

# Toronto District School Board

---

Operational Procedure PR663

Title:           **KEY AND ACCESS CONTROL**  
Adopted:       December 15, 2000  
Effected:       December 15, 2000  
Revised:       March 3, 2016, **February 13, 2018**  
Reviewed:      March 3, 2016, February 13, 2018  
Authorization:  Executive Council

---

## **1.0 RATIONALE**

This operational procedure is developed to promote the safety and security of students, staff, visitors and tenants of the Toronto District School Board (the “Board”) and to protect Board’s property and movable assets.

## **2.0 OBJECTIVE**

To outline the responsibility of principals, site managers, head caretakers, key holders and Plant Operations and Sustainability for the controlling access to Board facilities and equipment.

## **3.0 DEFINITIONS**

*Regional Master* is a key or access card that provides entry to a single exterior door of all facilities within a Region.

*Exterior Master* is a key or access card that provides access to all exterior doors of a single facility.

*Interior Master* is a key or access card that provides access to all interior doors of a single facility.

*Interior Sub-master* is a key or access card that provides access to a designated group of doors within a single facility.

*Room Key* is a key or access card that provides access to one door within a single facility.

*Access Card/FOB* is an access card or FOB that provides access to an exterior door at a single facility.

*Key Cabinet* is a metal cabinet, usually located in the Caretaker’s Office that contains all keys/access cards necessary for complete access to the interior of the site. An additional key cabinet with interior keys may be located in the main office.

*Access Management Log* is a form that consists of the following forms. The current form plus the previous two years forms are to be kept in a binder or file folder, in a secure location usually in the Caretaker's Office.

#### **4.0 RESPONSIBILITY**

Executive Officer, Facility Services, Sustainability and Planning

#### **5.0 APPLICATION AND SCOPE**

This operational procedure applies to all staff and tenants of the Toronto District School Board.

#### **6.0 PROCEDURES**

The Toronto District School Board is dedicated to the following goals:

- Consistently controlling access to all Board facilities.
- Reducing the potential for loss and theft.
- Providing adequate security at a reasonable cost.
- Minimizing inconvenience to building users.

##### **6.1 Secure Access**

The Toronto District School Board is committed to creating schools that are caring, safe and accepting. It is therefore important that each school have entry and exit plans that are understood by all members of the school community and reviewed annually.

Secondary schools are to establish, review and communicate which doors are open, locked and to be used by whom, during specified times. Elementary schools are to establish, review and communicate the Ministry of Education's Safe Welcome Program (Secure Front Door Access). In all settings, creating a single point of entry is ideal. This allows visitors to the school to be given direction regarding their visit to the school (i.e. come to main office, sign in and obtain a visitor pass).

In addition, schools are to review their threats to school safety plans and their safe entry plans to ensure that these plans are up-to-date and communicated to the school community. Schools should consult with their Caring, Safe and Accepting Schools Team, central staff, and their local police division when conducting these reviews.

This procedure further details how schools/sites will allow required access to TDSB staff as well as any tenant staff.

##### **6.2 General**

- (a) All keys will be identified by a letter/number sequence only.
- (b) Keys shall not be duplicated by any sources other than through Facility

Services.

- (c) Keys and access cards are to be kept in secure locations at all times.
- (d) Combinations for cabinets and vaults must not be kept in any accessible area.
- (e) For requests for access to a facility outside normal working hours, please contact the Regional Manager, Facility Services.
- (f) Keys and access cards are to be issued based on a person's minimum access requirements.
- (g) Teachers, support staff and child care staff may be issued interior sub-master, room keys and an access card/fob as required.

### **6.3 Responsibilities: Principal or Site Manager**

- (a) Principals/Site Managers, supported by their Head Caretaker, are responsible for security, control, issue, and retrieval of keys/access cards, and for reporting and replacing those that are misplaced, lost, or stolen.
- (b) Principals/Site Managers and Head Caretakers will be provided access to every locked area of their facility, including hub rooms and lunch rooms.
- (c) If master keys are lost or stolen as a result of negligence of a member of teaching or administrative staff, the Principal/Site Manager is responsible for the cost of re-keying the school/site. Funds for re-keying the school will come from the school's budget. The cost of re-keying of elementary and secondary schools is estimated to be approximately \$25,000 and \$40,000 respectively.

#### **6.3.1 Issuing Keys and Access Cards: General**

- (a) The Principal/Site Manager, or a designate (e.g. Head Caretaker) shall be responsible for maintaining the Access Management Log, operating the school's/site's key cabinet and distributing keys.
- (b) The following will govern the use of Access Cards/Frequency Operated Buttons (FOB's). The installation of electronic access systems is limited to those sites that meet the criteria set out as follows:
  - Schools with unusual site conditions such as rear parking lots.
  - Schools with portable classrooms.
  - Schools with Tenants that require exterior access such as child care centres.

