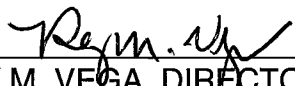


Guam Behavioral Health and Wellness Center		
TITLE: Key Control and Unlocking Offices	POLICY NO.: AD-05	PAGE: 1
APPLICABILITY: Center-wide	REFERENCES:	
APPROVED BY:  REY M. VEGA, DIRECTOR	EFFECTIVE: 09/22/2014	
	REVISED:	

POLICY:

- A. In the absence of the Facility Operations Supervisor, his/her designee shall be responsible for the duties of the Facility Operation Supervisor.
- B. The Facility Operations Supervisor shall be responsible for maintaining key control by keeping the original keys in a safe place with limited access.
- C. One duplicate of each key will be maintained for emergency access.
- D. The keys to medication rooms and medication storage offices will be kept and controlled by the Nurse Administrator and the keys to the pharmacy and controlled substance safe will be controlled by the Pharmacists.
- E. Staff is issued keys to their offices and work areas based on their job duties. Keys are issued on a need-to-access-basis and not for personal convenience.
- F. Each employee is responsible for the safeguarding their keys.
- G. Unauthorized possession or duplication of any GBHWC keys shall be subject to disciplinary action as determined by the employee's immediate supervisor.

PROCEDURE:

Lost or Stolen Keys:

- A. If a key is lost or stolen, staff shall complete the Key Request Form (F-AD-07) to request a replacement key and submit it to the Facility Operations Supervisor.
- B. The Facility Operations Supervisor will review the request to ensure the lost/stolen keys cannot be recovered.
- C. The Facility Operations Supervisor will get a duplicate or locate an extra key and contact the employee who made the request when the key is ready for pick up.
- D. The replacement key will be issued by the Facility Operations Supervisor to the requesting employee and documented on the "Key Issued" section of the Key Request Form (F-AD-07).
 - a. The Facility Operations Supervisor shall maintain all Key Request Forms (F-AD-07) in his/her office.
- E. Lost or stolen keys shall be reported to the staff member's immediate supervisor using the incident report form which states the specifics of the situation; who, when, where, and how the keys were lost.

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F. If the lost or stolen keys compromise the safety, security, or confidentiality of persons or documents, the Facility Operations Supervisor shall consult with the Director regarding the necessity to replace the lock and key system.

G. The staff will be responsible for replacement of door locks if a key is lost.

Keys for New or Transferring-In Employees:

A. Immediate supervisors are responsible for requesting keys for their new employees or transferring-in employees using the Key Request Form (F-AD-07).

B. The new key will be issued by the Facility Operations Supervisor to the immediate supervisor and documented on the "Key Issued" section of the Key Request Form (F-AD-07).

C. The immediate supervisor will be responsible for issuing the key to the employee.

Returning Keys:

A. The Facility Operations Supervisor is responsible for collecting and accounting for all returned keys.

B. Staff is required to return their keys when they change offices, work areas, transfer or terminate employment.

C. When returning a key, the employee shall contact the Facility Operations Supervisor to return the key and complete the "Key Return" section of the Key Request Form (F-AD-07).

D. Broken or damaged keys that cannot be used are returned to the Facility Operations Supervisor and documented on the "Key Return" section of the Key Request Form (F-AD-07), with a special notation.

Master Keys:

A. Master keys are only issued with permission of the Director (and in his/her absence, their designee).

B. Master key requests are made using the Key Request Form (F-AD-07).

a. The requestor will be the staff receiving the master key and the supervisor will be the Director.

b. The key will be issued directly to the staff by the Facility Operations Supervisor.

Key Duplication:

A. Staff requesting a duplicate key shall complete the Key Request Form (F-AD-07) and forward it to the Facility Operations Supervisor for disposition.

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the requestor by completing the form and placing it back in the requestor's appropriate mailbox.

- B. Key duplication, once approved, will be arranged by the Facility Operations Supervisor.
 - a. Request for duplicate keys for leased or rented properties will be coordinated by the Facility Operations Supervisor and the landlord.
- C. The Facility Operations Supervisor is accountable for all keys presented to and returned from the locksmith.
- D. When the key is ready for pick-up, the Facility Operation's Supervisor will contact the employee who made the request.
- E. The replacement key will be issued by the Facility Operations Supervisor to the employee and documented on the "Key Issued" section of the Key Request Form (F-AD-07).

24-hour Units:

- A. The 24-hour units and services shall have their own policy and procedures for key control.

Unlocking Personal Offices:

- A. If a staff member needs their office/work area unlocked, the staff member shall contact any other staff member (i.e., Security) who has a key to open the office/work area (i.e., inpatient unit, satellite office, etc.).
- B. If the staff is unable to reach someone else with a key or there is no one else with a key, he/she shall contact the Facility Operations Supervisor.
- C. Based on the needs of the staff (i.e., appointment with consumer), the Facility Operations Supervisor will give an estimated time of arrival to unlock the door.
- D. If staff needs their office/work area unlock after working hours they shall contact the Facility Operations Supervisor at his/her emergency contact numbers.
 - a. If staff is unable to reach the Facility Operations Supervisor, staff shall contact the Security Guard and the Security Guard will contact the Facility Operations Supervisor.

Unlocking Another Individual's Office:

- A. Only the Facility Operations Supervisor is authorized to unlock office doors as outlined below.
 - a. Any staff witnessing an individual other than the Facility Operations Supervisor unlocking an office shall report the incident to the Facility Operations Supervisor, immediately.

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- B. Offices are only opened for staff when the occupant and the occupant's immediate supervisor authorize access to the office or when the Director, Deputy Director or an Administrator authorizes access.
- C. If a staff member needs access to an office which he/she does not occupy, the staff member shall contact the occupant and ask the occupant to contact his/her immediate supervisor and tell them to authorize access to their office.
- D. Once the occupant tells his/her immediate supervisor to give the requestor access, the occupant's immediate supervisor shall contact the Facility Operations Supervisor and give the final authorization to allow the non-occupying staff member access to the office.
- E. If the occupant's immediate supervisor is not available (i.e., on leave, etc.) then the requesting staff must attempt to contact, in this order: the occupant's Administrator, the Deputy Director, and then the Director however; in this instance, the authorizing staff (i.e., Administrator, Deputy, or Director) is the only individual allowed to remove any items (i.e., documents, files, etc.) from the office.
 - a. If the occupant's Administrator, the Deputy Director, and the Director are not available, then access will not be granted until the necessary staff can be contacted to give authorization.
- F. If the occupant is not available (i.e., off island), the immediate supervisor may authorize access on behalf of their employee however; in this instance, the immediate supervisor is the only individual allowed to remove any items (i.e., documents, files, etc.) from the office.

REFERENCES:

- A. GBHWC Key Request Form (F-AD-07)

SUPERSEDES:

- A. Department Lock and Keys; ORG-FO 3-4; 01/07/1997; Elena I. Scragg (Including the supplemental form)
- B. All other policies, procedures, and protocols related to issuing and returning keys; duplicating keys; replacing lost or stole keys; issuing master keys and unlocking personal offices and another individual's office.