

**Policy Name:** Card Access to Buildings and Labs  
**Originating/Responsible Department:** Campus Safety Services  
**Approval Authority:** Senior Management Committee  
**Date of Original Policy:** Fall 1991  
**Last Updated:** November 2022  
**Mandatory Revision Date:** November 2026  
**Contact:** Director, Campus Safety Services

**Policy:**

Carleton University is committed to providing services that will enhance the personal safety of students, faculty/staff, and visitors on the University campus. The University is also committed to reducing the incidents of theft and damage to property through effective security methods. To this end, some academic and administrative buildings, when secured after normal business hours, can only be entered by use of Campus Cards. This access control forms part of the security envelope for the building and is actively monitored by Campus Safety Services on a 24/7 basis. In addition, certain office spaces, labs and other work areas (classrooms) on campus are also secured and are accessible, with the use of the Campus Card. The operation and administration of these access control systems are the responsibility of the client department. Designated areas of Residence on campus are controlled by card access at all times - 24 hours per day/7 days per week.

*At the time of this update, Carleton University is exploring the use of cellphones as a credential management system that may replace or supplement access cards as a means for access control – should that technology be implemented, this policy will be updated accordingly.*

**Scope:**

This policy pertains to all members of the Carleton University community and shall be applied consistently throughout all University-owned facilities.

An access control system utilizes an electronic locking system in combination with a card reader (and optional keypad) and will provide access when the correct card and code are presented. This type of system is particularly useful for areas that have a large number of users entering at various times of the day or night. Access control systems can be put on schedules to auto lock or unlock at various dates and times. Clients should note that CSS only monitor and respond to intrusion detection systems, not access control systems, unless they are part of the building envelope.

*Buildings and Areas Affected:*

Any card access system being installed on campus must conform to the standards and recommendations made by CSS and will be installed by Facilities Management and Planning (FMP), or under the supervision of FMP. Systems that do not meet the specifications identified i.e. rogue systems will be removed or standardized at the expense of the Department using them. FMP will also be responsible for the provision/alteration of any door hardware required for card access installation as required to comply with CSS installation standards.

Opening and closing times for academic and administrative buildings will be determined by the Building Authorities in consultation with CSS and FMP and are subject to change based on occupancy/usage, time of year or operational requirements.

Hours of operation and access eligibility into access controlled labs will be determined by the respective Department. Campus Cards are issued under the direction of the Campus Card Office and/or CSS, depending upon user type and requirements for access.

Access to designated areas of the Residence complex is restricted to those persons who have been assigned accommodation by the Department of Housing and Residence Life Services or Conference Services and support staff required for the maintenance and operation of the facilities.

### Terms and Conditions:

#### Buildings and Labs:

1. The Issuance of access permissions will be restricted to persons having a valid reason to enter secured buildings or labs.
2. In some cases, permissions for users will be automatically determined and programmed on their respective Campus Card based on course registration (students) or employment status. Eligibility for access to Departmental spaces will be determined and provided by the respective Department through AdminWeb. Users other than students or faculty/staff must obtain approval/complete an Affiliate Application Form seeking authorization prior to becoming eligible for a Campus Card/access card.
  - *Refer to the CSS website for further information on the Affiliate Application Form and process for campus card authorization/issuance.*
3. Campus Cards/access cards remain the property of Carleton University and are not transferable.
4. Campus Cards for faculty and staff will remain valid indefinitely and will provide their means for access until termination of employment.
  - *Affiliate access permissions are valid for up to one year and may only be renewed with sponsor authorization.*
5. Access rights/permissions issued to students for the purpose of lab and building access will terminate following any one of the following conditions:
  - student withdrawal from course registration;
  - end of academic term; or
  - sanction imposed by Director of Student Affairs, Academic Department (Dean) or the CSS (Director or designate).
6. Access for students requiring continued lab and building access must be initiated and authorized by the Department concerned for the control over the area so requested. This can be assigned by the respective Department through AdminWeb.
7. Lost, stolen, or damaged Campus Cards should be cancelled immediately through the Campus Card Web Card Center (WCC) <https://wcc.carleton.ca/> or the Carleton Mobile App or reported immediately to the Campus Card Office. Lost, stolen or damaged access cards must be reported immediately to CSS (Patrol Services). A replacement card may be issued once a report has been filed with CSS - a replacement fee will be applied.
8. Equipment malfunctions (i.e.: electronic card readers, magnetic locks, electric strikes, door contacts, etc.) should be reported to CSS Technical Services Patrol Services during business hours (M-F 8:30-4:30) or Patrol Services (after-hours) in order to properly dispatch/coordinate timely repairs with FMP. Reports can be made 24 hours per day. In the event of equipment malfunction and upon furnishing proper identification, CSS staff may grant authorized persons access to the building or lab.

