

File No: Key Distribution and Control

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Messiah College

Key Distribution and Control Policy and Procedure

Policy: It is the policy of Messiah College to monitor, control, and organize key distribution in a way that provides adequate security and access control for the campus.

Objectives: To provide key and lock control for additional security for college employees and property through the establishment of a comprehensive policy and procedure regarding the issuance, use, and responsibility for college keys.

Equipment: Form: Key Request: MC Square under Forms
Attachment 1: Lost Residence Hall Key Fees
Attachment 2: Lost Key Form

Definitions:

Key Holder: The person who has been authorized to access an area of the college through the use of a key.

Individual Keys: Keys which open only a single room or building. Generally, full time faculty, staff, and students demonstrating need are issued access to building perimeter doors, assigned offices, student rooms, and classroom spaces of a dedicated nature.

Floor Sub-Master Key: A single key which allows access to one or more rooms on a single floor within a single building.

Building Sub-Master Key: A single key which allows access to one or more rooms or departments in a building. If a person does not require access to all areas that a sub-master key controls, it will be necessary to issue multiple keys in lieu of the higher level sub-master key.

Grand Master Key: This single key allows access to numerous buildings and or rooms inside those buildings. Except in the case of personnel assigned emergency response, these keys will not be issued to individual persons.

Authorizing Authority: The individual authorized to submit a key request for a particular academic, administrative, or student housing area.

Key Hierarchy:

The college master locking system establishes a hierarchy of access levels to maintain positive security and responsibility. The hierarchy of key assignment will not be broken merely for convenience. Security and protection of college students, staff, property, and records are of primary consideration. Specific needs must be shown and approved to allow movement up the hierarchy. The hierarchy is as follows:

Grand Masters- Designated for the Department of Safety, Vice President of Operations, and the office of Facility Services. Approval for Grand Master keys beyond these designations must be approved by the Vice President of Operations.

Building Sub Masters- Designated for Deans, Directors, Campus Events Staff (non student workers) and Residence Life Staff with demonstrated need to access more than one building where their personnel reside. Approval for Building Sub-Master keys beyond these designations must be approved by the Director of Facility Services, or Vice President of Operations.

Building Floor Masters- Designated for Deans, Directors, Residence Life Staff, and Department Chairs with demonstrated need to access more than one room in any particular building. Approval for Building Floor-Master keys beyond these designations must be approved by the Director of Facility Services.

Individual Building or Room Keys- Designated for individuals who require access to a particular room when authorized by a Department Official (manager, chair, Residence Life). All keys are to be individually assigned. "Mass" key assignments will be authorized only for Conference Services and Residence Life as needed. These departments will take responsibility for the keys issued through them.

Maintenance Areas- Only approved support personnel will be issued keys providing access to areas constructed for the sole purpose of facility and building support. Keys for such areas will not be provided to allow access for anything other than maintenance issues.

Key Blocks- Student workers and other support staff who only require infrequent access to specific areas will access keys through key blocks. Key Blocks eliminate the need for numerous building master keys for these workers, while still allowing them to access secured areas. Key Block Keys must be returned to reclaim individual keys on a daily (shift) basis, and are not to leave the campus for any reason. Sufficient key blocks will be installed in each building to accommodate the normal activities.

Responsibility:

Vice President of Operations: Review and approve all key related policies to assure that they serve the dual purpose of maintaining positive security while not unnecessarily impeding campus operations.

Authorizing Authority: The person requesting keys for authorized buildings and rooms for persons with significant, demonstrated need to access these areas. Cooperate with Facility Services staff to audit and control key assignments. The college strictly prohibits the exchanging or loaning of keys to anyone, and requires the return of all keys as part of the staff termination, or exit process.

The President, Vice Presidents, Deans and Directors are automatically Authorizing Authorities for the facilities over which they maintain operational oversight. Deans and Directors will identify to the Facility Services Key Control Specialist, upon request, their Authorizing Authorities at the Chair and Department Manager level. Keys for buildings or rooms over which the Authorizing Authority does not have operational oversight must be approved by the appropriate dean, director, or Vice President of Operations.

Facility Services Key Control Specialist: Maintain records of all Authorized Authorities and areas for which key requests can be made. Issue keys after verifying authorization and checking adherence to the college policy. Maintain records of all locks, key codes, key holders, keys issued, and keys deleted. Provide various reports to Authorized Authorities and Vice President of Operations upon request. Conduct an audit of each Authorized Authority's keys and key records on a periodic basis to assure and confirm positive security measures are being followed.

Department of Safety: Responsible for maintaining the operational security of the installed key and lock system. Identify problems to Facility Services for resolution. Investigate instances of key loss, break-ins, abuse etc. Recommend changes or improvements to key and lock systems to maintain the physical security of the buildings. Coordinate and cooperate with Facility Service staff on all key and lock issues.

