



AW0600 - IDENTIFICATION AND ACCESS CONTROL

1.0 PURPOSE

To provide a framework for the administration of Interior Health's Photo Identification and Access Control program.

2.0 DEFINITIONS

TERM	DEFINITION
Authorized Persons:	Employees, physicians, Board Members, volunteers, students and contractors permitted to provide services within Interior Health.
Identification Badge:	Cards with or without a photo of the authorized person wearing the badge and other information such as; organization logo, name, position, etc. that are intended to be visibly displayed while on organizational business.
Access/Proximity Card:	Often the same card as the identification badge, which allows access to one or more facilities and/or specific areas within a facility or parking lot depending upon authorization.
Access Control System:	Any stand alone or networked computerized access control system designed to manage access to a facility, area, or parking lot, by means of proximity, magnetic stripe or "smart"/imbedded chip cards, biometric information or numeric codes.

3.0 POLICY

3.1 Photo Identification and Access Control Program Authority

Interior Health is committed to creating safe and secure environments for our staff, patients and clientele. Identification badges and access cards form an important aspect to the overall security and protection of staff, physicians, patients, residents, volunteers and contractors.

Interior Health's Photo Identification and Access Control program will be developed, managed and administered by the Protection and Parking Services department.

Protection and Parking Services are responsible for determining policy and procedures governing the administration and management for all computerized access control systems.

Identification badges and access cards remain the exclusive property of Interior Health and must be returned upon the cessation of employment or relationship with Interior Health. The employee's manager, or contract manager, shall be responsible for ensuring all photo

Policy Sponsor: Vice President, Support Services and Chief Financial Officer	1 of 5
Policy Steward: Manager, Protection and Parking Services	
Date Approved: March 2012	Date(s) Reviewed-r/Revised-R: April 2019(R)



identification badges and/or access cards are returned to the Photo ID office. Identification badges and access cards issued to short term contractors must be returned to the issuing department at the end of each day.

Pictures intended for the production of identification badges will be taken in accordance with processes established by the Protection & Parking Services department.

3.2 Individual Responsibilities

Staff, physicians, volunteers, students and contractors must wear the identification provided, or approved by, Interior Health in a clearly visible manner that ensures that person may be easily identified, at all times, while on duty or conducting business on behalf of Interior Health, or within Interior Health facilities.

Names, position titles, department information and all other information appearing on identification badges will be in accordance with the Interior Health Photo ID and Access Control Program Guidelines (see Appendixes A). Due to privacy considerations, staff members working directly with patients, clients and the public will only be required to display their given (first) name on the front of their identification. Excluded staff members will have both their given and surnames (last) displayed. In circumstances where excluded staff members have concerns about privacy, their surnames may be printed on the back of the identification card. Short form names will be permitted (i.e. "Kathy" for "Katherine", "Bob" for "Robert", etc), but alias's or "nick" names shall not be used.

Defacing or altering the identification badges is not permitted.

The safe keeping and appropriate use of identification badges and/or access cards is the responsibility of the person to whom the card was issued and are intended for their express use only, and may not be used by any other individual for either identification or to gain access, via a card reader controlled device to a facility, area, or parking lot. Failure to visibly display proper identification while on Interior Health business or the loaning of identification badges and/or access cards to another person may result in disciplinary action being taken.

3.3 Compliance with Program

All staff share an obligation towards achieving and maintaining a safe and secure environment. Any staff member and/or contracted security personnel may request to view identification from any individual on Interior Health property or seek an explanation in the absence of identification from any individual. Staff are encouraged to seek assistance from security personnel (if available) or other staff members if they feel unsafe in questioning an unknown person.

Any person may be denied access to any area, outside of public areas, and directed to leave the area or premises if not wearing an approved identification badge or if unable to be satisfactorily identified.

In the event of the activation of a emergency response plan, or other significant emergency, the identification badge will be required to obtain access to facility grounds and buildings via the specified access routes.

3.4 Lost or Stolen Photo ID

Policy Sponsor: Vice President, Support Services and Chief Financial Officer	2 of 5
Policy Steward: Manager, Protection and Parking Services	
Date Approved: March 2012	Date(s) Reviewed-r/Revised-R: April 2019(R)



The loss of any identification badge and/or access card must be reported to the Photo ID office immediately. Failure to report a lost or stolen identification badge or access card may result in disciplinary action. A replacement badge will be issued for which a fee may be charged, depending upon circumstances and type of badge. Any fees charged for lost or damaged cards, beyond normal wear and tear, will be the responsibility of the person to whom the card was issued.