## Housing:

1. The Departments of Housing and Residence Life Services or Conference Services may issue cards to residence students and conference guests to designated residence rooms and building perimeter/floor. Issued access cards are valid for periods determined by the Department of Housing and Conference Services, according to the specific nature of the requirement for access.
2. Access cards issued by the Department of Housing and Residence Life Services or Conference Services remain the property of Carleton University and are not transferable. Access cards must be returned to the Department of Housing and Residence Life Services and Conference Services when contract period (use) expires. Lost, stolen, or damaged cards must be reported immediately to the Department of Housing and Conference Services. A fee will be assessed for replacement of such cards.
3. Equipment malfunctions (i.e.: electronic card readers, magnetic locks, electric strikes, door contacts, etc.) should be reported to the Residence Reception Desk. in order to properly dispatch/coordinate timely repairs with CSS/FMP. Reports can be made 24 hours per day. In the event of equipment malfunction and upon furnishing proper identification, staff from the Department of Housing and Residence Life Services or Conference Services and/or the CSS (Patrol Services) may grant authorized persons access to the building.

## Athletics:

1. The Department of Recreation and Athletics may issue cards to members to designated areas within their facilities. Issued access cards are valid for periods determined by the Department of Recreation and Athletics, according to the specific nature of the requirement for access.
2. Access cards issued by the Department of Recreation and Athletics remain the property of Carleton University and are not transferable. Access cards must be returned to the Department of Recreation and Athletics when the membership period (use) expires. Lost, stolen, or damaged cards must be reported immediately to the Department of Recreation and Athletics. A fee will be assessed for replacement of such cards.
3. Equipment malfunctions (i.e.: electronic card readers, magnetic locks, electric strikes, door contacts, etc.) should be reported to CSS (Patrol Services) in order to properly dispatch/coordinate timely repairs with FMP or the Department of Recreation and Athletics. Reports can be made 24 hours per day. In the event of equipment malfunction and upon furnishing proper identification, staff from the Department of Recreation and Athletics and/or the CSS (Patrol Services) may grant authorized persons access to the building.

## **Procedures:**

### Procedure for Installation of a Card Access System:

The CSS (Technical Services Unit) will be the single point of contact with the University community/clients for any card access requirements on campus. Upon receipt of a Physical Security System Application, (<https://carleton.ca/technicalservices/security-system-project-request-process/>), the CSS Technical Services Unit will perform a Physical Security Assessment, and consult with FMP and Information Technology Services (ITS) to evaluate options and develop the design proposal of the card access solution.

CSS will provide a quote back to the client that will be inclusive of hardware, cabling, electrical, communications, and labour costs. CSS will seek approval/funding for the project from the client. Upon approval and receipt of funding via eShop requisition from the client, CSS will coordinate the installation of access control equipment and door hardware with FMP and ITS.

Once the installation work is completed by FMP, CSS shall be responsible for the commissioning and administration of the card access system and will coordinate maintenance/service when required with FMP and ITS. Business-hours (0830-1630 hrs.) contact - [css.technical.services@carleton.ca](mailto:css.technical.services@carleton.ca) After-hours contact – 613-520-3612 – CSS Communications Centre.

Access control systems are not intrusion detection systems. Departments or clients requiring specialized alarm response/monitoring for secure facilities (labs) should install an intrusion alarm system in conjunction with the access control system. Departments and clients will be assessed a monthly monitoring fee by CSS for this service. This monitoring fee will not be applicable for unmonitored stand alone access control systems.

*Procedure for Obtaining an Affiliate Card:*

While CSS is responsible for the overall management and administration of the card access system on the Carleton University campus, Departmental Administrators, as designated by respective Departments/clients, may be granted some delegated authorities by CSS to grant access rights/permissions to persons(s) requiring access to their facilities (buildings/labs) via AdminWeb.

Individuals interested in obtaining an Affiliate card must have approval from authorized personnel in the respective Department and the Department concerned must associate the appropriate permissions in the card access management system for each individual requesting access with their Campus Card or requesting an access card.

Where CSS will be responsible for card issuance/granting access permissions, the Department or Building Authority concerned must complete an Affiliate Application Form for each individual for whom a card is required. The form must have an appropriate authorization signature (i.e. the Dean/Chair/Manager or her/his designate). This form must then be forwarded to CSS Technical Services. CSS must be in receipt of the authorization form before an access card can be issued.

Copies of the Affiliate Application Form are available on the CSS website at <https://carleton.ca/technicalservices/card-access-how-tos/>

- *Affiliate access permissions are valid for up to one year and may only be renewed with sponsor authorization.*

*Procedure for Departmental Course Automation:*

Access to academic buildings, classrooms, and labs can be automated, based on class registration. Departmental administrators are responsible to submit changes for course automation before the 1<sup>st</sup> day of each term (September 1, January 1, May 1), otherwise course automation cannot be guaranteed for the upcoming term.

A template for course automation requests/changes is available from CSS Technical Services.

**Contacts:**

Director, Campus Safety Services

**Related Links:**

Acceptable Use Policy of Information Technology

Access to Information and Privacy

Card Access System Standards - <https://carleton.ca/technicalservices/security-systems/>

Electronic Monitoring Policy

Physical Security System Application - <https://carleton.ca/technicalservices/security-system-project-request-process/>

Risk Management

Video Recording and Surveillance Policy