

	MARICOPA COUNTY SHERIFF'S OFFICE POLICY AND PROCEDURES	
	Subject CUSTODY KEY CONTROL	Policy Number DH-5
		Effective Date 09-24-24
Related Information DL-2, <i>Custody Bureau Facility Inspections</i> GD-1, <i>General Office Procedures</i>	Supersedes DH-5 (10-07-20)	

PURPOSE

The purpose of this Office Policy is to establish guidelines and procedures for the control, issuance, accountability, and inventory of keys specifically used in doors and devices maintaining the custody and control of inmates in Office jail facilities. This policy is also applicable to other locations such as a Maricopa County Court building or hospital location where inmates are held in the custody of Office personnel.

POLICY

It is the policy of the Office to provide a safe working environment for all 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 jail facility and other custodial locations.

DEFINITIONS

Detention Personnel: Detention officers and those employees associated with detention related functions.

Hardbound Logbook: A hardbound logbook using consecutively numbered pages to record information concerning the daily operations, incidents, or activities in a specific duty area or location, usually in a custody facility. A hardbound logbook is normally used in those components that do not have access to SHIELD or as a backup log when SHIELD is down.

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

Jail Facility Commander: The jail 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: inmate charges; holds; court dispositions; bond and fine amounts; booked in personal property; locker assignments; housing locations; restrictions; emergency medical information; scheduled inmate appointments; and the day-to-day operations of jail facility housing unit Shift Logs.

PROCEDURE

1. **Key Control:** 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. Keys can be assigned to and utilized by detention personnel in Office custody settings. Keys utilized by detention personnel shall remain in their direct physical control or secured in key control boxes.

- A. At no time are keys to be left unattended or unsecure.
- B. Inmates shall not be allowed to inspect, handle, or use keys for any reason.
- C. Detention personnel shall carry and use keys safely and securely and shall not refer to a key by number, key set, label, or color code while in the presence of an inmate.

2. Key Control Officer Duties and Responsibilities:

- A. Each jail facility commander shall designate a Key Control Officer to monitor key control activities at their jail facility. The jail facility commander or designee 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.
- B. The duties of the Key Control Officer include, but are not limited to the control, issuance, accountability, and inventory of facility keys for detention personnel use. 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 jail facility keys are collected from detention personnel who are either transferring facility assignments or leaving employment with the Office.

3. 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.
 - 1. The memorandum shall contain the name, serial number, and specific duty assignment of the person being assigned the keys, the key numbers, serial numbers, or key set number to be issued;
 - 2. A signature shall be required acknowledging receipt of the assigned keys; and
 - 3. 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 assigned 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. The Key Control Officer shall include the assigned and issued keys of detention personnel on the monthly Jail Facility Key Inventory and Report.
4. **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 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 or key set number;
 - C. The name and serial number of detention personnel taking control of the key;
 - D. The time removed; and
 - E. The time returned.
5. **Electronic Key Control Box Sign Out:** The electronic key control box may be accessed by detention personnel by either scanning their identification card, by typing a user ID and PIN, or a biometric profile. Detention personnel removing the key shall assume responsibility for the key until it is returned and signed back in.
- A. Electronic key control box access approvals shall be determined by the jail facility commander or designee and administered access by the Key Control Officer.
 - B. 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.
6. **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 status of each key and its location.
- A. In the event of a key count discrepancy, 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 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 key to verify the key is, in fact, lost;
 - 2. Initiating a search of the areas in which the lost key was recently used; and
 - 3. Forwarding, through the chain of command, recommendations that may help to prevent similar future occurrences.

- B. The Key Control Officer shall update the key inventory logbook or electronic key recording database when a key is missing, lost, replaced, or damaged.
 - C. When a key is determined to be lost or damaged, procedures shall be followed as specified in this Office Policy.
7. **Key Accountability by Duty Post:** Detention personnel assigned to a duty post or area within a jail facility 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 hardbound 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.
8. **Lost or Damaged Keys:** When a key is lost or damaged, the employee responsible for the key shall immediately report the information to the shift supervisor.
- A. Lost Key: When a key is lost, the following reporting procedures shall be followed:
 - 1. The employee responsible for the key shall:
 - a. Provide a memorandum to the shift supervisor detailing the information regarding the lost key;
 - b. Complete an entry into the Shift Log detailing the information regarding the lost key; and
 - c. Complete an entry in Blue Team, under the Incident Type - Employee Reported Activity, using Allegation (ERA) Loss of Equipment, prior to the end of their shift.
 - 2. The shift supervisor shall be responsible for the following:
 - a. Immediately notify the shift commander and jail facility commander of the lost key;
 - b. Ensure the employee responsible for a lost key provides a memorandum detailing the information regarding the lost key;
 - c. Ensure the employee responsible for a lost key completes an entry into the Shift Log detailing the information regarding the lost key; and
 - d. Forward the Blue Team entry through the chain of command prior to the end of the shift.
 - 3. The jail facility commander or designee shall request a replacement key from the Maricopa County Facilities Management Department through the jail's Facility Maintenance Officer. The jail facility commander or designee shall notify the bureau chief of the request for a replacement key from the Maricopa County Facilities Management Department.

- B. Damaged Key: When a key is damaged, the following reporting procedures shall be followed:
1. The employee responsible for the key shall:
 - a. Provide a memorandum to the shift supervisor detailing the information regarding the damaged key; and
 - b. Complete an entry into the Shift Log detailing the information regarding the damaged key.
 - c. A Blue Team entry regarding the damaged key **may** be required as determined by the shift supervisor or at the direction of the jail facility commander.
 2. The shift supervisor shall be responsible for the following:
 - a. Notify the shift commander and jail facility commander of the damaged key;
 - b. Ensure the employee responsible for a damaged key provides a memorandum detailing the information regarding the damaged key; and
 - c. Ensure the employee responsible for a damaged key completes an entry into the Shift Log detailing the information regarding the damaged key.
 - d. Forward the Blue Team entry through the chain of command prior to the end of the shift.
 3. The shift commander or designee shall request a replacement key from the Maricopa County Facilities Management Department through the jail's Facility Maintenance Officer. The shift commander or designee shall notify the jail facility commander of the request for a replacement key from the Maricopa County Facilities Management Department.

9. **Standard Key Control Box List/Inventory:**

- 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.
1. The inventory list shall be maintained by the Key Control Officer and retained at the division level. Information to be documented includes the number of duplicate keys, the key identification numbers, and the location of the locks operated by the keys.
 2. Discrepancies involving the key counts or reports of missing keys will be directed to the jail facility commander.
 3. All keys not individually assigned will be stored and maintained in a locked and secured area accessible only to detention personnel.
 4. If the facility utilizes 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 detention personnel

granted access 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 or key set;
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 semi-annual logbook inspection as specified in Office Policy DL-2, *Custody Bureau Facility Inspections*.

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.

10. **Other Office Keys:** Division commanders of noncustodial components shall make an employee responsible for controlling and issuing keys used within their component. 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*.