

# **Carrollton-Farmers Branch Independent School District**



## **Raptor Visitor Management System Policies & Procedures**

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## INTRODUCTION:

Carrollton-Farmers Branch Independent School District (CFBISD) has implemented the Raptor visitor management system. The purpose of Raptor is to replace manual paper-based logs. Raptor allows schools and facilities to produce visitor badges, and electronically check all visitors against registered sexual offender databases. The overall goal is to better control access to all CFBISD schools; thus providing enhanced protection for our students and staff.

## GENERAL PROCEDURES:

1. All CFBISD schools will use the Raptor system during regular school hours on all days that the main office is open.
2. Signs should be placed at doors directing visitors to the main office to sign in.
3. All staff assigned to check-in individuals will receive training on visitor check-in procedures.
  - a. Students should never be allowed to access the system.
  - b. Volunteers should never be used to check people in or out of the system.
4. It is the responsibility of all staff members to challenge anyone on school district property that does not have an issued CFBISD ID or visitor's badge. ANY person that does not have a CFBISD ID or a visitor's badge with the current date displayed should be escorted to the main office immediately.
5. If the visitor does not have acceptable photo identification available, the building 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 building administrator.
6. All visitors will return to the office to check-out when they are leaving the building. 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. At the end of the day, the secretary/security official will close-out/reconcile the system.

## ENTRY PROCEDURES:

1. The front doors should always be locked if possible. All persons entering through the front doors should be initially challenged even if they have buzzed the office.
2. Once the person has been allowed to enter the building they should immediately report to the office and be scanned into the Raptor system.
  - a. The person will submit a State issued **photo ID** (e.g., driver's license)
    - i. Consulate ID's, photo passports and military ID's are also acceptable.
  - b. The clerk will compare the ID photo with the person handing over the ID.

- c. If the photo and the person match, the clerk will then scan the visitor's ID and issue a badge with the visitor's destination and current date if there is no alert indicated from the system.
  - i. The clerk will keep the individual's ID in plain view, to reduce concerns that anyone might be copying personal information. The identification is returned to the visitors after it is scanned.
- d. If the visitor does not have acceptable photo identification available, the school administrator may allow the person to have their information manually entered into the system and a badge will be issued if the person is known to them. This person will then be escorted to their destination inside of the school. However, a visitor can be manually entered **no more than twice** before being denied entry.
- e. In the event a visitor refuses to allow their photo ID to be scanned, contact school administrator. Visitor will not be allowed access even if known to the administrator. Inform the visitor their refusal to allow scanning of the ID will result in denial of access to the building including lunch visits, school functions, field trips, etc.
- f. School staff members conducting visitor check-in and screening will verify scan results and verify the nature of the visit.

## **VISITOR CATEGORIES:**

- 1. School District Employees not assigned to a campus.
  - a. If the School District Employee not assigned to the campus has their CFBISD ID badge, they do not have to be scanned into the Raptor system. However, it is recommended that they scan-in so they will show on the building's visitor roster in the event of an emergency.
  - b. If a School District Employee not assigned to the campus does not have their CFBISD ID badge, they will have to sign into the Raptor system.
- 2. Substitute Teachers
  - a. If the substitute teacher has their CFBISD ID badge, they do not have to be scanned into the Raptor system. However, it is recommended they scan in so they will show on the building's visitor roster in the event of an emergency.
  - b. If a substitute teacher does not have their CFBISD ID badge they will have to sign into the Raptor system.
- 3. Parents/ Guardians
  - a. All parents/ guardians attempting to gain access to the school/facility for the first time will present a valid photo ID in the form of a driver's license or other form of State or Federal Government identification.

- b. Parents/Guardians refusing to produce such ID may be asked to leave the school/site as their identity cannot be verified.
- 4. Volunteers
  - a. All volunteers must be scanned into the Raptor system for their first volunteer role and sign into the Raptor system each time thereafter.
- 5. Vendors/Contractors/Others
  - a. All vendors, contractors, and other visitors not assigned to a school/site will be scanned into the Raptor system at the first visit to each school/site they visit.
  - b. School personnel conducting visitor check-in and scan process 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.
  - c. 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 Carrollton Farmers Branch Independent School District, the Safety and Security Director will immediately be contacted at (972) 968-6232.
    - i. The Safety and Security Director will contact the department that oversees that vendor's contract.
- 6. Emergency Responders/Government Employees
  - a. All government employees, other than CFBISD employees with proper employee identification, are required to be scanned into the Raptor system.
  - b. Uniformed or badged law enforcement officers on official police business do not have to be scanned into the Raptor system. It is recommended that they scan-in so they will show on the building's visitor roster in the event of an emergency.

