

# FAQ-Emergency Management

## What is Raptor Emergency Management?

The Raptor Technologies<sup>®</sup> Emergency Management system combines 21<sup>st</sup> century technology with best practices in emergency management. This tool helps districts prepare for, respond to, and recover from an emergency.

- **Drill Management:** simplify drill scheduling, drill management, and compliance tracking
- **Active Incident Management:** initiate an emergency from your mobile device with the touch of a button, access building maps and emergency procedures, and account for the status and location of all students and staff
- **Parent-Student Reunification:** verify every student is reunited with an approved guardian in real time and reunify students with their caretakers four times faster than with paper-and-pencil methods

## Items for districts to consider:

When developing school safety plans and budgeting for tools such as Raptor Emergency Management, districts should conduct a risk mitigation exercise. This exercise will help districts decide the cost vs benefit of proposed safety plans. As a best practice, districts should always:

- have backup plans
- train and cross-train staff
- conduct drills frequently to find areas to improve
- prepare for different emergency scenarios

## FAQ:

### **1. How long does implementation take?**

Implementation will take about 6 weeks but can be shorter or longer pending client availability and readiness.

### **2. Can you export a planned drill into a calendar?**

Yes, when scheduling a drill there is an option to export the planned drill to your calendar.

### **3. What kind of devices can the app be used on?**

The Raptor Reunification application is supported by Android and iOS devices.

### **4. Will the app take up space on my phone?**

Yes, just like any downloaded application, this application will take up space on your device. The application will use 40 megabytes. During an emergency or drill the app could take up as much as 100

megabytes, but the data is only temporarily on the device. Once the incident is closed, the data will be removed from the device.

**5. What data is needed for the app?**

To start using the application as quickly as possible for drill purposes, the minimum requirements are staff, student, and roster data from your student information system (SIS). However, for reunification, guardian data will be required.

**6. Where does the data come from?**

The data used for the application comes from the district's SIS.

**7. How is the data integrated from the SIS into the Raptor system?**

The data is integrated from the SIS to the Raptor system through Raptor Link. Raptor Link is Raptor Technologies' SIS integration product. Supplemental imports are recommended for data not in the SIS (guardian information, etc.).

**8. How often should data be integrated?**

Best practice is once a day. However, data can be synced every 2, 4, 8, or 24 hours.

**9. How do we know the data is up to date?**

Users can check this on the Raptor system dashboard at the all buildings level. Here users can see the data updates with the most recent sync.

**10. Is the data that is pulled real-time attendance?**

No, the data synced with the mobile application is full roster data from the most recent SIS sync.

**11. What fields does the Raptor system pull from the SIS?**

The Raptor System can pull:

<b>Student Data:</b>	<b>Guardian Data:</b>	<b>Staff Data:</b>	<b>Roster Data:</b>
First Name, Middle Name, Last Name	First Name, Last Name	First Name, Middle Name, Last Name	Period Name (Bell Schedule e.g. 1-2(A))
Date of Birth	Date of Birth	Date of Birth	Schedule Type (combination of course name, teacher's last name, and period e.g. Algebra I - Williams - 4)
ID Number	Relationship (to student e.g. Mother)	ID Number	
Grade	Primary Email Address	Email Address	
Gender	Mobile Phone Number	Buildings (the staff member is associated to)	
Buildings (the student is associated to)			

**12. Does the Raptor Emergency Management system integrate with the Raptor Visitor Management system?**

Yes, administrators can get an inside view into any drill or emergency by using both systems to account for visitors, volunteers, and contractors that are checked into the building at the time the incident is initiated. Also, photos of guardians, staff, visitors, contractors, and volunteers captured through the visitor management system are used in the emergency management system to expedite accounting for the status and location of everyone in the building during an emergency and to accelerate approved guardian verification during parent-student reunification

**13. How do I reset my password for the mobile application?**

There is a password reset option available to all users. Note: The Raptor Reunification application can remember username and password credentials.

**14. Can I log into the mobile application through a single sign-on platform?**

While Raptor Technologies is continually improving our technology to adhere to school safety best practices, currently there is no ability to sign on through a SSO platform.

**15. Is the mobile app capable of two-way communication?**

Raptor Technologies is continually improving our technology to adhere to school safety best practices. Currently there is no two-way communication. However, this capability is in the road map.

