



Raptor V-Soft Procedural Guide

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Overview

Safety of our students is our highest priority. Raptor provides a consistent system to track visitors and volunteers while keeping away people who present a danger to students and staff members. The system quickly prints visitor badges that include a photo, the name of the visitor, time and date.

RAPTOR is a visitor registration system that enhances school security by reading visitor drivers' licenses, comparing information to a sex offender database, alerting building administrators if a match is found, then (assuming no match was made) printing a visitor badge that includes a photo.

RAPTOR compares drivers' license information to a database that consists of registered sex offenders from all 50 states. Raptor only scans the visitor's name, date of birth and photo for comparison with a national database of registered sex offenders. Additional visitor data is not to be gathered and no data shall be shared with any outside company or organization.

Visitor Management System Procedures

Introduction

V•soft is a web-based software application that has been developed with the purpose of aiding educational facilities in tracking their visitors, students and faculty. **V•soft** not only provides an effective, efficient method for tracking, but also goes beyond conventional applications by utilizing available public databases to help control building security. Raptor is capable of replacing many paper-based logs. It allows 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 District 209 schools; thus providing enhanced protection for our students and staff.

General Procedures

1. All security staff shall receive training on visitor check-in procedures to ensure that all persons who are not assigned to the building have a visitor's badge or a District 209 photo ID card visible. Any person who does not have a district visitor badge/lanyard with the current date displayed or a District 209 badge should be immediately escorted to the office.
2. Signs shall be placed at doors and potential entry points directing visitors to the security desk 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 on a visitor's lanyard with the visitor's destination if there is no alert indicated on the data base. The staff member will keep the individual's driver's license 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.
5. Visitors will provide a credential exchange such as leaving their car keys. This will ensure that they check out and the return of the lanyard prior to leaving the building.
6. If the visitor does not have acceptable photo identification available and the visitor is known, the visitor's information can be manually entered by an administrator into the Raptor database. However, a visitor can be manually entered **no more than twice**

before being denied entry.

7. The visitor will return to the security desk to check-out when they are leaving the building and retrieve their credentials. The visitor will be instructed to give the badge back to designated security 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.

Visitor Categories

District 209 Employees That Forget Their Badge

- District 209 employees who forget their badge/lanyard shall be given a temporary red substitute lanyard with a raptor badge for the day; a credential exchange is required to ensure the return of the lanyard.

District 209 Employees Not Assigned To Your Building

- District 209 employees who have a badge/lanyard will be able to sign in and out using appropriate paper logs.
- District 209 employees who do not have a badge/lanyard will be required to scan their Drivers License into the system. The employee will be provided a visitor's badge and lanyard.
- District 209 employees will be requested to return to the security desk to check out when their visit is completed, through either Raptor or the paper logs.

District 209 Substitute Teachers

- All District 209 substitute teachers will sign into the system each day. Long term substitutes assigned to a specific building will sign in daily and given a lanyard as well unless issued a district ID Badge.

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 driver's license from any state, an official state photo identification card from any state and many countries, or military identification card for scanning. Parents/guardians refusing to produce such ID may be asked to remain at the security desk 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 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/lanyard and exchanging credentials.

- 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.

Vendors/Contractors/Others

- All vendors, contractors and other visitors not assigned to the particular school will be scanned into the system each time they want access to the school unless they are issued a district ID card and red lanyard.
- 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 209.
- Contractors: If the person is affiliated with District 209 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, follow the procedure listed above for vendors. If the contractor is going to be there for an extended amount of time and their work is time sensitive and cannot be rescheduled please contact the building manager. The building manager will then contact the project manager and advise him/her of the situation. It will be the building manager responsibility to follow up and either stay with the contractor while the work is completed or contact the supervisor of the contractor and let him/her know the particular contractor will not be allowed at that or any other school in District 209.

Match with the Database

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 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 picture is unclear, check the date of birth, middle name, 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 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. Please make any staff member operating Raptor aware of this false positive result.

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. 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/building administrators) will automatically be notified by e-mail, text message on their cell phones 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 email 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 building administrator will decide when and where this person can go and who will supervise his/her visit. *If the parent is a known registered sex offender that follows appropriate board policy to visit the school their ID shall not be scanned.*

- ✓ The administrator or school resource officer will privately notify the parent or guardian that they appear to be matched with a person on Raptor database.
- ✓ If the individual indicates that there is a mistake, please encourage them to contact the state listing their name to rectify the matter. Staff members may choose to give the parent a print out of the alert, if desired.
- ✓ 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 Raptor is the ability to program customized alerts, specific to the students and faculty at the campus. 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
- Persons who have threatened students or faculty members
- Persons who have committed a crime on or near a building

The building 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 security staff and all building leaders via email about the nature of the alert.
3. Review the building emergency procedures that address hostile persons on campus.

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.

FREQUENTLY ASKED QUESTIONS

Should we scan every visitor into the system, including District 209 employees?

Employees who do not have an employee badge visible must be scanned and wear the Raptor badge and a lanyard. Employees who have their employee badge visible may use a paper sign in log. Substitute teachers should be scanned at all times and provided the appropriate lanyard.

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) – be able to confirm that an individual has the authority

to have access to the student. You can only do this by knowing exactly with whom you are dealing.

What if the person refuses to show identification?

Contact the building administrator or district office. The administrator can question the individual and explain the process to them. The administrator, 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, or at the administrator’s discretion, the student and visitor can meet in the office. *The administrator can choose to manually enter information up to two times for a visitor.*

Will the system produce “false hits”? And if so, what should I do?

The system, like any computer search system, uses set criteria to lookup, find and match names. Occasionally, names and date of births will be similar enough to cause a false hit to occur. There is no need to panic. Carefully examine the picture and other information provided by Raptor – most times you can quickly verify whether or not the hit actually matches the person in front of you.

If a “hit” comes back indicating that the person just scanned is a registered sex offender, do I have reason to fear?

Many sexual predators/offenders are going to be relatives of one of your students. 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. Remain calm and ask the person to take a seat, do not share with them directly that there is an issue with their background check, and someone will be with them shortly. Do not go into detail or give further explanations.

Do we have to give listed sexual offenders and 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 appropriate board policy shall be followed.

Will we use the visitor management system for events such as Halloween parties?

The visitor management system should be used whenever feasible. For parties you will need to get a list of the parents that are volunteering in the classrooms. Visitor badges can be pre-printed for the parents that have already visited the school and be available ahead of time. You can invite the parents to stop in to have their ID scanned prior to the day of the event to reduce congestion. On these days it is probably not practical to provide lanyards and a credential exchange. If your building is holding an event where a large number of first and probably only time visitors will be in attendance (ie. Grandparents Day), it is unlikely the visitor management system can be utilized. This types of events need to be reviewed on a case by case basis.

Notification List of Positive Identification of Sex Offenders

For All Buildings

Assistant Superintendent of Curriculum and Instruction

CFO

Director of Human Resources

Principals

Assistant Principals

Security Managers

Athletic Director

Police Department School Resource Officer