Staff Access Cards/FOB's:

- The distribution and issuance of Access Cards/FOB's for teaching and administrative staff is the responsibility of the Principal/Site Manager.

- Each September, the Principal/Site Manager will record all Access Cards/FOB's assigned to their staff or in use for portables using Form 663A. A copy of the form must be sent to the Facility Services Security Unit.
- It is important that all employees keep their Access Cards/FOB's in a safe place and report to their immediate supervisor if the device is lost, misplaced or damaged.
- Principals must report any lost or stolen Access Cards/FOB's immediately to the Facility Services Security Unit by phone and follow up using Form 663D, so that the Access Card/FOB can be deactivated.
- Schools or Board site departments will be charged \$15.00 for a replacement Access Card/FOB.
- Access Card/FOB access for designated doors are programmed with a window of operation between 8:00 am and 4:00 pm Monday to Friday for the majority of staff. Principals, Facility Services and other designated Board staff will have varying levels of access.
- Staff Access Cards/FOB's will be deactivated during non-school periods such as school breaks and the summer months.
- Each school will have a limited number of spare Access Cards/FOB's for supply teacher use. In order to maintain control of the spare Access Cards/FOB's, they must be signed in/out using Form 663C to confirm they have not been lost or stolen.
- New portable installations will include card access to facilitate staff/student entry into the school. Each portable will be issued 2 access cards for staff/student use.
- Card access/FOB access from portables is programmed with a window of operation between 8:00 am and 4:00 pm Monday to Friday.
- Staff Access Cards/FOB's for Facility Services staff will be under the direction of the Executive Officer, Facility Services, Sustainability and Planning.

#### Tenant Access Cards/FOB's:

- Access systems for Tenants that require exterior access must follow the Tenant Funded Improvement Request process. The entire cost of Tenant access systems, including the cost of replacement cards, is funded by the Tenant.
- The distribution and issuance of Access Cards/FOB's for Tenants is the responsibility of the Principal/Site Manager in consultation with the Tenant.
- Access Cards/FOB's are limited to Tenant staff members only.
- Each September, the Principal/Site Manager will review/record all Access Cards/FOB's assigned to the Tenant staff using Form 663A. A copy of the form must be sent to the Facility Services Security Unit.

- It is important that all Tenant employees keep their Access Card/FOB in a safe place and report to their immediate supervisor if the Access Card/FOB is lost, misplaced or damaged.
- The Tenant must report any lost or stolen Access Cards/FOB's immediately to the Principal/Site Manager who will inform the Facility Services Security Unit by phone and follow up using Form 663D, so that the Access Card/FOB can be deactivated.
- Tenants will be charged \$15.00 for each replacement Access Card/FOB.
- Access Card/FOB access for designated doors is programmed to operate between 7:00 am and 6:00 pm Monday to Friday.

At the start of each year, the Principals/Site Manager will provide the Head Caretaker with copies of all 663A Key/Access Control forms.

### 6.3.2 Issuing Interior and Exterior Master Keys

The Principal/Site Manager shall record all interior and exterior master keys he or she has issued on the [Record of Master Keys Issued \(form 663B\)](#). This form is to be kept in the Access Management Log.

#### A. Exterior Master Keys

- Exterior master keys are to be issued to Principals/Site Manager, Vice Principals and caretakers.
- Before exterior master keys are to be issued, the Head Caretaker will provide the key holder with onsite training on the school's/site's surveillance system.
- Exterior master keys may be issued to persons other than Principals/Site Manager, Vice Principals, and Head Caretakers only with the written approval of the Regional Manager, Facility Services.

#### B. Interior Master Keys

- Interior master keys are issued only to Principals/Site Manager, Vice Principals and to Caretakers assigned to the site.

### 6.3.3 Issuing Interior Sub-master and Room Keys

- At the start of each school year, the Principal/Site Manager will issue keys/cards to all staff.
- At the beginning of the lease, child care centre operators will be issued with sufficient keys for each staff member for the rooms under their lease. Keys must be returned at the end of the lease.

- (c) Staff members/child care centre staff must sign a Key Access Control Form (663A) when keys are issued and when they are returned.
- (d) Principals/Site Manager should stress to staff that by signing the Key Access Control Form (663A), they are agreeing that the keys listed on the form are the only school keys they have and that they are to be used for school business only. If the keys are used for anything other than school business, the staff member could be subject to disciplinary measures.
- (e) All Key Access Control Forms are to be kept in the Access Management Log.
- (f) At the conclusion of the school year/semester, the Principal/Site Manager will be responsible for collecting all keys/access cards issued to all teachers and support staff, and for securing those items during the summer period/interim. Principal/Site Manager will ensure the correct keys have been returned. Staff access beyond this point must be coordinated through the Principal/Site Manager or Head Caretaker.

