



# Manual for Key and Tool Control in Wilder Youth Development Center

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## *Introduction:*

Wilder Youth Development Center is a hardware secure facility that houses delinquent youth who have committed serious offenses where security measures are required. For the safety of the campus and the community, Wilder must have a process in place to provide internal control of all keys and tools to prevent unauthorized access. This control needs to be tracked and monitored efficiently. This manual helps to outline the internal control and who has appropriate authorization. (ACA Standards 4-JCF-2A-23; 4-JCF-2A-25).

## *Key and Tool Control Officers*

### **Key Control Officer**

1. The Security Manager (SM)/designee acts as the key control officer in the YDC.
2. The Key Control Officer (KCO)/designee is the sole person responsible and accountable for the disposition of all keys and locks based on the security of the facility including, but not limited to the following:
  - a) Issuing keys
  - b) Making keys and key rings;
  - c) Procuring new keys and locks; and
  - d) Approving key and lock core changes.
3. The KCO/designee is also responsible for assuring all non-security keys are accounted for daily by running a report from an electronic key control system. The KCO/designee submits the results of this report to the shift leader to include in the end of shift report.
4. Assigned supervisors are notified by the KCO/designee when an employee fails to return keys to the box by the end of the day. Disciplinary action is used with employees who show a pattern of failing to check keys in daily.

### **Tool Control Officer**

1. The Fire Safety Officer (FSO) is the designated Tool Control Officer (TCO) in the YDC.
2. The TCO is solely responsible and accountable for the disposition of all tools based on the security of the facility including, but not limited to the following:
  - a) Identification of tools;
  - b) Issuing and monitoring tools;
  - c) Procuring new tools; and
  - d) Approving tool replacements and changes.

# *Key Identification and Storage*

## **Security Keys**

1. All security employee keys are maintained on a permanently sealed metal key ring. Each of these key rings contains a metal key tab with the following engravings for identification:
  - a) A letter indicating the key box location;
  - b) A number indicating the key ring assignment which can be cross-indexed with the key inventory; and
  - c) A number indicating the total count of keys on the ring.
2. Keys are stored in a locked key cabinet housed in the Central Operations Center (COC).

## **Non-Security Keys**

1. Non-security employees use electronic key control system.
2. Non-Security keys will be kept in COC and issued by chit exchange.
3. Employees keep their keys on them at all times using a belt clip or a break-away lanyard worn around the neck
4. Superintendents identify all employees authorized to have permanently issued keys.

## **State Vehicle Keys**

1. All vehicle keys are maintained on a permanently sealed metal key ring.
2. Each of these key rings contains a metal key tab with the following engravings for identification:
  - a) A letter with a number indicating the key box location and the assigned vehicle;
  - b) A number indicating the key ring assignment which can be cross-indexed with the key inventory; and
  - c) A number indicating the total count of keys on the ring.
3. Vehicle keys may be color coded depending on the facility preference.
4. Keys are stored in a locked key cabinet in the Central Operations Center (COC).
5. Keys are identified by a stamped number which can be cross-indexed with the key inventory.

## **Fire/Emergency Keys:**

1. Emergency keys are maintained in COC and are able to open locks along any path to egress, including exit door locks.
2. Emergency keys are color coded red to provide a visual identification and have a plastic covering to provide employees the ability to identify by touch.

# *Key Issuance*

1. Only the COC employee, as directed by the SM, issues keys and ensures all documentation of key check out is complete.
  2. All new employees issued keys and metal key chits complete the Key and Tool Control orientation training prior to receiving them.
  3. A metal key chit is used to check out facility keys from the COC.
  4. Employees who fail to bring, misplace, or have not been assigned a chit are able to check out keys from the COC using the following procedures:
    - a) Request and complete the unassigned key log;
    - b) The COC employee:
      - ◆ Issues keys;
      - ◆ Notes in the appropriate logbook the employee to whom the keys are issued;
      - ◆ Documents date and time of issuance; and
      - ◆ Details the purpose of the issue.

**Note:** For employees that misplace or fail to bring an assigned chit to the COC, the Shift Leader is notified, at a minimum, of the second occurrence.

