PALMER PUBLIC SCHOOLS

RAPTOR TECHNOLOGIES VISITOR IDENTIFICATION SYSTEM
FREQUENTLY ASKED QUESTIONS

What is the Raptor system?
Raptor is a visitor registration system that enhances school security by reading visitor Drivers’ Licenses or other government issued identification, comparing information to a sex offender database, alerting school administrators and other designated personnel if a match is found, then (assuming no match was made) printing a visitor badge that includes a photo.

How does it work?
All visitors will be required to check-in on entry to each school before proceeding anywhere else in the building. Visitors will be required to provide acceptable identification to be scanned by the Raptor system and compared to a national database that consists of registered sex offenders from all 50 states. If a match is found, school administrators and law enforcement personnel can take appropriate steps to keep the school safe.

Who is a Visitor?
A visitor is anyone who wishes to access building and is not a current student or staff member at the school. Vendors and contractors who will be working on-site during the school day in locations where students are present are considered visitors.

What are Acceptable Forms of Identification?
Acceptable forms of identification, which must contain the visitor’s name, birth date, and a photograph, include:

- U.S. or foreign driver’s licenses;
- U.S. or foreign government IDs;
- Military IDs;
- RMV/DMV issued IDs;
- U.S. or foreign passports;
- Permanent Resident Cards (Green Cards); and/or Re-entry Permits

Why is Palmer Public Schools using the Raptor 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. The system quickly prints visitor badges that include a photo, the name of the visitor, time and date.

What other information is obtained from the Drivers’ License or other ID.?
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 scan Palmer Public Schools employees?
Employees of the Palmer Public Schools who do not have an employee badge visible must be scanned and wear the Raptor badge. Substitute teachers should be scanned at all times.
**Should volunteers be scanned into the Raptor system?**
Volunteers must follow the same procedures as any visitor. Identity must be verified with an acceptable form of identification (i.e. Drivers’ License or Government issued ID.).

**Should contractors, subcontractors, and vendors be scanned into the Raptor system?**
Contractors, subcontractors, and vendors must be scanned the same as any visitor. If identity cannot be verified through an acceptable form of identification, they are not allowed on school property. Acceptable forms of identification include Drivers’ License, State ID., U.S. Military ID., or Passport.

**Do we have the right to require visitors, even parents, to produce identification before entering the building?**
Yes. We need to be sure of who is in our buildings, 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. We can only do this by knowing exactly with whom we are dealing with.

**What if the person does not have, or refuses to show identification?**
Contact the principal or the ranking administrator immediately. They can both question the individual and explain the process to them. The principal or administrator then, based on their knowledge of the person and situation can make a determination whether to allow entry (and manually entering the information into the system) or refusing access to the facility and/or a student. The principal or administrator should check the individual reported information against the Massachusetts sex offender registry at [www.mass.gov/orgs/sex-offender-registry-board](http://www.mass.gov/orgs/sex-offender-registry-board). If the individual clears, enter their information into the system manually. The individual should be provided limited supervised access.

**What about individuals such as grandparents presenting a passport or Drivers’ License from foreign countries such as Canada or England, who want to attend a student’s classroom function (e.g., special lunch or class skit)?**
These visitors should be checked against the student’s enrollment form to see if they have parental permission to have access to the student. The individual may present a permission slip signed by the parent to have access to the student. The parent’s signature should be verified against the signature on the student enrollment form. If the individual is clear to be on premise, they may be manually entered into the system and granted access to the student.

**Do I scan police officers, firemen and other uniformed or similar governmental officials into the system?**
Law enforcement and other emergency responders should bypass the sign—in process if responding to an emergency call. If not an emergency, law enforcement should be checked in and requested to show credentials. However, do NOT scan their Identification, manually enter them into the Raptor system.
If a Positive Result is returned indicating the person just scanned is a registered sex offender, is there reason to fear?

Many sexual predators/offenders are going to be relatives of one of our 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 individual to take a seat, as school officials must approve the visit. 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 law enforcement, as long as they have a legitimate reason to be in the building (e.g., visiting a legal dependent) you cannot give a blanket statement of 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 a building administrator.

