

Ithaca College Key Control Policy

Developed by: Ithaca College Key Policy Committee (Office of Facilities, Office of Public Safety and Emergency Management, and Office of Residential Life)

Contact Office: Facilities Maintenance – Office of Facilities (274-3225)

Effective Date: Spring Semester, 2017

Attachments:

- 1) Staff and Faculty Key Request Form in [IC Workflow](#)
- 2) Staff and Faculty [Key Record Form](#)
- 3) [Contractor and Vendor Key Record Form](#)
- 4) [Exiting Employee Check List Form](#)

ITHACA COLLEGE KEY POLICY

The Ithaca College Key policy has been developed with the primary goal of protecting the safety of our students and employees. The secondary goal of the policy is to protect the physical assets that belong to the college. In order to meet these goals, the lowest level key(s) needed to reasonably accomplish any task will be distributed to our faculty/staff.

This policy describes the control, use, issuance, and possession of keys to campus facilities, including (A) general provision, (B) design of keying systems, (C) fabrication (duplication), (D) office/school responsibility, (E) responsibility for issuance, (F) key collection, (G) individual responsibility, (H) obsolete and unneeded keys, (I) stolen/lost keys, (J) misappropriation/misuse, (K) key eligibility criteria, (L) contractor/vendor access, (M) key and building security.

I. PRINCIPLES

- A. **GENERAL PROVISION.** College keys are Ithaca College property and may be recovered at any time. Unauthorized fabrication, duplication, issuance, dissemination, possession, or misuse of keys to facilities of Ithaca College is a violation of College policy. Violators may be subject to disciplinary action up to and including dismissal. Violators who use keys in a manner that results in criminal action may also be subject to criminal charges.
- B. **DESIGN.** Design of the keying system is the responsibility of Facilities Maintenance. The design will ensure security and reasonable convenience to personnel working in college facilities.
- C. **FABRICATION.** Facilities Maintenance fabricates all keys and performs all lock changes for campus facilities, except for work performed by on-site contractors under the direction of Facilities Maintenance, Planning, Design, and Construction, or the Associate Vice President of Facilities. Records of keys to campus facilities, including the names of individuals to whom keys are issued, dates of issue/return/loss will be maintained by Facilities Maintenance, and a

subset for the campus residential buildings will be recorded by the Office of Residential Life. College keys will not be duplicated, except by Facilities Maintenance, and in accordance with procedures outlined in this policy.

- D. OFFICE/SCHOOL RESPONSIBILITY: Any school or office that maintains office keys for locking/ unlocking rooms, opening doors when people are locked out, or to distribute to student employees must identify a staff member who acts as the office/school key coordinator to the Office of Facilities. The office/school key coordinator will be responsible for ensuring that there is a system for securing all office/school keys. They will also be responsible for developing an office/school key policy document that outlines the policies and procedures to make sure all keys are appropriately checked in and out, reported when missing, and inventoried. The policy document must address the following items:
1. Identify the name of the office/school key coordinator
 2. A complete inventory of all keys issued to the office/school including the key code and area the keys access.
 3. The sign-in/sign-out process for office keys
 4. Information about how/where keys are secured
 5. A provision for the routine inventory of keys

Office/School key coordinators will meet periodically with staff from Facilities to inventory keys and review the office key procedures. Any concerns identified by the Office of Facilities must be satisfactorily addressed.

- E. KEY ISSUANCE.
1. Employees: Each employee will be issued the keys to their office, file cabinets and/or entrance to their office building. Additionally, they will receive access to keys necessary to perform their work responsibilities. Each employee's supervisor or office/school key coordinator will request the keys the employee needs via the Facilities Key Request form in [IC Workflow](#). For staff members, the needed keys will be issued to new employees and the [Key Record Form](#) completed/signed.
 2. The office/school key coordinator will request and distribute the keys to faculty members. Faculty members will be required to sign for the keys at the time of delivery.
 3. Student Employees: Keys for student employees/student volunteers will be requested and issued through the office/school key coordinator.

F. KEY COLLECTION:

1. Employees: At the completion of their employment each employee, during their HR required exit interview, will be required to verify, by producing a signed [Exiting Employee Checklist Form](#), that they have returned all keys. The employee will be required to print and bring this form to the exit interview. Employees will need to return their keys to the Office of Facilities Main Office in order to receive a signature on the form. In the event that a faculty member does not complete an exit interview with HR, they will be required to submit their keys and other IC property they need to return to the school/office key coordinator who will return the keys to Office of Facilities Main Office.

Keys issued to Part Time Faculty must also be collected at the end of each semester by the school/office key coordinator unless a contract has already been signed that assures the faculty member's continued employment for the upcoming semester.

Any employee (faculty, staff or student) who fails to turn in their keys at the end of the semester or completion of their employment will be billed for the replacement of the key(s) and any resulting lock changes that need to be done. Employees will need to clear the bill prior to receiving the "keys returned" signature on the Property Checklist form.

2. Students: All keys issued to the students (except for residence hall/ apartment room keys) must be collected and inventoried by the office/school key coordinator at the conclusion of each semester.

G. INDIVIDUAL RESPONSIBILITY. All employees, students, contractors and vendors issued College keys shall be held responsible and accountable for properly securing and safe guarding said keys at all times. Appropriate employees may request keys only as necessary to perform college-related work and in accordance with the Key Eligibility Criteria (Section IV of the document). Each individual is responsible for the keys issued them. Keys will not be loaned to anyone.