  - c) All keys checked out from the COC are returned at the end of the employee's shift, return time is noted in the log book.
5. The KCO/designee and Shift Supervisor are made aware of any unassigned keys that are temporarily issued for overnight use.
6. In the event a key chit is lost, a replacement is requested from the KCO/designee by the next business day. Once the request is made, the key chit is replaced within seven (7) working days.
7. Security employees are issued keys as follows:
  - a) When checking out keys, the employee provides the metal key chit to the COC for the assigned post;
  - b) When returning post keys, the employee surrenders keys to the COC.
  - c) The COC employee ensures all keys are accounted for and returns the employee's key chit.
  - d) When an employee is providing relief and obtaining keys from an employee on post, the following occurs:
    - ◆ The relief employee reports to assigned post and gives the post employee a key chit.
    - ◆ The post employee surrenders the post key ring to the relief employee;
    - ◆ The relief employee counts the keys to ensure all are accounted for and that none are broken; and
    - ◆ The relief employee reports any discrepancies to the Shift Supervisor immediately.

# *Key Control*

1. Individual employees are responsible for the following key control practices when handling keys:
    - a) Maintain control of assigned keys by keeping them in possession at all times and not leaving keys on a desk or loan them to another employee;
    - b) Do not remove from or add keys to a sealed key ring;
    - c) Do not attach anything to the key ring or metal key chit (i.e. trinkets, letter tags, car keys, etc.), except for the use of a belt clip or lanyard;
    - d) Always confirm the key count when exchanging keys from one employee to another;
    - e) Never allow youth access to facility keys;
    - f) Avoid reference to key numbers or any identifying information in the presence of a youth;
    - g) Always exchange keys hand-to-hand, tossing or throwing keys is not allowed;
    - h) Do not tamper with, damage or destroy the key cabinet, key rings and keys assigned to the key cabinet.
    - i) Do not use force to operate locks. Never try to repair locks. Report any malfunction to the shift supervisor and complete necessary maintenance requests.
    - j) Employees check keys and key ring for any damage to the keys or key rings. If found, report immediately to Shift Supervisor and KCO.
    - k) When employment is terminated, the responsible CS Manager ensures that the employee's key and/or chits are returned prior to an employee receiving final payroll.
  2. Any violation of the above practices is documented and submitted to the employee's direct supervisor, KCO and Superintendent.
- Note:** Employees found in violation of any of these key control practices are subject to disciplinary actions up to and including termination of employment.
3. No facility keys related to the security of the facility are duplicated unless approved in writing by the KCO/designee and the Superintendent.
  4. Requests for duplication of such keys are made in writing to the KCO/designee with a full justification for the need for duplication of any key(s).

# *Key Inventory*

## **Assigned Keys**

1. All assigned keys are identified by an attached metal key ring which has an identification number that is cross-referenced with the key system data base.
2. The KCO/designee assures all assigned keys are accounted for daily by running a report from an electronic key control system. The KCO/designee submits the results of this report to the shift leader to include in the end of shift report.
3. Assigned supervisors are notified by the KCO/designee when an employee fails to return keys to the box by the end of the day. Disciplinary action is used with employees who show a pattern of failing to check keys in daily.
4. The KCO/designee ensures a complete key inventory is conducted quarterly for all permanently issued keys. Key Inventory records are maintained. The KCO/designee tests emergency keys on a quarterly basis to ensure keys are in working order.

## **Unassigned Keys**

The COC employee visually checks all unassigned keys during each shift to confirm none are missing. All unassigned keys are maintained in the key cabinet in COC when not in use.

1. Any discrepancies identified from the visual checks are addressed as follows:
  - a) The COC employee records it in the post logbook and immediately reports it to the shift supervisor; and
  - b) The Shift Supervisor attempts to locate the keys and documents actions taken in the shift report.
2. If an employee accidentally takes an unassigned key home, he/she is contacted and is required to immediately return the key unless authorized by the SM to return them at a later time.

# *Damaged or Missing Keys*

## **Damaged Keys or Key Rings or Locks**

1. The KCO/designee and Shift Leader are advised immediately for the following issues:
  - a) Any key that is broken, cracked or damaged;
  - b) Any key ring that is damaged; or
  - c) Any key that has a broken seal.

2. The Shift Leader is advised immediately of any lock that does not operate properly and is responsible for the following procedures:
  - a) Contacts the maintenance department to repair or replace the lock; and
  - b) Submits a written report of the situation and the action taken to the KCO/designee.

## Missing Keys

1. When a key or key ring is discovered lost or missing, a verbal report is submitted to the KCO/designee and Superintendent stating when the loss/misplacement was discovered, circumstances surrounding that loss or misplacement, and the identification of the missing keys.
2. If a key or key ring is lost or misplaced at the facility, an immediate area shutdown takes place which includes a search of the area and all youth in the vicinity before anyone is allowed to leave the area. These precautions are taken to prevent the use of the key(s) for unauthorized access or for escape from the facility.
3. The staff who misplaced the key or key ring assists with the search of the area until the key is found or the search is stopped by the security shift supervisor.
4. Whether the key or key ring is found or not, the staff responsible for the key(s) completes form [CS-0311 Facility Incident Report](#) prior to the end of the shift the day the incident occurs.
5. If the item is not found, a follow-up written report, that includes security measures taken, is completed by the SM prior to the end of the shift the day the incident occurs. This report is submitted to the Superintendent for review.
6. A written report is submitted within twenty-four (24) business hours to the KCO/designee.
7. An incident report regarding missing keys is kept on file and a copy is submitted to Central Office.
8. Identify locks that the key could open and change the lock or mechanism.

