


Key Control

Division of Child and Family Services (DCFS)
Juvenile Justice Services (JJS)
Statewide Policy

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APPROVED BY:	Sharon Anderson, Deputy Administrator – DCFS 
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APPROVED BY:	Dr. Cindy Pitlock, Administrator – DCFS 
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REFERENCES:	None
ATTACHMENTS:	None

I. SUMMARY

The Division of Child and Family Services (DCFS) Juvenile Justice Services shall maintain control of all keys associated with state owned vehicles, state buildings, and state facilities.

Under no circumstances shall a youth be in possession of any type of key while committed to a facility.

II. PURPOSE

To provide standards and criteria for securing and utilizing keys. Each facility and the Youth Parole Bureau shall maintain an accountability system for keys ensuring constant control of each key.

III. DEFINITIONS

As used in this document, the following definitions shall apply:

- A. Control Room: A room or location where keys are located and secured when not in use.
- B. Facility Key(s): Any key or master key which, if lost or stolen, would jeopardize the security of facility property, facility staff, visitors, and youth.

Key Control

C. Master Key: A key which will open all locks of the same type.

IV. GENERAL PROCEDURES – FACILITY

A. Facilities may have a variety of key types including, but not limited to, building keys, vehicle keys, locker keys, padlock keys, and masters keys.

1. All key types shall be maintained with the highest level of security.

B. The facility superintendent shall designate a staff person to oversee facility keys to include storage, inventory, and duplication as needed.

1. All facility and master keys shall be kept in a control room or other designated room preferably on a hook which identifies the number of keys and the hook number.

2. The designated staff person shall maintain a master log of keys to include:

- a. Key number
- b. Door lock and/or room number the key is for
- c. Location of door or room
- d. State-owned vehicle the key is for
- e. Number of keys for each lock
- f. Number of master keys by lock type
- g. Key codes, if applicable

3. The key inventory shall be adjusted as necessary to reflect the making or destruction of keys.

4. Any identical keys shall have the same key number.

5. All keys shall be kept on a tamper proof metallic key ring to prevent tampering, theft, or removal.

6. Comprehensive and efficient daily checks of all facility keys and locks within each facility are required.

a. Daily checks shall be documented as outlined in the facility Standard Operating Procedure (SOP).

7. All facility keys shall be inventoried and maintained on a regular basis.

a. Inventories shall be documented as outlined in the SOP.

8. All facility keys assigned to staff will be recorded with an identification number.

a. Documentation of staff key assignments shall be completed as outlined in the SOP.

9. The superintendent or their designee shall ensure a process is in place for making, duplicating, or changing locks and keys, including documentation.

10. Staff members are prohibited from taking facility keys off facility grounds for any reason.

Key Control

- a. The noted exception is vehicle keys used for transportation.
 - b. Removal of keys from the facility may be addressed through the disciplinary process.
11. Emergency key sets are required to be maintained.
- a. Emergency key sets shall contain all keys necessary to complete an evacuation of the facility.
 - b. Emergency key sets shall be used during all emergency drills.
 - c. Emergency key sets shall be tested no less than quarterly and repaired or replaced as needed.
 - d. Staff responsible for emergency key sets during an emergency shall be trained and demonstrate a working knowledge of their responsibilities during an emergency.
 - e. When locks and keys change, the emergency key sets must be updated.
12. The superintendent or their designee may have a complete set of keys off site for emergency purposes, as outlined in the facility's SOP.
- a. It is recommended this set be maintained at a location such as a police department or other community-based setting which is operational 24 hours a day, seven days a week.
 - i. This key set shall enable complete access to the facility in the event of an emergency.
 - ii. This key set shall be tested no less than quarterly and repaired or replaced as needed.
 - iii. When locks and keys change, this key set must be updated.
- C. Lost or misplaced facility keys shall be reported to the highest-level supervisor on-duty immediately upon discovery.
- 1. In the event a facility key is lost or misplaced, staff must follow the facility's SOP immediately upon discovery.
 - 2. A staff member who misplaces or loses a facility key set or vehicle key through negligence or carelessness may be subject to disciplinary action up to and including termination for not properly maintaining key(s).
 - 3. Staff who discover unattended facility keys must report the incident to the highest level on-duty supervisor and follow the facility's SOP immediately.
- D. Staff shall not use force to operate any lock.
- 1. If a lock or key does not function properly, it shall be reported to the designated staff person for repair or replacement.

