

GENERAL PROGRAM ADMINISTRATION

Office Security Policy Employee Identification Badges and Visitor Access

CS 101.7

SUPERSEDES

CS 101.7 Office Security Policy Employee Identification Badges and Visitor Access, May 24, 2022

Background

Personal safety of CSSD employees and safeguarding of confidential information in CSSD offices is of utmost importance. Members of the general public who deal with CSSD may become angry and volatile, which can lead to physical harm to CSSD employees. CSSD files contain confidential information which requires safeguarding against unauthorized disclosure.

In order to reduce the potential for harm to employees and restrict access to confidential information, a security policy and physical security measures are essential. For a security policy to be effective, all employees must adhere to the policy without exception. Because security is so important, failure to adhere to the strict requirements of the policy may result in disciplinary action against the employee, and may result in termination of employment.

State Identification Badges

It is the policy of the Child Support Services Division (CSSD) that all employees wear a State of Montana Identification Badge during regularly scheduled work hours. State of Montana ID badges must be worn to provide proper identification of division employees authorized to access CSSD offices. The badge must be clearly displayed and worn above the waist.

Restricted Access

It is the policy of the CSSD that entry into CSSD offices shall be restricted to **only individuals that have a need to access the area:**

- 1) CSSD employees wearing a State of Montana ID Badge;
- 2) A frequent visitor who is listed on the restricted area's Authorized Access list and is either wearing a State of Montana ID Badge or wearing a CSSD Authorized Visitor badge.
- 3) A visitor wearing a Visitor/Guest badge that has gone through the restricted area entry log-in process.

Restricted Area Log-in Process

1. All visitors must enter through the main office entry area. "Visitors" include family members, friends, customers, vendors, as well as other CSSD and DPHHS employees who do not work in that office. Visitors must show identification and sign a visitor access log naming the purpose of the visit, and who will be visited. Sample log attached. Visitors, except for individuals on the authorized access list or DPHHS employees known to the receptionist, will not be admitted until a CSSD employee personally escorts the visitor into the office. Visitors that do not go beyond the front entry desk/counter are not required to sign the log. Visitor access logs must be reviewed at the end of each month and then retained for five years.

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2. An authorized access list may be maintained at the office entry for Department employees and vendor/non-Department employees and must be reviewed and updated monthly. See sample list template at end of this section. The authorized access list may include visitors that have a frequent and continuing need to enter the restricted area, such as temporary employees, cleaning staff, landlords, or other DPHHS staff that frequently attend meetings at CSSD. Individuals on the authorized access list will not be required to log in and out on the visitor access log, but may be required to show an ID if unknown to the receptionist. Individuals on the authorized access list must have a CSSD Authorized Access ID badge or State of Montana ID badge to be granted access. The authorized access list must be reviewed and updated at the end of each month, or upon an occurrence or potential indication of possible security breach or personnel change. Prior authorized access lists must be retained for five years.
3. While in the CSSD offices, visitors (except for those on the authorized access list or DPHHS employees) must always remain in the company of the admitting CSSD employee.
4. Once admitted by the responsible CSSD employee, repair-people, inspectors, etc., do not need to be escorted throughout their repair work or inspection. However, work must be performed in the presence of a CSSD staff member. They will be required to log in and wear a visible CSSD Guest/Visitor Badge provided by the receptionist.
5. Non DPHHS employees, other than DPHHS family members, may not be in the office before or after regular business hours, which are generally 8:00 am to 5:00 pm. Outside these hours, outside visitors (except DPHHS employees and DPHHS family members) may not be admitted. It is the responsibility of the CSSD employee to notify visitors of this policy and to see that visitors vacate the office by the close of business.

Entry Door Security

1. CSSD employees may not provide keys, electronic access control devices, or combinations to anyone, including family members, other DPHHS employees and other state employees.
2. Entry door combinations are to be changed upon the termination, retirement or transfer of an employee with access to the combination, or at least annually. Keys and access control devices must be collected when an employee retires or terminates. A supervisor should make arrangements to have the locks changed immediately if there is reason to believe an employee or former employee or other individual has the combination and may cause damage to CSSD offices or other breaches of security. Locks must be replaced on key lock doors if a key is lost.
3. The doors accessing CSSD must be shut immediately after each use. They shall not remain ajar for any reason. The CSSD employee responsible for going through the door is responsible to ensure the door is closed tightly after use.
4. While using the entrance doors to CSSD, employees may under no circumstances admit outside visitors (although care should be taken to not "slam the door" in people's faces, or allow an individual to "piggyback" or "tailgate" into a secure area). If a non-DPHHS employee is near the

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door, the CSSD employee should enter or exit through another door, if possible, to prevent unauthorized admissions.

5. Building public access doors are to be locked at 5:00 p.m. The office manager/supervisor is responsible for ensuring this is accomplished.
6. Office access doors that have access control systems (e.g., badge readers, smart cards, **and biometrics**) and provide the capability to track access control attempts must maintain audit records with successful and failed attempts to secure areas. The office manager/supervisor must review the access control logs on a monthly basis.
7. The locking function of office access doors must be checked quarterly to ensure that they are working properly. The office manager/supervisor is responsible for ensuring this is accomplished.
8. An inventory of keys/access control devices must be maintained and reconciled periodically. Electronic access control logs must be reviewed monthly.

Emergency Situations

CSSD employees must let their supervisor know immediately of any threats or other circumstances where individuals may pose a risk of personal safety to CSSD employees. The supervisor should immediately notify all CSSD office staff (and CSSD central office and other regions/hearings office, as appropriate) - orally and in writing of persons who should not be admitted, or who pose a risk of personal safety to CSSD employees. The supervisor should convene an "emergency" meeting, as appropriate, of all available management and supervisory staff to outline and implement safety precautions to deal with the situation. The supervisor should also consider the safety of other non-CSSD personnel in the building, and notify all offices of any situations in which they may be at risk.

CSSD employees may call 9-1-1 without consulting a supervisor at any time they feel their personal safety is threatened or danger to themselves or other employees is imminent. If there is time or if the employee is uncertain about the action to take, the employee may consult with his/her supervisor before calling police.

VISITOR ACCESS LOG

| DATE | NAME (Print) | DEPT or COMPA NY | SIGNATURE | *FOR M of I.D. | TIME IN | TIME OUT | PURPOSE | **WHOM VISITED BUREAU/CONFERENCE ROOM |
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*Suggested Form of ID: Driver’s License (DL) State ID (SI); Federal ID (FI); Personal or Business Picture ID (PI); Known to CSSD or Regular Visitor

**Suggested Bureau acronyms: Field Services (FS); Administration (Admin); Audit and Compliance (AC); Systems Policy & Training (SPOT); Fiscal Unit (Fiscal or FU); Technical Accounting (TAPP); Locate; Regional Office (RO); Conference Room(CR); Kitchen (K); Caseworker (CW); Attorney (ATTY)

