



High Desert Health System POLICY AND PROCEDURE

POLICY NUMBER: 1417
VERSION: 1

SUBJECT: KEY/CARD MANAGEMENT

PURPOSE: To provide policy and procedures for the management of keys and key cards issued County employees and Non-County Workforce Members (NCWFM) in the High Desert Health Center Group (HDHCG).

POLICY: The procedures outlined below will be followed for to manage keys and key cards, including:

- How keys and key cards are issued.
- How the level of access for each key card is approved, including access to high-risk areas.
- How keys are collected and key cards are deactivated when a staff member retires, resigns, is terminated or has a change in duties or work location.
- Handling of keys/key cards for staff members on Administrative or long-term leave.
- The process for replacing lost or stolen keys/key cards.
- Semi-annual monitoring of key cards issued to high-risk areas.

For the purpose of this policy, high-risk areas are defined as: Cashier, Department of Mental Health offices, Information Technology (IT) areas, Facilities areas, Gift Shop, Health information Management (HIM), Human Resources (HR), Pharmacy, and Medication Rooms. The issues of keys or key card access to these areas require the approval of the department manager in addition to the Director or designee.

Requests for any keys to be issued to individuals other than the primary occupant for offices within Administration, Medical Administration, and Nursing Administration also require the approval of the Executive Staff member for the area in addition to the Director or designee.

Locks and keys for the Sheriff's Office at High Desert Regional Health Center (HDRHC) are installed and maintained by the Sheriff's Department.

PROCEDURE:

1. How Keys and Key Cards are Issued

- A. As part of the Department of Health Services' on-boarding process, the HDRHC HR Department will assign all new staff members an Employee (E) number and all NCWFMs a Contract (C) number. In addition, HR will issue all new employees and NCWFMs an identification badge which can be programmed by the HDRHC Facilities Department for key card access.
- B. At the conclusion of the on-boarding process, HR will send an e-mail to the employee's supervisor/manager or the HDRHC manager responsible for the NCWFM. The e-mail (Attachment 1) includes the staff members E or C number, as

well as a link to the Key/Card Request Form (Attachment 2). A copy of this e-mail is also sent to Facilities.

- C. The employee's supervisor/manager or the HDRHC manager responsible for the NCWFM will complete the Key/Card request form which identifies any keys to be issued to the staff member and the level of key card access.

2. How the Level of Access for Each Key Card is Approved

- A. All Key/Card Request Forms must be signed by the employee's manager or the HDRHC manager responsible for the NCWFM, and the HDRHC Director or designee.
- B. In addition, all Key/Card Request Forms for high-risk areas, as defined above, must be approved by the department manager prior to approval by HDRHC Director or designee.
- C. The approved Key/Card Request Form will then be sent to the Facilities Department to issue any approved keys and program the staff member's badge with the approved card key access.

3. Collection of Keys and Termination of Card Key Access for Staff Members Who Leave Service

- A. It is the responsibility of the employee's supervisor/manager or the manager responsible for the NCWFM to ensure that all staff members who leave service complete the Employee Property and Access Clearance sheet (Attachment 3) or Non-County Workforce Member Property and Access Clearance Sheet (Attachment 4).
- B. As part of the clearance process, all staff members are required to obtain multiple sign-offs, which include Facilities. When the staff member obtains the Facilities sign-off, all keys are turned in to Facilities and the Facilities Department copies the sign-out sheet and deactivates the card-key access for the staff member leaving service.
- C. As a back-up measure, at the conclusion of the clearance procedure, HR will e-mail designated Facilities staff a copy of the completed clearance sheet and Facilities staff will check to ensure that card key access has been deactivated.
- D. If the staff member's manager encounters any special circumstances and the standard clearance procedure cannot be followed for an employee or non-County workforce member, the manager must complete the Employee Property and Access Clearance sheet (Attachment 3) or Non-County Workforce Member Property and Access Clearance Sheet (Attachment 4) on behalf of the employee and submit it to Facilities to deactivate card-key access. Once the form has been signed off it should be brought to HR.

