

## Key Control Procedure

### Purpose

Washtenaw Community College's key control procedure is established for the purpose of promoting a secure campus environment and for maintaining a comprehensive system to efficiently manage the dissemination of keys throughout the campus. Individuals may be authorized to receive keys to conduct their work while limiting access where appropriate so as not to compromise security.

It is necessary to maintain key control to uphold the integrity of office and building security. This procedure describes the procedures by which control, dissemination, use, and possession of keys to college facilities will be managed. The Office of Campus Safety and Security will gladly assist campus departments with key control and facility access procedures.

### General Procedures

1. The Office of Campus Safety and Security is responsible for maintaining the college's key control system and for authorizing the dissemination of keys. College keys are WCC property and may be recovered at any time. Unauthorized fabrication, duplication, possession, or use of keys to facilities of Washtenaw Community College is a violation of this procedure and employees found in violation of the procedure may be subject to disciplinary action up to and including termination from employment. Non-employees, contractors, etc. found in possession of unauthorized college keys will have their keys confiscated and the individual or individuals will be removed from campus.
2. Those seeking a key or fob to a college building or office must fill out a "Key Request Form," a copy of which is included at the end of this procedure. After a key request form is received and approved, the Office of Campus Safety and Security will issue the key/fob to the key holder within two (2) business days or, if necessary, request the key or keys to be cut through the Facilities Management Division's. Design of the college's keying system is the responsibility of the Facilities Management Division. The design will ensure security while at the same time reasonable convenience to personnel occupying campus facilities. Facilities Management will fabricate all keys and perform all lock changes for college facilities, except for work performed by on-site contractors under the direction of Facilities Management. Records of keys to college facilities, including the names of individuals to whom keys are issued, dates of issue/return/loss will be maintained by the Office of Campus Safety and Security. College keys will not be duplicated, except by Facilities Management.
3. Key requests will be reviewed by the Office of Campus Safety and Security and forwarded to the Facilities Management Department for action, generally, within three (3) business days. All key requests to high security areas (e.g. alarmed areas) or where access is otherwise restricted will be reviewed by the Office of Campus Safety and Security to ensure the appropriate authorization is received and adequate security measures are maintained.
4. NOTE: Access to alarmed areas is strictly limited and is not authorized under any circumstances without the approval of the person who controls that area.

5. It is the responsibility of each department to adequately maintain control over the distribution of department keys. Department heads are expected to comply with the key control procedure and to insure that keys are retrieved from personnel who leave the employ of Washtenaw Community College and return those keys to the Office of Campus Safety and Security.
6. All persons issued Washtenaw Community College keys shall at all times be held responsible and accountable for their keys and shall not transfer or loan their keys to another individual for any reason. Individuals must personally sign for their keys.
7. Appropriate administrators may request and delegate the issuance of keys only as necessary and in accordance with the Key Eligibility Criteria and Key Issuance Procedures below.

### Key Eligibility Criteria

#### Master Keys

As a general rule, distribution of grand master and building master keys should be highly restricted. Master keys will only be distributed upon the acknowledgement of the Vice President responsible for that area.

All requests for master keys will be reviewed by the Office of Campus Safety and Security to insure proper security protocols are followed. At no time will a master key be issued whenever the issuance of such a key is determined to compromise the safety and security of the community.

#### Type of Key Authorization Required

- Grand Master: President, Vice Presidents
- (Access to all college buildings)
- Building Master: President, Vice President
- (Access to all locks within building)
- Department Sub-Master: President, Vice President
- (Access to a group of locks within building)
- Individual door lock: President, Vice President

## Key Request Procedures

### Employees

1. Keys may be requested for full-time and part-time employees of the College for the duration of employment. Complete Key Request Form.
2. Obtain appropriate approving signature, in accordance with the Key Eligibility Criteria.
3. Submit completed form to Channon Fair, Office of Campus Safety and Security.
4. The Office of Campus Safety and Security will review the key request form once all information is verified, issue the key to the key holder or, send the request to Facilities Management for the key(s) to be cut if necessary.
5. Keys will be maintained by the Office of Campus Safety and Security and the employee will be notified.
6. The employees will be required to sign a receipt for authorized keys in person.
7. All keys must be returned to Office of Campus Safety and Security at termination of employment (faculty and staff). The employee's final paycheck may be held pending return or clearance of outstanding keys.
8. Periodic department audits of issued keys may be requested to ensure procedure compliance.
9. Requests for duplicates of keys that cannot be accounted for will not be authorized until a report is filed with the Office of Campus Safety and Security

### Students

Generally, students should not be issued keys to college buildings or offices. However, in some case where a student works for a department and access is required, an authorized department head may request a key be issued.

1. Department head must complete the "Key Request Form."
2. Keys may be requested for no longer than one academic year at a time.
3. Obtain appropriate approving signature, in accordance with the Key Procedure.
4. Submit completed form to Channon Fair, Office of Campus Safety and Security.
5. Receive and sign for authorized keys in person.
6. All keys must be turned in at the end of the student's term of employment.
7. Requests for duplicate keys of outstanding (unaccounted for) keys will not be issued.
8. Keys that cannot be accounted for may result in administrative hold on students' records, course registration and other accounts until the matter is resolved.

## Contractors

Keys required by contractors or other non-college users to access areas on campus to conduct their work must be authorized by Facilities Management. Key rings will be stored at Office of Campus Safety headquarters on the 2<sup>nd</sup> level of the Parking Structure for contractors hired by the college to perform work on campus.

