



# Fitchburg State University Police Department

**Subject:** LOCKOUTS AND ACCESS  
CONTROLS

Reference: MPAC: N/A  
IACLEA: N/A

Rescinds: Section 65

**Effective Date:**

February 10, 2021

**Review Date:**

**By Order of:** Michael J. Cloutier, Chief of Police

General Order

# 9.3.1

## PURPOSE:

The purpose of this general order is to provide guidance for the Fitchburg State University Police Department when assisting members of the campus community locked out of a room or building. Personnel should be mindful of any applicable constitutional right to privacy in any space they provide access to.

It is important to maintain proper access control, ensuring that keys and cards used to gain entry are properly accounted for and secure when not in use.

## POLICY:

It is the policy of the Fitchburg State University Police Department as a twenty-four-hour department to assist the campus community in gaining lawful access to their work or living space while maintaining the security of our facilities, as well as safeguarding personal property.

## PROCEDURES:

### A. Key Control

1. All keys that provide the Fitchburg State University Police Department with access to residence halls, academic or administrative offices, shall be secured in the department key box.
2. All department personnel, upon hire, will be provided a four-digit user number unique to that person, as well as a four-digit password.

3. Each officer will, at the beginning of their patrol shift, sign-in to the key box with their own user number and password to remove;
  - a. Cruiser key
  - b. Duty ring
  - c. Master card
4. Dispatchers will log the officer's keys and cards in the Computer Aided Dispatch System (IMC), when assigning an officer on duty.
5. Keys and cards shall be returned to the key box at the end of the shift, and not handed over to the next officer.
6. Keys or key cards, **lost or misplaced**, will be reported immediately to the shift supervisor. Dispatch will also add a "log note" of such missing equipment.
7. If the key or card is not found by the end of the shift, an email will be sent to the Chief of Police or designee, who will make the proper notification to Capital Planning and Maintenance, and the One Card Office.
8. If a key or card is **damaged**, an email shall be sent to the administrative lieutenant to include, which key/card was broken, where it was broken (building, room, and door), and the damaged key/card placed back in the key box.
  - a. It shall be roll called and included on the End of Shift report that the key/card is out of service until it can be replaced or repaired. The lieutenant will remove the key/card for repair on his next shift.
9. Key/s cards shall not be loaned out to any member of the department, or the campus community unless otherwise directed to do so, (elevator maintenance keys, housekeeping, etc.).
  - a. If keys are distributed to a third party for elevator repair, CPM, or housing keeping, it will be logged in IMC with the following information:
    1. Who retrieved the key/card;
    2. What service they are providing the university;
    3. What key/card they were provided;
    4. When the key/card was returned.
10. Supervisors cards shall not be loaned out to any member of the department, or the campus community unless otherwise directed to do so, (elevator maintenance keys, housekeeping, etc.).

**B. Residential Lockouts**

Residence Hall are locked 24 hours a day, and can only be accessed by resident students and dedicated members of the university community. Each suite and room can only be accessed by assigned students and dedicated members of the university that may need access to accomplish maintenance, inspection, or address exigent circumstances.

1. All resident hall lockouts should be conducted by a member of Housing and residential services.
  - a. Housing lockouts during the day should be forwarded to Housing and Residential Services during normal business hours (Monday through Friday, 0800 to 1700hrs)
  - b. A list will be provided by Housing and Residential Services and maintained in the Communication Center's General Information binder, regarding contacting a member of Housing after hours.
2. Officers while on patrol shall ensure all external entryways are secured and not propped open.
  - a. If an officer finds an entry open, they shall secure the entry and radio the communication center of the *Security Concern*.
  - b. Officer should provide the door found unsecured, as well as what the door was propped open with, or if the door had not properly latched.
  - c. If a door does not properly secure, a work order shall be placed and a member of Housing professional staff (RD/BD) shall be notified of the defective locking mechanism.
3. Officers may provide students access to their buildings under the following provisions:
  - a. Inclement weather where a student has no other place of shelter to wait for Housing;
  - b. Emergency situation, where access is required for individual's safety;
  - c. By the request of Housing who may not be able to readily respond.
  - d. Officers will:
    - 1) Request the student's One Card;
    - 2) Verify with the Communication Center that the student is assigned to the building/room;

**C. Academic Lockouts**

Academic buildings are locked and unlocked on a predetermined schedule based on the academic schedule. As a general rule academic buildings are unlocked Monday through Friday, 6 a.m. through 10:30 p.m. Special use buildings such as the Recreation Center,

Wallace Civic Center, and the Landry Athletic Complex may be open on weekends, and during special events, and will often have a staff member present during these times.

1. With the exception of Fitchburg State University employees, building/room access into secured areas will only be granted if University Police have written authorization, or if the group/organization is listed on the Building Access list.
2. On weekends and holidays, University Police Department will handle the access into buildings and room of persons who have been provided authorized access. If custodians are reasonably available in the building in question, they may be asked to help by letting in an authorized person. Individuals on the Access list do not need to be monitored by the custodians or anyone else since that person has been authorized to be in that particular building by a university official.
3. If the student is not on the access list, they should be referred to contact their professor, so the professor may email the communication center and provide permission
4. Access should not be granted if the student is not on the Access List.
5. If a vendor or contractor requires access during normal business hours, they should be referred to Capital Planning and Maintenance.
6. If after hours, or for emergency repairs, the department that scheduled the vendor/contractor should be notified to verify the vendor/ contractor's business.
  - a. In some instances, prior notice is provided to UPD and will be posted in the Communication Center or in the Plan of the Day (POD) on When to Work (W2W). When prior notice is provided, no verification with the scheduling department is required.
7. Students found in any academic or administration building after hours should be identified and verified they are on the access list. If they are NOT on the list, they shall be asked to leave. Students should be advised to have the professor email the department for further after-hours permission.
  - a. A call for service shall be entered to include the name of the student and room number.
  - b. If an individual is unable to provide a One Card or located in the student roster, they should have their name and date of birth checked through CJIS and in house records, and considered as a trespasser until determined to be otherwise.

#### **D. Remote Access**

1. The Communication Center may provide access to buildings that have proximity readers at the door. Prior to providing access dispatcher shall verify the caller/requestor's information.
2. If identification cannot be made over the phone, an officer shall be sent to verify the individual and determine if access should be granted based on the above guidelines.

- 3. A call for service shall be created to document the building lockout and action taken.
- 4. Dispatchers should use the "Open Door" command in On-Guard, which will unlock the door for 5 seconds, and automatically lock the door. This will prevent the door from being unlocked for a prolonged period of time.

**E. Motor Vehicle Lockouts**

- 1. Guidance for Motor Vehicle Lockouts can be found in General Order **10.3.2 TRAFFIC ASSISTANCE**

Approval:

M. J. Clout  
Chief of Police

02/10/2021  
Date