Killingly Public Schools Visitor Tracking System User's Manual

March 25, 2021

RAPTOR® TECHNOLOGIES

THE GOLD STANDARD IN SCHOOL SAFETY

Visitor Management System Procedures

Introduction
During the 2021 school year, Killingly Public Schools will be deploying the Visitor Management (VM) Raptor visitor tracking system, (commonly called Raptor or Visitor Management (VM)). Raptor is capable of replacing many 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 Killingly Public Schools, thus providing enhanced protection for our students and staff.

General Procedures
1. All campuses will use the Raptor System during school hours on all days that the office is open. School administrators may choose to modify the hours it is in use, with permission, or as directed by the Director of Safety and Emergency Services.
2. Designated personnel 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 Killingly Public Schools photo ID card visible. Any person who does not have a campus visitor badge with the current date displayed or a Killingly Public Schools ID badge should be immediately directed/escorted to the office.
3. Signs will be placed at all doors and potential entry points directing visitors to the office to sign in, and that they are subject to identification verification.
4. When the 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 on the database. The staff member will keep the individual's driver's license in plain view, to reduce concerns that anyone might be copying personal information.
6. If the visitor does not have acceptable photo identification available, the campus administrator on duty will be called to assess the situation. If they determine the visitor is known and authorized to be on campus, the visitor's information can be manually entered by the campus administrator. However, a visitor can be manually entered **no more than three times** before being denied entry. **Once the person is checked in, the person processing them will hold their ID until they return their visitor badge.**
7. The visitor will return to the office to check-out when they are leaving the campus. The visitor will be given their license back when they return their visitor's badge. 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 system will automatically sign them out at 5:00 p.m.
8. For larger events that occur during school hours, the RAPTOR system will not be utilized. Larger events will utilize site-based security protocols to ensure student safety, for example; concerts or celebrations during school hours will limit the areas that outside visitors have access to, to ensure student safety.

Visitor Categories

<u>Killingly Public Schools Employees Not Assigned To a Campus</u>

- Killingly Public Schools employees who have a badge visible will be able to sign in and out using appropriate paper logs.

- They will be required to scan their driver's license or recognized ID card into the system at their first visit to the school/site and log into Raptor on subsequent visits when their badge is not visible.

- Killingly Public Schools employees will be requested to return to the office to check out when their visit is completed, through either Raptor or the paper logs.

<u>Volunteers</u>

- Killingly Public Schools volunteers will provide their current driver's license or state issued identification card to the designated staff member who will scan the volunteer's identification and issue a badge with the volunteer's destination, if there is no alert indicated on the database.

- If the volunteer does not have a driver's license or state issued identification card, the designated staff member will manually enter the name, date of birth, sex and race of the volunteer into the Visitor Management (VMS) system.

- If the system verifies that the person is an approved volunteer, a volunteer pass will be issued to the volunteer.

- If there is a match with an alleged registered sex offender data file, please refer to the Visitor System Match steps below.

<u>Parents/Guardians of Students at the School/Facility</u>

- 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 directed to 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 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 a visitor's badge.

- The visitor will be required to return to the office to check out when their visit is completed, to be logged out of the system. Each visitor will be directed to surrender the badge. The badge will be destroyed, so that it cannot be reused.

<u>Law Enforcement/Emergency Responders/Government Officials</u>

- Law enforcement and other first responders will be allowed to 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 will have the option to show their badge or law enforcement credentials and their information can be manually entered, on request.

<u>Vendors/Contractors/Others</u>

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

- 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.

- If the scan of the database comes back with a positive match, this person will be directed to leave the campus. If this person is affiliated with Killingly Public Schools as a vendor or contractor, please immediately contact the Killingly Public Schools department that oversees the contract.

Visitor System Match

- 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, 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 they visit each campus. Please make any staff member operating the VMS 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 and refer to designated school official(s). 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.