(g) The Principal/Site Manager will be responsible for collecting all keys/access cards issued to a staff member in the event that he or she changes locations.  
**6.3.4 Issuing Temporary Keys/Access Cards**

- (a) Spare keys/access cards required for temporary teaching, maintenance or service staff must be protected within the locking metal key cabinet.
- (b) Staff issued temporary keys must sign form [663C Record of Loan Keys/Cards](#) when they receive and when they return the keys.
- (c) All [Record of Loan Keys/Cards Forms \(663C\)](#) are to be kept in the Access Management Log. If the keys are signed out from the main office locked box, the forms should be forwarded regularly to the Head Caretaker to be included in the Access Management Log.

#### **6.4 Responsibilities: Head Caretaker**

- (a) If authorized in writing by the Principal/Site Manager, the Head Caretaker shall be responsible for the physical operation of the school/site's key cabinet and distribution of the keys (See 5.0 Responsibilities: Principal or Site Manager, above).
- (b) Caretakers will have complete access to their specific site(s).
- (c) Caretakers will provide maintenance staff and construction personnel access to the facility when required to undertake their work.

- (d) The Head Caretakers will be given a sufficient number of sets of keys/access cards for his or her site(s) for unassigned caretakers to use. These must be secured in a metal cabinet in the caretaker's office.
- (e) The Head Caretakers will ensure that a [Record of Loan Keys/Cards \(form 663C\)](#) is completed for all temporarily issued keys/cards and kept in the Access Management Log. If keys are being issued from the main office, the Head Caretaker must request that all forms are forwarded to him or her regularly, for inclusion in the Access Management Log.

#### 6.4.1 Reporting of Lost or Stolen Keys

- (a) If notified of a loss of keys, the Head Caretaker shall complete a [Report of Lost Keys \(form 663D\)](#), which will be co-signed by the Principal/Site Manager. The original report shall be kept in the Access Management Log for five years.
- (b) Copies of the Report of Lost Keys (form 663D) are to be submitted to the Family Team Leader and the Physical Plant Security Coordinator. The Family Team Leader shall provide a copy of the report to the Regional Manager and Maintenance Team Leader responsible for locksmiths.

### **6.5 Responsibilities: Key Holders**

- (a) Access cards issued to staff also act as identity cards.
- (b) A Key/Access Control Form (663A) must be completed when receiving or requesting additional or replacement keys /access cards.
- (c) By signing the Key/Access Control Form (663A), a staff member is agreeing that the keys listed on the form are the only school keys he or she has and that they are to be used for school business only. If the keys are used for anything other than school business, the staff member could be subject to disciplinary measures.
- (d) Staff who are issued keys/access cards are responsible for ensuring their security.
- (e) Keys/access cards should be kept on the key holder's person and must not be lent to other staff members or students, or left behind in desks or other areas.
- (f) Lost or stolen key/access cards must be immediately reported to the Principal/Site Manager and the Head Caretaker. A written report is to be submitted by the person who lost the keys detailing how the key or access card was lost.

- (g) If you cannot immediately report a lost or stolen key to the Principal/Site Manager and Head Caretaker, call the TDSB Call Centre (416-395-4620) immediately. Submit the [Report of Lost Keys Form \(663D\)](#) to the Principal/Site Manager and Head Caretaker on the next business day.
- (h) When keys/access cards are unavailable (e.g., during non-operational hours) and emergency access to a facility is necessary, contact TDSB Call Centre (416-395-4620) to arrange for access.

## **6.6 Responsibilities: Facility Services**

- (a) The Executive Officer, Facility Services, Sustainability and Planning, will identify the level of access to sites and key cabinets required by Facility Services staff who are providing a District-wide service.
- (b) Copies of all regional master keys are to be stored in the office of the Regional Manager. Any master key duplication is to be authorized and recorded by the Regional Manager.
- (c) The Regional Manager will have keyed-alike access to parking lots and passage gates with a single master key specific to their region.
- (d) Regional Managers, Family/Caretaking Team Leaders, and Security staff of Facility Services will have access to all facilities, caretaker's areas, and key cabinets within their region.
- (e) Regional Managers will authorize and record the temporary issue of keys to staff who require access to facilities outside normal operating hours and advise the TDSB Call Centre of the facility use. The Head Caretaker and Principal/Site Manager are to provide training on arming and disarming surveillance alarms if applicable.
- (f) Facility Services' security staff will be provided exterior masters and access to key cabinets for use outside of normal operating hours. A security report must be completed whenever entry is required.
- (g) The TDSB Call Centre will inform the Family/Duty Team Leader and the Physical Plant Security Coordinator or designate of any instances of lost keys/access cards.

## **7.0 EVALUATION**

This operational procedure will be reviewed at a minimum every four (4) years after the effective date.

## **8.0 APPENDICES**

N/A

## **9.0 REFERENCE DOCUMENTS**

### Forms

Key/Access Control Form (663A)

Record of Master Keys Issued (663B)

Record of Loan Keys/Cards (663C)

Report of Lost Keys (663D)