H. OBSOLETE AND UNNEEDED KEYS. Obsolete and unneeded keys must be returned to the Office of Facilities Maintenance for removal from the employee's key record and proper disposal. Obsolete or unneeded keys are defined as keys having not been used within a calendar year. Such keys should be reviewed with ones supervisor to see if they should be turned in as obsolete or unneeded.

I. STOLEN/LOST KEYS. All employees, students, contractors, and vendors possessing keys to campus facilities are responsible for such keys. The College reserves the authority to charge for the cost of key replacement and/or re-

keying of locks caused by loss of keys to campus facilities in accordance with a rate schedule approved periodically by the Vice President of Finance and Administration. In the event that multiple doors need to be re-keyed, because an employee has lost/stolen keys, the employee may be subject to disciplinary action up to and including dismissal. In the interest of safety and security, all lost/stolen keys must be reported immediately to the appropriate office administrator and the Office of Public Safety and Emergency Management. Found keys should be returned to Public Safety.

- J. MISSAPPROPRIATION/MISUSE. Any individual who becomes aware of the unauthorized fabrication, issuance, use, possession, dissemination, duplication of keys (or other violations, as prescribed by this policy) must make immediate notification to Public Safety.
- K. KEY ELIGIBILITY CRITERIA. At the end of an employee's scheduled work day, the only key(s) which an employee should ever have on their person when leaving campus is/are building exterior to their assigned building, when applicable, office key, and file cabinet keys. Other keys that employees may need to access in order to perform their work responsibilities, and who are approved to access/ approve these keys are outlined in the Key eligibility chart (See section IV of this document).
- L. CONTRACTOR/VENDOR'S ACCESS. Keys for these groups are secured in high security key boxes. College keys/fobs or card access may be accessed on a daily basis by contractors/vendors while working on campus projects or providing campus services. Contractors/vendors will always be escorted when needing to access occupied student rooms. Contractors/vendors will never be issued master keys to buildings with occupied student rooms. The required keys/fobs or card access will be determined by the Director of Planning, Design, and Construction and/or the Director of Facilities Maintenance and supplied to the contractor/vendor by the Office of Facilities. If your office/school has an outside contractor/vendor who visits campus, and needs access to college keys, to provide services the office key coordinator must make arrangements with the Office of Facilities for this person to receive access to the appropriate keys.(See the key issuance section of the procedures in this document). All costs of key recovery or re-keying related to unreturned keys will be the responsibility of the firm to which the keys were issued, and final payment will not be made until keys are cleared. Contractors who repeatedly lose/misplace keys may have their ability to work on campus revoked.

Contractors or vendors who need to access campus facilities outside of regular business hours to provide emergency service, or contractors/vendors who will be working on campus for a period of time longer than 1 week will be issued a photo contractor/vendor ID card through the Office of Facilities.

- M. **KEY AND BUILDING SECURITY.** Each individual is responsible for securing their own work space(s). The Facilities Services staff or Public Safety staff will secure all entrances and classrooms to ensure that everyone has vacated the building when closed. Doors shall not be propped or left unlocked during hours when the facility is normally closed, this is a serious infraction of security which is subject to disciplinary action. Key holders shall not unlock buildings or rooms for others unless the individual has a valid, verifiable reason, and proper identification for access, and is known by the employee to have legitimate need for access to the room or building. With the exception of the office/ file cabinet and office entrance keys that individuals are permitted to carry with them all keys are required to be kept in a secure and locked location such as a locked key box, desk drawer or file cabinet.

This policy will be reviewed and updated by the Director of Residential Life, the Director of Public Safety, and the Director of Maintenance for updates as needed.

ITHACA COLLEGE KEY PROCEDURES

- I. **KEY ISSUANCE PROCEDURES** – These procedures apply to all individuals and offices at Ithaca College that issue keys.
 - A. **RESIDENTIAL STUDENTS** - Residential Students are issued keys for a maximum of one year at a time, using the key issuance procedures outlined in the Residential Life Key Control Policy.
 - B. **EMPLOYEES** - Employees are issued keys for the duration of their employment.
 - 1. In the issuance of keys, individual employees shall be issued the least number of keys at the lowest level key in the hierarchy that is necessary to provide the access required by the employee’s position and responsibility. Only those persons deemed necessary by the **KEY ELIGIBILITY CRITERIA** (see Section IV of this document) will be issued master keys.
 - 2. All employees will be required to sign for the keys, and by doing this the employee acknowledges their responsibility not to duplicate or disseminate their keys, to report the lost/stolen keys to the Office of Public Safety, and provide adequate measures to properly secure and safeguard the keys and College property from theft.
 - 3. In order for an employee to be issued keys, the supervisor and employee will complete the following steps:
 - a. **NEW EMPLOYEES**
 - i. Supervisor completes Key Request Form in IC Workflow.
 - ii. Obtain appropriate approving signature, in accordance with college Key Control Policy.