- Appropriate parties (the School Resource Officer, Law Enforcement, and district/campus administrators) will automatically be notified by e-mail, text message or on their cell phones of the problem and will respond. Standby for instructions.

- 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.

Special Circumstances

Parents/Legal Guardians Who Are Alleged 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 school, while being escorted by school personnel with the permission of the superintendent. The school administrator will decide when and where this person can go and who will supervise his/her visit.

- Designated school administrators or the School Resource Officer will privately notify the parent or guardian that they appear to be matched with a person on the VMS database.

- If the individual indicates that there is a mistake, please encourage them to contact the state, listing their name, to rectify the matter.

- The school administrator will send a letter (Attachment A) on the guidelines that the parent or guardian must follow when on campus. Administrators may add specific guidelines, as appropriate.

- The School Resource Officer for that campus will be contacted to determine if there are any current law enforcement concerns and take appropriate action(s).

- 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, 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 students.
- Students from rival campuses.
- Persons who have threatened students or faculty members.
- Persons who have committed crimes on or near a campus.

The campus and designated district personnel 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.
4. Notify the Student Resource Officer.

Volunteers
The VMS will provide an electronic database of volunteer hours and duties performed on 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 or present permanent 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.

Disclaimer
The VMS accesses various state databases for information on registered sex offenders. Killingly Public Schools does not have the ability to maintain, update, or change in any way the data in these databases. If data in the state databases is incorrect, the individual will be responsible for contacting the specific state agency and getting the data corrected. Killingly Public Schools will not be held liable or responsible for any errors, mistakes or omissions in the state databases.
The VMS does not conduct law enforcement checks.

Attachment A: Sample Letter to Parents and Guardians Who Are Identified on the Visitor Tracking System

Date:

Dear__(Parent/Guardian):

During the 2020-21 school year, the Killingly Public Schools District is implementing the V- Soft Raptor visitor tracking system (commonly called Raptor or Visitor Management (VM)). Raptor enables schools to produce visitor badges, monitor volunteer hours, and electronically check all visitors against registered sexual offender databases. The overall goal of this system is to increase the safety of our schools.

The Raptor system indicates that you are listed as an alleged registered sex offender. In order to comply with Killingly Public Schools procedures, we request that you adhere to the following guidelines when visiting your child's campus:

- Allow staff to escort you to and from your destination on campus.
- Allow staff to supervise any interactions with students other than your child.
- Conduct meetings and other business with the campus outside of school hours, when possible.
- Comply with requests from District staff, administrators and school resource officers.
- (Any other accommodations or requests for this parent).

Parent/Guardian involvement is a key component to student success in school. We value your participation in your child's education and seek to accommodate your involvement in our school.

If you have any questions or concerns, please call___at____.

Sincerely,

Attachment B: Sample Information Letter to Parents and Guardians

Dear Parents/Guardians:

We would like to introduce you to a new system our district has acquired to help protect your children—it's called Visitor Management (VM). Visitor Management (VM) helps track visitors, students, faculty, contractors and volunteers at our school, thus providing a safer, more monitored environment for the students.

When visitors, volunteers or contractors check-in, or parents/guardians come to the facility, they will be asked to present a valid state issued ID for entering into the system. The system has the ability to provide alerts on people who may jeopardize the safety of the campus. Even if known to the staff, you will be subject to adhere to this verification process on every visit.

We feel certain this will help us keep our campus a little safer, and we ask for your cooperation in presenting your valid state issued ID when checking in at the school.

Thank you in advance for your help in this matter.

Sincerely,

Attachment C: Sample Information Letter to Volunteers

Dear Killingly Public Schools Volunteers:

We would like to introduce you to a new system our district has acquired to help protect the students, school staff and volunteers—it's called Visitor Management (VM). Visitor Management (VM) helps track visitors, students, faculty, contractors and volunteers in our schools, thus providing a safer more monitored environment for the students.