The Facilities Management Division will provide the office of Campus Safety and Security with a list of the names of contractors authorized to receive designated key rings. Contractors authorized to receive keys must show photo identification to sign out and return keys at the Office of Campus Safety and Security headquarters. Information as to who is issued keys, when they are signed out and returned will be recorded by the Office of Campus Safety and Security.

College keys issued to contractors must be returned at the end of each business day. At no time will a contractor be allowed to keep a key ring overnight. All costs of key recovery or re-keying related to unreturned keys will be the responsibility of the contractor and/or his or her company to which the keys were issued and final payment for services provided will not be made until all issued keys are returned.

## Lost or Stolen Keys

1. Lost or stolen keys should be reported immediately to the Office of Campus Safety and Security (ext. 3411).
2. NOTE: An incident report will be generated documenting the circumstances of the loss. Replacement keys will not be issued unless an incident report is completed.
3. Replacement keys must be ordered using the "Key Request Form." Signature of appropriate authorizing party must be obtained prior to submitting the form to Campus Safety and Security.
4. Submit the Key Request Form to Channon Fair, Office of Campus Safety and Security.

## Charges

Grand Master Key	\$200
Building Master Key	\$150
Sub master Key	\$100
Single Lock Key	\$ 50

NOTE: Lost Key charges will be refunded if keys are found and turned in to the Office of Campus Safety and Security within 30 days of loss and an Incident Report filed with Campus Safety.

If the lock-core must be changed for security reasons, actual costs of re-keying will be determined by the Facilities Management Division and the cost may be charged to the department originally authorizing the keys and/or the individual to whom the keys were issued.

A request to have the lock-core changed can be initiated by a Vice President or Director of their responsible area after consultation with Facilities Management and the Office of Campus Safety and Security. Lock-core changes must be submitted via the FAMIS Self-Service application. Cost of lock-core change may be charged back to requesting department depending on circumstances.

#### Key and Building Security

1. The individual to whom keys are issued is personally responsible for the use of said keys until returned to the Office of Campus Safety and Security.
2. Key holders shall not prop or otherwise hold doors or windows open or leave them unlocked during hours when the facility is normally closed.
3. If for some reason you cannot lock a door with your key, you must contact the Office of Campus Safety and Security.
4. Key holders shall not unlock buildings or rooms for others unless the individual has a valid, verifiable reason and proper identification for access, or is known by the employee to have legitimate need for access to the room or building. Report suspicious persons to the Office of Campus Safety and Security immediately.

#### Unlock Requests

In the event that access to an otherwise secured area is required, the following procedures should be followed:

##### General Classrooms and Labs

Access to classrooms and labs is managed by card access. Only those authorized by the person who controls the classroom may be allowed admittance. It is strongly recommended that access authorization be obtained well in advance of the scheduled use of the area.

NOTE: The Office of Campus Safety and Security will not allow persons not previously authorized into a classroom without the permission of the person in charge of the classroom.

##### Offices

Individuals locked out of their own offices should contact the Office of Campus Safety and Security (ext. 3411) for assistance. An officer will be sent to verify identification and unlock the area in question.

NOTE: The Office of Campus Safety and Security will only unlock offices for individuals assigned to that office. Requests by individuals for access into an office not their own will not be honored without the approval of the person who occupies that office. Exceptions may be made based on extenuating circumstances, at the discretion of the Chief of Public Safety and Emergency Management, and upon proper identification of the party requesting access and documentation as to the reason why access is needed.

##### Emergency Access

In case of emergencies (e.g. urgent maintenance, fire, etc.), the Office of Campus Safety and Security and Facilities Management may need to enter a secured campus facility. Once the emergency is addressed, every reasonable effort will be made to contact the individual responsible for the area

entered so as to advise him/her of the need to access their facility.

Campus Safety and Security will email each department head or his/her designee once a year to request updated information relative to emergency contact information should the Office of Campus Safety and Security need to contact someone in a specific department. Department heads are strongly encouraged to provide the Office of Campus Safety and Security with emergency notification information and to regularly update the information on file in the event contact needs to be made during emergencies.

Notification will be made to the department head or other person whose name is on file as an emergency contact for the department when emergency access to an area is required.

#### Card Access

With few exception, most campus buildings and facilities are accessible to members of the campus community, guests and visitors during normal hours of business and during designated hours on weekends and holidays, depending on the variety of events and activities taking place on campus. Once buildings are secured, persons requiring access to academic or administrative buildings on campus must contact the Office of Campus Safety and Security at ext. 3411 to obtain access. An employee's department head may approve off-hours card access into buildings if it is necessary for the employee's work responsibilities.

A request for off-hours card access must be made in writing to Channon Fair, Office of Campus Safety and Security. Under no circumstance will card access be granted whenever that access is determined to compromise the safety and security of the community and/or the college's facilities.

#### Facilities Management Access (Off-hours):

Facilities Management staff that are required to access areas on campus during off-hours will be required to check in and out at the Office of Campus Safety and Security. Office of Campus Safety and Security will document the arrival and departure times of the staff, the location accessed and the reason access was needed.

#### Summary

The goal of this procedure is to encourage all members of the college community to take responsibility for ensuring building security by complying with the key control measures outlined in this procedure. Cooperation and compliance with this procedure is necessary.