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| | **MARICOPA COUNTY SHERIFF'S OFFICE POLICY AND PROCEDURES** | |
| | **Subject**<br>**CUSTODY KEY CONTROL** | **Policy Number**<br>**DH-5**<br>**Effective Date**<br>**10-07-20** |
| **Related Information**<br>GD-1, *General Office Procedures* | **Supersedes**<br>DH-5 (04-06-06) | |

**PURPOSE**

The purpose of this Office Policy is to establish guidelines and procedures for the issuance, control, and inventory of keys specifically used in doors and devices maintaining the custody and control of inmates.

**POLICY**

It is the policy of the Office to provide a safe working environment for all Office employees and volunteers, and a safe custodial environment for all inmates, by establishing procedures for the accountability and control of keys used within and around each Office jail facility.

**DEFINITIONS**

***Jail:*** Any division of the Office, which is responsible for detaining inmates, including the Intake Transfer and Release Facility and the Central Court Building.

***Jail Commander:*** The facility commander of any Office division responsible for detaining inmates.

***Sheriff's Inmate Electronic Data* (SHIELD)*:*** An Office jail management system containing information about individuals who are, or have been, incarcerated or booked into an MCSO jail facility. Information is entered in this database when an individual is booked and updated throughout the term of incarceration. This includes, but is not limited to: charges; holds; court dispositions; bond and fine amounts; booked in personal property; locker assignments; housing locations; restrictions; emergency medical information; inmate appointments; and the day to day operations of jail facility housing unit shift logs.

**PROCEDURE**

1. **Key Control:** Keys utilized by detention personnel shall remain in the direct physical control of detention personnel or secured in key control boxes. Inmates shall not be allowed to inspect, handle, or use keys for any reason. Detention personnel shall carry and use keys in an inconspicuous manner, and shall not refer to a key by number while in the presence of an inmate.

2. **Key Sign Out Logbook:** Detention personnel requiring the use of a key from a standard key control box shall document the removal of the key from the area in the Key Sign Out Logbook. Detention personnel removing the key shall assume responsibility for the key until it is returned and signed back in. The Key Sign Out Logbook shall be maintained in a secured area and shall contain information including, but not limited to, the following:

   A. The date;

   B. The key identification numbers;

C. The name and serial number of detention personnel taking control of the key;

D. The time removed;

E. The time returned; and

F. The assigned level control officer's signature and serial number.

➢ 3. **Electronic Key Control Box:** The electronic key control box may be accessed by approved detention personnel by either scanning their Office identification card or by typing a user ID and PIN into a keypad.

A. Electronic key control box access approvals shall be determined by the jail facility commander and administered access by the Key Control Officer.

B. Approved detention personnel have the option to access the box to retrieve or return key(s). The electronic key control box has varying levels of key access, and only displays those options available to the specific use, based on the duty assignment and the user's profile.

C. Detention personnel should only access keys for use relevant to their duty assignment and not for the use by other personnel, unless approved by a supervisor.

4. **Key Accountability by Shift:** Detention personnel shall account for each key prior to the end of their shift and advise the oncoming shift of the current status of each key and its location.

A. In the event of a key count discrepancy, damaged, or lost keys, the shift supervisor and/or jail facility Key Control Officer shall be notified as soon as reasonably possible. A memorandum or e-mail detailing the discrepancy, damaged, or lost keys shall be forwarded through the chain of command to the jail facility commander. The shift supervisor shall be responsible for the following:

1. Questioning detention personnel who were recently in possession of a lost key to verify that the key has, in fact, been lost;

2. Initiating a search of the areas in which the lost key was recently used;

3. Forwarding, through the chain of command, recommendations that may help to prevent similar future occurrences;

4. Ensuring the employee responsible for a lost or damaged key completes an entry into the Shift Log detailing information regarding the lost or damaged key;

5. Ensuring when an employee reports a lost key, they complete an entry in Blue Team under the Incident Type - Employee Reported Activity, for loss of equipment; and

6. Ensuring follow-up with the Key Control Officer when necessary.

B. The Key Control Officer shall update the key inventory logbook or electronic key recording database when a key is missing or damaged.

5. **Key Accountability by Duty Post:** Detention personnel assigned to a duty post shall ensure that all keys are accounted for and undamaged prior to relieving the off-going shift.

A. If utilized from a standard key control box, detention personnel shall document the number of keys accounted for in the duty post shift log in the Sheriff's Inmate Electronic Data (SHIELD), or backup logbook, at the beginning of their shift.

