

 <b>STANISLAUS COUNTY COMMUNITY SERVICES AGENCY</b>	Developed by/Date: Kym Vieira 9/10/07, Rev. 8/22/08, Rev. 6/25/18	Page: 1 of 4	Number: 5.5
	Reviewed by/Reviewed Date: CSA Exec Team 9/17/07, Exec 10/20/08, 7/2/18	Replaces:	Category: Safety and Security
Title: <b>CSA Access Card Policy</b>		Approved: 7/24/18	

**Policy** 
     
 **Procedure** 
     
 **Guideline**

**Purpose**

The purpose of this policy is to establish rules for access control to the Community Services Facility (CSF) and Community Offices by key holders for all staff and those granted access by CSA Human Resources. These policies and procedures were developed to ensure the safety and security of staff. Access key holder privileges are determined by CSA Human Resources.

All employees are responsible for adherence to the Stanislaus County Key, Badge, Proximity Card, and Access Code Control Policy and Procedures.

**Definition**

**Access Control** - Control of entry/exit to an area by any means (mechanical or electronic):

**Key** – keys, badges, proximity card, or security access code:

**Procedure for Badge Issuance:**

- A. A CSA badge will be issued to CSA employees and other individuals performing work at the CSF and/or Community Offices. Prior to being granted a badge the individual must have cleared a CSA background by CSA Human Resources.
- B. Requests to change or remove badge access levels must be submitted by a supervisor completing the Badge Access Request/Change OSCAR. Management approval may be required for some restricted access/door profiles.
- C. Access role profiles are defined for badge card holders of the CSF and Community Offices by assignment.
  - 1. Regular Role:
    - a. 5:30 am – 8:30 pm, Monday through Saturday, to all Regular Doors.
    - b. Granted to all regular employees or others meeting requirements that need regular access.
  - 2. 24/7 Role:
    - a. 24 hours a day, 7 days a week, to all Regular Doors.
    - b. Granted to all Managers, Social Workers and Social Worker Supervisors, SIU Investigators, some selected staff from (IT, HR, Office Services) with manager request and HR manager Approval.
  - 3. Vendor Role:

- a. Hours and Doors will be specific to vendors' assigned job duties.
  - b. Granted to specific vendors assigned to work fulltime at Hackett Facility.
4. SIU Role:
- a. Hours and doors will be specific to staff within the Special Investigations Unit.
  - b. Access will be granted by the designated Special Investigator Supervisor upon successful completion of a background in accordance with Internal Revenue Services (IRS), Department of Justice (DOJ) and Federal Bureaus of Investigations (FBI).

### **Policy for Badge Holders**

- A. Visibly wear the badge at all times. The badge with photo must not be obstructed (pins, photos, etc.), and must be visible on both sides at all times.
- B. Either return home to retrieve misplaced or forgotten badges or purchase a replacement badge for \$10.00. All CSA Staff and those who have been granted access who misplace or have forgotten their badge will not have access to the facility and will be required to use their own time to retrieve their badge. Temporary badges will not be issued.
- C. Report a lost or stolen badge immediately to Human Resources and will be replaced for \$10.00. Employees are prohibited from possessing multiple badges.
- D. Duplicate badges must be returned to Human Resources and will be placed on file.
- E. Report unescorted strangers or anyone not wearing visible identification to security personnel immediately.
- F. Use their badge to gain access only to the areas and facilities necessary for the performance of their normal/routine duties and responsibilities.
- G. Ensure that secure doors close behind them. Such doors should never be propped open.
- H. Return all badges to Human Resources on the last day of employment when leaving County service.
- I. Return badges to Human Resources when leaving a department or location on his/her last day of that assignment.
- J. Not "loan" or transfer their badge to another employee or non-employee.

### **Procedure for Key Issuance:**

- A. CSA keys will be issued to a CSA employee or other person performing work in the CSF or Community Offices requiring a physical key by the Key Control Operator, Facility Manager(s). Prior to being granted a key the individual must have cleared a CSA background by CSA Human Resources.
- B. To request a new or replacement physical key, an OSCAR request must be completed.