- iii. Submit completed form to the Office of Facilities. The request for keys will be processed within 72 hours.
 - iv. The employee receives and signs for authorized keys on a [Key Record Form](#).
 - v. A copy of the [Key Record Form](#) is kept in the employee's departmental office personnel file.
- b. INTERNAL TRANSFERS (when an employee moves from one Ithaca College position to another). If there are at least 5 business days between when the previous employee left their position and the IC employee is transferring into the position, follow the procedures below. If there are not 5 days, then select one of the alternative options on the Key Request Form in IC Workflow. Supervisor/ key coordinator completes Key Request Form and indicates that the new person for the position already works at Ithaca College.
- i. Obtain appropriate approving signature, in accordance with the Ithaca College Key Control Policy.
 - ii. Submit completed form to the Office of Facilities. The request for keys will be processed within 72 hours.
 - iii. Employee turns in keys from prior position to the Facilities Main Office during regular business hours on their last day in that position.
 - iv. Staff from the lock shop will deliver keys for the new position to the supervisor/department's key coordinator.
 - v. The employee receives designated keys for new position from the supervisor/ office's key coordinator.
 - vi. Employee signs a [Key Record Form](#).
 - vii. A copy of the [Key Record Form](#) is kept in the employee's departmental office personnel file and the original is forwarded to the Office of Facilities.
- c. STUDENTS: Students will be issued keys via the office/school key coordinator. A [Key Record Form](#) needs to be completed for each student who is issued a key. The [Key Record Form](#) needs to be signed by the student and kept in the office/school until the key(s) are returned or the office/school reports any lost/stolen keys.
- d. CONTRACTORS/VENDORS: If your office/school has an outside contractor/vendor who needs access to keys, the office key coordinator must submit a request through IC Workflow and the Office of Facilities. College keys/fobs will be accessed and

returned on a daily basis from the Maintenance Shop to Contractors/Vendors working on campus. The required keys/fobs/IDs will be determined by the Director of Planning, Design and Construction and/or the Director of Facilities Maintenance.

- i. Contractors/Vendors who have a contract for work on campus that will exceed one week in length will be issued a contractor/vendor ID card. The ID card process and a completed [Contractor/Vendor Key/Fob Record Form](#) must be completed one week prior to the contract start date and before any keys/fobs are issued. All keys must be personally signed for by the contractor's representative to whom the keys/fobs are issued. When a residence hall is in use and contractors/vendors or affiliates need to do work in an occupied room, they will either set up an appointment with the resident or be escorted by college staff to complete their work. In either case they will not be issued keys.
- ii. All Contractors/Vendors who are assigned a key/fob must completely fill out and sign a "[Contractor/Vendor Key/Fob Record Form](#)" by signing the Contractor/Vendor Key/fob Request Form the Contractor/Vendor acknowledges responsibility for any charges if keys/fobs are Lost, Stolen or not returned.
- iii. Duplicates of outstanding (uncleared) keys will not be issued. Per key policy Contractors/Vendors will be charged for any costs related to lost/stolen keys. Any Contractor or Vendor who needs to routinely access the campus facilities for emergencies, outside of normal business hours, will pick up their keys at the OPS dispatch window. These contractors/vendors will need to have either a college provided Contractor/Vendor card or an ID card issued by their place of employment. ID cards will also be issued for Contractors/Vendors who have contracts for work on the campus that will exceed 1 week in length.

e. Below is a list of Contractors/Vendors who typically access keys to our facilities outside of business hours, where they access keys during business hours, and the “responsible” office for each:

Affiliate	Responsible Office	(Business Hours Key Access)
Apogee	Residential Life	OPS
Verizon	DIIS	DIIS
Schindler	Facilities	Facilities
MRC	Facilities	Facilities
American Food and Vend	ID	ID
Simplex	OPS	OPS
MacGray	Residential Life	OPS

- i. The responsible office is required to get a roster of all employees who will access keys, and also make sure each employee is issued a Contractor/Vendor ID card from the ID Office. During regular business hours the responsible office must provide the needed keys to the Contractor/Vendor.
- ii. Residential Life, DIIS, Facilities, and the ID Office will be responsible for ensuring that updated authorization rosters are sent to the Office of Public Safety. The roster will contain the name of the Contractor/Vendor, the names of the staff members, and a cell phone number for each staff member. After business hours’ staff members will present an Ithaca College issued Contractor/Vendor ID card to the dispatcher. The dispatcher will ensure that the requesting staff member is on a current Contractor/Vendor roster.
- iii. A CAD entry (computer data and tracking software located in dispatch) will be completed by the dispatcher that contains the date, time, Contractor/Vendor, location of work to be completed, phone number, etc., which will serve as another resource for tracking/recovering the keys. The Contractor/Vendor ID card will then be swiped by the dispatcher to obtain the key. The key will be issued and the Contractor/Vendor ID card returned. When the keys are returned, the

dispatcher will swipe the Contractor/Vendor ID card and return the key to the key box. The ID card will then be returned to the Contractor/Vendor. The CAD entry will be completed and closed.

