

Keying and Key Control

1. Introduction

This policy outlines the control system for keys issued at Providence Health Care (PHC).

1.1. Purpose

The purpose of this policy is to:

- Maintain appropriate access to facilities while ensuring the personal safety of patients, residents, visitors, staff and contractors
- Protect the assets of PHC
- Mitigate losses due to theft
- Minimize avoidable lock rekeying
- Ensure the integrity of the key system

1.2. Scope

This policy applies to all PHC sites and all PHC [Staff](#).

2. Policy

Keys are at all times the property of PHC.

All lock and key work, including but not limited to cutting and issuing keys, rekeying locks, replacing and/or repairing locks and related equipment shall be done by Facilities Maintenance & Operations (FMO).

The exception to this relates to new construction, where Facilities Management Projects & Planning in consultation with FMO directs contractors to install locks and access control hardware to FMO site standards. The Facilities Management Project Coordinator/Manager is responsible for ensuring all keys are returned at the end of a project.

Departments are fiscally accountable for the costs of having keys re-issued and consequential costs related to lost keys, as well as any re-keying or other work necessary to maintain security. Department Leaders will be responsible for authorizing any keys to be issued to their employees as well as ensuring the return of keys from any of their employees leaving PHC.

Repairs from forced entry (Break & Enter) are the responsibility of FMO. Upgrades to physical security (i.e., additional locks, latch protectors, window bars) are the responsibility of the occupying department. Hardware upgrades must be Fire Code compliant, and consistent with site hardware standards.

All areas of the hospital will be keyed, and will remain keyed to the Site Master System with

no exceptions.

Keys will be issued by FMO based upon demonstrated need for access and input from the requesting department leader and the key control designate within FMO. The lowest level of key will be issued to provide the level of access needed.

Requests for keys will be processed only when submitted as an on-line maintenance requisition to FMO. Requisitions require:

- Description of door number and/or room number
- Number of keys needed for each door
- Names of people the keys are for
- Contact name and phone number
- Department Head Name and contact information so FMO can verify authorization
- Cost Center for billing if required

Issuance of Hospital keys to Staff is subject to the approval of the department head requesting the service and the Director of Facilities, Maintenance & Operations.

Individuals issued keys are responsible for the keys' safekeeping and must sign an agreement acknowledging this responsibility. FMO will only give keys to the individual the keys are for. The key holder will be requested to sign for keys and will only receive keys upon presentation of current/valid identification (e.g. PHC staff ID card or Lower Mainland Staff ID card or VCH Staff ID card).

Keys shall not be loaned, borrowed, or transferred without proper authority and documented by FMO.

Keys may not be duplicated or tampered with under any circumstances. Tampering with or duplicating keys may result in disciplinary action including loss of key privileges, termination of employment, and/or criminal charges.

Tampering with keys includes re-cutting the key combination to operate other cylinders, modifying the key profile to fit into other locks, and defacing, modifying or concealing stamped key codes or serial numbers on the head of the key.

Lost or stolen keys must be reported immediately to FMO. The loss of any master key must be reported to the Director of Facilities Maintenance & Operations immediately.

All costs associated to the re-keying and or replacement of keys will be borne by the department accountable for the loss. Depending on the significance of the key lost or stolen a complete area / hospital re-key may be deemed necessary by Facilities Management.

All incidents of lost / stolen keys will be investigated to determine what changes are required to secure the areas left vulnerable.

Requests to re-key a room due to the loss of a key will be done the same day to maintain security and charged to the department involved. These changes will include call-out costs if the work is performed outside of the regular workday.

Other rekeying requests will be handled as a routine matter and scheduled accordingly.

Keys must be returned to FMO upon leaving PHC employment or at the end of the individual's need for a key. Failure to return keys may require re-keying of several doors and re-issuing of new keys to users. FMO will charge these costs back to the department involved.

Grand Master keys will not be issued on an individual basis. They will be issued on a loan basis only when authorized by the Director of Facilities Maintenance & Operations.

Master keys shall not be removed from the hospital property unless the Director of Facilities Maintenance & Operations gives prior written authorization.

Master keys shall be returned to FMO at the end of the borrowers shift unless the Director of Facilities Maintenance & Operations gives prior written authorization.

3. Responsibilities

3.1. Facilities Maintenance & Operations (FMO)

FMO is responsible for developing and maintaining the key control system.

FMO is responsible for all lock and key work, including but not limited to cutting and issuing keys, rekeying locks, replacing and/or repairing locks and related equipment.

3.2. Programs / Departments

Programs/Departments are fiscally accountable for the costs of having keys re-issued and consequential costs related to lost keys, as well as any re-keying or other work necessary to maintain security.

Program/Department Leaders will be responsible for authorizing any keys to be issued to their Staff as well as ensuring the return of keys from any of their employees leaving PHC.

3.3. Staff

All Staff are responsible for the keys' safekeeping and must sign an agreement acknowledging this responsibility.

All Staff are responsible for reporting lost or stolen keys immediately to FMO and to their

manager.

4. Definitions

“Staff” means all employees (including management and leadership), medical staff (including physicians, midwives, dentists and nurses), residents, fellows and trainees, health care professionals, students, volunteers, contractors, researchers and other service providers engaged by PHC.