B. If the keys for a duty post are issued through an electronic key control box, the keys are recorded through the electronic key recording database. If the keys are not returned within the specified timeframes, e-mail alert notifications are sent to the responsible detention personnel. The accountability of the keys issued through an electronic key control box is the responsibility of the shift supervisor and the employee utilizing them.

➢ 6. **Assigned and Issued Keys Based on Duty Assignment:** Keys may be assigned and issued by the Key Control Officer to specific detention personnel to retain for an extended duration based on a specific duty assignment, as determined by the jail facility commander or designee.

A. When assigned keys are provided to detention personnel based on a specific duty assignment, a memorandum shall be completed by the Key Control Officer. The memorandum shall contain the name, serial number, and specific duty assignment of the person being assigned the keys, and the key numbers or key set number to be issued. A signature shall be required acknowledging receipt of the assigned keys. The memorandum shall be maintained by the Key Control Officer until the keys are returned to the Key Control Officer.

B. Issued keys shall remain in the direct physical control of detention personnel and shall be returned to the Key Control Officer when it is determined the issued keys are no longer required, or the employee is transferred from the division.

C. Lost or damaged keys shall be addressed as specified in this Office Policy.

D. The Key Control Officer shall include the assigned and issued keys to detention personnel on the monthly jail facility key inventory and report.

➢ 7. **Lost or Damaged Keys:** When a key is lost or damaged, the employee responsible for the key shall report the information to their supervisor. The shift supervisor or Key Control Officer shall provide a memorandum or email to the division commander including a brief description of the incident. The division commander shall request a replacement key from the Maricopa County Facilities Management Department through the jail's Facility Maintenance Officer. Entries regarding the incident shall be completed in Blue Team as necessary by the shift supervisor or at the direction of the division commander. When a key is lost, the employee responsible for the key shall complete an entry in Blue Team under the Incident Type - Employee Reported Activity, for loss of equipment.

➢ 8. **Key Control Officer Duties and Responsibilities:** The duties of the Key Control Officer include, but are not limited to the issuance, control, and inventory of facility keys for detention personnel use. The key inventory is managed through either a standard key box utilizing a key inventory logbook, or electronic key control box utilizing an electronic key recording database. Each jail facility commander shall designate a Key Control Officer to monitor key control activities at their jail facility. The jail facility commander shall ensure that the Key Control Officer maintains a current and accurate standard key inventory logbook and/or electronic key recording database which lists all keys assigned to the Office jail facility.

A. Key Inventory: A separate inventory list shall be used for each standard key control box and in each control area where keys are maintained. The inventory list shall be retained in the facility safe; information to be documented on the list includes the number of duplicate keys, the key identification numbers, and the location of the locks operated by the keys. Discrepancies involving the key counts, or reports of missing keys will be directed to the jail facility commander. All keys not individually assigned will be stored and maintained in a locked and secured area accessible only to authorized

personnel. If the facility is utilizing an electronic key control box and electronic key recording database, the key inventory information shall be stored within the database and available to approved detention personnel.

B. Master Jail Facility Key Inventory Logbook: The master key inventory logbook shall be maintained by the Jail Facility Key Control Officer in a secured area and accessible only to those persons authorized by the jail facility commander or designee. The key inventory logbook shall contain information including, but not limited to, the following:

1. The assigned key locations or detention personnel issued the keys;

2. The quantity and identification number of each key;

3. The dates the keys were issued;

4. The locations of locks the keys operate;

5. The Key Control Officer's signature, serial number, and date of each inventory; and

6. The jail facility commander's signature, serial number, and date of each logbook inspection, semi-annually.

C. Electronic Key Recording Database: An electronic key recording database shall be utilized for tracking detention personnel use of keys and for key inventorying purposes. The database can generate either manual or scheduled reports. Key Control Officers are responsible for maintaining the database for their designated jail facility.

D. Responsibilities of the Key Control Officer include, but are not limited to, the following:

1. Conducting a monthly jail facility key inventory and report;

2. Reporting any lost or damaged keys to the jail facility commander;

3. Ensuring that each locking device has a key and a key is available to operate each lock;

4. Numbering and recording all keys in the key inventory logbook or electronic key recording database;

5. Monitoring standard key control boxes, key inventory logbooks, and/or electronic key control boxes and the electronic key recording database, relevant to their area of responsibility;

6. Maintaining current key control procedures in their designated jail facility operations manual by providing updates to the manual as necessary; and

7. Ensuring Office jail facility keys are collected from detention personnel who are either transferring facility assignments or leaving employment with the Office.

➢ 9. **Other Office Keys:** The issuance, control, and inventory of all other keys for the Office not associated with a jail facility, are specified in Office Policy GD-1, *General Office Procedures*.