

# **Visitor Management System Use Policy**

## **Durango School District 9-R**

### **Durango School District 9-R Visitor Management System Procedural Guide**

#### **Introduction**

Raptor is a web-based visitor management system that was recently selected by Durango School District 9-R for Fall 2018 implementation. It was developed with the purpose of aiding educational facilities in tracking their visitors, students and faculty. The new Visitor Management System, referenced at VMS in the remaining policies, provides an effective, efficient method for tracking, and also utilizes available public databases to help control campus security. The VMS is capable of replacing most paper-based logs, allowing schools and facilities to produce visitor badges, monitor volunteer hours, and electronically check all visitors against registered sexual offender databases. The overall goal is to better control access to all Durango School District 9-R campuses; thus providing enhanced protection for our students and staff.

#### **General Procedures**

1. All designated front office staff will receive training on visitor check-in procedures to ensure that all persons who are not assigned to the campus have a visitor's badge or Durango School District 9-R photo ID card visible. Any person who does not have a campus visitor badge with the current date displayed or a Durango School District 9-R ID badge should be immediately escorted to the office to sign in.
2. In most schools, signs will be placed at doors and potential entry points directing visitors to the front office to sign in.
3. When the visitor arrives, they will be greeted and asked for photo identification.
4. The designated staff member will scan the visitor's identification and issue a badge with the visitor's destination if there is no alert indicated on the database. The staff member will keep the individual's photo ID in plain view, to reduce concerns that anyone might be copying personal information. The identification card will immediately be returned to the visitor when the badge is handed to them. At no time will a visitor's identification card be kept by the attendant.
5. If the visitor does not have acceptable photo identification available, the campus administrator on duty will be called to assess the situation. If he or she determines the visitor is known, the visitor's information can be manually entered by the campus administrator and will be maintained in the system for future use and future site visits.
6. The visitor will return to the office to check-out when they are leaving the campus. The visitor will be instructed to give the badge back to designated office personnel to check them out of the system. Once the visitor has been signed out of the system, the badge should be torn thoroughly so it cannot be reused. If a visitor forgets to check out, the attendant will attempt phone contact through InfiniteCampus contact information. If

contact is made the attendant will educate the visitor as to proper check in and check-out procedures. If contact is not made by the end of the day, the visitor will be checked out automatically and educated the next time he/she checks in.

## **Visitor Categories**

### **District 9-R Employees Not Assigned To A Campus**

- District 9-R employees who have a badge visible will be able to sign in and out using appropriate paper logs.
- District 9-R employees who do not have a badge visible will be required to scan their Colorado Drivers License or ID Card into the system at their first visit to the school/site and log into the VMS on subsequent visits when their badge is not visible.
- District 9-R employees will be requested to return to the office to check out when their visit is completed, through either VMS or the paper logs, whichever was used to check in.

### **Parents/Guardians of Students at the School/Facility**

- All parents/guardians attempting to gain access to the school/facility for the first time will present a valid government issued photo ID, which may include an official state photo identification card from any state, military identification card, or other forms of government issued IDs that are accepted by our system for scanning. Parents/guardians who do not have ID or refuse to produce such ID, or other required information for identification, may be asked to remain in the office or leave the school/site as their identity cannot be verified. School principals and site administrators *may* allow limited access based on their personal understanding of the situation and/or knowledge of the person in question. Such persons, however, should be manually entered into the system by the campus administrator and have their name and date of birth checked against the database.
- School staff members conducting visitor check-in and scan processes will verify scan results and verify the nature of the visit. If the scan is negative and the visit meets school/site criteria, the visitor will be allowed appropriate access after receiving an appropriate visitor's badge.
- The visitor will be requested to return to the office to check out when their visit is completed to be logged out of the system. Each visitor will be asked to surrender the badge. The badge will be thoroughly torn, so that it cannot be reused.

### **Law Enforcement/Emergency Responders/Government Officials**

- Law enforcement and other first responders should bypass the sign-in process if responding to an emergency.
- Law enforcement and other government personnel on official business should be asked to present their identification similar to other visitors. However, these visitors have an option to show their badge or state-issued identification that can be manually entered.