- f. If a Contractor/Vendor staff member arrives without an Ithaca College issued ID card, yet is one of the listed official Contractors/Vendors of the College, the following procedure will be adhered to:
 - i. Contractors/Vendors will present a government issued photo ID to the dispatcher. The dispatcher will ensure that the affiliate staff requesting keys is on a current Contractor/Vendor roster prior to issuing any keys. A CAD entry will be completed by the dispatcher that contains the date, time, Contractor/Vendor name, location of work to be completed, estimated time of work to be completed, phone number, etc., which will serve as a resource for tracking/recovering the Contractor/Vendor's keys.
 - ii. The dispatcher will swipe Contractor/Vendor ID card, located in a folder in dispatch, obtain the requested keys from the key box, and turn the keys over to the Contractor/Vendor. The ID card should immediately be returned to the appropriate folder.
 - iii. When the keys are returned, the dispatcher should swipe the appropriate Contractor/Vendor ID card, place the keys back into the proper position in the key box, and return the Contractor/Vendor ID card to the appropriate folder. The CAD entry will be completed and closed.
 - iv. If a Contractor/Vendor fails to return the keys within the estimated time, the dispatcher should attempt to contact the Contractor/Vendor via the phone number that was included in the original CAD. If no contact has been made with the

Contractor/Vendor after a reasonable amount of time has passed, please call the point of contact person for the Contractor/Vendor and inquire as to what the status of the employee is. If no contact is made with the Contractor/Vendor at this point, please contact the Ithaca College person who is responsible for the Contractor/Vendor conducting business on campus. Contact information will be located in the same folder as the Contractor/Vendor ID cards.

II. KEY COLLECTION PROCEDURES:

- A. Dismissal of Employees, Contractors, and Vendors - The Office of Human Resources and the Departmental Office are required to immediately notify the Office of Facilities when employees leave, their teaching contract is not renewed or they are terminated to insure timely return of keys.
- B. Failure to return keys as outlined above will result in the withholding of a contractor's/vendor's payment until such time as all keys have been returned and a release of payment has been issued by the VP of Human Resources. If keys are not returned, the Office of Facilities will make arrangements with the Office of Human Resources or Public Safety (as needed) to retrieve keys belonging to Ithaca College or the employee/contractor/vendor will be charged for the cost associated with re-keying the locks that the missing key(s) correspond to.
- C. If a student employee does not return his/her keys at the end of the semester, or at the completion of employment, the department will be billed to recut a new key or to rekey the lock. The office/school will be billed by the Office of Facilities Maintenance for the cost of the new lock and keys.

III. STOLEN/LOST KEY PROCEDURES

A. REPORTING

- 1. It is the responsibility of the employee, contractor/vendor, affiliate, or student to report stolen or lost keys.
 - a. Stolen/lost keys need to be reported immediately; when they are determined to be stolen/lost.
 - b. For student residential keys, stolen or lost keys must be reported to the Residential Life area office in accordance with their designated residence.
 - c. For employee, contractor/vendor, or affiliate stolen or lost keys must be reported to Public Safety, Office of Facilities, and to the Office originally authorizing the keys.

2. Contact Public Safety to file a stolen or lost property report. An incident report must be filed with Public Safety, and the incident number will be required for obtaining replacement keys.
 3. Students who have stolen/lost keys issued by Residential Life should follow the Key Procedures and Card Access process outlined on the [Residential Life website](#).
 4. The Office of Facilities and Office of Public Safety will consult to determine if, for safety or security reasons, re-keying is required. Consultation may include the Office of Residential Life, where appropriate.
- B. CHARGES /ACCOUNTABILITY FOR LOST/STOLEN KEYS
1. Employees will be charged the rekey cost of \$40 plus \$1.50 for each key cut when an individual room/office key is stolen/lost; when work is complete employee will be billed by Facilities Maintenance through the college's Bursar Office.
 2. When student keys are lost the home office/school will be billed \$40 for the new lock core plus \$1.50 for each key that needs to be cut. The Office/School key coordinator can contact the Office of Student Financial Services to arrange to pass along the cost to the student's bill.
 3. Lost Key charges will not be refunded, once the lock has been rekeyed or a new key has been cut.
- C. UNCLAIMED/UNNEEDED KEYS
1. If an employee deems a key is no longer needed, it will be returned to their supervisor. The supervisor will update their [Key Record Form](#) and turn the key in to the Facilities Main Office.
 2. Keys unclaimed from Public Safety after a period of 72 hours will be surrendered to the Office of Facilities Lock Shop following a CAD entry.
 3. The keys will be picked up by a lock smith and recorded into unclaimed key journal. If the keys can be identified, the owner will be contacted and keys will be returned. If keys cannot be identified, the keys will be broken down and returned to stock. Keys returned to stock are the property of the Office of Facilities, and users will be required to pay for a new set if applicable.

