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## Ames Fire Department Standard Operating Guidelines

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Book: 3 – Emergency Operations

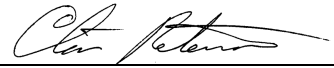
Section: II – Fire Company Operations

Chapter: 1 – **Knox Box Keys**

Date Approved: 07-02-2009

Revision No.:2

Approved by:



### **PURPOSE:**

To assure that each and every Knox key is accounted for and kept in its appropriate place.

### **POLICY:**

Knox box keys are an invaluable tool for firefighters. Accountability of these keys is vital in assuring access when needed and in maintaining the safety and continued viability of our customers. Based on the level of importance, a failure to return the Knox key to the Sentralok may result in disciplinary action.

### **PROCEDURE:**

- Confirm that access cannot be gained through an unlocked entry point.
- The Knox key is used to gain access to the Knox box and retrieve the key(s) for entry.
- The company officer, shift captain, or the apparatus driver (if no officer present) shall be responsible to remove the key(s) from the Sentralok.
- The person removing the key(s) shall radio Ames Police Department (APD) Dispatch and:
  - Identify *yourself*
  - Identify the *unit*
  - Identify your *location*
  - Confirm to Dispatch that you were able to access the key
- The person who has removed the key(s) shall maintain custody until it is replaced at the termination of the incident.
- Upon securing of the location, the key(s) shall be returned to the Knox box and locked.
- The Knox key is then returned to its specific apparatus. The responsible individual shall contact APD Dispatch and identify themselves by name and that they are replacing the Knox key in the Sentralok for that unit.

### **Non-emergency Access**

- In the event that non-emergency access to a Knox Box is required for any reason (i.e., insert additional contents, perform content checks, provide routine maintenance) permission must first be granted from the appropriate site designee.
- Whenever possible, every effort should be made to contact business owners and/or managers to explain what level of service Fire Department personnel will be providing to the Knox Box *and* to request that appropriate site personnel be present.