## Vendors/Contractors/Others

- All vendors, contractors and other visitors not assigned to the particular school will be scanned into the system.
- School personnel conducting visitor check-in and scan processes will verify scan results and verify the nature of the visit. If the scan is negative and the visit meets school/site criteria, the visitor will be allowed appropriate access.
- Vendors: If the scan of the database comes back with a positive match, the vendor will be accompanied by a school administrator or SRO while the delivery is made. The vendor will then be asked to provide contact information for his/her supervisor and asked to leave the campus. The accompanying administrator or SRO will then follow up with the supervisor and advise him/her that the particular vendor will not be allowed to make deliveries to that or any other school in District 9-R.
- Contractors: If the person is affiliated with District 9-R as a contractor, contact an administrator to speak with the person. If the contractor is only going to be at the school for a short time (less than one hour), follow the procedure listed above for vendors. If the contractor is going to be there for an extended amount of time, it will be the project manager's responsibility to contact the school and notify them of the contractors presence and work and get the proper credentials from the 9-R Safety and Security Office.

## Match with the Database

The database will show a match if the visitor has the same name and birthdate/year as that of a registered sex offender. In some cases the match will be the visitor in front of you and at times it may register a false positive.

To determine if this match is a *false positive*, please do the following:

- Compare the picture from the identification to the picture from the database.
- If the potential match is unclear, check the date of birth, middle name, and other identifying information, such as height and eye color.
- The VMS will have a screen for you to view and compare the photo of the visitor with the photo of the person on the sex offender registry.
- If the pictures or identifying characteristics are clearly not of the same person, press **NO** on the screen.
- The person will then be issued a badge and general procedures will be followed.
- *Note:* If there is a false positive, the alert will come up the first time the person visits each campus in the district.

If it appears that there is a *match*:

- Compare the ID with the database. If they appear to be the same person, press **YES**. A screen that says, "Are you sure?" will pop up, press **YES** again.

- Remain calm and ask the person to take a seat, as school officials must approve the visit. Do not go into detail or give further explanations.
- The visitor may ask for his/her ID back and want to leave – schools should comply with this request.
- Appropriate parties (the School Resource Officer, Law Enforcement, and district/campus administrators) will automatically be notified by e-mail and/or text message of the problem and will respond. Stand by for further instructions and assistance from the responding administrator.
- If the individual becomes agitated or you fear for your safety, follow your normal emergency procedures for summoning assistance.
- The alert notification on the visitor will be sent to the School Resource Officer and listed school administrators.

## **Special Circumstances**

### **Parents/Legal Guardians Who Are Registered Sex Offenders**

In the event an identified parent or legal guardian of a student is listed on the database, he/she can still be granted *limited* access to the campus, while being escorted by school district personnel. The campus administrator will decide when and where this person can go and who will supervise his/her visit.

- Campus administrators or school resource officers will privately notify the parent or guardian that they appear to be matched with a person on the Raptor database.
- The Law Enforcement representative for that campus will be contacted to determine the status of this individual and if there are any conditions of their probation or parole that impact their access to the campus.
- The parent or guardian will not be permitted to mingle with students or walk through the school unescorted.
- Parents or guardians who require a teacher conference shall be encouraged to do so when other children are not in class and separated from the student population.
- Failure to follow these procedures may result in parents or guardians being banned from the campus.

### **Customized Alerts**

There may be situations where certain visitors can be flagged as posing a danger to students or staff. One of the features of the VMS is the ability to program customized alerts. These alerts seek to help school personnel identify and avoid dangerous situations.

Examples of persons that can be entered into a Private Alert are:

- Non-custodial parents or family members
- Parents or other family members with restraining orders banning contact with a student or staff member
- Parents with very limited visitation of students
- Expelled students
- Students from rival campuses

- Persons who have threatened students or faculty members
- Persons who have committed crime on or near a campus

The campus and district moderators will have the ability to add private alerts. If a private alert is added, please ensure the following:

1. File a copy of the court order, restraining order, legal document or communication from law enforcement/administrators which supports the alert.
2. Notify the office staff and all campus leaders via email about the nature of the alert.
3. Review the campus emergency procedures that address hostile persons on campus.

### **Volunteers**

The VMS will provide an electronic database of volunteer hours and duties performed by a campus.

- Each volunteer will scan their identification into the system on the first visit. On subsequent visits, the volunteer's name will be located through the quick find screen.
- On the first screen, select volunteer.
- Indicate the job and location.
- Print the badge.
- Check out when the volunteer activity is completed.

### **Power/Internet Connection Failure**

In the event that there is no power or internet service, please use paper logs. The logs should be entered into the system once the power or internet service has been restored.

### **Acknowledgements:**

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Recreated for Durango School District 9-R, Communications Department.  
<http://www.raptorware.com/>