**16. Can local agencies have access to the app and be notified when my district is running a drill or responding to an emergency?**

Yes, if configured, local first responding agencies can be notified when districts are running drills or initiating emergencies. It is best practice to team with local first responders and create credentials for them to allow better active incident management and enhance visibility into the emergency or drill.

**17. What are the notification methods?**

In addition to your current notification method, texts, emails, and push notifications are sent for incident initiation and closure.

**18. How are teachers notified of a drill or emergency?**

Teachers, staff, and first responders (if configured) are notified via text, email, and/or push notification if a drill or emergency has been initiated.

**19. Who should be on my reunification team?**

Most often the Reunification Team is comprised of district personnel. There are several reasons for this:

- Training can be more readily coordinated
- Experienced teams are more proficient
- School-based teams may initially be unavailable

Smaller districts may recruit various schools' administrators to populate the team. Districts could also recruit volunteers from the community to staff the Reunification Team. A good rule of thumb for team size is one per hundred students, plus another five members.

\*see the I Love U Guys Foundation for more details (<http://iloveuguys.org/srm.html>)  
([file:///C:/Users/mkmccreery/Downloads/srm\\_v2\\_SRM%20V2%20Single%20Pages.pdf](file:///C:/Users/mkmccreery/Downloads/srm_v2_SRM%20V2%20Single%20Pages.pdf))

**20. Who can initiate an incident?**

Anyone to whom the district assigns incident commander privileges within the software can initiate and close incidents. The system was built to be flexible, so the district can assign as many incident commanders as they see fit.

**21. What type of building should we have for an offsite parent-student reunification? What have other districts done in the past?**

When selecting an offsite reunification location, it is important to take the following into consideration:

- The venue needs to be large enough to accommodate the entire school population + parents
- The venue should be unoccupied and available during the school day

- Proximity to the school is preferable, but not too close – the site should be close enough to the school for ease of transport but not too close that the reunification site could be compromised by the incident
- Sufficient parking will be required to accommodate parents, responders, etc.
- Consider traffic flow

Facilities chosen should have three large designated zones with no line of site between them. Many of our clients have relationships with churches, local sports facilities, etc.

For more information and to see the flow of an off-site reunification, go to the I Love U Guys Foundation website or click here:

[file:///C:/Users/mkmcreeery/Downloads/srm\\_v2\\_SRM%20V2%20Single%20Pages.pdf](file:///C:/Users/mkmcreeery/Downloads/srm_v2_SRM%20V2%20Single%20Pages.pdf)

## 22. How fast can students be reunified with their caretakers?

The time frame will vary depending on the physical location, the distance between the student holding area and the reunification area, the number of students, the number of greeters, and the number of runners. Based on reunification drills conducted in the field, use of the Raptor system it is 4 times faster than paper-and-pencil methods.

The table below suggests how many greeters, runner, and reunifiers are needed for different school sizes:

Minutes/Student/Runner	1.5
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# of Students	Greeters	Runners	Reunifiers	Total # of Resources (1 per 100 students plus 5)	Duration (Minutes)	Duration (Hours)
250	2	4	2	8	100	1.67
500	3	5	3	10	150	2.50
750	3	6	3	13	180	3.00
1000	4	8	4	15	200	3.33
1250	4	9	4	18	214	3.57
1500	5	10	5	20	225	3.75
1750	6	11	6	23	233	3.89
2000	6	13	6	25	240	4.00
2250	7	14	7	28	245	4.09
2500	8	15	8	30	250	4.17
2750	8	16	8	33	254	4.23
3000	9	18	9	35	257	4.29
3250	9	19	9	38	260	4.33
3500	10	20	10	40	263	4.38
3750	11	21	11	43	265	4.41
4000	11	23	11	45	267	4.44
4250	12	24	12	48	268	4.47
4500	13	25	13	50	270	4.50

## 23. Can teachers/staff account for other teachers' students?

Yes. By design, the application was built to be flexible and has the capability to access other teachers' rosters, search for individual students, and account for the status and location of those students, staff, visitors, volunteers, and contractors. The active incident management component of the application

supplements and supports your current policies. Establishing guidelines, training staff to account for other students and staff, and practicing these situations in drills are best practices to alleviate confusion in the event of an actual incident or emergency. Examples of situations where these practices might become necessary include injuries to staff or the presence of substitute teachers.

