

Top Visitor Management Tips for Campus Administrators and Front Office Staff

Our district prioritizes the safety of staff, students, and visitors. All employees are responsible for keeping the campus secure. Do your part by following these tips every day.

- ✓ Perform regularly scheduled walk-throughs, ensuring:
 - Doors and locks are in good working order and all maintenance requests have been addressed promptly and properly.
 - External doors and windows are closed and locked.
- ✓ Close any exterior doors that have been propped open, and remind all campus staff of the importance of keeping them closed.
- ✓ Require all visitors to check in according to procedure, no exceptions.
- ✓ Make sure visitors explain the reason for their visit before allowing them into the facility.
- ✓ Maintain a record of all campus visitors, including name, date, time, and duration of visit.
- ✓ Provide visitors with a dated name badge, preferably one that includes their photo. Stress that badges must be worn the entire time visitors are on the premises. Do not accept badges from previous days or other campuses.
- ✓ Keep a copy of the visitor's current, state-issued identification card. When possible, streamline the process by storing a copy in the visitor management software. Otherwise, use a secure electronic system. If an electronic system is not available, securely store a physical copy.
- ✓ Notify visitors that they must return to the office to check out before leaving campus.
- ✓ Provide substitute teachers with proper identification, keys or keycards, a copy of the campus emergency operations plans, and training on visitor management procedures for the campus.
- ✓ Station staff at exterior doors during class changes and passing periods.
- ✓ Remember that your campus should have a policy that specifies where deliveries can be made. Examples include delivery docks, kitchen back doors, and front offices. When a delivery is made, an employee should be posted at the door or loading dock to prevent unauthorized access.
- ✓ Don't allow personal deliveries such as flowers and food, including lunches brought by parents, to be made anywhere other than the front desk.