



**BOYS & GIRLS CLUB**  
OF GREATER LOWELL

# Raptor Visitor Management Procedural Guide 2020

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## **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, 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 is only scanning 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 I scan First Responders or similar governmental officials into the system?**

Not during an emergency. However, for non-emergency visits, yes. This is to allow 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. 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) 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 Club. When in doubt, consult with the BGCGL administrator.

## **Introduction**

Raptor is a web-based software application that has been developed with the purpose of aiding educational facilities in tracking their visitors, members and faculty. Raptor not only provides an effective, efficient method for tracking, but also goes beyond conventional applications by utilizing available public databases to help improve Club security. It will allow the Club to produce visitor badges, monitor volunteer hours, and electronically check all visitors against registered sexual offender databases or internal Club alerts. The overall goal is to better control access to the Boys and Girls Club of Greater Lowell; thus providing enhanced protection for our Club members, volunteers 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 Club have a visitor's badge or BGCGL photo ID card visible. Any person who does not have a Club visitor badge with the current date displayed or an BGCGL ID badge should be immediately escorted to the front office.
2. The BGCGL will have signs 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 BGCGL 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. 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, the BGCGL administrator may be called to assess the situation. If he or she determines the visitor is known, the visitor's information can be manually entered.
6. The visitor will return to the office to check-out when they are leaving the Club. 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 by the end of the day, the visitor will be checked out automatically and reminded the next time he/ she checks in to be sure and return the badge upon leaving.

## **Visitor Categories**

### BGCGL Employees Not Assigned to the Club/Site

- BGCGL employees/volunteers who have a Club badge visible should be signed in and out without having to generate a Raptor visitor badge.
- BGCGL employees/volunteers who do not have a badge visible will be required to scan their Driver's License or ID Card into the system at their first visit to the Club/site and log into Raptor on subsequent visits when their badge is not visible.
- Visiting BGCGL employees/volunteers will be requested to leave through the office to check out when their visit is completed

## **Parents/Guardians of Club members at the Club/Facility**

- All parents/guardians attempting to gain access to the Club/facility for the first time will present a valid driver's license from any state, an official government photo identification card, or military identification card for scanning. Parents/guardians refusing to produce such ID may be asked to remain in the office or leave the Club/site as their identity cannot be verified. Club Directors and site administrators may allow limited & escorted access based on their personal understanding of the situation and/or knowledge of the person in question. Such persons should be manually entered into the system by the membership manager or front desk lead and have their name and date of birth checked against the database.
- Club 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 Club/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.

#### Law Enforcement/Emergency Responders/Government Officials

- Law enforcement and other first responders should bypass the sign-in process if responding to an emergency.
- Law enforcement, first responders or other government personnel on official business should be asked to present their identification similar to other visitors. However, these visitors have an option to show their badge or state-issued identification that can be manually entered.

#### Vendors/Contractors/Others

- All vendors, contractors and other visitors not assigned to the Club will be scanned into the system.
- BGCGL 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 Club/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 BGCGL administrator or designee while the delivery is made. The vendor will then be asked to provide contact information for his/her supervisor and then escorted from the Club. The accompanying administrator or designee will then follow up with the vendor's supervisor and advise him/her that the particular vendor will not be allowed to make deliveries to the BGCGL.

#### Contractors:

- If the scan of the database comes back with a positive match, contact an administrator to speak with the person. If the contractor is only going to be at the Club for a short time (less than one hour), follow the procedure listed above for vendors. If the contractor is going to be there for an extended amount of time, please contact the BGCGL project manager over the contractor and advise him/her of the situation. It will be the project manager's responsibility to follow up and either stay with the contractor while the work is completed or contact the supervisor of the contractor and let him/her know the particular contractor will not be allowed at the BGCGL.

#### **Match with the Database**

The database will show a match if the visitor has the same name and birthdate/year as that of a registered sex offender. In some cases, the match will be the visitor in front of you and at 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 potential match 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 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 the person visits.*

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, as a BGCGL Director 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 – Club should comply with this request.
- Appropriate parties (Directors and District Police) will automatically be notified by e-mail and/or text message 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 by calling a Director, calling 911, District Police (978) 937-3201. Staff members are also asked to use group me to communicate with other managers in the building.

## **Special Circumstances**

### Parents/Legal Guardians Who Are Registered Sex Offenders

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

- BGCGL administrators or Club resource officers will privately notify the parent or guardian that they appear to be matched with a person on the Raptor database.
- The parent or guardian will not be permitted to mingle with students or walk through the Club unescorted.
- Parents or guardians who require a parent conference shall be encouraged to do so when other children are not in programming and separated from the Club population.
- Failure to follow these procedures may result in parents or guardians being banned from the Club.

## **Customized Alerts**

There may be situations where certain visitors can be flagged as posing a danger to Club members or staff. One of the features of the Raptor is the ability to program customized alerts. These alerts seek to help Club 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 Club member or staff member
- Parents with very limited visitation of Club members
- Expelled Club members
- Gang involved youth from rival sets
- Persons who have threatened Club members or Staff members
- Persons who have committed crime on or near the Club

The BGCGL administrator, managers and front desk staff will have the ability to add private alerts. If a visitor has a private alert “hit” then the handling of those individuals will be on a case by case basis as deemed necessary by the administrator.

## 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.

For any additional questions please contact **JuanCarlos Rivera**, Director of Operations at **(978) 804 8227** or email him at **[jcrivera@lbgc.org](mailto:jcrivera@lbgc.org)**.