the video conference sessions in a private room where no one can watch or listen.
- Remind participants of the audio and/or video recording at the beginning of the session.
- If video recording:
 - Inform participants about virtual background options.
 - Explain how participants can turn off their camera and mute their microphone, as preferred.
- Password protect/encrypt audio and video files and folders
- It is considered best practice to destroy recordings as soon as possible (for example, when transcription is complete) as they are considered identifiable data. However, if the recordings are not transcribed, they must be kept and stored securely for the archive period.