**24. Can roles (greeter, runner, reunifier) be switched during an emergency or drill?**

Yes, the application is configured to allow user's multiple roles. Cross-training staff and conducting drills frequently will allow districts to be better prepared in the event of an incident.

**25. Is the app accessible from a computer?**

Raptor Technologies is continually improving our technology to adhere to school safety best practices. Currently there is no desktop version. However, it is in the road map.

**26. Does the system integrate with security cameras?**

Raptor Technologies is continually improving our technology to adhere to school safety best practices. Currently there is no integration with security cameras.

**27. Can the system connect to our school's PA speakers?**

Raptor Technologies is continually improving our technology to adhere to school safety best practices. Currently there is no integration with PA systems.

**28. Can we override the volume or control setting to notify us if an incident has been initiated even when a phone is on Do Not Disturb?**

Raptor Technologies is continually improving our technology to adhere to school safety best practices. Currently this feature is not available.

**Additional questions that could come up:**

When considering solutions to add additional layers of safety to your emergency plans, "what if" questions may be numerous. Anticipating what could happen, practicing, and training staff to respond to the "what if" scenarios that could come up is vital. Here are some questions that have arisen when consulting with current customers:

**Q: What if parents aren't on the approved guardian list or don't have an ID?**

A: The Raptor Emergency Management system has a one-time pickup feature for caretakers not on the approved guardian list that also captures their identification information. Ultimately it is the district's decision whether or not to reunify students with caretakers not on the approved guardian list or that don't have their ID present.

**Q: What if a student is marked as injured and their parent is at the greeter desk?**

A: All employees should be familiar with school response plans. If this has not been considered in the past, now is the time to think through how district personnel should respond. The technology was created to supplement and support your current policies.

**Q: What if there is a mass exit and not everyone can be accounted for?**

A: All employees should be familiar with school response plans. If this has not been considered in the past, now is the time to think through how district personnel should respond. The technology was created to supplement and support your current policies.

**Q: What if Wi-Fi/mobile data services aren't available, can the app work offline?**

A: The initial data synchronization that provides vital information for the application requires an internet connection, either Wi-Fi or a data service (LTE, 4G, etc.). Once the initial sync of data is completed, the app provides full offline mode of our accountability process (status and location). Once the device has restored internet connectivity, all status and location information for students, staff, and others will be synced with all other devices. Note: In the event of multiple app users updating the status and location of the same student, the user that made the last status and location update in the app is the status and location that will display in the application.

**Q: What if the Wi-Fi is saturated at the reunification site due to an influx of parents, first responders, etc.?**

A: We recommend redundant internet service providers as well as both external (public) and internal (private) Wi-Fi networks. We recommend that devices to be used for emergency response situations be pre-configured to auto-connect to the internal "private" network, which can be reserved for emergency situations. During the Arapahoe school shooting, the private network sustained internet connectivity for first responders and district personnel. To fully prepare for unpredictable situations, we recommend employees drill often and be thoroughly knowledgeable of district policies and school-specific emergency response plans.

In addition, a paper back-up process should always be available with your to-go bags. We recommend the Standard Response Protocol and the Standard Reunification Method, available for free from The I Love U Guys Foundation.

**Q: What if phones start to lose power?**

A: The District could create an emergency kit that includes phone chargers and power strips. All employees should be familiar with school response plans. If this has not been considered in the past, now is the time to think through how district personnel should respond. The technology was created to supplement and support your current policies.

**Q: What if staff don't have their phones?**

A: The District could purchase tablets designated for emergency situations.

A: Neighboring teachers could account for those staff members' students.

**Q: What if teachers do not want to use their personal devices?**

A: Other staff members can take account for those teachers' students.

A: District could opt to provide tablets for teachers.

A: We have consulted teachers' unions in the past, and since it is a matter of school safety, the unions have agreed to ask teachers use their personal devices.

**Additional Resources:**

Who should I contact for more info? Are there resources available online? Where can I find more resources?

- At Raptor Technologies, we are always happy to help brainstorm and collaborate as well as provide additional information.
- The I Love U Guys Foundation is a great source for resources on the Standard Response Protocol and the Standard Reunification Method, at no cost to your school.
- For information on developing a high-quality emergency operations plan, visit the Readiness and Emergency Management for Schools (REMS) website: <https://rems.ed.gov/>