

DOORS ACCESS AND KEYS**Category:** Facilities**Effective:** Sept. 2023**Policy Statement**

All locks and Access Control System hardware are the sole property of the Anglophone West School District. (ASD-W)

ASD-W reserves the right to change locks, keys, and access levels as needed. No one may alter or place a lock on an ASD-W facility, interior or exterior, that is not approved by the Information Systems and Facilities Departments.

All Hard-Keys and Access Cards are the property of ASD-W and must be returned to School Administration when leaving the employment of the District, transferring to another department, no longer required, or requested by ASD-W.

Definitions

Access Card - A programmable card used to disengage a locking mechanism on the Access Control System, thereby permitting access to a building or space that is otherwise locked.

Access Control System - A locking system that consists of hardware and software, which controls access with a programmed access card.

Access Level - A door or group of doors programmed with specific authorized access.

Access User - An individual that could be an ASD-W employee, visitor, vendor or contractor who has been authorized to be in possession of ASD-W key(s) and/or access card(s).

Hard-Key - A key to provide authorized access into a space.

Scope

This policy applies to all Anglophone West School District-owned infrastructure and Access Control Systems. It also applies to all ASD-W employees, visitors, vendors, and contractors who require a key or card access to ASD-W infrastructure.

DOORS ACCESS AND KEYS**Category:** Facilities**Effective:** Sept. 2023**Requesting of Key or Card Access****Procedure for District Support Staff:**

1. All requests for Hard-Keys or Access Cards require a Hard-Key/Access Card Form (**Appendix A**) to be completed and submitted to ITSS for processing. The form must have a manager's approval to be processed or it needs returned to the Access User. All incomplete, illegible, incorrect, or unsigned forms will be returned to the Access User for correction and resubmission.
2. All Hard-Key/Access Card Forms will be reviewed and approved by ITSS Services and Facilities to ensure that the correct security permissions are provided to the Access User. Depending on the level of Hard-Key and Card access being requested, access authorization will be required from the Director of Finance and Administration. (DFA)
3. Hard-Keys will not be issued for an area/door that has access already being controlled via a card reader or that is scheduled to be unlocked during defined operating hours.
4. Only one Hard-Key per location will be issued to the Director of Schools and Managers. All other staff will be issued Cards.
5. For processed Hard-Key/Access Card Forms, ITSS/Facility Staff will contact the Access User via email or office phone extension, notifying them that their Hard-Key/Access Card is ready for pick-up. The expected turnaround time to process a request is five (5) business days for Access Cards and up to fourteen (14) days for Hard-Keys.
6. Only the Access User may sign for and pick up the Hard-Key/Access Card when available. ITSS will be requesting identification from the Access User before issuing a Hard-Key/Access Card to the Access User.
7. If a Hard-Key/Access Card is not picked up within ten (10) business days from the available date, the request will be cancelled, Hard-Key/Access Card returned to inventory, and another Hard-Key/Access Card Form will have to be submitted.

DOORS ACCESS AND KEYS**Category:** Facilities**Effective:** Sept. 2023**Procedure for School Staff:**

All requests for Hard-Keys or Access Cards require a Hard-Key/Access Card Form to be completed and submitted to Administration for processing. The form must be approved by School Principal, Vice Principal, or designate or else it will not be processed and will be returned to the Access User.

All incomplete, illegible, incorrect, or unsigned forms will be returned to the Access User for correction and resubmission.

All Level 1 and Level 2 access: Hard-Key/Access Card Forms will be reviewed and approved by School Principal, Vice Principal. Access level 3 or Higher approval required from ITSS Services and Facilities.

Hard-Keys will not be issued for an area / door that has access already being controlled via a card reader or that is scheduled to be unlocked during defined operating hours.

Only one Hard-Key per location will be issued to School Principal and Vice Principal all other staff will be issued Cards.

For processed Hard-Key/Access Card Forms, copy sent to IT Operations Supervisor: Only the Access User may sign for and pick up the Hard-Key/Access Card when it is available. Identification is required from the Access User before issuance of the Hard-Key/Access Card to the Access User.

If a Hard-Key/Access Card is not picked up within ten (10) business days from the available date, the request will be cancelled, Hard-Key/Access Card will be returned to inventory, and another Hard-Key/Access Card Form will have to be submitted.

Card Creation:

IT will create all staff Cards when school is moved over to new Salto System. School Administration will be responsible for creating and managing card keys from that point. IT will provide training and hardware. School Administration to follow District Door Access Guidelines and Procedures.

IT Operations Supervisor and Facilities will ensure that the correct security permissions are provided to the Access User.

Level 1 – approval; single door or exterior door access within normal business hours.

