



District Visitor Management System Procedure (SAF-P011)

CMCSS Policy:

It is the policy of the Clarksville Montgomery County School System to prohibit sex offenders in Tennessee or any other state from the premises of any school in the district, except for the limited circumstances stated in [HUM-A055](#).

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 building have a visitor's badge or CMCSS photo ID card visible. Any person who does not have a building visitor badge with the current date displayed or a CMCSS ID badge should be immediately escorted to the office.
2. In all schools, signs will be 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 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 secretary/security officer.
5. If the visitor does not have acceptable photo identification available, the building administrator on duty will be called to assess the situation. If he or she determines the visitor is known, the visitor's information can be manually entered by the building administrator. However, a visitor can be manually entered no more than twice before being denied entry.
6. The visitor will return to the office to check-out when they are leaving the building. 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. At the end of the day, the secretary/security official will close-out the system.

Visitor Categories

CMCSS Employees Not Assigned To a Building

- CMCSS employees will be required to type in their employee number to the system at their visit to the school and log into VMS on subsequent visits. Exceptions will be made for CMCSS Maintenance, Warehouse, and Food Service employees provided they are wearing a CMCSS issued uniform and a CMCSS identification badge.
- CMCSS employees (excluding Maintenance, Warehouse, Transportation, and Food Service employees wearing with CMCSS uniforms and badges) will be requested to return to the office to check out when their visit is completed.

Food Service Substitutes

- All Food Service substitutes must have their agency uniform and badge on while at CMCSS locations. They will not be required to sign in or out of the system.

CMCSS Substitute Teachers

- All CMCSS substitute teachers/staff will sign into the system each day.

Parents/Guardians of Students at the School/Facility

- All parents/guardians attempting to gain access to the school/site for the first time will present a valid driver's license from any state, an official state photo identification card from any state and many countries, or military identification card for scanning. Parents/guardians refusing to produce such ID may be asked to remain in the office or leave the school/site as their identity cannot be verified. School 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

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manually entered into the system by the building administrator and have their names checked against the database.

- School 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 school/site criteria, the visitor will be allowed appropriate access after receiving an appropriate visitor's badge.
- Visitors 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. The badge will be thoroughly torn, so that it cannot be reused.

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 and other government personnel on official business should be asked to present their identification similar to other visitors.
- School Resource Officers (SROs) assigned to the district by the Montgomery County Sheriff's Office are not required to sign in while on duty in an SRO capacity, in authorized uniform, and while displaying a CMCSS employee badge.

Vendors/Contractors/Others

- All vendors, contractors and other visitors will be scanned into the system each time they want access to the school. Exceptions will be made for Food Service Vendors provided they are wearing a company issued uniform and identification badge. Food Service Vendors will not be permitted past the cafeteria unless they check into the front office.
- School 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 school/site criteria, the visitor will be allowed appropriate access.
- Vendors/Contractor: If the scan of the database comes back with a positive 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 school officials 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 – schools should comply with this request.
- Appropriate parties (the Principal(s), Law Enforcement, and district administrators) will automatically be notified by email, text message, or on their cell phone 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.
- The vendor/contractor will then be asked to provide contact information for his/her supervisor. The Building Principal will ensure the appropriate District personnel is contacted and advised that the particular vendor/contractor will not be allowed to make deliveries or perform future work in any building in CMCSS.

Match with the Database

The database will show a match if the visitor has the same name and birth 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 picture is unclear, check the date of birth, middle name, and other identifying information, such as height and eye color.

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- The VMS 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 each school/site. Please make any building staff member operating VMS aware of this false positive result.

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 school officials 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 – schools should comply with this request.
- Appropriate parties (the Principal(s), Law Enforcement, and district administrators) will automatically be notified by e-mail, text message or on their cell phones 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.

Special Circumstances

Parents/Legal Guardians Who Are Registered Sex Offenders

In the event an identified parent or legal guardian of a student is listed on the database, he/she can still be granted limited access to the building, while being escorted by school district personnel. Please refer to SAF-F032 for the SO Limited Access Authorization Form. A copy of this completed form should be emailed for safety@cmcss.net. The building administrator will decide when and where this person can go and who will supervise his/her visit. When visits of this type are scheduled, the administrators of that school shall notify schools associated with that campus, or schools nearby where those individuals may have other children in attendance. This will ensure that those individuals do not attempt an unscheduled visit to a school where they may or may not have other children.

- Building administrator or school representative will privately notify the parent or guardian that they are / appear to be matched with a person on VMS database.
- If the individual indicates that there is a mistake, please encourage them to contact the state listing their name to rectify the matter. Staff members may choose to give the parent a print out of the alert, if desired.
- The building administrator or school representative will refer the parent / guardian to the CMCSS policy and procedure that must be followed while at the school.
- The Law Enforcement representative for that building may be contacted to determine status of this individual and if there any conditions of their probation or parole that impacts their access to the school/site.
- The parent or guardian will not be permitted to mingle with students or walk through the school unescorted.
- Parents or guardians who are registered sex offenders and have a child enrolled in a school may enter a school's premises to attend his/her child's parent/teacher conferences provided that the sex offender has received written permission or a request from the school's principal/administrator. Said parent/legal guardian may come to the school for the stated business only. Further, when coming in the building, the parent/legal guardian must come to the front office only. As per state law, this exception shall not apply if the victim of the sex offender's sexual offense or violent sexual offense was a minor at the time of the offense and the victim is enrolled at the school where the conference is scheduled.

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- Failure to follow these procedures may result in parents or guardians being banned from district buildings.

Customized Alerts

There may be situations where certain visitors can be flagged as posing a danger to students or staff. One of the features of the VMS is the ability to program customized alerts, specific to the students and faculty at the building. These alerts seek to help school 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 student or staff member
- Parents with very limited visitation of students
- Expelled students
- Students from rival districts
- Persons who have threatened students or faculty members
- Persons who have committed a crime on or near a school building

Volunteers

The VMS system will provide an electronic database of volunteer hours and duties.

- Each volunteer will scan their identification into the system at each visit.
On the first screen, select volunteer.
- Indicate the job and location.
- Print the badge.
- Check out when the volunteer activity is completed.

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.