## *Personal Storage Boxes*

1. Every employee is assigned a personal storage box with a key to secure personal items that are not allowed behind the secure perimeter.
2. The personal storage box key is placed on the sealed key ring of all non-security employees who have access to the electronic key control system, by the KCO.
3. Employees keep their personal storage box key separate from the sealed ring.
4. Contract workers (psychologist, dentist, therapist, etc.) are either assigned a personal storage box or issued keys.
5. Visitors, non-facility state employees, or volunteers may request a temporary personal storage box at the COC. The key is returned to the COC before exiting the facility.



6. If a personal storage box key is lost, it is reported to the COC staff immediately who then alerts the shift leader and KCO. The shift leader determines next steps based on the specific circumstances (key replacement, disciplinary action, search of area, etc.). The staff assigned the personal storage box key completes form [CS-0311 Facility Incident Report](#), prior to the end of the shift the day the incident occurs.

## *Tool Identification*

1. Tools in each work area are marked with an identification symbol and numbered for the purpose of distinguishing tools. The following identification symbols for locations are below:
  - ◆ BARB – Barber
  - ◆ CARP – Carpentry
  - ◆ COC – Central Operations Center
  - ◆ COS – Cosmetology
  - ◆ F – Food Service
  - ◆ FS - Fire Safety
  - ◆ HORT – Horticulture
  - ◆ LAU – Laundry
  - ◆ M – Maintenance
  - ◆ PROP – Property
  - ◆ REC – Recreation
  - ◆ SCH – School
  - ◆ SEC – Security
  - ◆ W - Warehouse
2. All Culinary, Clinic (medical/dental) and Kitchen tools are exempt from color coding and etching due to health hazards. For these locations, the area is marked for identification where the tools are stored.
3. Institutional tools and equipment are subject to the additional classifications and controls:
  - a) **Restricted:** Color-Coded Red – (Staff use only)
    - ◆ Cutting torches (all)
    - ◆ Bolt cutters
    - ◆ Block & tackles
    - ◆ Welding torches
    - ◆ AVC welders
    - ◆ Straight razors & replacement blades
    - ◆ Rescue Tool (secured in living units security office)
    - ◆ Hacksaws & hacksaw blades

**Note:** Each area can add to the color code red list. However, items listed above shall remain code red.
  - b) **Less Restricted:** Color-Coded Yellow – (Youth may use under direct supervision of staff).
    - ◆ Axes & similar tools (outside fence only)

- ◆ Blow torches
- ◆ Hoses
- ◆ Nippers/all metal cutting tools
- ◆ Shears
- ◆ Câble
- ◆ Chain
- ◆ Hammer
- ◆ Screwdrivers, etc.
- ◆ Saws, except hacksaws
- ◆ Snip tools
- ◆ Arc welder
- ◆ Large pipe wrenches over 14" in length
- ◆ Jacks
- ◆ Electric Tools
- ◆ Wrecking bars, shovels, picks
- ◆ Abrasive grinders
- ◆ Gear & wheel pulleys
- ◆ Coping saws
- ◆ All lengths of rope
- ◆ Wire cutters
- ◆ Cleavers
- ◆ Pick/Hooks
- ◆ Ladders
- ◆ Gasoline/Diesel-powered Tools (lawn mowers, weed eaters etc.)

**Note:** Each area can add to the color yellow list. However, items listed shall remain code yellow.

## *Tool Storage and Issuing*

### **Maintenance**

1. Tools routinely used are kept in toolboxes with an identification symbol and numbered for each maintenance employee. An itemized inventory of the contents is kept in the toolbox at all times.
2. The user signs tools out, in writing, by the date, number and description of all tools removed from the tool room, outside building or ladder rack on form [\*CS-1138, Tool Inventory Log\*](#).
3. All tools are returned and secured upon completion of the job.
4. Toolboxes are stored in the tool room or locked inside a toolbox on a state vehicle when not in use. A daily inventory is made by each employee of the tools in his/her assigned toolbox. All other tools are stored on a shadow board in the tool room. Tools not adaptable to shadow boards are stored on a shelf or floor in the tool room. An itemized inventory is kept in the area to indicate the contents.
5. Tools routinely used for digging and yard work are stored in a secured building in the maintenance area.
6. Ladders too large to be stored in the tool room are secured on a ladder rack inside the maintenance area.
7. The maintenance area is locked at the end of each workday. When doing perimeter checks, security staff checks the maintenance area to ensure the area is secure.

