

**Red Oak Independent School District**

**ELECTRONIC VISITORS MANAGEMENT  
SYSTEM PROCEDURAL GUIDE**



**Red Oak ISD Police Department**

## **Electronic Visitor Management Control Guidelines**

### **Introduction**

The District standard for an electronic visitor management system is the V-Soft Raptor System (commonly called Raptor), from Raptor Technologies. Raptor is capable of replacing manual paper-based logs, will allow schools and facilities to produce visitor badges, is capable of providing student tardy and hall passes and electronically checks persons against known sexual predator/offender databases. The overall goal is to better control access to any ROISD school/facility; thus providing enhanced protection for our students and staff.

### **Procedure**

#### **ROISD Employees**

- All ROISD employees not assigned to the particular school/facility will be scanned into the system (Using a valid Texas Driver's License or Texas State ID Card) at their first visit to the school/site.
- School officials 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.
- On subsequent visits, the ROISD employee will merely have to be logged into the system, which will, in turn, officially note his/her arrival and exit times. The system "remembers" previous visitors and is capable of running a new database check by command; there is no need to scan a repeat visitor into the system.
- Privacy note – always keep the individual's driver's license in plain view! This helps eliminate the fear that anyone might be "copying" his or her personal information.

## 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 (any state) or official state photo identification card (any state) for scanning. Parents/guardians refusing to produce such ID may be asked 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 and have their names and date of birth checked by the sexual offender/predator database. You can not conduct a successful sex offender data base without a date of birth. You should make every attempt to verify the person's name by utilizing other forms of verification such as Social Security card, Resident Alien cards etc.
- School officials 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.
- If the sexual predator/offender scan comes back with a "hit" (person shows on the list) the following guidelines should be followed:
  - Remain calm and ask the person to take a seat, as schools officials must approve the visit. No need to go into detail or make further explanations. Note: the person may ask for his/her ID back and want to leave – comply with this request!
  - Appropriate parties (e.g., Schools Police, the principal and others) will automatically be notified by e-mail for the problem and will respond. **Standby for instructions.**
  - \* If the individual becomes agitated or you fear for your safety (or others) follow your normal emergency procedures for summoning assistance by calling on the radio, Principal or call the ROISD Police Department at 972-617-4607.
- In the event an identified parent/guardian has a "hit", he/she may still be granted *limited* access; this means the person *must* be closely monitored while on any ROISD property. In any event, the School Police should be consulted to ensure that other problems are not present (i.e., outstanding arrest warrants, failure to properly register, etc.).

## Vendors/Contractors/Others

- Follow the same guidelines noted above. Key is to verify the visit, work or need to be on school property.

## **Registered Sex Offenders (RSO)**

### **Alert Action Steps**

#### **If the RSO is a parent:**

1. The receptionist/secretary or other person receiving the "ALERT" on the computer should immediately notify the Principal, Assistant Principal or other designated administrator on the campus about the presence of the RSO.
2. The principal, assistant principal or designee should watch or stay with the RSO while he/she is on campus.
3. When the Police Department receives the automated notification from V-Soft that there is an RSO on campus the on duty communications officer will call the school and inform the staff that the Police Department is aware of the situation and ensure that the campus administrator(s) have also been advised.
4. The Police Department communications officer will alert the patrol and/or campus officer by radio and pager that an RSO is on campus.
5. Administrators or school personnel should immediately notify the Red Oak ISD Police Department about any suspicious, unusual or strange behavior by the RSO or if the RSO leaves the area specify this in his/her visit. Provide the Police Department with additional information such as direction of travel and vehicle description if it is known. Do not follow the RSO off campus.

#### **If the RSO is not a parent:**

1. Access to the campus should not be allowed.
2. If the RSO is a contractor or vendor, access to the campus or building should not be allowed.
3. Steps 3 and 4 (above) should also be followed when the RSO is not a parent.

**In all cases, end users should not panic.** This person could be a parent with a past history which may have happened a long time ago. End users should not react any differently than with other visitors.

- V-Soft screens against Sex Offender databases in multiple states
- If a Sex Offender Alert appears on the screen, a picture is displayed for verification purposes. Before clicking yes CAREFULLY check the following.
- First, middle and last name against the ID provided by the visitor
- The picture on the screen against the ID and the person checking in
- The full address on the screen against the ID provided by the visitor

Some Sex Offenders may have the **SAME NAME** and **BIRTHDAY** as a non-offender. You must verify the identity before confirming a match.

Some states do not provide pictures or complete information. Check with the ROISD Police Department on handling those that cannot be appropriately verified.

Some parents are Registered Sex Offenders. Check with the ROISD Police Department for handling these visitors before permitting them to enter the campus unescorted.

Make sure the end user clicks **“yes”** when it asks if this is the correct person. Click **“yes”** again when it asks **“Are you sure?”** This is the step that activates an automated E-Mail ALERT to the Police Department.

## FAQ

**Question:** Should we scan every visitor into the system? Does this include ROISD employees that are coming to our school for legitimate reasons?

Yes! There are two reasons why this is important. First, you should always have a record of who is on your campus. This is simply good practice – both from a management standpoint, as well as a security one. And, second, remember that ROISD employees often go a long time between records checks and, if we are requiring visitors and vendors to undergo these checks routinely, we should be doing the same for our own staff.

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

You certainly do! As a ROISD employee, regardless of your status, the security and safety of our students is most important. 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 they are the right individuals to have access to the student! You can only do this by knowing exactly whom you are dealing with.

**Question:** What if the person 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.

**Question:** Do I scan police officers, firemen and other uniformed or similar governmental officials into the system?

Yes unless they are on official business you should still manually enter their names and date of birth into the system for tracking purposes.

**Question:** If a “hit” comes back indicating that the person just scanned is a sexual predator or offender; do I have reason to fear?

No! Most sexual predators/offenders, believe it or not, 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 (e.g., panic buttons, a shout, radio for help etc.).

Also, remember, the School District Police Department is automatically notified whenever any scan produces a hit. They will be contacting you while they are responding this will alert you that they are aware of your situation.

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 School Police and/or the principal handle the situation.

**Question:** 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 with the School District Police Department at 972-617-4607!**