Procedures Manual

Key and Key Card Procedure

Approved: May 17, 2010

Approval Process: Director of Maintenance

Revision Date(s):

Purpose

The purpose of this procedure is to provide guidelines for the issuance, use and accountability of all keys and key cards that control access to university buildings and space.

Definitions

Everyone is asked to use discretion and consider their personal safety when coming on to campus after normal building hours.

Keys – Standard metal keys. At the University of Regina, all issued keys are stamped with an identifier number and a serial number.

Key Cards – Any access, swipe, or proximity plastic cards. These key cards, which may be color-coded; have no specific identifying markings. The responsibility rests with the person(s) who are issued the key cards with a PIN number to ensure confidentiality of the PIN number. PIN numbers should never be written directly on the key card. All key cards are also issued with an expiration date. This date is determined by the requestor, but cannot be longer than three years from the date of issue.

Key Coordinator – The person(s) designated by the Dean or Associate Vice President for a specific area responsible for managing the Access Control System for that area and maintaining the Local Key Control File. He/she is responsible for requesting, issuing, recording and recovering keys. It is the sole responsibility of the user and/or the Faculty
or Department to keep appropriate records of expiration dates and to ensure that renewal is done on a timely basis. For faculty, staff and graduate students, there is no charge for this renewal.

**Responsibility**

Facilities Management is responsible and accountable for the issuance and control of all keys and key cards related to the operation of the University of Regina. It is also responsible for the maintenance, replacement and repair of all associated lock cylinders and/or key card modules.

University Community Members are responsible for: keeping keys and cards secure; keys and cards are for their personal use only and that they cannot be passed from person to person.

**Keys and Key Card Care**

Keys must not be loaned, duplicated or used in any unauthorized manner. Unauthorized keys will be subject to confiscation and loss of key privileges.

Keys, key cards & locking hardware issued by Facilities Management (or by any faculty or unit that utilizes an FM authorized card encoder) are the property of the University of Regina. The proper use and care of the key(s) and/or key card(s) is entrusted to the person to whom they are issued.

**Method for Requesting Keys and/or Key Cards**

All requests for keys and/or key cards must be made through Facilities Management by way of a Work Order. This can be done by contacting Work Control during regular business hours at Ext. 4039 or by email at work.control@uregina.ca. When placing a request, include the following information:

- First & Last Name, Banner ID, position (faculty, staff, student or grad student), & doors requiring access.

- All requests for keys should include a FOAPAL to cover any associated costs. (See Fee Schedule in this document for details).

All keys and key cards will be the responsibility of a named person. An individual’s name will be identified & recorded with each issued key and/or key card, that individual will be responsible for the specific use of that key. (In some pre-approved situations, a single named department may be identified as being responsible for a group of keys that can be distributed for a short-term, as-required).
To assist in keeping the cost of processing key cards as economical as possible, all requests for ten cards or more will be required to include a text formatted spreadsheet document. The spreadsheet needs to be text only and either comma separated or single tab separated. The following information is required in order to process these requests:

**FIRST NAME, LAST NAME, BANNER ID, DEPARTMENT, POSITION (faculty/staff/grad student/student), EXPIRATION DATE, DOORS REQUIRING ACCESS, AND FOAPAL**

Departments given the discretion to hand out key cards will only be authorized to provide access within their faculty space. Those requiring authorization to exterior doors require additional authorization request to Work Control.

**Key and Key Card Issuance**

1) **Faculty and Staff** – All faculty and staff will be issued keys and/or key cards necessary for their specific needs. Requests for keys and/or key cards will be made by way of a FM Work Control work order. That request requires the authorization of a Dean, Associate Vice President or designate.

2) **Students** – Undergraduates are not typically issued keys, however, students requiring controlled access may be issued appropriate keys and/or key cards upon a specific request by a Dean or designate.

3) **Outside Contractors** – Outside contractors requiring temporary controlled access may be issued appropriate keys and/or key cards provided a specific request is made by the appropriate Facilities Management Manager or Project Manager. Keys must be returned to FM Work Control at the end of the specific project for which the keys were issued. Keys will only be issued for areas required. Access to additional space must be authorized through the appropriate Project Manager or Maintenance Manager in charge of the project. No deposit is collected for issued keys, however, a penalty of $500 per key will apply to lost or non returned keys.

4) **Residence Rooms** – Issuance of keys and/or key cards for all residence rooms within College West, Language Institute, and the Residence Towers is controlled by Residence Services.

**Key and Key Card Return**

1) **Faculty and Staff** – Any keys and/or key cards issued to faculty and staff must be returned immediately to FM Work Control when it is no longer appropriate for the assigned person to have this access. This will be determined by, and is the
Responsibility of, the authorizing person (or the person now in that position) that initially made the request for the keys. This may be due to:

- a. Termination, resignation or retirement
- b. Transfer to another Department, position or building
- c. Completion of specific term of employment

2) **Students** – Any keys and/or key cards issued to students must be returned to FM Work Control when it is no longer appropriate for the assigned person to have access to building(s) and or a specific space. This will be determined by, and is the responsibility of, the authorizing person (or the person now in that position) that initially made the request for the key(s). This may be due to:

- a. Graduation
- b. End of semester
- c. End of class requirements necessitating access to a particular building or space

3) **Outside Contractors** – Any keys and/or key cards issued to outside contractors must be returned to FM Work Control when it is no longer necessary for the assigned person(s) to have this access. This will be determined by, and is the responsibility of, the FM authorizing person (or the person now in that position; eg. Project Manager) who initially made the request for the keys. This may be due to:

- a. End of the specific project or work requiring specific access
- b. The request of appropriate Facilities Management personnel.