Will the system produce “false positives”?  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 – most times you can quickly verify whether or not the hit actually matches the person in front of you. If in doubt, follow your normal procedures and let the administrator handle the situation.

The school administrator should not announce the reason for their arrival when others are present. Whoever responds should remove the individual from the main office area to an office to conduct a more complete investigation of the person’s background.
Raptor Visitor Management System Procedures

Introduction
Raptor System (commonly called Raptor) is a web-based software application that has been developed with the purpose of aiding education facilities in tracking their visitors, students and staff in their buildings. Raptor 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 manual paper-based logs, providing student tardy slips and it will allow schools and facilities to produce visitor badges, monitor volunteer hours, and electronically check all visitors against register sexual offender databases. The overall goal is to better control access to the Palmer Public Schools; thus providing enhanced protection for our students and staff.

General Procedures
1) All front office staff will 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 Palmer Schools photo ID badge. Any person who does not have a building visitor badge with the current date displayed or a Palmer Schools employee badge should be immediately escorted to the office.
2) 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 identification 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, a building administrator 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. However, a visitor can be manually entered no more than twice before denied entry.
6) The visitor will return to the office to check-out when they are leaving the building. The visitor will be instructed to return the badge to designated office personnel to be signed out of the system. Once the visitor has been signed out of the system, the badge should be destroyed so it cannot be reused. If a visitor forgets to check out, the attendant will attempt phone contact through contact information on record with the school. 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

Palmer Schools Employees

- Palmer Public Schools employees who do not have a badge visible for any reason will be required to sign into the Raptor system with their state issued Drivers’ License or government issued ID. They will also be required to return to check out when their visit is completed.

Palmer Schools Substitute Teachers

- All Palmer Public Schools substitute teachers who have not been issued an employee ID badge or do not have an ID badge with them that day will be required to sign into the Raptor system for a temporary ID. Long term substitutes assigned to a specific building will be issued a badge.

Parents/Guardians of Students

- All parents/guardians attempting to gain access to the school for the first time will present a valid Drivers’ License from any state, and 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 desk or leave the school 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 building administrator 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 completed to be logged out of the system. Each visitor will be asked to surrender the badge. The badge will be destroyed, 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.
- If not an emergency, law enforcement should be checked in and requested to show credentials. However, do NOT scan their Drivers’ License, manually enter them into the system.
**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.

- 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 while the delivery is made. The vendor will be asked to provide contact information for his/her supervisor and asked to leave the school. The accompanying administrator 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 Palmer Public Schools.

- Contractors: If the person is affiliated with Palmer Public Schools 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.

**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 other 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 of the 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 there is a false positive, the alert will come up the first time the person visits any other school. Be sure to notify staff in other school operating Raptor of the 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 reads, “Are you sure?” will appear, 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.
- A school administrator and/or other designated personnel will automatically be notified by email, text message, or on their cell phone 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 of the visitor will be sent to the listed school administrator(s) and any other designated personnel.

**Special Circumstances**

**Parents/Legal Guardian Who Are Registered Sex Offenders**

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

- School administrators will privately notify the parent or guardian that they appear to be matched with a person in the Raptor database.
- If the individual indicates that there is a mistake, please encourage them to contact the state governing agency listing the individual as a sex offender to rectify the matter. Staff members may choose to give the parent a printed copy of the alert, if desired.
- The building administrator will send a letter on the guidelines that the parent or guardian must follow when on school property. Administrators may add specific guidelines as appropriate.
- The parent or guardian will not be permitted to interact 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 the established procedures may result in parents or guardians being banned from enter the premises.
**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 System is the ability to program customized alerts, specific to the students and staff at the building site. 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 staff
- Persons who have committed a crime on or near a school site

Principals 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 support the alert in the student’s file.
2. Notify the office staff and all administrators via email about the nature of the alert.
3. Review the school emergency procedures that address hostile person on campus.

**Volunteers**

The Raptor system 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
- Volunteer displays the badge at all times
- After volunteer activity is completed, the volunteer returns to the office.
- Volunteer is to check out when the volunteer activity is completed.

**Power/Internet Connection Failure**

In the event there is no power or Internet service, the attendant is to use paper logs. The logs should be entered into the Raptor system once services have been restored.