



## **Volunteer and Visitor System**

Process, Procedures, Q&A

**Updated:** 8/21/24

### **Visitor Process**

A Visitor is anyone that will get access to the building and classrooms but will not have unsupervised access to students. For example, a grandparent coming to watch a 3rd grade assembly, outside speaker, outside electrician, etc. Visitors are generally accompanied by other adults in the building and visiting for a specific event or because they have been invited.

- 1) All visitors must present a valid driver's license and run it through the Raptor system.
- 2) If no flags are identified by the background check, a sticker will be generated and must be worn at all times in the building.
- 3) If an individual does not have a valid driver's license, a valid picture ID can be presented to the office staff for manual entry into the Raptor system.
- 4) If a flag is generated by the system, office staff will be alerted and entry will be denied. A letter will be generated and shared with the individual that had an unsuccessful background check with the process to appeal the denial of entry.
- 5) All visitors need to check out of the main office by scanning their printed badge or license in the Raptor system.

### **Volunteer Process**

A volunteer is anyone that will not only have access to the building and classrooms but may also have access to students. For example, lunch visits, classroom helpers, field trips, tutors, playground volunteers, room parents, etc.

Volunteers must visit a school in the district at least 3 business days prior to the volunteer opportunity to register in the Raptor system.


1. At least 3 days prior to volunteering, fill out [this form](#). This will trigger a iChat background check through the Michigan Police Database.
  - a. If an iChat generates a flag, a letter will be generated at the district administration office and shared with the individual that had an unsuccessful background check with the process to appeal the denial of entry.
2. All Volunteers must present a valid driver's license and run it through the Raptor system before volunteering and on any day they volunteer.
3. If no flags are identified by the Raptor background check, a sticker will be generated and must be worn at all times in the building.
4. If an individual does not have a valid driver's license, a valid picture ID can be presented to the office staff for manual entry into the Raptor system.
5. If a flag is generated by the system, office staff will be alerted and entry will be denied. A letter will be generated and shared with the individual that had an unsuccessful background check with the process to appeal the denial of entry.
6. All volunteers need to check out of the main office by scanning their printed badge or license in the Raptor system.

### **Office Staff**

- Office staff will have access to the district iChat database by building and Raptor database by building to verify volunteers.

### **Raptor Q&A**

Here is a video explaining how the Raptor sign in and sign out works.

 [How to Keep Your School Safe with Complete Control Over Front Desk Sig...](#)

**What if someone does not have the traditional state issued ID or passport?**

If someone has an alternate picture ID, then they need to present it to building office staff and they will enter the data for sex offender background checks.

### **What happens when a background check is not approved?**

The user will get a note on their screen that says, "We are unable to allow entry into the building at this time, please contact building office staff." A *pre-set envelope with information and an explanation as to the next steps should they wish to appeal the decision can be presented to the individual being denied.*

### **If the hardware does not want to scan IDs?**

Shut the machine down, wait three minutes and the system is designed to automatically log you into the system. If that does not work, please contact [Dean Day](#) in the tech office.

### **How will the iChat scans be completed?**

All individuals who would like to volunteer in ZPS will complete a Google Form in order to notify Central Office to run an IChat background check. This needs to be completed 3 business days prior to the volunteer opportunity.

### **Who gets notified in the event of an entry denial?**

A text and email will be sent to Office Staff, Building Admin, Admin Asst to Supt and our SRO's. They will also be added to The Raptor Visitor Block list.

### **What if I am running low on labels?**

If you need more labels please contact [Marie Geerlings](#) in the tech office.

### **What information do you need your visitor management system to collect?**

Last name, First Name, Birthdate are needed to run a sex offender check and an iChat background check.

**What forms of ID will you accept?**

State issued Identification, State issued driver's license, US Passport, Mexican Consulate card, ID 2D barcode scanners

**Which visitors will be scanned?**

Anyone outside of ZPS staff that goes beyond the school office.

**What will happen if the person does not have a valid form of ID that the district/ school accepts?**

They must present identification to verify their identity before entering past the main office.

**What if a visitor refuses to present their ID?**

They are welcome to drop off items to the front vestibule, but will not be allowed to enter past the main office.

**How will custom alerts for parents not allowed to contact students, failed background checks, no ID presented be handled?**

A custom alert (email and text) will be triggered after being entered by the Central Office or Building Office staff. These alerts will come up when someone attempts to scan their ID into the system.

**Who is responsible for configuring custom alerts?**

The Technology Department

**What types of custom alerts will be configured?**

Non-custodial parents, Sex Offender/iChat denials, no-trespassing orders?

**Who will receive the custom alerts?**

Principal, Main Admin Assistant, Office Assistant, SRO., Superintendent's Assistant

**Who will be responsible for creating new users or deactivating users?**

The Technology Office