4) **Residence Rooms** – The rules for return of residence rooms keys issued to students residing in those rooms is set by Residence Services.

**Cost of Keys**

1) Initial keys issued to faculty, staff and graduate students are done at no charge.

2) Metal keys to specific academic buildings or spaces are seldom issued to undergraduate students. However, where such access is required and authorized, a nominal fee, which will be set & adjust by FM periodically, will be levied. Visiting Scholars will also be charged a nominal fee per key.

3) Only one key per person will be issued. If additional copies are required and issued there will be a fee for the additional key(s).
4) Fee Schedule – Facilities Management will annually review & adjust as required prices noted in the key and key card fee schedule. This Fee Schedule can be found at the end of this document.

Cost of Damaged/Broken Keys

All users are responsible for appropriate care of keys issued to them. In the event that a key is damaged or broken, the key (or key pieces) should be returned to FM Work Control along with a Work Order request for a replacement key. Normally, there would not be a charge for this replacement. However, Facilities Management reserves the right to charge a replacement fee if it is determined that damage was due to negligence of the user.

Cost of Key Cards

1) Initial key cards issued to faculty, staff and graduate students are done at no charge. Re-issue of expired key cards for the above people are done at no charge.

2) Undergraduate students & visiting scholars will be charged a nominal fee, which will be set and adjusted by FM periodically; per key card and/or subsequent re-issue.

3) Key cards issued to Undergraduate students should be for as short a time as possible. The maximum time an Undergraduate student will be issued and/or re-issued a key card is one semester.

4) Fee Schedule – Facilities Management will annually review & adjust as required prices noted in the key and key card fee schedule. This Fee Schedule can be found at the end of this document.

Cost of Worn/Damaged Key Cards

It is felt that appropriate care of these cards should not result in excessive wear resulting in an inoperative card. A non-operational card will be replaced without charge if the reason for the non-operation of the card cannot be linked to poor user care or user negligence. Worn or damaged key cards (i.e. not operational but not yet expired) will be replaced for a nominal fee.

Forgot my PIN Number

All users requesting a new PIN number will be charged a fee for this service.
Lost or Stolen Keys and/or Key Cards

Any user who determines that his or her key(s) and/or key card(s) have been lost or stolen is required to immediately report such an event to Campus Security and Facilities Management Work Control Centre. Lost or stolen keys will be replaced for a nominal fee.

A Faculty or Department might be liable for extra charges if it is determined door locks and/or key card hardware have to be re-keyed or re-programmed, due to the loss of key(s) and/or key card(s). Users requesting a master key should be aware that the cost to rekey a system due to the loss of a master key can exceed $5,000.00.

Repair of Key and Key Card Hardware

Any instances of damaged locks and/or key card hardware should be reported to Work Control immediately. Facilities Management is responsible at FM’s cost for maintenance and repair of all such hardware. If it is determined that the damage is the result of negligence or vandalism, the person identified as being responsible for such negligence or vandalism will be personally responsible for the cost of such repairs.

Requests for Re-keying of Key Cylinders

Any request, which has to include reason for change, for re-keying of key cylinders has to be made by contacting Work Control. In all cases the requestor will be responsible for the applicable Locksmith service costs for any such request.

Requests for Key Card Hardware

Any Faculty or Department wanting to replace a key lock with a key card hardware system will make a request, including reason for change, through Work Control. Requests will require the approval of the Director of Maintenance; Facilities Management, customers will be consulted and notified if their request for service has been approved.

Not all requests can be accommodated, as each specific situation will be analyzed to ensure that the change meets all other Building Code requirements. The cost of installing a key card lock will be charged back to the Faculty or Department. The cost for this
change if approved will be determined based on the specific circumstances. A quote for FM services will be forwarded to the requestor for approval prior to such work commencing. The Department or Faculty will be responsible for ensuring return of all keys for the obsolete lock.

Requests for Key Card Lock Audits

Audit requests, to collect information as to who has used a specific key card lock are to be made through Campus Security. Reason must be provided at time of request. CS will decide whether the requestor will be forwarded information downloaded from key card hardware and whether or not the customer is responsible for the cost of this service, dependent on the circumstances of the request. In most cases the requestor will be responsible for all applicable Locksmith service costs for any such request.

Faculty or Department Controlled Key Card Encoders

Faculties and/or Departments that have purchased their own key card encoder are responsible for ensuring that all information is correct and current when processing key cards. Any neglect in ensuring that key cards are being processed in the proper manner (i.e. damage or corruption of the computer database) will result in a Locksmith charge to correct these errors.

Faculties and Departments are also responsible for removing expired cardholders or single time users from the database (e.g. residence hotel guests, bicycle room storage cards).

It is also the responsibility of the Faculty or Department owning the encoder to ensure that all staff members who will be processing and issuing key cards have a clear understanding of the proper use of the equipment and the software before they attempt to encode cards. If proper training cannot be provided internally within the Faculty or Department, then the Locksmiths should be contacted (through Work Control) to arrange for a suitable time for this training or re-training to be provided. The hourly cost for such training will also be assumed by the specific Faculty or Department.