



## Department of Facilities Management

### POLICY & PROCEDURE DOCUMENT

NUMBER: 1.011

DIVISION: Department of Facilities Management

TITLE: Unlocking Door Policy

DATE: January 23, 2020

Policy for: All Department of Facilities Management Employees

Authorized by: Director Facilities Management

#### I. Purpose and Scope

To clarify who is responsible for unlocking doors. **DFM is not in the business for unlocking interior building doors.** These requests need to be directed to WKU Access Control during work hours or University Police after hours.

#### II. Policy

A. Section C in the University's Access Control Policy.

1. Environmental Services Attendants unlock the exterior doors on weekdays for regularly scheduled classes. The department an individual works for or the building coordinator is responsible to assist faculty and staff with lockouts during regular business hours (8am-430pm). The WKU Access Control night lockup staff member is responsible for the evening lockup of their assigned building.
2. Generally, the employee should first contact his/her department office or the building coordinator when he/she is locked out of an area. Personnel from the WKU Access Control department are available to assist with lockouts Monday-Friday from 8am-1130pm. If however, personnel must be called in after normal work hours or on weekends, an overtime/call-in charge will be billed to the department. Current overtime payment policy requires a four (4) hour minimum payment for callouts regardless of the time it takes to address the problem.
3. It is recommended that each department head have a lockout response plan which includes departmental on-call contacts or building coordinators. Each

department is responsible for establishing a procedure and identifying an individual for employees to contact in the event of a lockout or making arrangements for weekend events.

4. In the event WKU Police or WKU Access Control respond to assist with a lockout, the individual seeking entrance must show a valid WKU ID to the WKU Police Officer or WKU Access Control employee who will then call the employee's department Authorized Agent or designee (day or night) for authorization before the locked out individual will be allowed to enter the space. WKU Access Control department employees are authorized to make exceptions to this requirement based upon the circumstances of the lockout.
5. Housing and Residence Life will handle lockouts per their own policy put in place.