## **A MATCH WITH THE SEX OFFENDER'S 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. NOTE: Ensure that all the necessary people are programmed into Raptor to receive notifications when a match occurs. This should include SRO Supervisors and the nearest SRO not assigned to your school.

- 1. To determine if this match is a false positive, please do the following:
  - a. Compare the picture from the identification to the picture from the database.
  - b. If the picture is unclear, check the date of birth, middle name, and other identifying information, such as height and eye color.
  - c. 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.

- d. If the pictures or identifying characteristics are clearly not of the same person, press **NO** on the screen.
  - e. The person will then be issued a badge and general procedures will be followed.
2. **Positive Match** - If it appears there is a positive match in the Raptor system, the person conducting the scan should:
- a. Compare the picture from the identification with picture sent from the database.
  - b. If the picture is unclear or unavailable, check the name, spelling of the name, aliases, date of birth and other identifying features such as height, weight, eye color, gender and race.
  - c. The Raptor system will display a screen for you to review and compare the photo of the visitor with the photo of the person on the Sex Offender Registry.
  - d. If they appear to be the same person, press **YES** on the screen.
    - Remain calm.
    - The screen will ask “Are you sure?” Press **YES** again.
  - e. Ask the person to take a seat, explain that a school administrator will have to approve the visit. Do not go into further detail.
  - f. The visitor may ask for their ID back and want to leave.
    - Return their ID and allow them to leave.
  - g. Appropriate parties (e.g. principal, asst. principal, SRO) will automatically be notified by e-mail, text message, and/or cell phone call.
    - Stand by and await further instruction from your administrators.
  - h. If the individual becomes agitated or you fear for your safety, follow your normal emergency procedures for summoning assistance.

## **SPECIAL CIRCUMSTANCES:**

1. **Parents/Legal Guardians who are Sexual Offenders or Sexual Predators.**

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 building, while being escorted by school district personnel. The building administrator will decide when and where the person can go and who will supervise his/her visit.

Parents/guardians listed on the sexual offender registry may only be present on school property when children are present in accordance with Tennessee law and with the express permission of the School District. **Parents/Guardians on the registry are required to notify school officials of their status in writing upon enrollment of their child.** After notification, the school administrator may allow this person on campus for official business.

- Tennessee Code §40-39-211[2(B)] allows for a parent or guardian to attend a conference for the student at the school upon written permission or a request from the school's principal.
- Allows parents or guardians to pick up or drop off a child at the school.
- Failure to follow these procedures may result in parents or guardians being banned from district buildings.
- The parent or guardians 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.
- 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 printout of the alert, if desired.

## 2. All Vendors/Volunteers or Others

The Raptor system can provide an electronic database of volunteer hours and duties.

- Each volunteer is required to 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 screen, select the volunteer. Indicate the job & location; print badge; check out when the volunteer activity is completed.
- All other visitors that do not attend the school or have a child attending the school are not allowed access to the school.
- All vendors who enter the school beyond the front office or beyond the kitchen should also be scanned into the Raptor system. In the event of a positive match for a vendor, report the event to your area director who will report the event to appropriate CFBISD department for the vendor. The appropriate CFBISD department will contact their employer to assign a new person to the route.

## 3. Customized Alerts

- a. The Raptor system has a customizable field where visitors can be flagged as possibly posing a danger to students or staff. This can be done specific to the individual school site or be listed as a district wide alert.

- b. The Principal or their designee will have the ability to add private alerts. If a private alert is added, please ensure the following:
- File a copy of the court order, restraining order, legal document or communication from law enforcement/administrators which supports the alert at the school and with the Director of Safety and Security.
  - Notify the office staff and if necessary all campus administrators via email about the nature of the alert.
  - Review Campus emergency procedures that address hostile persons on campus.
  - Examples of Private Alerts:
    - \* Non-custodial parents or family members
    - \* Zero tolerance parents or family members (should be district-wide)
    - \* 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.
    - \* Any reason that the Principal or designee feels the clerks should have been alerted to.

### **POWER/INTERNET/EQUIPMENT FAILURES:**

1. In the event that there is no power or internet service, please revert back to paper logs. The logs should be entered into the Raptor system in full once the power or internet has been restored.
2. Enter request for equipment repairs through the IT Help desk by email (helpdesk@cfbisd.edu) or call 972-968-4357 describing the failure and its urgency.