

# Key Control

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## **POLICY:**

Lost or stolen keys can pose a serious threat to the University's security and the potential theft or loss of State property. In order to provide a safe and secure environment in which students, faculty and staff can function and accomplish educational and research objectives, all employees entrusted with keys to University facilities are responsible for safeguarding such keys at all times.

## **DEFINITIONS:**

- A. Master Key – device that allows access to interior subgroup areas in all campus buildings.
- B. Building Master Key – device that allows access to all interior rooms within a single building excluding mechanical, communication, electrical, and custodial rooms.
- C. Sub Master Key – device that allows access to limited interior subgroup areas within a single department.
- D. Entrance Door Key – device that allows access to a specific building from an exterior door.
- E. Change Key – device that allows access to a single interior room.

## **PROCEDURES:**

### **I. GENERAL CONDITIONS**

- A. Locks shall be keyed in accordance with standard practice: each building having a master and each department within the building having a departmental sub-master.
  - 1. Under no circumstances shall anyone outside of Property & Facilities be issued a master key.
  - 2. All keys in a department are keyed to the respective sub-master. It is at the department's discretion as to whom may be issued a departmental sub-master key.
- B. Facility Services will fill all valid key requests. By submitting a request to issue keys to a department employee, the requesting department assumes liability for any cost associated with the misuse or negligent care of the key or keys.

- C. The Facility Services Lock Shop is the only authorized source for keys at the University. *Under no circumstances is a key to be transferred from one individual to another* or to be obtained from any source other than from the Facility Services Lock Shop. No duplication of keys is permitted. When any transfer or duplication of a key is made or used without University consent, the key shall be recovered and the individual(s) involved reported to the administrative head or dean for appropriate action.

## II. KEY CUSTODIANS

- A. Departments will designate key custodians and back-up key custodian for their department.
- B. Departments will provide the names, telephone number, email address, department name, and office location of each designated key custodian and a back-up key custodian for their departments. The names will be provided to the Facility Services Help Desk.
- C. Department key custodians will maintain an updated list of who has been authorized keys to include name of employee, room(s) authorized to enter, and other data they may need to validate who has been given authority to access the rooms.

## III. ISSUING KEYS

- A. All key requests shall be submitted by the department's designated key custodians.
- B. Work Order
1. Requests for keys shall be made via a work order through the campus online work management system. Key requests may not be ordered by telephone or email.

### Request Codes and Priorities:

- a. KEY – INITIAL ISSUE – ROUTINE PRIORITY - to be used to request a key or keys for rooms/spaces the employee or employees currently do not have access (does not matter how many others already have keys to the same room/space).
- b. KEY – ADDITIONAL – ROUTINE PRIORITY – to be used to request an identical key that an employee already has (possibly for use by a student)
- c. KEY – LOST OR BROKEN – ROUTINE OR URGENT PRIORITY - to be used to replace a key – the request must state (in addition to the employee's name) if the key is lost or broken.
- d. LOCK – REKEY – ROUTINE OR URGENT PRIORITY - to get a lock rekeyed due to lost or stolen key – to be used if the room/space needs to be

rekeyed for security purposes. The requesting department will be charged for this request. The requesting department will not be charged if a lock is not functioning correctly and needs to be repaired.

Other Information Required:

- a. The name(s) of the employee(s) who will sign and take responsibility for the key(s) to a given room/space must be included (in the text box) on the key request along with the room number(s) of the key(s) requested in order for the request to be processed.
  - b. The room number must also be chosen from the dropdown menu on the request page and not just typed in the text box.
  - c. **A separate request must be submitted for each room/space** an employee or employees will need access, even if the keys are for the same employee or employees, with the following exceptions:
    - (1) If the same key opens multiple rooms/spaces – then only one request is necessary for the key to all of these rooms/spaces (list the lowest room number as the location on the work request).
    - (2) If a department sub-master key is being requested – then only one request is necessary (list the lowest room number as the location on the work request).
  - d. If multiple employees need a key to access the same room/space, only one request is necessary as long as the names of all employees to receive a key are listed in the text box on the request.  
**No employee may submit a request for his/her own keys** – the request must originate from the employee’s key custodian or other department approving authority.
  - e. Key requests for new employees should be requested in advance in order for the department to have the key(s) available to the employee on the first report day.
2. Facility Services management shall review each request for proper procedure and approve the issuance of the key(s) per the departmental request.
  3. The Lock Shop shall be assigned the approved work order request electronically.
    - a. The Lock Shop shall make the requested key(s) or issue from stock, if available
    - b. The Lock Shop shall prepare the Key Control Signature Sheet, Enclosure (1).
    - c. The Lock Shop (MEB 2208) shall be open weekdays from 10:15 a.m. to 12:00 p.m. daily for key recipient(s) to retrieve the key(s) requested.

- d. If a recipient is not available during the Lock Shop key issue hours, the department may arrange for the recipient to pick up the key(s) from the Facility Services main office (MEB 2214) weekdays after 7 a.m. and before 4:30 p.m. by calling the main office at 504-568-7716.
4. Key(s) recipient(s) shall sign for receipt of the key(s).
- C. While it is understood that some departments have a need for students to have use of room keys, keys may not be directly issued to students at any level. In instances where there is a legitimate need for students to have use of room keys:
  1. A department must request a key or keys through the procedure above.
  2. The key or keys must be signed by a department representative who will assume full responsibility for the key or keys.
  3. The name of the department representative must be listed on the request along with the number of keys to be provided.
  4. Should the representative transfer from the department or leave the employment of the University, another department employee must be identified to assume responsibility for the keys being used by student(s).
  5. The department must at all times be able to account for all keys assigned to students.
- D. Temporary Keys:

Keys may be issued for short-term use (one week or less) to employees or contractors by submitting a request (work order) through the campus online work management system using the KEY –TEMPORARY code and providing the name of the employee or contractor. If a temporary key is needed for longer than one week, a written request will be submitted and approved by the Manager of Operation, Facility Services or higher position within the Property and Facilities Management Program.

#### IV. LOST/STOLEN KEYS

- A. Employees are responsible for the security of the keys assigned to them and are responsible for immediately notifying their supervisor if any keys assigned are lost or stolen. Failure to maintain control of keys or failure to notify leadership of lost keys may result in disciplinary action up to and including dismissal. Loss of campus master keys, including but not limited to, the A Master, B Master, Exterior Door Master, etc. will result in dismissal/termination. Loss of non-campus master keys may result in a 3-day suspensions and at a minimum written counseling. Other factors may impact the action taken such as number of times keys are lost, keys lost due to gross negligence, etc.
- B. Upon being notified that an assigned key is lost or missing, the supervisor and/or other department officials are responsible for assessing associated security risks and exposure to the University and deciding to either initiate a work-order for a replacement key or

having the lock re-keyed at a cost to the department.

- C. The Lost, Stolen, or Damaged Key form, enclosure (2) will be completed and turned into the Lock Shop to document the incident.

#### V. DAMAGED KEYS

- A. The key custodian for the department submits a request for the replacement key using the KEY – LOST OR BROKEN code and including the name of the employee who is assigned the key. The damaged key shall be provided as proof a new key is required to prevent
- B. The employee assigned the key will provide the damaged key to the Lock Shop when picking up the replacement key.
- C. The Lost, Stolen, or Damaged Key form, enclosure (2), will be completed and turned into the Lock Shop to document the incident.

#### VI. RETURNING KEYS

- A. Upon transfer, reassignment, separation or retirement, employees with any keys assigned to them shall return keys prior to leaving the University, per below. Key custodians will return keys for individuals that have been terminated.
  - 1. Keys for the Downtown Campus shall be returned to the Facility Services Lock Shop (MEB 2208) or Facility Services main office (MEB 2214) for appropriate disposition
  - 2. Keys for the School of Dentistry shall be turned in to a representative from the Facility Services Maintenance Department for appropriate disposition. The date, time and location to turn in the key(s) can be arranged by calling the Facility Services main office at 504-568-7716.
- B. The Lock Shop or Facility Services main office at the Downtown Campus or the Facility Services Maintenance Department at the School of Dentistry shall document the return of the keys on a Key Control Clearance Sheet, Enclosure (3), and provide a copy to the employee.