IV. KEY ELIGIBILITY CRITERIA:

TYPE OF KEY	Person authorized to carry these keys on their sealed work ring during work hours*	PERSON AUTHORIZED to access these keys through a High Security Key Box during WORK HOURS+	RESPONSIBILITY TO AUTHORIZE
High Security Key Box Master		Locksmiths, Campus Key Security Coordinator, Facility Directors, Office of Public Safety Administration, Assistant Director for Residential Life for Operations	VP for Finance and Administration, Director of Public Safety, AVP of Facilities, Provost
Academic and Administrative Buildings-Grand Masters	Public Safety, EH&S staff, Locksmiths, Facilities Staff, DIIS Technicians	CERT Team, Contractors and Affiliates	VP for Finance and Administration, Director of Public Safety, Director of Planning Design and Construction (PD&C), AVP of Facilities, AVP of DIIS, Provost
Residential Buildings-Grand Masters	Public Safety, EH&S Officers, Locksmiths	Directors and supervisors in Facilities, Assistant Director of Operations, Coordinator of Residential Facilities, CERT Team	Associate Provost for Student Life, AVP of Facilities, Director of Public Safety, VP for Finance and Administration, Director and Assistant Director for Operations in Residential Life
Academic and Administrative Buildings-Building Masters	Public Safety, EH&S Staff, Facilities Maintenance, Facilities Services, DIIS staff, Building Manager	President, Provost/VPEA, Directors and supervisors in Facilities, Assistant Director of Operations, Coordinator of Residential Facilities, CERT Team, Contractors and Affiliates	Provost/VP of Educational Affairs, Director of Public Safety, AVP of Facilities, AVP of DIIS, Director of PD&C, Director of Facilities Maintenance
Residential Buildings-Building Masters	Public Safety, EH&S Students and Officers, Facilities Maintenance, Facilities Services,	Residential Life management team, Residence Directors, Resident Assistants, Office Assistants, Contractors for unoccupied buildings in the summer. DIIS Technicians, Facilities Staff	Associate Provost for Student Life, AVP of Facilities, AVP of DIIS, Director of Public Safety, Director and Assistant Director for Operations in Residential Life
Exit Master Keys	Public Safety including SASP, EHS Students and Officers, Locksmiths	Res. Life Management Team	VP for Finance and Administration, Provost, AVP of Facilities, Chief of Public Safety
Grand Master key to electrical closets, storage, data closets, mechanical rooms	Public Safety, EH&S Students and Officers, Facilities Maintenance, Facilities Services, Affiliates, Contractors, DIIS staff,	Res. Life, Contractors and Affiliates	Associate Provost for Student Life, AVP of Facilities, Director of Public Safety, Dean or Director, Director of PD&C
Sub Master Key	Employees and students as needed to perform their duties	Contractors	Dean/Director
Single Door Key	Employees and students as needed to perform their duties	Contractors	Dean/Director

NOTE: The only key which an employee should ever have on their person when leaving campus is/are building exterior key(s) to their assigned building only, and when applicable, office key, and a file cabinet key(s).

NOTE: The control keys for the key system is only carried by the locksmiths.

*A work ring is defined as a sealed ring with a predefined set of keys necessary to perform a staff member's job responsibilities.

+Access to key- refers to staff who do not need to carry keys daily to perform the majority of their job responsibilities, but they have access to keys stored in a key vault or key cabinet when they require a key to complete a job function.

Currently there is card access on all high security key vaults, the entrances to all residence halls and some academic, administrative buildings and specialized use areas. Requests for card access are approved by the Dean/Director or Building Manager for each of their areas, and communicated to the Card Access Coordinator. The card access policy is currently being reviewed and once updated will be included as an appendix.

Any requests for exceptions for the key eligibility criteria must be submitted in writing to the Director of Facilities Maintenance. The request will be reviewed in consultation with the individual who has key approval authority for that type of key, or the next level approver in the event that person submitting the request is the designated authorizing agent.

- V. INVENTORY AUDIT OF KEYS – Offices/schools that maintain keys for their facility must have a designated staff person who inventories the keys.
 - A. All offices must inventory keys on the following schedule:
 1. Grand Master keys –Daily by high security key box notification
 2. Residential Building Masters – Daily by high security key box notification
 3. Academic/Administrative Building Master keys - Daily
 4. All other centrally stored keys – Monthly
 - B. The Office of Facilities will conduct a periodic audit of all issued keys. The purpose is to maintain a secure system and an accurate database for the computerized inventory control system of keys issued and returned, and to control unauthorized entry.

Appendix 1 - KEYS RELATED TO THE OFFICE OF RESIDENTIAL LIFE

A. General Statement

1. The Ithaca College Key Control Policy is applicable to all service areas and employees under the auspice of the Office of Residential Life. Therefore, all employees are required to follow all aspects of the College Key Control Policy.
2. All employees will review the Key Control Policy for understanding and adherence. In addition, all employees are responsible for the review, understanding and adherence of office specific processes and protocols outlined in the associated policy appendix (1).

B. Control of Residential Keys

1. Overall responsibility for the office's key control rests with the Assistant Director of Operations for Residential Life who serves as the primary point of contact for matters related to key issuance, use, possession, duplication, dissemination, upkeep, inventory, policy adherence, and notification of key issues or concerns.
2. Upon implementation of the Ithaca College Key Control Policy and corresponding key control measures/apparatus, the Assistant Director and/or designee will coordinate with the Office of Facilities to ensure that existing keys are inventoried, purged, replaced, and/or destroyed (as needed and in accordance with the College Key Control Policy). Once the office's key needs are firmly established and new key rings are inventoried and securely in place (i.e., key card access cabinets), the following protocols are in effect:
3. All Ithaca College Residential keys are controlled through the Office of Residential Life and Judicial Affairs. As such, all violations of College Key Policy as they pertain to the Office of Residential Life will result in disciplinary action including referral to the Office of Judicial Affairs. All pertinent key safety information is also shared with the Office of Facilities to ensure that key control protocol is enacted.

C. Card Access

1. The Card Access System controls entry to the Residence Halls 24 hours a day. Exit doors are locked at all times (with the exception of the East Tower, West Tower, and Terrace 1, which are locked at the individual floor levels, to allow access to mixed use spaces in these areas) to prevent non-residents from entering, but are never locked from the inside. In the First Year Residence Halls, students have access to other buildings in their cluster from 5:00p.m. - 8:30p.m. Sunday through Thursday evenings in order to attend theme programs. The building groupings are as follows: Boothroyd, Rowland, and Tallcott; Hilliard, Holmes, and

Hood; Bogart and Landon; and Eastman and Lyon. To enter a Residence Hall, an Ithaca College ID Card can be placed close to the card reader mounted by the door. If the card has been granted access privileges for that building, it will unlock the door immediately. If the ID card does not unlock the door and should have been granted access privileges, the Office of Residential Life should be contacted during business hours or the Residence Director-on-duty after hours. An alarm will activate if an individual attempts to gain entry with an invalid card or by force or if a door is propped open or components of the system are tampered with. A "horn" will also sound if an exit door is propped or forced. Propping a door, tampering with or vandalizing Card Access equipment are very serious offenses. Damage or suspicious behavior should be immediately reported to Public Safety or a Residential Life employee.

