

## Creating Your Visitor Response Policy

It is imperative your district/school create a Visitor Response Policy before deploying the Raptor Technologies<sup>®</sup> Visitor Management System. When developing your Visitor Response Policy consider the following:

### Communication:

- How will the policy be communicated to internal staff?
- How will the policy be communicated to the community?
- Communicating how the Raptor system works.  
*The Raptor<sup>®</sup> Visitor Management System screens against the national sex offender registry for every visitor based on first name, last name and date of birth. The Raptor system will also screen against custom alerts the district/school configures, such as, non-custodial parents/guardians, non-trespassing orders, etc.*
- What information will the Raptor system collect from scanning the ID?  
*The Raptor system only collects first name, last name, date of birth, partial ID# and picture. Raptor DOES NOT keep a copy of the ID.*

### Visitors:

- What forms of ID will the district accept?  
*The Raptor system can read 2D barcodes and/or Machine-Readable Zone (MRZ). However, your district/school may opt to accept and manually enter first name, last name, and date of birth from ID's such as passports and ID's issued from foreign countries.*
- Which visitors will be scanned (i.e. courier, a parent dropping off lunch, all visitors, anyone going beyond the front office, etc.)?
- What will happen if the person does not have a valid form of ID that the district/school accepts?
- What if a parent refuses to present their ID?

### Sex Offender Alerts:

#### Possible Offender Match

- What will the protocol be for front office personnel if a possible sexual offender match occurs?
  - How will the protocol respect the privacy of a potential match or positive match?
  - What will happen if there is no potential offender picture displayed and a decision cannot be made from the other details given (i.e. address, race, weight)?
  - What should a visitor be told if a decision cannot be made based on the information provided? Who should be notified?

### Positive Offender Match

- What will the protocol be for front office personnel if a positive sexual offender match occurs?
  - Who will be notified if a positive sex offender match is made?
  - What should be said to the visitor if a match is made?
  - What steps will be taken by administration after a positive sexual offender match occurs? Are there different steps if it is a parent/guardian vs. general visitor?

### **Custom Alerts**

- Will your district/school be utilizing custom alerts?
- Who will be responsible for configuring custom alerts?
- What types of custom alerts will the district/school configure (i.e. non-custodial parents; special visitors; no-trespassing orders)?
- Who will receive the custom alerts the district/school configures (i.e. principal, councilor, etc.)?

### **Emergency Button**

- Will the district/school use the Emergency Button?
- When should the Emergency Button be activated?
- Who will be part of the Emergency Button response team?
- What will the protocol be for responding to an Emergency Button notification?

### **Administrative**

- Who will be building level users? What access level will the building users have?
- Who will be responsible for creating new users or deactivating users?