Individual Key Holders: Pick up keys in person at the Dispatch Office. Do not exchange keys or loan keys to another person. Do not accept, possess, or use a college key unless it has been properly and officially issued in accordance with this policy. Do not duplicate college keys. Protect issued keys from loss, theft, or unauthorized use. Report lost keys immediately to your department head and the Dispatch office. Return any keys that are no longer needed. Return all keys upon termination, transfer, retirement, or graduation.

Key Issuance:

All keys must be requested to Facility Services Key Control Specialist using the appropriate form available on MC Square. No keys will be issued without the required information and approvals as outlined in this policy. Completed key request forms are to be turned in a minimum of 5 working days in advance of the needed date. When keys are ready for pick up, the requester will be notified and must pick up and sign for the key in person at the Dispatch Office. Anyone who picks up a key must have a picture ID or keys will not be issued. Keys to all areas will be issued with the understanding that the lowest level of access necessary to complete the required duties will be the overriding factor.

Lost Keys:

All keys are the property of Messiah College. **Fees will be assessed to individuals who lose a key.** A replacement key may not be issued until a lost key report has been filed with the Department of Safety at the Dispatch Office. Because of costs that are associated to re-key, there will be no refund for keys that are found after the fact. Fees for lost keys will be based on the level of access and key hierarchy. At the decision of the Vice President of Operations in discussion with the Facility Maintenance Service Manager and the Director of Safety, a \$60.00 fee can be assessed for each core that the key opens as a result of the loss. Lost keys need to be reported immediately to the Dispatch Office. Duplication and lending of keys is prohibited and will result in disciplinary action.

When an employee and/or student lose an academic building key, the Department of Safety will contact Key Services who then will assess the number of cores affected. Key Services will provide this information to the lost key group (VP of Operations, Facility Maintenance Service Manager and the Director of Safety) who will determine the amount of the fine according to Attachments #1 and #2 of the Key Distribution and Control Policy.

When students lose a residence hall or apartment key they will report the lost key to their resident director who will submit a replacement key request form copying the Dispatch Office. Key Services will issue a Residence Life replacement key to the Director of Housing. The resident director will issue the key to the student and will record which key has been issued to the student. The resident director will be responsible for charging the student for the lost key. The Key Services Specialist will notify the Department of Safety via Dispatch of the lost key.

When students lose keys related to their campus work they will report their lost key to their work supervisor, who will then contact Key Services to start the process.

If a conference issued key is lost Conference Services will assess the lost key fine. If a conference guest loses a key Conference Services will contact Key Services directly for a replacement. The conference guest has the chance to return the key without paying the fine. Conference contacts and guests are informed of the \$60 fee for each core the key will open.

If keys are stolen, individuals must notify Dispatch Services who in turn will notify the Safety Officer on duty. For a key to be regarded as stolen, the investigating Safety Officer must find evidence of forced entry, physical abuse, or forcibly removing key/keys from an individual or locked place of safe keeping. If the key/keys were stolen from another location other than Messiah College, the individual reporting the theft must supply the Safety Officer with a document (report from police agency, insurance company, etc.) that the theft had been formally reported. This report will be included in the incident report completed by the Dept of Safety.

The Safety Officer will contact the individual reporting the theft in order to complete an incident report, detailing the approximate time, location and keys involved. If there is strong evidence determined by the Safety Officer that the key, or keys have been stolen, no fine will be assessed. If the lost key is a Building Master, Grand Master, or sub-master key, the Safety Officer will follow up with the Director of Safety who will determine if the local police department should investigate the incident. The Director of Safety will assess the situation with the Director of Facility Services as well as the Manager of Facility Maintenance to make a recommendation to the Vice President of Operations as to whether or not to re-key or implement any other security precautions. If keys are involved from Residence Hall areas the Dean of Students will also be notified.

If an individual breaks a key, for security reasons all pieces of the key must be returned to Key Services before a replacement will be issued. No fine will be assessed for broken keys if the broken key is returned.

Enforcement:

The single most frequent cause of loss of building security is inadequate control of keys. Uncontrolled circulation or use of college keys, so endangers the security of persons and property that violation of the policies hereunder will lead to disciplinary action. The Vice President of Operations in conjunction with the Director of Human Resources and the employee's Provost/Vice President has the responsibility and authority for determining any disciplinary actions. **Disciplinary actions will be progressive and in accordance with college established policies and guidelines.**

Key Services:

Randomly audit staff who hold master or sub master keys to assure that no high level keys have been lost and un-reported.