D. Resident Key Procedures and Card Access

1. At check-in, residents will receive and sign for room and mailbox keys (residents of apartments and suites receive additional keys). It is the residents' responsibility to keep room, suite, and apartment doors locked when they are not present in the room. According to Ithaca College policy, residents should carry Ithaca College ID Cards at all times. Students who prop open entrance doors, disable locking mechanisms, or by any means allow non-residents access to a residence hall other than guests compromise the effectiveness of the security system; any of these acts may result in disciplinary action including referral to the Office of Judicial Affairs.

E. Visitors and Guests

1. Courtesy phones are located at the main entrances to our Residence Halls. These are provided as a means for guests and visitors to contact the resident they intend to visit. The resident must escort the guest into the Residence Hall and is responsible for the guest while in the building. (See Guest Policy for additional information). Residents may not provide their ID card to a guest to enable them unrestricted access to a Residence Hall.

F. Resident Lock-Outs

1. A resident must produce an Ithaca College ID Card in order to obtain a lockout key. After 9:00 p.m. on a weekday, resident lock-outs are handled by the Resident Assistant-on-duty. Before 12:00 p.m. (noon) on Saturday/Sunday a Resident Assistant, the Residence Director-on-duty or Public Safety can be notified and assist with the lock-out. At all other times, lock-outs are handled through the Area Offices. If a resident cannot produce an ID card, they must provide their Student ID number. If they cannot produce their Student ID number, they will be asked to wait for a roommate to return in order to gain access to their assigned room. If the resident is in a single-occupancy space, or the student cannot wait for the arrival of their roommate, a staff member will escort the resident to their room and require them to produce a Student ID Card

or other means of identification. If this is not possible, the Residence Director-on-duty will be contacted to determine what action will be taken.

2. The first lock-out each semester will not result in a charge. Each subsequent lock-out during a semester will result in a lock-out fee, whether a lock-out key is requested or an employee provides access to the room. Lock-out fees can be paid immediately or billed to a student account. A lock-out key must be returned to the Area Office within 24 hours. If it is not returned within 72 hours, an immediate lock change will be ordered at the resident's expense.

G. Lost or Stolen Resident Keys

1. When a resident's keys are reported stolen, the Office of Residential Life will immediately request that the Office of Facilities change the lock. Once the request is made, the lock will be changed regardless of whether or not the key is subsequently found.
2. A new lock will be placed on the resident room door within 2 business days from the time a key is reported lost or stolen.
3. In both cases the new keys will be available for resident pick-up at their Area Office. The resident whose key was lost or stolen will be charged for each lock change and for each required key: one per resident plus one lock-out key. There is also a replacement charge for each lost or stolen mailbox key and a charge for replacement bedroom keys in the Garden and Circle Apartments. In the event that a lock-out key is required as result of lost/misplaced or stolen key, and results in a lock change, the lock-out fee will be waived. (See the Office of Residential Life website for fee information).
4. For exceptional circumstances lock-changes may be implemented at the discretion of the Assistant Director for Operations, and fees may be waived.

H. Resident Key Inventory Processes and Procedures

1. During the academic year, if a room is at full capacity, each room has one spare key, the lockout key, hanging on the room's designated hook in the key box. Room keys are inventoried daily by staff in the Area Offices; staff verifies that the keys hanging on the room's peg have the same code and cut. Employees count the keys hanging on each peg and record on the inventory sheet any number of keys that is not one (i.e. 0, 2, 3...). The inventory sheet is then compared to the prior day's list, the list of current lockouts, and the list of current lock changes. If there is a change in number of keys, employees determine if it is due to a lockout, core change, broken key, student move, etc. If a change in the number of keys cannot be determined based on those criteria, then the peg is double-checked to see if a key was accidentally hung in the wrong place. If after checking a key cannot be accounted for, an immediate report of the missing key must be submitted to the Assistant Director for Operations.
2. At the beginning of each semester, a new inventory form is created based on the number of occupants and lockout keys for each space. This is necessary due to changes in capacity. I.e. tripling corner rooms, etc.

I. Staff of Office of Residential Life Key Procedures and Card Access

1. Live-In Professional Staff Key Procedures and Card Access

- i. Live-in professional staff typically arrives to campus a week prior to the start of their employment to get settled in their apartment. If new live-in employees arrive during business hours, the Operations Office Assistant signs out their apartment key(s) and a temporary fob to them. A fob is set to give them access to the building they live in until they pick up their Ithaca College ID card. If a live-in employee arrives after hours, a current employee or the Summer Housing Office signs out their apartment key(s) and a temporary fob to them.
- ii. The Operations Administrative Assistant or the Assistant Director of Operations will set up the employee's access level in the card access system after they have picked up their ID card from the ID office. All Residence Directors, the members of the Residential Life Management Team, except the Information Technology (IT) manager, and the Eastman and Terrace 7 Area Office Operations Assistants have "all doors, always" access. The temporary fob is collected at this time.

