

**KEY CONTROL  
OPERATIONS**

**Effective Date 05/85  
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POLICY: Maintain key control through a computerized key control program and a proprietary key system. These two methods enhance facility security by restricting key availability as well as monitoring each key authorized, issued, and returned.

PREVAILING CODES & STANDARDS: LSUHSC-Shreveport policy

PROCEDURES:

1. Issue Procedures

- a. The Physical Plant and Facility Planning Department is responsible for facility key control. A proprietary key system and computerized key control methods are used to enhance facility security by restricting key availability as well as monitoring each key authorized, issued, and returned. Keys are restricted to LSUHSC-S employees, graduate students, post-doc fellows, and approved contractors. Only one key per person per room door will be issued. Each employee will be issued only one key per key code. Student workers, medical students, volunteers, and Gratis Faculty will not be issued keys.
- b. For an employee to be issued a key, his/her department must submit a request for building keys form. This form can be found on the Physical Plant website: ([www.sh.lsuhs.edu/physplant](http://www.sh.lsuhs.edu/physplant)). Authorized agents must sign the key request as follows for each building:
  - i. Hospital
    1. Department Head
    2. Hospital Administration
      - a. Great Grand Master, including elevator keys, must be approved by Hospital Administrator.
  - ii. Medical School
    1. Department Head (no additional signatures needed for keys issued within the department)
    2. Keys required for other departments must be approved by the Chairman of the other department.
    3. Request for medical school master keys should be approved by the Associate Dean's office. If request is for a hospital employee, approval by Hospital Administration is also required.
  - iii. Animal Care
    1. Department Head
    2. Director of Animal Resources. This includes room keys and elevator keys B3, B4, B5, B6, and B7.
  - iv. Cancer Center
    1. Department Head

- 2. Director of Oncology Services
- v. Allied Health and Mollie Webb
  - 1. Department Head
  - 2. Dean, School of Allied Health Professional
- vi. ACC & WCC
  - 1. Department Head
  - 2. Director of Ambulatory Care Divisions Clinics
- vii. Eye Clinic
  - 1. RN Clinical Coordinator
- viii. Clinical Research
  - 1. Department Head
  - 2. Director of Clinical Research Administration
- ix. Administration Building (Old Allied Health)
  - 1. Department Head
  - 2. Vice Chancellor for Administration (if Great Grand Master requested)
- x. Other Patient Care
  - 1. Hospital Administration
- xi. Building not listed
  - 1. Department Head or designee
- c. The key request must be typed and computer generated, contain the name and employee ID number of the person to whom the key is to be issued, room number(s) to which access is required, and department and phone number of employee. The key request is then forwarded to Physical Plant and Facility Planning, Key Control, room #235.
- d. Each request will be reviewed by Physical Plant Administration for compliance with the key control policy, safety, and security.
- e. The employee will be notified when the key is available for issue. Keys that are not picked up within 10 working days will be returned to file, and a new request must be submitted.
- f. The employee requesting key(s) must present their LSUHSC-S identification badge in person at the key control office and sign for each key issued. No key will be issued without the employee's badge being scanned.
- g. Once the key is issued, the Key Control clerk will update the Key Control program to reflect changes made.
- h. Physical Plant Administration reserves the right to not issue keys and/or request further authorizations if needed.
- 2. Turn in Procedures
  - a. All keys are to be returned to Key Control when terminating employment or transferring between departments or sections.
    - i. You will be issued a key return receipt on all keys returned if transferring to another department.

- b. Key Control clerk will run a report to identify all keys issued to the employee.
  - c. Employee will surrender all keys or be assessed a fee per key charge. The fees are (Great Grand Master/Building Master - \$100.00, Sub-master/Departmental - \$50.00, and Change Key - \$25.00). The fee must be paid by the employee at the Accounting Cashier's Cage.
    - i. If replacement of lost keys is requested, the "Request for Replacement of Lost Key(s)" form must be completed, including signatures. This form is only available in the key control office. Only upon completion of form and payment of fee, will new key(s) be issued.
  - d. When records are satisfied, the Key Control clerk will sign and stamp the clearance form releasing the individual.
  - e. The key clerk will update records and return key to stock.
  - f. At anytime, since all keys are property of Physical Plant, Physical Plant may request that keys be returned if an employee is in possession of a key that does not belong to them.
  - g. Each employee will be given a copy of key assignment criteria.
3. Keys Issued to Contractors
- a. Keys may be issued for a special period of time to contractors working on site if approved by the Physical Plant Director, Associate Director, Assistant Director, or Facility Asst. Maint Mgr 2. Keys that have access to the power plants must be approved by the Utilities Plant Superintendent.
  - b. Keys issued to contractors
    - i. For a period of one week or less, key records will be maintained manually by Key Control clerk on a "sign out" sheet with contact number.
    - ii. For periods greater than one week, same procedure as all LSUHSC-S employees will be followed.
  - c. If the key is not returned before the specified period of time has lapsed, the contractor's employer will be notified to return the key. If the employer is unable to return the key, they will be invoiced a fee per key not returned. Any proceeds obtained from lost keys will be deposited at the Accounting Cashier's Cage.
4. Electronic Locks
- a. Card access electronic door locks have been installed in certain areas of the hospital and medical school. This is a "Schlage Computer Managed Locking System". These are not to be confused with the wall mounted card access reader pads. To gain access to an area, the key request form will be completed as it is for keys. Insert "CM Series Electronic Lock" in the space marked "other". The authorizing agent is the Department Head or designee.

- b. No new electronic locking devices will be installed through Physical Plant. If one is needed, UPD will need to be contacted.
  - c. If Electronic Locks no longer work, they will be replaced with regular locks.
5. Special Locking Requests
- a. If upper level administration determines that an area needs to be secured beyond normal standards, the Director of Physical Plant should be contacted. The area locks will be rekeyed and will only be accessible by restricted key designed for that area.
    - i. The Hospital Administrator must sign off on this.
    - ii. If there is a request to change keyway, the requesting department must submit a work order with appropriate chart string.
  - b. No keys will be issued to these areas without upper administration approval; this includes UPD.
  - c. A key change will be maintained in the Physical Plant, Key Control office.
  - d. The special keying will remain in place until the administration which requested the security instructs Physical Plant Key Control to reinstate the regular keying procedure.
6. Audit
- a. Physical Plant may initiate an audit at anytime. All department employees must turn in their keys to facilitate audit. Any keys not assigned to the individual will be kept by Physical Plant.
7. Hours of Operation
- a. Open
    - i. 8am – 12pm
    - ii. 1pm – 5pm
  - b. Closed for lunch
    - i. 12pm – 1pm