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Identity-Access Cards Management

Type :   Procedure

No :

Adopted by :

Issuer :   Technical Services and Facilities Directorate

Recipients :   All

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Foreword

This procedure establishes general guidelines to optimize the management and the coordination of all activities related to the demand and use of identi-ty-access cards as well as their system's installation. Security being a priority of the Institute, maximizing the efficiency of security equipment is essential when it comes to preventive measures and access control.

Definitions

- **Identity-Access Card System** : composed of all the pieces of the access control equipment including components such as the access cards and the card readers (with or without numeric keypad).

- **Identity-Access Card**: a chip card with a picture, issued by the Security for Douglas' employees. The use of this expression in the procedure includes both subcategories of access cards named below:
    - **Intern and Visitor Card:** a chip card, without picture, with logo and representative title (see annex 1).
    - **Volunteer Card**: card without chip and with picture.

- **Card reader (without numeric keypad)**: electronic system on which you swipe the identity-access card to unlock the doors.

- **Card reader (with numeric keypad)**: electronic system on which you can swipe the identity-access card or enter a numeric code to unlock the doors.

- **Opening hours:** the time of day when the buildings are open for everyone and during which it is not required to use the identity-access card.

- **Normal wear and tear:** noticeable after a reasonable use period by fading of the writing, change of coloration or minor damages to the sides of the card. Cuts are not considered as part of the normal wear and tear.

Description

Objectives :

- Identify people on the premises of the Douglas Institute to ensure everyone's security.

- Control the access to the buildings and grounds to protect the Institute's physical property and confidential information.

- Ensure a constant control of access on the restricted areas as well as some "employees only"

zones.

- Improve security by detecting, reducing and preventing risks all over the Douglas; risks including prevention of criminality (theft, vandalism, etc.).

- Allow all employees to access the Douglas Institute's installations at all times for work purposes only, while maintaining a high level of security and respecting all rules and regulations related to the use of the identity-access cards.

- Give precious information about the people working and circulating within the different buildings and areas of the Institute.

- Allow security agents to be more available for emergency situations.

Criteria and Guidelines:

The identity-access card system allows people to enter different buildings and areas of the Institute in a secure way. It also makes it easier for the Security to manage access to those zones, to identify the people circulating within the Douglas and to ensure the security of the patients, employees, research activities, valuables and physical property. All services wanting to have an identity-access card system installed must comply with prerequisite criteria. For more details and to proceed with the request, see annex 2.

Issuance of the identity-access cards:

New employees

All new employees must have and wear an identity-access card. Following the hiring process, the Human Resources Department informs new employees to go to Security to request their identity-access card. For any specific access, the manager in charge must send a request to the Security (see annex 3), which issues and activates the identity-access card.

Modification

When an employee is transferred to a different department or location, the Human Resources Department sends a copy of the transfer notification or any relevant documentation to the Security. The specific accesses assigned to the employee prior to the transfer are removed, only the general access remains. If specific access is required for the new position, the manager in charge must send a request to the Security (see annex 3). If the job title needs to be modified on the identity-access card, the Security issues a new card, free of charge.

Interns and Visitors

(For the **Research Center's interns**, please refer to the next section)

The Security issues to each intern and visitor a general access card, without picture, with the Institute's logo and a representative title (see annex 1).

For any identity-access card request, the manager in charge must send all the information concerning the intern or visitor (full name, end of internship or visit) to Security. The intern or visitor must then go to the Security to sign the Identity-Access Card Return Form (see annex 4) and to have their card issued. For any specific access, the manager in charge must send a request to the Security (see annex 3).

Note: Interns must give back their card and keys at the Maintenance Department. Visitors must return their card at the Security directly.

As for the interns in the Nursing Department, a specific procedure must be followed (see annex 5).

Research Center

The administrative personnel is responsible for requesting identity-access cards for the different divisions of the Research Center at Security. The information of the people needing identity-access cards must be sent to Security which issues and activates the cards.

For the interns and students of the Research Center, the cards are issued with a general access, without a picture and with the representative title "Centre de recherche".

For the employees and researchers with a long term mandate at the Research Center, the cards issued are like regular identity-access cards, with the "Research Center" title.

Anyone needing an identity-access card must go to the Security to receive the card and to sign the Identity-access Card Return Form (see annex 4)..

Volunteer

Any request for volunteers must be sent to Security by the manager in charge. The cards are generally issued without a chip, and with a picture. The requests are processed according to a case by case basis.

Other

All other requests for people needing to access the Institute's grounds and buildings outside of regular opening hours must be sent to Security. The appropriate access and the necessity of the requests are determined by Security.

Utilization of the Identity-Access Card:

In order to prevent loss or theft, each card is the responsibility of its owner. For security purposes, everyone must visibly wear their identity-access card while working on the Douglas' campus. The card must not be lent or shared. To optimize access control, the Douglas Institute and the Security reserve the right to authenticate any card in the possession of any individual circulating around the Institute. The identity-access card must be used for work related activities only.

To get a complete list of cards issued, you must contact Security. If a card is no longer required or found, it must be returned to the Security in Perry pavilion (extension 2444) as soon as possible.

Loss

Every case of loss or theft must be reported to the immediate supervisor and to Security in order to have it replaced. The identity-access card replacement charge is $15.

If a card is damaged or defective, it must be kept and returned to Security. The cards are replaced free of charge if the damages are characteristic of **normal wear and tear** (refer to the definition).

Termination of employment

In the situation of a termination of employment, the Human Resources Department advises the person to return the identity-access card to the Maintenance Department, located in the basement of Perry pavilion, which transmits the information related to the departure and returns the identity-access card to the Security.

Once at the Maintenance Department, if the card is reported lost or stolen, the pre-established charges apply and must be defrayed immediately. When the card is returned or once the charges

are paid, the Maintenance Department reports to the Human Resources Department to let them know that the procedure is completed.

Terms of use:

The identity-access card :

- Must be used exclusively by the person it was issued for and for **work purposes only**. Cannot be lent, shared or copied.

- Must be **visible and worn** at all times.

- Issued for the user **remains the Douglas Institute's property** and can be claimed at all times by the issuer.

Related Links

Annex 1 - Intern and Visitor Cards Examples
Annex 2 - Identity-Access Cards System Installation Request
Annex 3 - Specific Identity-Access Card Request Form
Annex 4 - Identity-Access Card Return Form
Annex 5 - Cards and Keys Procedure for Nursing Interns