#### VII. SERVICE KEYS

- A. Facility Services staff are not permitted to unlock doors without authorization (see Section VIII below).
- B. Housekeeping will maintain key cabinets for “schedule key sets” used daily by housekeepers to access rooms/spaces for cleaning purposes.

1. All schedule key sets shall be signed out and returned daily by the respective housekeeper.
  2. Schedule key sets shall never be out of the physical possession of the housekeeper who signed out the keys.
  3. Housekeeping supervisors are responsible for schedule key set accountability.
  4. Failure to return schedule key sets at the end of the shift or the loss of schedule key sets may result in disciplinary action.
- C. Contractors needing access to a locked building or certain locked areas in a building must make arrangements through the project Construction Coordinator.

#### VIII. ELEVATOR FIRE SERVICE KEY

- A. Elevator Fire Service Keys are now universal keys regardless of the manufacturer or design of elevator equipment. All fire department responders are expected to have universal elevator fire service keys at an incident location as part of their standard operating procedures.
- B. As a backup to the fire department standard procedure, the University Police Department also has custody of an Elevator Fire Service Key in their office at the southwest corner of the 3<sup>rd</sup> floor the S. Roman Street Parking Garage. Whenever the University Police have reason to request dispatch of units from the New Orleans Fire Department (NOFD) or learn that NOFD is in route to an LSUHSC building, an officer with the University Police shall be designated to deliver an LSUHSC fire service key to that building and make it available to the fire department.

#### IX. UNLOCKING DOOR AFTER HOURS

- A. To request access to a room after hours for the purpose of retrieving items left in a room, the individual shall contact LSUHSC Police. LSUHSC Police shall contact the Facility Services Watch to assist in providing access. Facility Services Watch personnel, under the direction of the LSUHSC Police, will only open the door under the following conditions:
1. The individual can prove to the LSU Police that he/she is an LSUHSC student or employee by presenting an LSUHSC photo ID badge. If the badge is the item to be retrieved from the locked room, the individual will show the badge once retrieved.
  2. The individual can describe to the LSU Police the item they need to retrieve in enough detail to demonstrate ownership of the item.
  3. The LSU Police will ensure the individual retrieves the specified item and then leaves the room locking the door.

- B. LSUHSC Facility Services and Police will not open a door for general access to an individual who does not have the key in hand and is not requesting to retrieve items from the locked room (per above), as the LSUHSC Facility Services and Police have no way to positively identify the individual's authorization to be in the room and therefore cannot allow access.
  
- C. LSUHSC Police will maintain a record of all individuals that are allowed to enter a room, noting the date and time of entry, full name, department, building, room number, and reason for entering the room. The report will be forwarded to the individual's department the following work day to raise awareness of the after hour's entry and validate there were no issues by allowing the entry.

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		Sign:		Sign:
		Print:		Print:
		Sign:		Sign:

**Enclosure 2**  
LSUHSC Facility Services Lost,  
Stolen, or Damaged Key Report

Date: \_\_\_\_\_

To: Locksmith Shop, Facility Service, LSU-HSC New Orleans

From: \_\_\_\_\_

Subj: Lost, Stolen or Damaged Key

1. School or Program Assigned: \_\_\_\_\_

2. Department Assigned: \_\_\_\_\_

3. Business Manager: \_\_\_\_\_

4. Person Issued Key \_\_\_\_\_

5. Description of Incident: \_\_\_\_\_

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\_\_\_\_\_

\_\_\_\_\_  
Signature  
(Person Issued Key)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature  
(Business Manager or Designated Key Manger)

\_\_\_\_\_  
Date