8. Ladders routinely used that are six (6) feet and over are affixed by lock and chain to the maintenance vehicle.
9. Shadow boards are used whenever possible to provide a quick visual check of contents.
10. The facility manager/designee is responsible for ensuring that all tools are returned and properly inventoried at the end of each day by using form [CS-1138, Tool Inventory Log](#).
11. The facility manager/designee is responsible for ensuring that all tools are inventoried before and after entering the secure area by using form [CS-1138, Tool Inventory Log](#).

## Food Service Department

1. Hazardous culinary tools are stored in a steel cabinet that is permanently mounted to the wall and secured with a lock.
2. All other tools are hung on a shadow board that is numbered.
3. The user signs out and back in all instruments removed from the steel cabinet and shadow board on form [CS-1138, Tool Inventory Log](#).
4. All tools removed from the steel cabinet and shadow board must be returned at the conclusion of the work assignment.
5. The Food Service Manager/designee is responsible for ensuring that all tools are returned and properly inventoried at the end of each day by using form [CS-1138, Tool Inventory Log](#).
6. Food service staff inventory all tools a minimum of two times daily, at the beginning of each shift.

## Vocational Classes

1. Youth are allowed to use vocational tools only under constant supervision of an employee. However, substitute teachers are **not allowed** to issue tools for youth to use.
2. Tools are signed out on form [CS-1138, Tool Inventory Log](#). Tools are returned and signed back in before the conclusion of each class.
3. Tools used in the vocational classes are stored in a locked and secured area.
- 4.** The Vocational Teacher supervising the classroom is responsible for ensuring that all tools are returned, secured, and properly inventoried at the conclusion of each class period by using form [CS-1138, Tool Inventory Log](#).

## *Contractor/Vendor Tool Inventory*

1. Any contractor coming on campus to perform repair, barber or maintenance services are required to supply their own tools. No state-owned tools or equipment are loaned to a contractor to perform the contracted job.

Form [CS-1139, Vendor Tool Inventory Log](#) is completed by all contractors when they sign in and out at the COC or maintenance department (location depends on facility). The form reflects all tools coming into the secure perimeter including vehicles.

2. While the contractor is on the facility grounds, the inventory will be kept with the tools/box. At the end of the day tools are inventoried at COC before the contractor leaves the campus for the day.
3. Contract maintenance service providers, construction workers and repair contractors are only allowed to enter the secure perimeter with an escort from the area supervisor/designee who contacted them. Contract barbers do not require an escort.
4. The area supervisor/designee remains with the contractor under direct and continuous supervision until the work is complete; the contractor has exited the secure perimeter, and has signed out at the COC.
5. In the event that a Maintenance Department employee is unavailable to supervise the maintenance contractor, the Facilities Manager is responsible for contacting the Security Shift Leader so security can supervise the contractor while on campus.
6. The FSO/designee is responsible for escorting and supervising contractors working, testing or inspecting the fire alarms, sprinklers or smoke detection systems.
7. The contractor and the supervising employee are responsible for assuring all contractor vehicles are locked while inside the secure perimeter and that no tools are left unsecured.
8. The contractor and supervising employee thoroughly check the work area prior to youth access to assure that no tools, scrap items or any other item has been left behind.
9. If the work being completed is a major maintenance project; procedures are outlined in their contract as to the campus security and tool control. The Facilities Manager periodically checks on the contractors during the project.
10. Contractors are responsible for their tool inventories. An inventory is kept of their trucks and tool boxes while on campus. They will inventory their tools before they start in the morning and before they leave for the day.
11. Contractors entering the campus will do a tool inventory at the COC before they start and the completion of work.

## *Tool Inventory*

1. Tools used in each department at the facility are counted and checked each day using form [CS-1138, Tool Inventory Log](#) as discussed in section I of this policy.
2. At the end of each month, the original form [CS-1138, Tool Inventory Log](#) is sent to the Department Head Manager for review and signature then forwarded to the Fire Safety Officer within five (5) days of the close of the reporting month.
3. The medical and dental departments follow procedures outlined in DCS Policies [20.15 Medication Administration-Storage and Disposal](#) and [20.17 Management of Pharmaceuticals-Hazardous Medical Devices in a YDC](#).

