

## **Raptor Visitor Management System- Frequently Asked Questions**

### **What is the [Raptor](#) system?**

The safety of our Club members, volunteers and staff is of highest priority. We will do everything within reason to maintain a safe Club environment. Raptor is a visitor management system that enhances Club safety by reading a visitor's identification card, comparing the information against a sex offender database, alerting Club administrators if a match is found and then, if no match is made, printing a photo identification badge for each visitor .

### **How does it work?**

Identification information (driver's license or other approved government issued card) is compared to a database that consists of registered sex offenders from all 50 states. If a match is found, BGCGL administrators and law enforcement personnel will take appropriate steps to keep the Club safe.

### **Why is the BGCGL using this system?**

Safety of our Club members is always our top priority. Raptor will provide a consistent system to track visitors and volunteers for use during emergencies while keeping away people who may present a danger to Club members, volunteers and staff. The system quickly prints visitor badges that include photo identification, the name of the visitor, time, and date.

### **What other information is the BGCGL taking from the identification/license?**

Raptor only scans the visitor's name, date of birth, partial license number, 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.

### **Do we scan every visitor into the system, including BGCGL employees?**

BGCGL employees who do not have an employee badge visible must be scanned and wear the Raptor badge. For employees who have their employee badge visible, no visitor badge is necessary, however, they should be logged into the system. All other visitors must be scanned in and have a badge printed each time they visit. This includes vendors, donors, guests, parents, and any other type of visitor.

*Note: All employees and volunteers must go through a background check process before working with members*

### **Do we have the right to require visitors, even parents, to produce identification before entering the Club?**

Yes. In accordance with **Massachusetts Penal Code\***, the Club needs to be sure of who is on the property, why they are there, and particularly if a Club member is involved (e.g., early pickup) – be able to confirm that an individual has the authority to have access to the Club member. The Club can only do this by knowing exactly with whom we are dealing.

**What if the person refuses to show or does not have identification?**

If a person refuses to show identification and use the Raptor system, staff will contact the Director of Operations or a BGCGL administrator and/or District Police. The administrator will question the individual and explain the process to them. The administrator, based on knowledge of the person and situation, can make a determination to allow accompanied entry or refuse access to the facility and/or a Club member, or at the administrator's discretion, the Club member and visitor can meet in the office.

**Do staff scan First Responders or similar government officials into the system?**

Not during an emergency. However, for non-emergency visits, yes, all visitors are to be scanned in through the system. This allows Club staff to know who is on our property at all times. However, emergency personnel visiting our Club or on other 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 a registered sex offender, do I have reason to fear?**

Some sexual offenders may be relatives of a Club member. Normal caution should always be followed. Paying attention to the individual's demeanor, body language and verbal cues is, as in any situation, the key to your personal safety, and the member's safety. If in doubt, always summon help immediately. Staff will remain calm and ask the person to take a seat, as a BGCGL Director must approve the visit.

**Do we have to give listed sexual offenders and predators access to our Club?**

Generally speaking, unless the individual is wanted by the Police, as long as they have a legitimate reason to be on our property (e.g., picking up a member) we will not give a blanket "no" answer. However, such individuals will only be given limited access and will be accompanied at all times by an adult representative of the Club. When in doubt, staff will consult with the BGCGL administrator.