2. Resident Director Apartment Access

- i. In case of a Resident Director reporting a maintenance issue in their apartment, they should submit a maintenance request and include at the beginning of the maintenance request when they would prefer the work to be completed and the phone number that they can be reached in order for facilities staff to gain access to the apartment. If the Resident Director cannot meet facilities staff at the apartment to gain access, facilities staff will contact the Office of Residential Life who will assist facilities staff with gaining access to the apartment after notifying the Resident Director. In case of an emergency, facilities or other staff who need to immediately gain access to the apartment should take every effort to notify the Resident Director. Resident Director Apartments may have a pet or family members present in the apartment.

3. Live-Off Professional Staff Key Procedures and Card Access

- i. On a live-off employee's first day, they meet with the Operations Administrative Assistant or their supervisor to receive their office key and the key to the Residential Life offices. The Operations Administrative Assistant or the Assistant Director of Operations will set up the employee's access level in the card access system after they have picked up their ID card from the ID office. All Residence Directors, the members of the Residential Life Management Team, except the IT manager, and the Eastman and Terrace 7 Area Office Operations Assistants have "all doors, always" access.
- ii. The administrative staff, Housing Specialist, IT manager, and IT specialist have "Res Life- Main Door" access, "WT, ET, Res. Life Always" access, and access to the building in which their office is located.

4. Lost or Stolen Staff Keys

- i. Follow procedures as outlined in the Ithaca College Key Control Policy.

5. Residential Life Central Office Key Inventory Processes and Procedures

- i. All keys other than file cabinet, kitchen cabinet, thermostat, and similar keys that are readily available for public purchase are managed and inventoried by the Administrative Assistant for Operations (AAO).
- ii. Master keys and the key to the room key cabinets are kept in the key vault for the area. These keys can only be checked out by an employee with the appropriate access level. The Assistant Director for Operations (ADO), the Coordinator of Residential Facilities (CRF), and the Administrative Assistant for Operations (AAO) will set up the employee's access level in the card access (Traka) system. Single door keys are kept in a staff-accessible, secure key box. Only Residential Life employees can check out/in key(s) from the box. Employees are expected to fill out a sign-out slip and/or notify the ADO, CRF, AAO or reshallops@ithaca.edu that they removed a key from the box and when it is expected to be returned.
- iii. A manual inventory of key vault and key box containing the single door keys are conducted monthly by the AAO. The discrepancies that cannot be reconciled are reported to ADO.
- iv. Prior to being disposed of, all records containing key codes are shredded.

6. Staff Temporary Need Key Procedures and Card Access

- i. In the course of their job employees need to use building masters or grand masters to complete room inspections for opening, closing, damage billing and health and safety checks. The employees sign out the appropriate key(s) from the Operations Administrative Assistant for the length of time necessary to complete the job. The key needs to be returned immediately upon completion of the task or at the end of the day the key is checked out.
- ii. Professional staff can only take out a maximum of three building master keys at any one time. Student staff can only take out a maximum of one building master at any one time.
- iii. The Assistant Director of Operations and Coordinator of Residential Life can only take out a maximum of one grand master key at any one time. Staff they supervise can check out the A key in order to perform assigned duties related to their position, for example counting inventory.
- iv. Safe room keys will be kept in the Central Office High Security Key box.

Appendix 2 - KEYS RELATED TO THE AREA OF PUBLIC SAFETY AND EMERGENCY MANAGEMENT

Office of Public Safety and Emergency Management (Patrol & Security, Environmental Health & Safety (EH&S), Parking, Student Auxiliary Safety Patrol (SASP) and other student employees)

- A. The Ithaca College Key Control Policy is applicable to all Ithaca College service areas and community members under the auspices of the Office of Public Safety and Emergency Management. Therefore, all community members are required to follow all aspects of the College Key Control Policy.
- B. All community members will review the Key Control Policy for understanding and adherence. In addition, all members are responsible for the review, understanding and adherence to office specific processes and protocols outlined in the associated policy appendix (3).
- C. Overall responsibility for the office's key control rests with the Director of Public Safety who serves as the primary point of contact for matters related to key issuance, use, possession, duplication, dissemination, upkeep, inventory, policy adherence, and notification of key issues or concerns.
- D. Upon implementation of the Ithaca College Key Control Policy and corresponding key control measures/apparatus, the Director of Public Safety and/or his designee will coordinate with the Office of Facilities to ensure that existing keys are inventoried, purged, replaced, and/or destroyed (as needed and in accordance with the College Key Control Policy). Once the office's key needs are firmly established and new key rings are inventoried and securely in place (i.e., key card access cabinets), the following protocols are in effect:
 - 1. Without exception, anytime that the key control cabinet is accessed for key issuance or key return, the employee accessing the cabinet will use their employee issued ID in order to accurately track and record access. All members, including administrators, will adhere to this protocol, absent exigent circumstances.
 - 2. Anytime the key control cabinet is accessed for reasons other than key issuance or key return (e.g., inventory; inadvertently) a Computer Aided Dispatch (CAD) entry will be completed, with explanation.
 - 3. The on duty supervisor/OIC is responsible for ensuring only those keys necessary to perform a member's duty/assignment are utilized and that all keys that were removed by members at the start of the shift are returned to the key control cabinet at the end of the shift. Members inadvertently taking keys home will be required to immediately return said keys; the on-duty supervisor will be notified and a CAD entry will be completed.
 - 4. Keys routinely issued to contractors, vendors and other affiliates will be distributed from the Office of Facilities during standard college business hours 8:30am – 5pm. Outside of normal business hours, Public Safety will issue keys to contractors,