4. Handling of Keys/Key Cards for Staff Members on Administrative or Other Long-Term Leave

- A. In certain cases, a staff member may be removed from his/her primary work area, or restricted from entering an area which they have card key access to, due to an investigation or other issue. In these instances, the staff member's supervisor/manager is responsible for notifying both HR and the Facilities department, in writing that card key access for those areas is to be deactivated for the staff member.
- B. It is the responsibility of the supervisor/manager with assistance from HR, as needed, to collect any keys for areas that the staff member is restricted from entering.
- C. If a staff member is on long-term leave for any reason (30 days or longer), the supervisor/manager should e-mail the Facilities Secretary and request that card key access for the employee be deactivated while the employee remains on leave. The supervisor/manager can then request that the staff member's card key access be re-activated when the employee returns to work.

5. Lost or Stolen Keys and Badges

- A. All staff members are responsible for immediately reporting lost or stolen badges to their supervisor/manager. NCWFMs are responsible for immediately reporting lost or stolen badges to the manager responsible for the NCWFM. If a staff member cannot reach his or her immediate supervisor/manager they will follow their chain of command to report the lost or stolen badge.
- B. The supervisor/manager receiving the report will immediately report the lost or stolen badge to the Facilities Department and request that badge be deactivated.
- C. All staff members are also required to report lost or stolen Identification Badges to the law enforcement agency having jurisdiction where the loss or theft occurred and to sign an affidavit attesting to the fact that the badge was lost or stolen (Attachment 5 DHS Policy 940 Identification Badges).
- D. The staff member is required to pay for the cost of replacing the identification badge, as specified in DHS Policy 940, and provide the HDRHC HR office with a copy of the police report, affidavit, and replacement cost.
- E. HR will notify Facilities regarding all lost or stolen identification badges to ensure that they have been deactivated.
- F. HR will e-mail the staff member's supervisor a link to the Key/Card Request Form (Attachment 2) and the supervisor will utilize that form to request programming of the replacement Identification Badge and issuance of replacement keys. The same approvals are required as are needed for new staff members.
- G. For lost or stolen keys, the staff member will complete the Report of Lost or Stolen Keys (Attachment 6) and obtain approval by his/her supervisor or manager. For NCWFMs, approval of the responsible County manager is required. A police

report must be obtained by the staff member for all keys reported as stolen, and for all lost or stolen keys to building or clinic entry doors.

- H. Staff members will submit the approved Report of Lost or Stolen keys, with the police report attached (if required) to the Cashier.
- I. The Cashier will collect a charge of \$10.00 per key and issue the employee a receipt to provide to the Facilities Department with a copy of the Report of Lost or Stolen keys to request replacement keys.

6. Change in Staff Members Duties or Work Location

- A. The manager/supervisor is responsible for completing a key/key card access request form to specify keys/key card access to be added or removed as a result in the change of duties or work location.
- B. The key/card access request form for changes in staff member’s duties or work location requires the same approval as for new staff members.

7. Semi-Annual Review of Key/Card Access for High Risk Areas

- A. Each year, in the months of September and March, the Facilities Department will generate a report identifying the individuals with keys/card key access for all high risk areas listed above. The Facilities Manager, or his/her designee, will forward the lists to the responsible manager for each high risk area for review.
- B. The area manager is responsible for reviewing the list and completing and signing the Semi-Annual Review Form for Key/Card Access form for High-Risk Areas (Attachment 7) to: 1) acknowledge that the report is correct and no changes are needed, or 2) communicate any required changes such as removal of card-key access or collection of keys for a staff member. The reviewing manager is responsible for returning the review form to the Facilities Department by the specified due date.
- C. The Facilities Department will also forward the report for each high risk area to HR to identify any inactive staff members that should not have key card access.

Approved By: Beryl Brooks (ADMR,COMP AMB HEALTH CARE CENTER), Ruth Oren (CHIEF PHYSICIAN I ANESTHESIOLOGY), Susan Knapp (CHIEF NURSING OFFICER I)	
Date: 10/29/2018	Original Date: Not Set
Reviewed: 10/29/2018	Next Review Date: 10/29/2021
Supersedes:	