- School Administrator (Principal, Vice Principal), or designee will approve and process access control requests.

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Level 2 – Building access (exterior doors) outside of normal business hours for teachers only.

- School Administrator (Principal, Vice Principal), or designee will approve and process access control requests.

Level 3 – Network, Electrical, Ventilation, mechanical rooms and critical areas within a building–building access.

- Will require approval IT Operations Supervisor or Facilities Manager.

Level 4 – Additional Hard-Key Request.

- Will require approval of Facilities Manager.

Reporting a Lost/Stolen and Damaged Keys/Cards

1. To protect ASD-W property, assets, and employees, it is important to report lost/stolen or damaged Hard-Key/Access Cards immediately to ITSS.
2. If a broken or damaged Hard-Key is being replaced, all pieces of the broken / damaged Hard-Key must be turned into ITSS before a replacement Hard-Key is issued. Facilities may be able to retrieve the broken Hard-Key from the lock.
3. Contractors who lose assigned Hard-Key/Access Card will be held financially accountable for all associated costs related to the Hard-Key/Access Card.
4. Access Users who lose their Access Card more than once will have their Supervisor/Manager notified.

Violation of Access Control Policy

If there is a suspicion that a violation of the Access Control Policy has occurred, individuals are to report them to ITSS.

Request for Access Control Information or Status on Requests

Any Access Control information or status on requests are to be directed to ITSS.

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- Ensure compliance with this policy.
- The loss or theft of any Hard-Key/Access Cards are to be immediately reported to ITSS or Facilities.
- When entering locked buildings or spaces, you are responsible for re-securing all doors.
- Shall not prop doors or leave them unlocked during hours when the facility is normally closed or are intended to be always secured.
- Responsible for the physical security of the Hard-Key/Access Card issued to them.
- Shall not allow unauthorized access and/or duplication of their Hard-Key/Access Card.
- Will not loan or transfer assigned Hard-Key and/or Access Card. Access Users found in the possession and use of another Access User's Hard-Key and/or Access Card shall have the Hard-Key and/or Access Card confiscated by ITSS and may face disciplinary action by the District.
- Will return all Hard-Key(s) / Access Card(s) when requested by the ITSS and/or when no longer employed by the District.
- Shall cooperate and provide requested information during Hard-Key and Access Card audits.

Supervisor/Managers Responsibilities

- Must review and approve or disapprove all Hard-Key/Access Card requests for areas under their direct control.
- Responsible for the collection and return of unused Hard-Keys and Access Cards.
- Must not re-issue Hard-Key/Access Cards of employees who are no longer employed by the District.
- Must not reassign a key from one user to another user.

ITSS Responsibilities

- Scheduled backup of access control system databases and servers.
- Maintains and repairs the IT infrastructure the Access Control System utilizes as required.
- Works with the Facilities department and the DFA in determining IT related requirements for access control capital initiatives.
- Implements and enforces the Access Control Policy.
- Provide ongoing assistance on matters related to Hard-Key and Access Card usage.

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- Collects Key/Access Card Forms, Hard-Keys and Access Cards for processing.
- Responsible for issuing all District Keys and Access Cards.
- Coordinates with Facilities for hardware replacement and upgrades.
- Reports any access control hardware deficiencies for repair, replacement, and/or upgrades.
- Works with the Facilities department in assessing and determining access control requirements for the District.
- If a request is made, ITSS and Facilities shall review existing access control methods and recommend upgrades or improvements.
- When required, investigate all reports of lost or stolen Hard-Keys, and deactivates access cards immediately.
- Monitors Access Control System for emergencies, failures, alarms, etc.
- ITSS and Facilities will conduct Hard-Key/Access Card audits as required.

Facilities Responsibilities

- Responsible for the creation, issuance, and storage of all District Hard-Keys.
- Controls inventory of all Hard-Keys and locks.
- Establishes and maintains keying systems in coordination with ITSS for the purpose of security and controlled access.
- If a School makes a request; ITSS and Facilities shall review existing access control methods and make recommendations for upgrades or improvements.
- Performs or contracts all locksmith work.
- ITSS and Facilities will conduct Hard-Key /Access Card audits as required.
- Maintains Hard-Key control of Hard-Key rings for non-staff personnel (i.e. contractors, guests).
- Coordinates with ITSS for hardware replacement and upgrades initiatives.

Human Resources Responsibilities

- Informs ITSS and Facilities of any termination, retirement, resignation, or withdrawal of a full-time employee possessing a Hard-Key and / or Access Card.
- All issued Hard-Key/Access Cards must be returned and signed off to ITSS upon termination, retirement, resignation, or withdrawal from ASD-W.

Appendices

Key Card Access Form: Appendix A