



Manchester-Shortsville CSD

Raptor- Sex Offender Visitor Management Procedures Guide

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FAQ- Frequently Asked Questions

What is the Raptor System?

Raptor is a visitor tracking system that enhances school security by reading visitor state issued IDs, comparing information to a sex offender database, alerting school administrators if a match is found, then (assuming no match was made) printing a visitor badge that includes a photo.

How does it work?

State issued ID information is compared to a database that consists of registered sex offenders from 50 states. If a match is found, the operator of the program will get an alert of a possible match so that school administrators and law enforcement personnel can take steps to keep the campus safe.

Why is our district using this system?

Safety of our students is our highest priority. Raptor will provide a consistent system to track visitors and volunteers while keeping away people who present a danger to students and staff members.

What other information is the school taking from the drivers' licenses?

Raptor is only scanning the visitor's name, date of birth and photo for comparison with a national database of registered sex offenders. Additional visitor data will not be gathered and no data will be shared with any outside company or organization.

Should we screen every visitor into the system, including district employees?

District employees are required to wear an employee ID at all times while on district property and do not have to be scanned at the campus. The Raptor System is designed for tracking visitors and, in case of an emergency, visitors can be viewed in the queue if they are still on campus. This will aid police in further investigations. You do not have to scan the license every time; the Quick Find feature can be used once they have been scanned in once.

Do we have the right to require visitors, even parents, to produce identification before entering the campus?

Yes. You need to be sure of who is on your campus, why they are there and particularly if a student is involved (e.g. early pickup)- to be able to confirm that an individual has the authority to have access to the student.

What if the person refuses to show identification?

Contact the building principal immediately. The principal can question the individual and explain the process to them. The principal, based on this knowledge of the person and situation, can make a determination to allow entry or refuse access to the facility and/or a student. If the visitor doesn't supply a proper identification, the visitor can give full name and date of birth, to be checked in.

Do we scan police officers, firemen and other uniformed or similar governmental officials into the system?

To have full accountability for everyone that enters the campus, it is a good idea to scan police officers, firemen and other uniformed governmental officials.

If an “alert” comes back indicating that the person just scanned is a sexual predator or offender, do we have reason to fear?

No. Many sexual predators/offenders are going to be relatives of one of our students. And, as the title suggests, if there is a danger, it is to a child- not an adult. Normal caution should always be followed and paying attention to the individual’s demeanor, body language and verbal cues is, as in any situation, the key to your personal safety. If in doubt, always summon help immediately. Behave calmly and normally and ask this individual to take a seat as his/her request to enter the campus is under review. Let the principal and/or school resource officer handle the situation.

Do we have to give listed sexual offenders/predators access to our school?

Generally speaking, unless the individual is wanted by the police, as long as they have a legitimate reason to be on campus (e.g. visiting a legal dependent) you cannot give a blanket “no”. However, such individuals should only be given limited access and should be accompanied at all times by an adult representative of the school. When in doubt, consult with the building principal.

Raptor Visitor Management Procedures

Introduction

Our district uses the Raptor Technologies visitor management system (commonly called Raptor). It is capable of replacing manual paper-based logs. It will allow 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 school; thus providing enhanced protection for our students and staff.

Visitor Management Systems Procedures

General Procedures

1. All campuses will use Raptor during regular school hours on all days that the office is open. Administrators may choose to modify the hours it is in use, with permission from the Superintendent.
2. All campus staff will receive training on visitor check-in procedures and check to ensure that all visitors have a visitor's badge. Any person who does not have a campus visitor badge with the current date displayed or a school badge should be immediately escorted to the office. All employees of the school district shall wear their employee ID at all times while on school business.
3. Signs will be placed at all doors and potential entry points directing visitors to sign in at the main offices.
4. When a visitor arrives, they will be greeted and asked for photo identification.
5. 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 in 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.
6. The visitor will only be allowed to meet with their child's teacher during their planning period.
7. Visitors that are allowed entry into the campus will have an escort at all times. A visitor should never be walking the halls unescorted.
8. If the visitor does not have acceptable photo identification available, the administrator on duty will be called to assess the situation. If he/she determines the visitor is known, the visitor's information can be manually entered into the system. However, a visitor will only be entered manually no more than twice before being denied entry.
9. The visitor will return to the main office to check-out when they are leaving the campus and return their visitor badge. The designated staff person will check the visitor out of the system. If the visitor forgets to check out, the system will automatically sign them out at 5:00 pm.