4.0 PROCEDURES

5.0 REFERENCES

1. Interior Health Administrative Policy: AU0800 – Dress Code / Personal Conduct
2. Fraser Health Administrative Policy – Identification Badges, April 2006
3. International Association of Healthcare Security & Safety (IAHSS); Basic Industry Guidelines, *“Access Control: Identification System”*

Policy Sponsor: Vice President, Support Services and Chief Financial Officer	3 of 5
Policy Steward: Manager, Protection and Parking Services	
Date Approved: March 2012	Date(s) Reviewed-r/Revised-R: April 2019(R)



APPENDIX A

INTERIOR HEALTH PHOTO ID AND ACCESS CONTROL PROGRAM GUIDELINES

1. Responsibility for the Interior Health Photo ID and Access Control program including the daily operation and administration of the program shall rest with the Manager, Protection and Parking Services.
2. Protection and Parking Services shall establish a Photo ID and Access Control program and be responsible for:
 - a. Ensuring effective, efficient and appropriate processes are in place to facilitate the production of identification badges and access cards for Staff, Board Members, Volunteers, Medical Staff and applicable students and contracted staff;
 - b. Designing and maintaining a photo ID and access control program that supports an environment of patient/resident/client focused care that recognizes the various user groups with appropriate customer service; and
 - c. Maintaining operational controls in order to provide enhancements to the safety and security of all persons accessing Interior Health facilities;
3. Protection and Parking Services will maintain operational control of the issuance, authorization, production and distribution of identification and access cards in order to achieve program consistency, efficiency and accountability.
 - a. Protection and Parking Services shall be the only Interior Health department authorized to purchase photo ID and access cards from external vendors;
 - b. The Protection and Parking Services photo ID office shall have exclusive responsibility for the authorization, production, programming (of access systems connected to the IH network) and distribution of IH photo identification or access cards;
 - c. In consultation with site and/or department administration as necessary, Protection and Parking Services shall make final determination regarding the access permissions granted to any person being issued an access card;
 - d. Photo identification will be issued to medical student programs where the students will be present in the facility for 10 months or more;
 - e. Student programs where the students are on site for shorter periods of time will be required to display approved identification provided by their institution or program; and
 - f. Access cards will be issued to Interior Health departments responsible for the coordination of the student programs who will be required to manage their distribution and recovery. The coordinating program shall be responsible for any fees associated with replacement cards.
4. Employees, physicians and volunteers will not be charged a fee for their initial identification and/or access card. No fee will be charged for replacement or the reprinting of a card in the event:
 - a. The card becomes illegible due to manufacture or age related fading;
 - b. The card is damaged through normal wear and tear;

Policy Sponsor: Vice President, Support Services and Chief Financial Officer	4 of 5
Policy Steward: Manager, Protection and Parking Services	
Date Approved: March 2012	Date(s) Reviewed-r/Revised-R: April 2019(R)



- c. Organizational/departmental change requiring a change to the information displayed on the card (in this event, the card holder's department may be charged a fee);
 - d. The card is stolen and a police file number is provided;
 - e. There is a significant printing flaw on the card that affects the ability to easily identify the individual; and
 - f. An error was made to name, department or position title.
5. A replacement fee will be charged to the card holder if:
 - a. The card is lost;
 - b. The card is damaged beyond what would be expected from normal use (punctured, melted, bent, etc.); and
 - c. The card holder legally changes their name;
6. In the absence of a significant defect, identification cards will not be reprinted if the individual is simply not satisfied with their photograph.
7. A fee will be charged for the initial production of photo identification and/or access cards to external organizations i.e. Health Shared Services British Columbia (HSSBC), Provincial Health Services Association (PHSA) and contracted service providers.

Policy Sponsor: Vice President, Support Services and Chief Financial Officer	5 of 5
Policy Steward: Manager, Protection and Parking Services	
Date Approved: March 2012	Date(s) Reviewed-r/Revised-R: April 2019(R)