



How you want to be treated.

Key Holder Responsibilities

To help us ensure the optimal safety and security for patients, staff and tenants, please read the following rules and responsibilities of key holders.

- Individuals issued keys are responsible for the keys' safekeeping and must sign an agreement acknowledging this responsibility.
- Keys are at all times the property of Providence Health Care.
- Departments are fiscally accountable for the costs of re-issuing keys and other costs related to lost keys or work necessary to maintain security.
- Dept Leaders will be responsible for authorizing any keys to be issued to their employees as well as ensuring the return of keys from their employees leaving PHC.
- Repairs from forced entry are the responsibility of PHC Plant Services. Upgrades to physical security are the responsibility of the occupying department.
- Keys will be issued by PHC Plant Services based upon demonstrated need for access and input from the requesting department leader or manager.
- Requests for keys will be processed only when submitted on an on-line maintenance requisition to Plant Services, available at <http://intranet.phc.ca/> under the "Business Services" section, or from the following web link: <http://www.angusanywhere.com/tenant/acmlprovidence/>
- Keys shall not be loaned, borrowed, or transferred without proper authority and documentation by PHC Plant Services.
- Keys may not be duplicated or tampered with under any circumstances. Tampering with or duplicating keys may result in disciplinary action.
- Lost or stolen keys must be reported immediately to PHC Plant Services.
- Keys must be returned to Plant Services upon leaving PHC employment or at the end of the individual's need for a key.
- Grand Master keys will not be issued on an individual basis. They will be issued on a loan basis only when authorized by the Director of Plant Services.

If you have any questions or concerns, please contact Louie Rapos by phone at local 68273 or by e-mail at lrapos@providencehealth.bc.ca.