4. When a new employee is hired, tools are assigned during orientation and noted on an inventory form then signed by the employee and supervisor. The same process is followed when an employee leaves employment during the exit interview process.
5. Institutional tools and equipment are not to be loaned or removed from state property without the prior written permission of the superintendent or his designee.

## *Tool Disposition*

### Hazardous Tools

1. Potentially contaminated sharps to include needles, razors, and scalpels are handled in accordance with [DCS Exposure Control Manual for Blood Borne Pathogens](#).
2. All hacksaw blades are turned into the Property Officer for disposal when no longer usable.

### Broken Tools

1. When a tool is broken, it is documented in the comments column on form [CS-1138, Tool Inventory Log](#). A copy of the Tool Inventory Log, along with the broken tool, is given to the Property Officer, at which time a replacement is ordered. The date the replacement is put into service is documented in the comments column on the Tool Inventory Log as a new tool.
2. All tools and equipment that are broken, obsolete, or worn out are turned in to the Property Officer for storage in a locked box or locker located in a secured area until it can be discarded. Absolutely no worn out, broken, or obsolete tools are disposed of privately.
3. All employees are responsible for reporting lost, damaged, or stolen state-owned property by completing form [CS-0986, Incident Report for Damaged, Missing, Lost or Stolen State Property and Equipment](#) and submitting it to the Property Officer.
4. The Property Officer completes required tasks outlined in DCS Policy [1.11 Management of State-Owned Property](#).

### Tools Sent to State Surplus

1. Items identified to be sent to State Surplus are listed in the comments column on form [CS-1138, Tool Inventory Log](#). A copy of the Tool Inventory Log is given to the TCO. Within 48 hours of discovery, the tool is given to the staff member assigned the responsibility of maintaining surplus property on a monthly basis.
2. To make a request for State Surplus to pick up identified property, the staff member tasked with surplus property responsibilities makes an official request using the **Service Now** system. Information on how to complete the process may be found on the DCS Office of Information and Technology Assets & Equipment page on the DCS Intranet at: <https://www.teamtn.gov/dcs/divisions/it-support/customer-info-center/assets.html>. The [TN State Agency for Surplus Property State Plan of Operation](#) guidelines is also available for information.

3. When the items have been picked up, the date of pickup is sent to the applicable department manager by email. The manager documents the date on the inventory log.

## *Missing Tools*

1. Any discrepancies found when conducting visual tool checks or inventory is verbally reported to the Shift Supervisor immediately, who then reports the discrepancy to the SM, Administration Manager and TCO.
2. An immediate area shutdown and search takes place before anyone is allowed to leave the area.
3. If a tool is missing, no youth is allowed to leave the area until all youth have been searched. The staff who issued the tool/equipment assists with the search of the area until the tool is found or the search is stopped by the security shift supervisor.
4. Whether the tool is found or not, the staff responsible for issuing the tool completes form [CS-0311, Facility Incident Report](#) prior to the end of the shift the day the incident occurs.
5. If the item is not found, a follow-up written report, that includes security measures taken, is completed by the SM prior to the end of the shift the day the incident occurs. This report is submitted to the Superintendent for review.
6. The date the tool/equipment becomes missing is recorded on the applicable tool inventory log.

## *Employee use of Tools*

1. Employee personal tools are not allowed on facility grounds without approval from the Superintendent.
2. If personal tools are approved to enter the facility, tools are logged in at COC on form [CS-1138, Tool Inventory Log](#) before they enter the secure perimeter. At the end of the work day or when the job is complete the tools are logged out at the COC and they are taken to the employee's personal vehicle and secured.
3. Personal tools found on the grounds are considered contraband items. Such items are confiscated and disposed of in accordance with DCS Policy [27.21 Contraband Collection and Disposition](#).
4. State tools **may not** be loaned out to employees.

## *Training*

1. All Staff receive preservice and in-service training in accordance with the [\*Required Training Chart for DCS Staff\*](#) and the [\*YDC Training Plan\*](#).
2. Key and Tool Officers are trained on this policy before assigned the responsibility of keys and/or tools.
3. COC Employees are trained by the SM, or designee, prior to issuing out keys.
4. The following topics (include but are not limited to) are covered in training sessions:
  - a) Use of and security of keys (security, non-security, vehicle keys);
  - b) Key control procedures;
  - c) Fire/emergency key procedures;
  - d) Personal storage boxes;
  - e) Tool identification/storage;
  - f) What to do with broken or missing keys/tools; and
  - g) Employee use of tools
5. All Contractors and vendors complete form [\*CS-1137, Contractor/Vendor Agreement and Training Acknowledgment\*](#), and receive all training identified within the form.