### **Policy for Key Holders**

- A. Immediately report, to the Key Control Operator, if a key is lost or cannot be accounted for, or if you suspect that it has been used or duplicated by anyone other than an authorized user.

- B. Request a replacement if a key is not functioning due to breakage or normal wear. A duplicate will not be issued until the original is returned.
- C. Return all keys to the authorized Key Control Operator on or before his/her last day of employment when leaving County service.
- D. Return keys to the Key Control Operator when leaving the department or assignment before his/her last day of that assignment.
- E. Return all keys to the supervisor in the event of a planned leave of absence in excess of two weeks.
- F. Secure keys and not leave them unsecured or unattended in vehicles or in unlocked desk drawers.
- G. Keep keys on your person or secured in a locked desk or safe box when not in use.

**Procedure for Access Codes:**

- A. CSA access codes will be issued to a CSA employee or other person performing work in the CSF or Community Offices requiring an access code by the Key Control Operator, Facility Manager(s). Prior to being granted an access code the individual must have cleared a CSA background by CSA Human Resources.
- B. To request a new access code, an OSCAR request must be completed.

**Policy for Access Code Holders**

- A. Immediately report, to the Key Control Operator, if an access code has been shared with an unauthorized user or if you suspect that it has been used by anyone other than the authorized user.
- B. Notification must be given to the Key Control Operator on or before his/her last day of employment when leaving County service.
- C. Notification must be given to the Key Control Operator when leaving the department or assignment before his/her last day of that assignment.

**RESPONSIBILITIES UNDER THIS POLICY**

**Managers/Supervisors**

- A. Approve requests for keys, badges, proximity cards, and access codes.
- B. In the event of a planned leave of absence, in excess of two weeks, all keys shall be requested from the employee. The employee's immediate supervisor may maintain possession of keys until the employee returns to duty or may, in the event of an extended leave, return the keys to the Key Control Operator. In no event are one employee's keys be given or "loaned" to another employee without documentation by the Key Control Operator.
- C. Each Fiscal Year, review a list of keys, proximity cards, and access codes issued to each employee that has been issued with his/her approval.

**Key Control Operators**

- A. Each employee who has been issued a key, badge, proximity card, or access code will have a Key/Badge/Proximity Card/Access Code Control Form on file.
- B. The following information will be kept on the Key/Badge/Proximity Card/Access Code Control Form:
  - 1. Employee name;

2. Employee number;
  3. Department/Division/Location;
  4. Key/Badge/Proximity Card identification number or stamp mark;
  5. Location for access codes issued;
  6. Issued by and date issued;
  7. Employee signature;
  8. Return/Received by and date received; and
  9. Acknowledgement understanding of department and County policies.
- C. When issuing a key to an employee, confirm that the requested key has not already been issued to the employee by verifying the employee's record on file.
  - D. If employee is submitting a request for a replacement key or proximity card due to breakage or normal wear, do not issue a replacement key or proximity card until original is returned.
  - E. If a key is lost, or has been compromised, it will be reported to the Key Control Operator immediately, who will notify the Department Head if building security is in jeopardy. All efforts will be made to locate the key by the responsible employee or party. If building security is in jeopardy, the Department Head or Key Control Operator will immediately make arrangements to secure the compromised County operations.

#### Employees

- A. Sign for all keys, badges, proximity cards, and codes entrusted to you. You are responsible for them.
- B. Keys are not to be left unsecured or unattended in vehicles or in unlocked desk drawers. Keys should be kept on your person or secured in a locked desk or safe box when not in use. Proper care should be taken at all times to ensure that security sensitive items are secure.
- C. If a key, proximity card, or access code is lost, cannot be accounted for, or had been compromised by other than authorized users, it will be reported to the Key Control Operator or Supervisor, immediately. All efforts will be made to locate the keys or proximity cards by the responsible employee or party.