

OREGON STATE HOSPITAL

PORTLAND – SALEM

POLICIES AND PROCEDURES

SECTION 8: Safety, Security, Emergency Management

POLICY: 8.021

SUBJECT: Key Inventory and Control Policy

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SUPERINTENDENT

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I. POLICY

All keys issued by Oregon State Hospital (OSH) are loaned keys and are not the property of the employee they are issued to. Keys shall be issued and assigned primarily to individual employees. Keys can be assigned to programs or departments for special use when requested by program or department directors. Once assigned and issued, keys shall not be loaned, transferred, duplicated, altered or marked.

II. DEFINITIONS

- A. "Keys" means metal keys used to operate a pin tumbler activated locking device.
- B. "Proximity" or "prox cards" describe the plastic identification badges, issued by the Security Department and used to interface with the security access control system. See OSH Policy 8.007, Employee, Patient, and Visitor Identification
- C. "Recipient" means any person receiving keys or prox cards issued at OSH.

III. PROCEDURES

A. OSH Locks

1. The Facility Services Department shall be solely responsible for installing locks throughout the hospital. Private locks are not allowed anywhere in the hospital, with the exception of employee

lockers. Staff may place a personal padlock on their assigned locker. These personal locks are subject to forced entry as deemed necessary by the Security Director for emergency search purposes.

2. The Locksmith shall keep a computer database of each metal key and key blank that accesses important areas. The database must be accurate enough to show who has been assigned to each key and where each key is stored. Additionally, the database must be able to show an accurate history of each key's status; who it has been assigned to or if it has been lost, stolen or broken.
3. Any request to have a key cylinder keyed differently than the requester's program or department's normal key system shall require the express written approval of the Security Director.
4. Program and department directors or their authorized representatives shall approve all key requests. The director or representative is responsible for verifying that the employee needs the requested key.
 - a. Recipients are not allowed to be issued or carry two or more of the same key. Recipients are not allowed to be issued or carry a lower level key if they have been issued a higher level master key; lower level keys must be turned in before master keys shall be issued.
 - b. Disputes related to issuing of keys, access to keys and/or use of loaner keys shall be directed to the Security Director for resolution.

B. Key Request Procedures for OSH Salem

1. The recipient's supervisor or staff person with key request authorization shall fill out the OSH Salem key request form and email it to: Salem-Center.OSH-KeyRequests@dhs.oregon.gov.
2. The Security Department and Locksmith shall verify that issuing the key will not degrade the integrity of the master-key system before the key request is filled.
3. If the key request is to replace a broken key, the replacement key shall not be issued to the recipient until the head of the old key is returned to the Communications Center in Salem.

4. All SSN00X1, GGMA, GGMB, GGMC and GGMD key requests shall require the express written approval of the Security Director. Disputes related to the issue of these designated keys shall be forwarded to the Superintendent for final determination.

C. Key Request Procedure for OSH Portland

1. The recipient's supervisor or staff person with key request authorization shall notify the Security Support Supervisor via email to request keys needed at OSH Portland.
2. The Security Support Supervisor in conjunction with the OSH Maintenance Supervisor shall verify that issuing the key is authorized for that staff and will not degrade the integrity of the master-key system or violate facility security.
3. If the key request is to replace a broken key, the head of the old key must be returned to the Security Support Supervisor or Reception Desk in Portland prior to the new key being issued.
4. All key requests for the Portland campus shall require the approval of the OSH Portland Program Director before they are issued. Disputes related to the issue of these keys shall be forwarded to the Superintendent for final determination.

D. Key Issue Procedures

1. Old hospital keys in Salem:
 - a. The locksmith shall forward the "OSH Key Request" form to the OSH Communications Center email account indicating the keys are ready for issue.
 - b. The Locksmith shall then deliver the keys for each of the forwarded requests to the Communications Center.
 - c. The Communications Center shall notify the recipient, that the keys are available for pick up.
 - d. The Key Request form shall be printed by the Communications Center staff and then attached to the package of keys to be issued.
 - e. Upon receipt of the keys, the actual recipient shall sign for custody on the form and shall be provided a copy of the

document for their records. Proxy signers are not allowed. Additionally the Communications Center staff that issued the keys must print and initial their name on the form.

- f. Information about the keys that were issued, along with the recipient's information, shall be entered into the old Key Issue computer software by Communications Center staff.
- g. The Communications Center shall maintain a paper record of all key issue documents in accordance with the OSH retention schedule.

2. New hospital keys in Salem:

- a. The locksmith shall deliver keys to be issued to recipients with attached tracking inventory forms to the Communications Center.
- b. A Security Department Supervisor shall sign a copy of the inventory tracking form and that copy shall be held by the Locksmith until the final copy is signed for by the final recipient.
- c. The Communications Center shall notify the recipient, via email, that the keys are available for pick up.
- d. Upon receipt of the keys, the actual recipient shall sign for custody on the form and shall be provided a copy of the document for their records. Proxy signers are not allowed.
- e. The signed original issue form is returned to the locksmith for retention.

