

# STANDARD OPERATING PROCEDURES

**Purpose: To ensure accountability and proper control of all keys in the custody of the Security Department.**



## **Key Watcher System Cabinets**

**There are (11) cabinets that are located in the Security Office. These cabinets contain Resident keys, Department keys and any other FI areas.**

**The key cabinets must be closed at all time unless keys are being issued or returned.**

## **Authorized Public Safety Personnel:**

**Director of Security  
Access Control Manager  
Administrative Assistant  
Access Control Coordinator  
Alpha-10  
Clearance Operators**

## **Issuing Keys**

**Keys are routinely issued for various reasons; therefore it is important that the following procedures be followed in order to maintain proper accountability of keys.**

## **Proper Key Watcher System Procedures**

**In order to issue key(s) and avoid any system alarms and/or malfunctions, the following procedures need to be followed:**

- A) Press Enter Key, then enter your personal pin code on the # 1 box or # 2 box of the Key Watcher System for final access.**
  
- B) Example: To take a key, press enter when it indicates (Remove Key). Then input the # of the key you are about to issue (see key control card). Press Enter. If any additional keys need to be removed, input the key(s) number before pressing Enter again. If one key is all you need, after inputting the key number, press Enter and look for the green light on top of the box, together with a beeping sound, to indicate which box the key is in.**
  
- C) To return keys, simply follow the same procedures to gain access to the System. Enter your personal code in the system. Enter your personal pin code on the #1 box or #2 box of the Key Watcher System for final access. Scroll with the down and up arrows to locate the (Return Key) function, and then press Enter.**

**If you are unable to input the key #, look for the key box # on the list placed on box # 1, and input the box #. Look for the green light on top of the key box and then open it. Place the key in its proper slot.**

**NOTE: No other menu function besides Removing keys and Returning Keys should be utilized.**

**PIN CODES ARE CONFIDENTIAL AND SHOULD ONLY BE USED BY THE AUTHORIZED PERSON.**

**NO ID, NO KEY, NO EXCEPTIONS. ID MUST BE VALID PHOTO IDENTIFICATION.**

**PROPER IDENTIFICATION IS REQUIRED AND MUST MATCH WITH THE INDIVIDUAL PICKING UP THE KEY.**

### **Residential Keys:**

- 1) Written authorization must be obtain from resident prior to issue a unit key. The purpose of the key request must be obtain and any other special instructions given.**
- 2) Authorized person must provide valid photo identification, which will be retained until the key (s) have been returned.**
- 3) The key card should be reviewed for special instructions or notifications prior to issuance.**
- 4) PROPER SIGNING IN AND OUT ON CARD MUST BE FOLLOWED. THE SECURITY DEPARTMENT MANAGEMENT BELIEVES FAILURE TO FOLLOW DEPARMENTAL KEY PROCEDURES TO BE A CONCERN AND DEVIATION FROM THIS POLICY COULD RESULT IN DISCIPLINARY ACTION.**

**No one may keep residential key (s) overnight, unless the resident has authorized so.**

**Exception: Resident signing out their own unit' key(s) after identification has been established.**

### **Department Keys:**

**Departmental keys are also in the Key Watch System. The procedures to follow are the same as the Resident Keys.**

- 1- Only employees authorized by the department's management are able to sign out keys, otherwise a written authorization is required. They must provide a FI Employee ID prior to issue the department's key (s).**
- 2- The Key Card shall be reviewed for special instructions, prior to issuance. Proper sign in or out procedures on key control card will be adhered to.**

**Important: Out key(s) should not be taken until the authorized person arrives and their identity has been verified, as stated above.**