Visitor Categories

Employees Not Assigned to a Campus

- All district employees not assigned to a particular school, including substitute teachers assigned to the campus for that day, must wear their substitute lanyard at all times. Substitute teachers will be scanned in the Raptor system each day they are working in district.
- School personnel conducting visitor check-in and scan processes will verify scan results and verify the nature of the visit. If the name reads clear, and the visit meets school/site criteria, the visitor will be allowed appropriate access.
- On subsequent visits, the employee will merely have to be logged into the system by using a QuickFind if they have been scanned before which will, in turn, officially note his/her arrival and exit times. There is no need to scan a repeat visitor into the system.
- The employee will be requested to return to the office to check out when their visit is completed to be logged out of the system.

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 valid government issued identification. This includes: licenses, state ID cards, green cards, and concealed handgun licenses, etc. Parents and guardians refusing to produce such ID may be asked to leave the school/site as their identity cannot be verified. School principals and 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 and have their names 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 complete to be logged out of the system.

Vendors/Contractors/Others

- All vendors, contractors and other visitors not assigned to the particular school will be scanned into the system at their first visit to the school/site.

- School personnel conducting visitor check-in and scan processes will verify scan results and the nature of the visit. If the scan is negative and the visit meets school/site criteria, the visitor will be allowed appropriate access.
- If the scan of the database comes back with a positive match, this person will be asked to leave the campus. If this person is affiliated with the district as a vendor or contractor, please immediately contact the district office.

Sex Offender Matches

The database will show a match if the visitor has the same name and birth year as that of a registered sex offender. In some cases, this will 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 picture is unclear, check the date of birth and other identifying information, such as height and eye color.
- The Raptor System will have a screen for you to view and compare 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.

If it appears that there is a match:

- Compare the ID with the database. If they appear to be the same person by judging the middle name, date of birth and physical description to what appears on the screen, press **YES**. A screen that says, "Are you sure?" will pop up, press **YES** again. Hitting YES will send an alert by email, and/or text message to your designated staff on campus.
- Remain calm and ask the person to take a seat in your waiting area or lobby, 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 - comply with this request.
- If the individual becomes agitated or you fear for your safety, follow your normal emergency procedures for summoning assistance.

Special Circumstances

Parent/Legal Guardians who are Registered Sex Offenders

In the event that 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 building principal will decide when and where this person can go and who will supervise his/her visit.

- The registered sex offender will not be permitted to mingle with students or walk through the school unescorted.
- Registered sex offenders who require a teacher conference during the school day shall do so in the principal's office or in the classroom while escorted by the principal, and will not be allowed general access to the school or student population.
- Once the visit is completed, the visitor shall be escorted out of the school building.

Private 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 Raptor is the ability to program customized alerts, specific to the students and faculty at the campus. These alerts 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/long-term suspended students
- Persons who have threatened students or family members
- Persons who have committed crime on or near 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 Raptor System will provide an electronic database of volunteer hours and duties performed by a campus. To become a volunteer:

- Each volunteer will complete and submit a registration and background check form to the district office. The Raptor system will be used to screen potential volunteers prior to being allowed to volunteer on the school campus.
- All volunteers with a criminal history will be reported to the school principal and district contact person who will make a recommendation on whether the criminal incident will preclude them from volunteering.

To log in a visitor as a volunteer:

- Swipe his/her identification card or locate him/her in the system.
- On the first screen, select “volunteer”.
- Indicate the job and location.
- Print the badge.

Technical Issues

Power/Internet Connection Failure

In the event that there is no power or internet service, please use your previous method of signing visitors and volunteers in. The logs should be entered into the system once the power or internet service has been restored by doing a “late entry”.

Technical Problems

In the event that there are technical problems with the Raptor vSoft System, please follow this guide for assistance:

- Refer to the online HELP menu located in the Raptor vSoft program.
- Additional FAQs in technical support could be found at www.Raptorware.com.
- Consult with Sue Bailey or Nate Grant.
- Contact Raptor vSoft support at (713)880-8902- option for tech support.