Key Control

2. A verbal or written report shall be made to the staff member's supervisor immediately if a key appears damaged or broken, including the lock the key is for and the details surrounding how the key became damaged or broken.
 - a. The designated staff member shall document and destroy the damaged or broken key and replace as necessary.
- E. Facilities may have a contract with a vendor for lock and key repair, maintenance, and replacement.
- F. Keys shall be issued to staff based on position and level of responsibility, including contractors.
 1. Facilities shall have a check in and check out process for issuing keys to staff members.
 2. Facilities shall have a formal process for issuing keys at shift changes.
 - a. It is recommended all key exchanges happen in a designated area to ensure the highest level of security.
- G. All staff, vendors, visitors, and contractors must secure personal keys in a designated location.
 1. Personal keys shall not be permitted in any area where youth are allowed to be present.

V. GENERAL PROCEDURES – PAROLE

- A. The Youth Parole Bureau may have a variety of key types including, but not limited to, building keys, vehicle keys, locker keys, padlock keys, and masters keys.
- B. If building keys are not maintained by Human Resources, the Chief of the Youth Parole Bureau shall designate a staff person to maintain keys to include storage, inventory, and duplication as needed.
 1. This may be by building/location
 2. Keys shall be kept in a secure location
 3. The designated staff person shall maintain a master log of keys to include:
 - a. Key number, if applicable
 - b. Door lock and/or room number the key is for
 - c. State-owned vehicle the key is for
 - d. Number of keys for each lock
 - e. Number of master keys by lock type
 - f. Key codes if applicable
- C. Building keys may be issued to all staff who work in a specific building.
- D. Vehicle keys may be issued as necessary.
- E. Lost or misplaced keys shall be reported to the highest-level supervisor on-duty immediately upon discovery.
 1. In the event a key is lost or misplaced, staff must follow the bureau's SOP immediately

Key Control

upon discovery of a lost or misplaced key.

2. A staff member who misplaces or loses a key set or vehicle key through negligence or carelessness may be subject to disciplinary action up to and including termination for not properly maintaining key(s).
3. Staff who discover unattended keys must report the incident to the highest level on-duty supervisor and follow the bureau's SOP immediately.

F. Staff shall not use force to operate a lock.

1. If a lock or key does not function properly, it shall be reported to the designated staff person for repair or replacement.
2. A verbal or written report shall be made to the staff member's supervisor immediately if a key appears damaged or broken, including the lock the key is for and the details surrounding how the key became damaged or broken.
 - a. The designated staff member shall document and destroy the damaged or broken key and replace as necessary.

G. Youth Parole may have a contract with a vendor for lock and key repair, maintenance, and replacement.

VI. STANDARD OPERATING PROCEDURES

A. Each facility and the Youth Parole Bureau shall create Standard Operating Procedures consistent with this policy, to include:

1. Designated staff person to oversee keys, including daily key checks, key inventory, and updating of the master key log.
2. Location where keys are to be secured when not in use.
3. Process, including documentation, for daily checks of all keys and locks, facility only
4. Process, including documentation, for making, duplicating, or changing locks and keys.
5. Process, including documentation, for assigning keys to staff.
6. Key assignment and check in and check out process.
7. Emergency key set locations – on and off site.
8. Process for unattended, lost, and misplaced keys, including how to communicate if keys were removed from the facility.
9. Process for damaged or broken keys and locks, including key destruction.
10. Process to secure personal keys for all staff, vendors, visitors, and contractors – facility only.

Key Control

- B. Failure to follow this policy, facility, or Youth Parole Bureau standard operating procedures may result in disciplinary action up to and including termination.
- C. This policy shall be reviewed every two years, or sooner if deemed necessary.