

**UTAH DEPARTMENT OF HUMAN SERVICES
POLICY AND PROCEDURES**

Policy: 01-11

**Effective Date: June 15, 2010
Revision Date: November 1, 2016**

Page 1 of 4

FACILITY SECURITY

RATIONALE: This policy is intended to guide the Department of Human Services in ensuring security and increasing safety of DHS employee work spaces and state/personal property. Also, the Department of Human Services employees have access to confidential information protected by law and a clear security protocol is crucial to ensure information security.

FACILITY SECURITY PROTOCOL:

1. Department of Human Services (DHS) employees are expected to visibly display DHS and/or State approved identification badges while they are in secured areas of DHS' facilities. If you are a State employee, and not in your primary worksite, you are still required to sign-in and receive a visitor badge before entering the secure areas of DHS buildings or facilities.
2. All visitors to DHS buildings shall obtain a visitor ID badge at the main information desk. The visitor ID badge will be placed on the upper shoulder/chest area for easy recognition by employees. Entrance to secure areas shall be granted after visitors sign-in and a confirmation of purpose to be in the secure areas of the building is completed by phone or in person. Visitors in secure areas shall be escorted by a DHS host at all times.
3. Key-cards may be issued to employees, board members and others who have frequent official business within the secure areas of the building upon request and approval of Department, Division, or Facility management. Check-in at the main information desk area is still necessary if the DHS facility is not your primary worksite.

FACILITY SECURITY PROCEDURES:

1. **Identification Badges:**
 - A. Supervisors are responsible for acquiring a DHS ID badge for new employees, board members, or those who have frequent official business.
 - B. DHS approved identification badges will be obtained by completing an "Identification Badge/Security Access Key Request Form" (See attached form 1-11 A).
 - C. Employees who need a temporary ID badge shall obtain one at the main information desk or from the assigned contact upon arrival. This temporary badge will be time limited for one day only.
 - D. Replacement of lost ID badges (permanent or temporary) will be at the employee's expense. The first replacement will be \$5.00 and \$25.00 thereafter. Employees must notify their supervisor and the facility's assigned contact in person or by e-mail that a badge has been lost so it can be deactivated.
 - E. If employees observe individuals in the secure areas of DHS facilities who are not wearing a permanent or visitor ID badge they are encouraged to escort them to their destination or inform the facility manager and/or facility security.

**UTAH DEPARTMENT OF HUMAN SERVICES
POLICY AND PROCEDURES**

Policy: 01-11

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Page 2 of 4

FACILITY SECURITY

2. Security Access Keys:

- A. New employees, board members, and others who have frequent official business in DHS facilities will complete the "Identification Badge/Security Access Key Request Form" (attached). The form must be signed by a Director or designee and returned to the information desk or facility manager for processing. The assigned contact or facility manager will record the data from the form, issue a security access key to the individual on the form, and store the form as long as the employee is employed or the board member or frequent visitor are active at the facility.
- B. The "Identification Badge/Security Access Key Request Form" will indicate what type of access is needed to the building. The supervisor must designate whether "unrestricted" entry (24 hours a day, 7 days a week) or "restricted" entry (limited to specific hours and days) will be granted.
- C. Replacement of lost Security Access Keys will be at the employee's expense. Lost keys must be reported immediately to the employee's supervisor and the front receptionist/facility manager. The first replacement will be \$5.00. Subsequent replacements are \$25.00. A new "Identification Badge/Security Access Key Request" form must be filled out to procure a replacement key.
- D. Under no circumstances shall an employee give his/her access key to another individual.
- E. If an employee leaves employment with the Department, is reassigned to another agency within the Department, or is reassigned outside of their current facility, their outgoing supervisor must collect the access key and return it to the information desk, or/facility manager.

3. Employee Access:

- A. Employees shall scan their access key card every time they enter a door with a card reader, even if the door is opened by another employee.
- B. Employees shall ensure unauthorized guests do not access the secure areas of a DHS facility through a door opened with keycard access by requesting any following persons to scan their badge to prevent any "piggy-backing" or "shadowing" into the facility.
- C. Any employee who uses the accessibility assisted opener to hold the door open for entry is responsible for ensuring that the door is secured before leaving the area.

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Policy: 01-11

**Effective Date: June 15, 2010
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Page 3 of 4

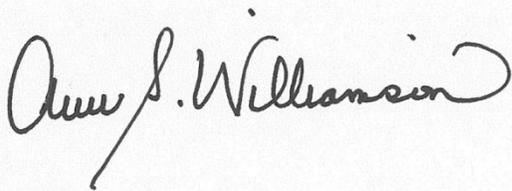
FACILITY SECURITY

4. Visitor Access:

- A. Visitors will enter at the facility's main entrance and shall identify themselves, who their intended host is, and/or the purpose for their visit at the information desk of any DHS facility. The receptionist at the information desk will inform the host that the visitor is at the information desk.
- B. Once the host provides confirmation, visitors will be issued a visitor ID badge. They will be informed that the visitor ID badge must be visibly displayed while they are in the building and returned to the Information Desk when they leave. The host will escort the visitor personally, or send someone to escort the visitor through the secure doors.

5. After Hours Access:

- A. Facilities hosting meetings outside of regular business hours for specialized groups will ensure that employees are available to facilitate for the duration of the meeting time and that the building is secure before leaving.
- B. All after hour facility access will be approved by the facility manager prior to use of the facility.



Ann Silverberg Williamson, Executive Director
Department of Human Services

DATE: November 2, 2016

**DEPARTMENT OF HUMAN SERVICES Form 1-11 A
IDENTIFICATION BADGE/SECURITY ACCESS KEY REQUEST**

This form shall be used to issue identification badges and security access keys for Utah Department of Human Services facilities. Please print legibly, check all appropriate boxes, fill in all information and obtain the signatures needed. Once completed, the form should be returned to the DHS facilities information desk or a designated facility security contact. Please PRINT legibly. Thank you.

Date: _____

Last Name: _____ First Name: _____

Agency Name: _____ Cost Unit. # _____ Title: _____

Your Office Phone #: _____ Room #: _____

Please check the appropriate boxes and fill in the needed information below:

- This is a request for a new Security Access Key Card
 - This is a reissued key because of of: Damage or loss change
 - Temporary card (training or there need)
 - Identification Badge Identification Badge reissue
-
- Unrestricted Access (24 hours a day/ 7days a week) **MUST BE SIGNED BY A DIRECTOR**
 - Restricted Access to the following days or times (any time other than unrestricted, for example: enter and exit only during daytime hours, or training for certain days).
 - What restrictions do you want?
 - Hours between 6 A.M and 7 P.M, Business days only (no weekends/holidays)
 - Special hours as follows: Hour limits daily from: _____ to _____.
 - Special days and hours as follows: Date from: _____ to _____.
Hour limits from: _____ to _____.

Other requests/instructions: _____

In order to maintain security of our parking lots and better assist you with your vehicles if problems are detected (headlights left on, vandalism, etc.) please provide us with the license plate numbers of all of the vehicles which you might drive to work. Please do so below:

Vehicle #1 _____ Vehicle #2 _____ Vehicle # 3 _____

I, the undersigned, state by signing this document that I will be responsible for the use, loss, or damage of the Security Access Key Card issued to me.

Signed: _____

Supervisor Approval: _____ 24/7 Director or Designee Approval: _____

Information Desk use only

Key Access #: _____

Date: _____

Canceled By: _____

Date: _____

1. Reissue #: _____

Date: _____

2. Reissue #: _____

Date: _____

3. Reissue #: _____

Date: _____