When visitors, volunteers or contractors check-in, or parents/guardians come to the facility, they will be asked to present a valid state issued ID for entering into the system. The system has the ability to provide alerts on people who may jeopardize the safety of the campus. Even if known to the staff, you will be subject to adhere to this verification process on every visit.

This system also automatically tracks volunteer hours. Schools will no longer be saddled with the administrative burden to manually track volunteer hours. It will also allow new volunteers to submit their applications electronically (which will also speed up the process). A new volunteer orientation and interview is still mandatory prior to service.

We feel certain this will help us keep our campus a little safer, and we ask for your cooperation in presenting your valid state issued ID when checking in at the school. Thank you in advance for your help in this matter.

Sincerely,

3516.S(a)

POLICY Support: Business/Non-Instructional Operations (recommended for adoption)

Safety

Sexual Offenders on School Property

Definitions

For the purpose of this policy, a sexual offender is defined in Connecticut General Statutes §54- 250 through §54-261 and/or is required per these statutes to register on the state's sex offender registry. A *parent/guardian sexual offender* is an individual who meets this policy's definition of sexual offender and who has either parental or legal guardianship rights to a child attending a District school. A *non-parent/non-guardian sexual offender* is an individual who meets this policy's definition of sexual offender and who has no parental rights or legal guardianship rights to a child attending a district school.

School property includes all land within the perimeter of the school site and all school buildings, structures, facilities, computer networks and systems, and school vehicles, whether owned or leased by the school district, and the site of any school-sponsored activity.

Non-parent/Guardian Sexual Offenders

A non-parent sexual offender is prohibited from entering a District school except:

1. When he/she is a qualified voter and is entering school property solely for the purpose of casting his/her vote.
2. To attend an open meeting.

A non-parent sex offender who attempts to communicate electronically with a student while the student is on school property will be considered on school property without permission and will be in violation of this policy.

Parent/Guardian Sex Offenders

Parent/guardian sexual offenders are prohibited from entering school property except:

1. When he/she is a qualified voter and is entering school property solely for the purpose of casting his/her vote.
2. To attend an open meeting.

Business/Non-Instructional Operations

Safety

Sexual Offenders on School Property

Parent/Guardian Sex Offenders

(continued)

3. With the Superintendent's prior written approval in the following instances:

    a. To transport his/her own child to and/or from school.
    b. To attend a conference to discuss his/her student's progress, placement, or individual education plan (IBP).
    c. Under other circumstances on a case-by-case basis, as determined by the Superintendent.

A parent/guardian sex offender who attempts to communicate electronically with a student other than his/her child while the student is on school property will be considered on school property without permission and will be in violation of this policy.

Student Sex Offenders

The Superintendent or his/her designee shall determine the appropriate educational placement for student sex offenders except those identified as having a disability. When determining educational placement, the Superintendent or his/her designee shall consider such factors as the safety and health of the student population. The Superintendent or designee shall develop guidelines for managing each student sexual offender in District schools. If the Superintendent or designee determines that, in the best interest of District schools, the student sexual offender should be placed in an alternative educational setting, the District shall pay for the costs associated with this placement.

A PPT/IEP team shall determine the educational placement of a student sexual offender with a disability. The student with a disability is entitled to all the due process procedures available to a student with a disability under the Individuals with Disabilities Education Act. The PPT/IEP team shall develop procedures for managing each student sexual offender with a disability that attends a District school. If the PPT/IEP team determines that the student sexual offender should be placed in an alternative educational setting, the District shall pay for the costs associated with this placement.

Business/Non-Instructional Operations

Safety

Sexual Offenders on School Property

General Provisions (continued)
The Superintendent or his/her designee will inform the appropriate principal and other relevant District staff of the scope of the permission granted to each sexual offender.