3. Keys in Portland:

- a. Cores in the Portland facility are not part of the OSH key system. They are part of the Legacy key system. These keys are cut and stamped by Legacy personnel or their designee.
- b. Keys for the Portland building are maintained by the Security Department and issued by the Reception staff.

- c. Upon issue, a Key Return Receipt, form #OSH-PLO 0086 1-7/90 is completed to indicate what keys are issued and the date of issue. This same form is used when keys are returned by a recipient to the Reception Desk.
4. Departments that have loaner keys shall keep them in a secure locking cabinet and keep a sign out sheet.

Departmental loaner key cabinets are allowed, but must include a numbered key cabinet and sign out book. The department's key cabinets shall be inventoried and audited by the Locksmith on a regular basis. The inventory of the Locksmith's key cabinet shall be supervised by the Locksmith's supervisor. Audit reports shall be provided to the Facility/Operations Director and/or Security departments for review.

E. Key Return Procedure

1. Recipients shall return their issued keys to the Communications Center in Salem or Reception Desk in Portland upon termination or at the request of their supervisor or the Security Department, prior to receiving the final paycheck. If an employee transfers to a different department, the supervisor from the old department must direct the recipient to turn in the keys that are no longer needed.
2. Communications Center in Salem or Reception Desk in Portland staff shall record the key number, sequence number and returned date on a Key Return Receipt, form #OSH-PLO 0086 1-7/90. Communications Center in Salem or Reception Desk in Portland staff shall then send a copy of the key return form to the Locksmith in Salem or the Building Manager in Portland along with the returned keys. Salem keys go to the Salem Locksmith and Portland keys go to the Portland building manager. A copy of the form shall be given to the employee. The permanent copy of the form shall be maintained at the Communications Center in Salem for Salem keys and the Reception Desk in Portland for Portland keys.
3. Requests to replace lost or stolen keys will be forwarded from the Lockshop to the Security Director or designee. Security will approve or deny the request prior to processing by the Lockshop. Payment for lost or stolen keys shall be made to the OSH Business Office. The recipient shall provide a copy of the receipt to the Locksmith before the replacement keys shall be issued.

4. The Office of Human Resources shall provide the Communications Center in Salem or Reception Desk in Portland a list of all separated employees monthly. The Communications Center in Salem or Reception Desk in Portland shall determine if an employee has an outstanding key and, if so, Office of Human Resources shall initiate procedures for its return.
5. Recipients are responsible for the return of all keys upon the request of the Security Department or their supervisor or upon termination of employment. Employees shall pay a replacement charge for all lost keys or keys not returned upon termination. The charge for lost or stolen personally assigned or Communications Center in Salem or Reception Desk in Portland loaner keys shall be \$10 per key. If multiple key losses are reported by the same staff member, it may result in a disciplinary action.
6. Employees shall report immediately all lost keys to their program/department director who in turn shall report immediately the lost key to the Communications Center. The employee will complete an incident report to document the loss. Security staff shall make notifications in accordance with the Critical Incident Grid. Additional notifications may be required to departments whose security could be compromised by the loss.

The Facilities Services and Security Departments will review the loss and make recommendation related to rekeying of doors to the Superintendent for consideration.
7. Security Department staff shall contact the appropriate program/department director prior to issuing loaner keys to any staff who has lost or misplaced their keys.
8. If an employee believes the circumstances under which their keys were lost relieves them of the responsibility of paying the fee, a request to waive the fee, along with any supporting documents, must be submitted to the Security Director for review. The final determination shall be made by the Superintendent.
9. All temporary loaner keys shall be turned in to the Communications Center in Salem, Reception Desk in Portland or departmental key boxes at the end of the key recipient's last work shift of the day.
10. The key issue and key return procedure must be followed by all employees. Failure to follow the policy may result in disciplinary action.

F. Key Reproduction

Only the Locksmith or other Facility Services staff, who are designated by the Facility Services Director, are permitted to reproduce, cut, or stamp keys. All other reproduction of keys, for use on Oregon State Hospital grounds, is unauthorized.

G. Key Inventory and Documentation

1. The Security Department shall perform random audits on keys as directed by the Security Director. These audits may be conducted on recipient's issued key rings as well as departmental key boxes. Discrepancies shall be reported in accordance with this policy.
2. The Locksmith shall maintain, through use of an electronic computer database, an accurate account of all keys for the Oregon State Hospital.

Replaces OSH Policy and Procedure 8.021, *Key Inventory and Control Policy*, dated 5/10/2005