Approved Reviewed Revised Kim S Phipps
Kim S. Phipps, President

Randy Basinger
Randy Basinger, Provost

John Chopka
John Chopka, VP Enrollment Management

Barry Goodling
Barry Goodling, Vice President for Advancement

Lois Voigt
Lois Voigt, Vice President for Finance

Kathrynne Shafer
Kathrynne Shafer, Vice President for Operations

Kris Hansen-Kieffer
Kris Hansen-Kieffer, Vice Provost, Dean of Students

Cindy Burger
Cindy Burger, Director of Safety and Dispatch Services

Bradley A Markley
Brad Markley, Director of Facility Services

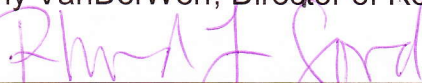
Dan Smith
Dan Smith, Facility Maintenance Service Manager

Amanda Coffey
Amanda Coffey, Human Resource Director

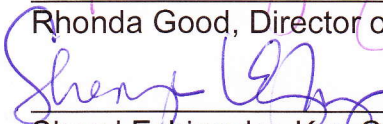
Doug Wood
Doug Wood, Associate Dean of Students



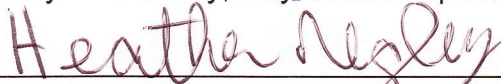
Amy VanDerWerf, Director of Residence Life



Rhonda Good, Director of Housing



Sheryl Ezbiansky, Key Control Specialist



Heather Negley, Director of Conference Services



Denise Blackley, Facility Services Administrative Coordinator

"Note - The signed copy of this procedure is filed in the Facility Service Department. By signing this policy you have agreed to enforce the contents and adhere to standards".

Attachment 1

Potential Maximum Lost Key Fines for Residence Halls

Individual Room lost key: \$60.00

Mellinger Building Sub Master: 41 cores. Lost sub master key for Mellinger: \$2460.00

Witmer Building Sub Master Key: 139 cores. Lost sub master key for Witmer: \$8340.00

North Complex sub master key: 241 cores. Lost sub master key for the entire North Complex: \$14,460.00. North Complex individual building lost sub master key: \$4820.00

South Complex sub master Key: 268 cores. Lost sub master key for the entire South Complex: \$16,080.00. South Complex individual building lost sub master key: \$5360.00

Naugle Building Sub master key: 127 cores. Lost Naugle sub master key: \$7620.00

Fry Apartment sub master key: 52 cores: Lost sub master key for fry Apartments: \$3120.00

Kelly Apartments sub master key: 43 cores: Lost sub master key for Kelly Apartments: \$2580.00

Smith Apartments: 36 cores: Lost sub master key for Smith Apartments: \$2160.00

Apartment (all) sub master key: 131 cores: Lost Apartment (all) sub master key: \$7860.00

Floor sub master keys: Fines based on the number of key cores on each floor of each building.

Pre-Approved Master Key Access

Residence Hall Grand Master Key

6 Assigned to Safety Officers

Complex (North and South)

Facility Maintenance 22 South Complex

Facility Maintenance 22 North Complex

Environmental Health/ Safety 1 North Complex (Fire Safety)

Environmental Health/ Safety 1 South Complex (Fire Safety)

Campus Events Residence Hall Supervisor 1 North Complex

Campus Events Residence Hall Supervisor 1 South Complex

Campus Events Manager 1 North Complex

Campus Events Manager 1 South Complex

Individual Residence Hall Building Sub Master Keys

8 Assigned to Campus Events May – August Only

22 assigned to Facility Maintenance

1 Assigned to Environmental Health/Safety (Fire Safety)

8 Assigned to Residence Life

1 for each building assigned to Campus Events Manager

Lock Block Access for Building Sub Master Keys

36 Assigned to ARA's (Apartment Residence Assistant)

64 RA's (Residence Assistants)

15 Assigned to Campus Events staff

Lock Block Locations (24 total lock blocks)

RD Offices

9 for Campus Events

Mechanical Room

Attachment 2

Messiah College Key Assignment Policy

You have been issued this key(s) to cover a specific need on campus. By signing for this key(s), you are accepting responsibility of the key(s) and agree to all the points below:

1. Do not exchange keys or loan keys to another person.
2. Do not accept, possess, or use a college key unless it has been properly and officially issued in accordance with this policy.
3. Do not duplicate college keys.
4. Protect issued keys from loss, theft, or unauthorized use.
5. Report lost keys immediately to your department head and Dispatch office.
6. If an individual breaks a key, for security reasons all pieces of the key must be returned to Key Services before a replacement will be issued.
7. Return any keys that are no longer needed.
8. Return all keys upon termination, transfer, retirement, or graduation.
9. **Fees will be assessed to individuals who lose a key.** A replacement key may not be issued until a lost key report has been filed with the Department of Safety at the Dispatch Office. Because of costs that are associated to re-key, there will be no refund for keys that are found after the fact. Fees for lost keys will be based on the level of access and key hierarchy. At the decision of the Vice President of Operations, in discussion with the Director of Facility Services and the Director of Safety, a minimum \$60.00 fee can be assessed for each door that the key operates (and the core that needs to be changed) as a result of the loss of a key.
10. All keys are the property of Messiah College.