Sexual offenders who receive permission to enter school property must immediately report to the individual or location designated in the Superintendent's or designee's written permission statement. The building Principal shall assign a chaperone to accompany the sexual offender while he/she is on district property. The only exceptions to these requirements are when the Superintendent grants permission to a parent/guardian sex offender to transport his/her child and when a student sex offender receives permission to attend a District school in which case the guidelines developed for this individual shall apply.

The Superintendent shall use the Connecticut sex offender registry law, in conjunction with policy #3516.4, to establish a system for identifying sexual offenders and will inform known sexual offenders of this policy. Lack of notification does not excuse sexual offenders from abiding by the requirements and prohibitions in this policy.

The Superintendent will contact law enforcement anytime a sexual offender violates this policy and will immediately revoke any privileges granted to the sexual offender under this policy.

Parents/guardian who are registered sex offenders shall receive a copy of this policy via registered mail.

(cf. 1110.1-Parent Involvement) (cf. 1212-School Volunteers) (cf. 1250-Visits to Schools)
(cf. 1251-Loiteringor Causing Disturbance)
(cf. 1411-Relationswith Law Enforcement Agencies) (cf. 3516-Safety)
(cf. 3516.4-Sex Offender Notification)
(cf. 3517-Security of Buildings and Grounds) (cf. 3517.1-Site and Building Access)

Business/Non-Instructional Operations

Safety

Sexual Offenders on School Property

Legal Reference: Connecticut General Statutes

54-250 through 54-261 Registration of Sexual Offenders.

PA 07-143: An Act Concerning Jessica's Law and Consensual Sexual Activity Between Adolescents Close in Age to Each Other.

PA 07-4, June 07 Special Session: An Act Concerning the Provisions of the Budget Concerning Education.

United States Code, Title 42 14071 Jacob Wetterling Crimes Against Children and Sexually Violent Offender Registration Program Act.

Frequently Asked Questions

What is the RAPTOR or Visitor Management (VM) system?
RAPTOR/Visitor Management (VM) is a visitor registration system that enhances school security by reading visitor drivers' licenses, comparing information to a sex offender database, alerting campus administrators if a match is found, then (assuming no match was made) printing a visitor badge that includes a photo.

How does it work?
Drivers' license information is compared to a data base that consists of registered sex offenders from all 50 states. If a match is found, campus administrators and law enforcement personnel can take appropriate steps to keep the campus safe.

Why is Killingly Public Schools using this system?
The 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 the school taking from 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.

How is the district paying for this system?
The Raptor system costs approximately $1,500 per campus, which is being paid by the district.

Should we scan every visitor into the system, including district employees?
Killingly Public Schools employees who do not have an employee badge visible must be scanned and wear the Raptor badge. Employees who have their employee badge visible may use a paper sign in log. Substitute teachers should be always scanned.

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 school administrator immediately. 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. *The administrator can choose to manually enter information up to two times for a visitor.*

Do I scan police officers, firemen and other uniformed or similar governmental officials into the system?
Yes. Again, this is to allow you to know who is on campus at all times. However, law enforcement personnel visiting a campus on official business can be given the option to have their information entered manually by presenting their badge or state-issued identification.

If a "hit" comes back indicating that the person just scanned is an alleged sexual predator or offender, do I have reason to fear?
No. Many sexual predators/offenders are going to be relatives of one of your 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**.** Remain calm and ask the person to take a seat and contact designated school officials to 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 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 the designated school administrator or the School Resource Officer.

Who do schools call for technical support?
Most minor technical issues can be resolved by following the steps in this User's Guide, checking Raptor support web page when you are logged in, or checking the Raptor website Knowledge Base http://www.raptorware.com/.

For urgent support, you can call Raptor Technical Support directly at 877-772-7867 Ext. 2. In less urgent cases, schools can submit a ticket with KPS IT, and the IT team can troubleshoot and follow up with Raptor Technical Support.

For security issues, please contact School Resource Officer Joseph McCusker at 860-377-8229.

https://drive.google.com/file/d/16E_oNs9dkOFXKeAD36jEQo7hKDa9pw_l/view