

STATE OF HAWAII
DEPARTMENT OF EDUCATION
KA 'ŌIhana HO'ONA'AUAO
P.O. BOX 2360
HONOLULU, HAWAII 96804

OFFICE OF STRATEGY, INNOVATION AND PERFORMANCE

July 6, 2026

TO: Deputy Superintendents
Assistant Superintendents
Complex Area Superintendents
Principals (All)

ACTION REQUIRED

FROM: Elizabeth Higashi
Assistant Superintendent 
[Elizabeth Higashi \(Jun 29, 2026 13:59:19 HST\)](#)

SUBJECT: Visitor Code of Conduct

The Hawai'i State Department of Education (Department) is committed to fostering an environment that reflects the spirit of *Living Aloha*, a culture of respect, cooperation, and mutual support. In collaboration with the Attorney General's office, the Department has established the Visitor Code of Conduct (Attachment A) to ensure that interactions with all Department employees and the public are conducted in a safe and respectful manner. The Visitor Code of Conduct outlines clear expectations for visitor behavior, including respectful communication, adherence to personal and professional boundaries, and compliance with school policies and legal requirements.

The Visitor Code of Conduct is designed to complement the previously established Code of Conduct, which sets the standards of conduct for employees, contractors, and volunteers of the Department. Together, these codes set standards that all individuals interact with respect, professionalism, and accountability.

Also included is a Visitor Code of Conduct Flyer (Attachment B), which provides a summary of the Visitor Code of Conduct. This flyer can be displayed around campus to encourage positive behavior and interactions. Please note, however, that the Visitor Code of Conduct Flyer is not a substitute for the full Visitor Code of Conduct. The Visitor Code of Conduct should be sent home with students and posted next to the visitor sign-in sheet in the front office.

Actions Required

Distribution to Families: Please ensure that a copy of the Visitor Code of Conduct is sent home with each student. It is important that our families are informed of these expectations so that they can partner with us in maintaining a positive school environment.

Display in Schools: The Visitor Code of Conduct should be displayed in your school's front office. The recommended location is next to the visitor sign-in sheet so that all visitors are aware of our expectations upon entering the campus.

Display in Complex Area and State Offices: The Visitor Code of Conduct should be displayed in the reception area of each state and complex area office. A recommended location is next to the visitor sign-in sheet or near the reception desk to ensure visibility for all incoming visitors.

Post to Website: In addition to the physical display of the Visitor Code of Conduct, it is requested that all schools, complex area offices, and state offices post the Visitor Code of Conduct on their respective websites to ensure that all visitors are informed of expectations in advance.

Should you have any questions or need further clarification, please contact Jaron Takumi via email at jaron.takumi@k12.hi.us or by phone at (808) 798-6107.

EH:jt

Attachment A: Visitor Code of Conduct

Attachment B: Visitor Code of Conduct Flyer

c: Policy, Innovation, Planning and Evaluation Branch

VISITOR CODE OF CONDUCT

PURPOSE:

The Hawai‘i State Department of Education (Department) is committed to living Aloha and providing a safe and harmonious learning and work environment. Living Aloha inspires a culture of respect, cooperation, and mutual support. With this in mind, we create clear expectations for visitors while they are on Department property and/or during Department activities.

DEFINITIONS:

“Department Activities” includes but is not limited to Department functions/events, Department operations, Department sponsored activities, as well as extracurricular activities.

“Prohibited Behavior” includes but is not limited to abusive and/or vulgar language and/or gestures, talking over one another, behavior that encroaches on another’s personal space, intimidation/intimidating behavior, intentionally destroying/damaging Department property, intentionally disrupting Department activities, offensive comments, physical aggression, physical attacks, profanity, and threats/threatening behavior.

“Visitors” includes non-Department employees as well as Department employees who are not acting in connection with their duties and responsibilities to the Department.

EXPECTATIONS:

The following are expectations that all Visitors must comply with:

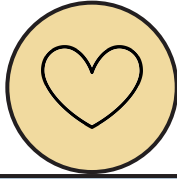
- **Respectful Communication:** Visitors shall communicate and conduct themselves in a respectful and courteous manner with Department employees, students, and other Visitors, refraining from engaging in Prohibited Behaviors. Communication channels include but are not limited to in-person conversations, video calls (e.g., Zoom, Teams, Google Meet), text messages, email, telephone calls, voicemails, social media posts, and messages, etc.
- **Boundaries:** Visitors shall respect the personal and professional boundaries of Department employees, students, and other Visitors, refraining from engaging in Prohibited Behaviors.
- **Compliance with School Policies:** Visitors shall comply with all requirements for being on Department property or at a Department Activity, which may include but is not limited to signing-in, requesting permission to enter the property or attend the function, etc.
- **Compliance with Legal Requirements:** Visitors shall treat all Department employees, students, and other Visitors with fairness, dignity, and respect, and shall comply with all applicable laws and regulations, including those related to harassment, discrimination, and personal conduct.

CONSEQUENCES FOR VIOLATIONS:

Violation of this Visitor Code of Conduct may result in appropriate action, including but not limited to restrictions on the types of communications that will be allowed (e.g., requiring written communication as opposed to telephone calls, etc.), restrictions on access to school premises or participation in Department Activities, the suspension of privileges, or legal action where appropriate, in accordance with applicable laws and regulations.

WELCOME VISITORS!

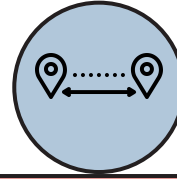
This is a place of learning, respect, and aloha!
To keep things safe and positive for everyone, we ask all visitors to follow these simple rules:



BE KIND AND RESPECTFUL

Please use polite and respectful language when talking. This includes face-to-face, phone calls, texts, emails and social media.

No mean or hurtful words or actions are allowed.



GIVE PEOPLE SPACE

Respect personal space and boundaries.

Be mindful of others' comfort zones, and avoid any threatening or aggressive behavior.



FOLLOW SCHOOL RULES

Sign in when you visit, and follow any school rules, like getting permission to be on campus or attend events.



RESPECT THE LAW

Treat everyone fairly, with dignity and respect. Follow all laws, especially those that protect people from harassment and discrimination.



IMPORTANT:

Ask to see the Visitor Code of Conduct for the purpose, definitions, and expectations. If these rules aren't followed, visitors may have limited access to school activities, communication might be restricted, or legal actions could be taken.

