

Winnipeg Fire Paramedic Service

Fire Prevention Branch Keyed Lock Box Program

Program Summary May, 2019

The City of Winnipeg has a volunteer keyed lock box program that is administered through the Winnipeg Fire Paramedic Service, Fire Prevention Branch. All installation and maintenance costs associated with this are the responsibility of the property owner. Medeco lock boxes, exclusively, are used.

1. What does the Lock Box System do for you?

- Provides immediate emergency entry in case of fire, medical, or other type of emergency.
- Prevents costly forced entry damage to doors or windows.
- Undamaged doors can be re-secured after the emergency.
- Allows faster Winnipeg Fire Paramedic Service entry which reduces the potential damages caused by fire.
- Allows Winnipeg Fire Paramedic Service personnel to enter if a building occupant is unable to open the door.
- Reduces firefighter injuries.
- Increases Winnipeg Fire Paramedic Service efficiency.
- At medical emergencies, personnel can respond quicker and provide medical assistance.

2. How does the Lock Box work?

A. When responding to an emergency and confronted with a locked entry door, department personnel will confirm with communications staff the location of the lock box.

The fire personnel will gain access to the keys from the box. After using them for the purpose intended, the Officer in charge will ensure the keys are replaced and secure.

Note: When in place, key lock boxes will not be used to gain non-emergency access to a building unless the building owner, manager or agent is present.

3. How do I install or change the contents of the lock box

A. The building owner must complete a "REQUEST FOR KEYED LOCK BOX INSTALLATION OR CHANGE OF KEYS" form. This form is available [online](#) or in person at the Winnipeg Fire Paramedic Service, Fire Prevention Branch on the 2nd floor of 185 King Street.

For a new lock box, the completed form can be taken to a locksmith who will install a Medeco Keyed Lock Box. The locksmith completes their portion of the form and submits it to the Fire Prevention Branch after the installation is complete.

For changes to the lock box, the completed form should be submitted to Fire Prevention and an officer will contact the

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requesting party to arrange a meeting to open the lock box, change the contents and complete the form. There is no cost for this service.

4. What keys should be put in the lock box?

A. Keys to the entrance, elevator, relevant service/mechanical rooms, and the fire panel. There should not be suite keys or master keys in the box as it creates a risk for tenants and could be a very high cost if ever stolen/lost.

5. Who has access to the lock box?

A. Property owners do not have access to the contents of the lockbox after it is installed; Only a designated locksmith and Winnipeg Fire Service have keys to access the Medeco lock box.

6. Are there ways to improve the safety of the lock box?

A. The lock box could be inset into the wall, so it cannot be easily hit or accessed with a grinder. Organizations could also have two layers of security, with only the entrance key in the lock box outside, and the additional keys in another lock box inside the building

7. Will WFPS accept entry codes to be stored in our pre-plan program?

A. No, their Privacy Officer has determined that there is not an adequate level of security for storage of entry codes.

8. Does WFPS allow occupants who have frequent medical calls to install a private Medeco lock box for entry to their suite?

A. Yes, vulnerable people may purchase and install a lock box on individual suites and homes. Occupants will have to make arrangements with building management first, Winnipeg Fire Paramedic Services does not get involved in that process. However, if the lock box is outside the suite it may be easy for a thief to determine what is in the lock box and enter the suite, or recognize that the occupant may be more vulnerable and target them.

9. Who do I contact for more information?

A. Contact the Winnipeg Fire Paramedic Service at 204-986-8200