- vendors, and other affiliates. Residential Life, DIIS, Facilities, and the ID Office will be responsible for ensuring that updated authorization rosters are sent to the Office of Public Safety. The dispatcher will follow steps outlined in this Policy under, Ithaca College Key Procedures for Contractors and Vendors. Any persisting problems related to key issuance or return that cannot be resolved by the supervisor/OIC will be brought to the attention of the Lieutenant for corrective action.
5. No College issued keys will be taken home or stored away from the key control cabinet with the exception of the following: Public Safety Building Master; keys to Public Safety office areas/spaces that the member is authorized for entry; and personalized keys (e.g., handcuffs, lockers, personal file cabinet).
 6. All key rings will be sealed and must remain sealed to ensure the integrity of keys at all times. Members are prohibited from altering key rings.
 7. Duplicate keys and key rings will be stored in the key control cabinet in the event of lost or broken keys. Repair or replacement of keys will be handled in accordance with the College Key Control Policy and a CAD entry will be completed.
 8. Lost or stolen keys will be handled in accordance with the College Key Control Policy and an incident report be completed.
 9. Unclaimed Keys will be handled as noted Section III.C.
 10. Key card cabinet (system) malfunction, damage, or needed maintenance will be documented thoroughly via a CAD entry with explanation. The on duty supervisor will also bring this matter to the attention of the Administrator on Call (AOC) in addition to the required CAD entry. In the event of a system malfunction that requires manual override, ARMS will be utilized to CAD any key removal and return.
 11. Keys will be inventoried on the schedule as published in the Key Control Policy.
 12. The inventory of the key control cabinet will be completed by the Lieutenant or his designee. Findings/observations will be reported to the Director/Chief.
 13. Any deviation from the processes outlined in this appendix will be documented thoroughly via a CAD entry with explanation. Additionally, the on duty supervisor will notify the AOC with any unique, unusual or exigent circumstances.

Appendix 3 - Facilities

Facilities Maintenance; Planning, Design, & Construction; Services; and Grounds & Transportation

- A. The Ithaca College Key Control Policy is applicable to all Ithaca College service areas and employees under the auspices of the Office of Facilities. Therefore, all employees are beholden to all aspects of the College Key Control Policy.
- B. All employees will review the Key Control Policy for understanding and adherence. In addition, all members are responsible for the review, understanding and adherence to office specific processes and protocols outlined in the associated policy appendix (3).
- C. Overall responsibility for the office's key control rests with the Director of Facilities Maintenance who serves as the primary point of contact for matters related to key issuance, use, possession, duplication, dissemination, upkeep, inventory, policy adherence, and notification of key issues or concerns.
- D. Without exception, anytime that the key control cabinet is accessed for key issuance or key return, the employees accessing the cabinet will use their employee issued ID in order to accurately track and record access.
- E. All College keys are to be picked up at the beginning of the shift and returned at the end of the shift. Unless other arrangements have been made to accommodate unusual work assignments all keys are to be placed in the key box with in the appropriate Facilities area to which you are assigned in order to secure them for the night. Employees inadvertently taking keys home will be required to immediately return said keys.
- F. At no time are college keys to be removed or added to a Facilities assignment key ring by anyone other than their Director and notification of the Key Security Coordinator and Maintenance Key Shop in order to maintain the accuracy of the Facilities Key Log.
- G. Lost or stolen keys will be handled in accordance with the College Key Control Policy. The on duty supervisor will also bring this matter to the attention of Director of Facilities Maintenance.
- H. Key card cabinet (system) malfunction, damage, or needed maintenance will be documented thoroughly via the work order system with explanation. The employee will also bring this matter to the attention of the supervisor immediately.

- I. An inventory of the key control cabinet will be completed on the schedule outlined in the Ithaca College Key Control Policy by the Directors of Facilities or designee. Findings/observations will be reported to the Director of Facilities Maintenance.
- J. Any deviation from the processes outlined in this appendix will be documented thoroughly via a work order system entry with explanation. Additionally, the supervisor will notify the Director of Facilities Maintenance with any unique, unusual or exigent circumstances.
- K. Keys issued are the property of Ithaca College and must be returned to the Facilities Main Office. As indicated in the Ithaca College Key Policy all staff need to print a copy of the [Exiting Employee Checklist Form](#) and have it signed by Facilities confirming that they have returned all keys. The completed checklist will be turned in to HR during the exit interview.
- L. Employees are not permitted to carry keys providing access to college property other than those issued by Facilities Maintenance Director/Supervisors. Use or possession of keys other than those listed on the Supervisor Assignment Key Log as being assigned to an individual employee will result in disciplinary action up to and including dismissal.
- M. While carrying college keys, it is the responsibility of the employee to provide the maximum security of these keys.
- N. Loaning of College keys to any other person is prohibited.
- O. No keys may be duplicated without authorization from the Director of Facilities Maintenance.
- P. College keys that are lost or stolen must be reported immediately to your supervisor in accordance with the Ithaca College Key Control Policy. Damaged keys must be reported to the employee's supervisor, and damaged keys must be turned into the lock shop in order to receive replacement key.