

PROCEDURE

Series:	Property Management	COA: ASE 6.04 CFOP: 50-2; 50-22
Procedure Name:	Custody and Issuance of Keys	
Procedure Number:	PM 718	
Reviewed Date:	4/16/24	
Revision #/Date:	7/01/2025	
Effective Date:	4/26/23	
Applicable to:	All Family Partnerships of Central Florida staff and contracted providers.	

Attachments:

- Incident Report form
- Key Distribution form
- New User Access Form

Policy

Family Partnerships of Central Florida (FPOCF) is committed to maintaining a secure and safe working environment. To support this goal, key cards and/or physical keys (hereafter collectively referred to as "keys") will be issued to employees and authorized individuals requiring access to agency facilities. Keys are provided strictly for official agency use and remain the property of FPOCF.

Procedure

All agency buildings will remain locked outside of normal working hours. Authorized individuals may be issued keys to access the building after hours only if there is a legitimate need. Entry is limited to conducting authorized agency business.

Key Distribution and System Management

1. Issuance Authority:
All keys are issued by the MIS Helpdesk Coordinator and Human Resources, with the coordination of the Business & Property Manager.
2. System Oversight:
 - Seminole, Orange, and Osceola Counties: Keys managed through the Protech Security System.
 - Brevard County: Keys managed through the Salto KS System.
 - Physical Keys (desks, office doors, property access): Maintained by the Business & Property Manager.
3. Assignment Limitations:
Keys are issued based on the employee's home office unless their position requires access to multiple sites.

4. Special Key Authorization:
The CEO or their designee may approve special assignments of keys as needed.

Staff Responsibility

1. Authorized Use Only: Keys must be used solely to conduct authorized agency business.
2. No Unauthorized Entry: Employees must not allow unauthorized individuals into agency buildings during locked hours.
3. Securing the Facility: Staff must ensure doors are properly secured when entering or exiting and may be held liable for loss or damage due to negligence.
4. Guest Responsibility: Authorized employees may have guests present but assume full responsibility for their behavior and location within the facility.

Key Assignment Process

1. HR will notify MIS & Business & Property team upon new hire or termination via online user access form.
2. MIS Helpdesk Coordinator provides the key card/fob for building access for building access in the tri-county facilities; HR provides key card for building access in Brevard.
3. Business & Property Coordinator issues any physical office or desk keys.
4. Recipients must sign the 'FPOCF Property Key Distribution' Form and will receive a copy of this policy.

All issued keys are agency property and must be returned immediately upon employment or service termination. In no case is a key to be transferred from one individual to another, or to be obtained from any source other than as indicated within this policy. Unauthorized duplication or redistribution is prohibited and subject to disciplinary action.

It is the responsibility of the Business & Property Manager, MIS Helpdesk Coordinator, Human Resources, or Support Unit Supervisor to ensure that all keys are returned under the following provisions:

Key Return Requirements

Employees:

- Upon employment termination.
- At supervisor's request.
- During unpaid leave of 30+ consecutive days (unless continued access is authorized or employee is on FMLA/LOA).

Contracted Providers:

- Within one (1) business day of termination of employment.
- Within one (1) business day of losing the need for access (e.g., end of contract).

Lost or Stolen Keys

- Must be reported immediately to the employee's supervisor using the **Incident Report Form**.
- The supervisor will notify MIS Helpdesk Coordinator and Business & Property Manager in the tri-county area, and HR in Brevard to deactivate access and/or replace locks promptly.

Based on the staff's responsibility outlined above, the issuing of multiple keys due to continued loss/misplacement will result in the following procedures.

Key Replacement & Accountability Procedures

1. First Key:

- Issued during onboarding, at no cost and tracked by Human Resources and MIS Helpdesk Business & Property Coordinator will track and issue keys for desks, filing cabinets and offices as required.

2. Second Key (Replacement):

- A 30-day suspension of new key issuance will be imposed.
- Employees must:
 - Submit an IR Report to MIS and Business & Property Manager for tracking.
Retake DCF "Security Awareness Training" and FPOCF "Security Training" then submit new certificates to Human Resources and Business & Property team.
 - Supervisor, County's Sr. Director of Ops, FPOCF HR, and Chief Administrative Officer will be notified.
- Finance/Contracts will issue an invoice for the cost (\$30) of the replacement key, to be paid by the individual.

3. Third Key (Replacement):

- A 90-day (or more) suspension of new key issuance will be imposed.
- Formal notification to: Supervisor, County's Sr. Director of Ops, Human Resources, VP and Chief Operating Officer, Chief Administrative Officer, and DCF.
- Employee could receive a counseling statement and/or disciplinary letter will be filed in the staff members' HR file.

4. Any Additional Replacements:

- Automatic notification to: DCF, HR, Director of Contracts, COO, and CAO.



- May lead to formal disciplinary review due to failure to uphold building safety and security expectations.

BY DIRECTION OF THE PRESIDENT AND
CHIEF EXECUTIVE OFFICER:

A handwritten signature in blue ink that reads "Philip J. ScarPELLI". The signature is written in a cursive style with a prominent initial "P".

PHILIP J. SCARPELLI
President and Chief Executive Officer
Family Partnerships of Central Florida

APPROVAL DATE: 12/22/2025