

Title: Resident Keys and Fobs
Issued By: Rights of Passage
Applies To: Program Services

I. POLICY

Youth accepted into the Rights of Passage (ROP) program will be issued a room key and building fob upon payment of a refundable deposit.

II. PURPOSE

To provide youth with access to their living space, while ensuring the sanctuary of the building in general and the ROP floors in particular.

III. PROCEDURE

Unless specified otherwise, the Youth Support Worker is responsible for the following tasks –

- A. On or before move-in, obtain from youth the \$30 deposit for the key and fob.
 1. Issue a receipt to the youth for the deposit;
 2. Inform youth that their fob provides access to the following areas –
 - a. Main door of the building;
 - b. Elevator vestibule;
 - c. Floor of their assigned room via the elevator; and
 - d. Rooftop via the elevator.
- B. Manage issues relating to the youth's room key and fob –
 1. For a lost fob, obtain from youth a non-refundable \$50 fee before providing the replacement and
 2. Replace a lost key, unless a pattern of negligence emerges; at which point, charge the youth with the replacement cost.
- C. If the YSW is not available to assist youth with matters related to keys and fobs, then refer the youth to the Program Manager.
- D. Inform youth that they are prohibited from giving their room key and fob to anybody.
- E. If suspended or discharged from the ROP program –
 1. The youth must return their room key and fob to YSW or any program staff; and
 2. If the youth does not return the fob, the YSW or Designate must ensure that it is deactivated by the Front Desk staff for the duration of the suspension or discharge.
- F. Fobs will also be deactivated under the following circumstances –

1. Youth is on unapproved absence for 72 hours or longer;
 2. Youth does not comply with the ROP protocol regarding sing-in/sign-out;
 3. Youth does not comply with the ROP protocol regarding guests; and/or
 4. Youth is considered a sanctuary risk by the ROP staff.
- G. Upon discharge from the ROP program and when youth returns the room key and fob, the YSW will return the \$30 deposit to the youth within a reasonable period.