

Crisis Management Plan

St. Paul Lutheran Church
Lakeland, Florida

June 2018

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1. INTRODUCTION

1.1 PURPOSE AND SCOPE

Our crisis plan guides us to respond to bad events with the faith, hope, and love that transforms. This plan doesn't limit the use of experience, judgment, flexibility, and ingenuity to adapt to the unfolding complexities that exist under crisis conditions.

1.2 PRECEPTS

As members of Christ's Church, we use God's Word to guide actions before-during-after a crisis.

- ✓ Love your neighbor as yourself. Mark 12:31
- ✓ Love your enemies, do good to those who hate you, bless those who curse you, pray for those who mistreat you. Luke 6:27-28
- ✓ Let your light shine before men that they may see your good deeds and praise your Father in heaven. Matthew 5:16
- ✓ God is able to make all grace abound to you, so that in all things, at all times, having all that you need, you will abound in every good work. 1 Corinthians 9:8
- ✓ Each one should use whatever gift he has received to serve others, faithfully administering God's grace in its various forms. 1 Peter 4:10

Therefore, as God's instruments, we will freely extend His love, grace, and mercy to others. We'll work to preserve life and property. We'll strive to use ourselves, our gifts, and our resources to God's glory and the good of others through acts of selfless service, connecting them to Jesus through word and deed.

1.3 ONGOING DOCUMENT MAINTENANCE

Each November, St. Paul's core staff review the plan and certify its currency, revising as needed. Each December, the Board of Trustees reviews the plan and certifies it for the coming calendar year.

1.4 TRAINING

Church members will know of this plan and will receive relevant training and practices.

2. LEADERSHIP

2.1 CRISIS TEAM

The head of the St. Paul crisis team is the Senior Pastor, and standing members are the core staff plus the Chair of the Board of Trustees. Our medical professionals, law enforcement, or trained military personnel may serve as ad hoc members to advise and assist in their specific areas of expertise. Each November, the Senior Pastor certifies to the Board of Trustees that plan actions took place (see checklist, Section 9).

2.2 DECISION MAKING

The Senior Pastor is in charge of crisis management and all key decisions pertaining to an event. In his absence, the Decision Maker chain is:

- Associate Pastor
- Director of Christian Education
- School Principal or Director of Early Childhood Education
- Business Manager
- Chair of Board of Trustees

2.3 COMMUNICATION WITH THE MEDIA

In the event of a crisis, only the Senior Pastor or his designee will speak with any members of the media.

3. MEDICAL EMERGENCY

A medical emergency is an injury or illness that is acute and poses an immediate risk to a person.

3.1 MEDICAL EMERGENCY PREPARATION

- The Business Manager will ensure safety equipment is in working order. Annually, inspect AEDs and 1st aid kits. Ensure complete, unexpired supplies for 1st aid kits, and install batteries and pads in the AED units as needed.
- The decision-making chain of seven people will know the medical professionals who regularly attend church services and Bible classes. The Decision Maker will look to one of the medical professionals first in a medical emergency, if one is present.
- The Senior Pastor provides annual training through his designee to other first aid providers: core staff, ushers, and lay ministers. Training occurs in August and includes CPR, AED locations and use, and 1st aid kit locations.
- Twice per year, the congregation will be informed that **they should interrupt any service or meeting to seek medical aid for self or others, e.g., “I NEED HELP!”**

3.2 MINOR INJURY OR ILLNESS

At the Decision Maker’s direction, an identified medical professional, church staffer, lay minister, or usher will render aid for situations such as:

Slips and falls	Cuts
Dizziness	Fainting spell
Uncontrollable coughing	Vomiting

On card stock or similar, have the instructions below readily available in all meeting areas, and give them to all relevant and/or potential aid providers (see Appendix C for templates).

1. Assess the situation.
2. If needed, send a bystander to bring the First Aid Kit.
3. Administer first aid as able.
4. If you determine that emergency treatment is required, call 911. Tell operator which building entrance to use.
5. Send a bystander, if available, to wait at the entrance of the building for first responders to direct them to the proper location.
6. During and after treating someone, exhibit grace and care; if possible, pray with the person.
7. Call the family of the injured party if not present.
8. If it is determined that additional treatment is required, but not on an emergency basis, contact the family of the injured party and back brief the Senior Pastor.

3.3 MAJOR INJURY OR ILLNESS

At the Decision Maker’s direction, an identified medical professional, church staffer, lay minister, or usher will render aid for serious situations such as:

Not breathing	Profuse bleeding
Seizure	Stuporous state
Serious fall	Chest pain
Head, neck, or back injury	Shortness of breath
Diabetic incident	Unconscious

On card stock or similar, have the instructions below readily available in all meeting areas, and give them to all relevant and/or potential aid providers.

1. Call 911. Tell operator the building entrance to use.
2. Assess the scene for safety.
3. DO NOT move the person unless they are in imminent danger of further serious injury.
4. Obtain the AED. Assess Airway Breathing and Circulation. Be ready to start CPR.
5. Send a bystander, if available, to wait at the entrance of the building for first responders to direct them to the proper location.
6. Once medical personnel arrive, volunteers should assist medical personnel as requested.
7. Notify family of distressed person as soon as possible.
8. Volunteer bystanders can help clear people away to allow responders adequate space to work.
9. Throughout, extend grace and love for who's being treated; if possible, pray for that person.

4. BUILDING EVACUATION

A building or campus evacuation occurs when there's a fire, gas leak, or similar danger.

4.1 ALARM

The evacuation plan is active any time the fire alarm system goes off while people are gathered for a church service, fellowship event, meeting, or Sunday school/Bible classes. If the alarm goes off, persons in buildings will use the closest exit and walk to a safe rally point. The senior person in any occupied building will confirm everyone exited and convey this to firefighters.

4.2 EVACUATION PREPARATION

- The Business Manager inspects all fire extinguishers and emergency lights annually in coordination with a fire department official.
- For sanctuary and fellowship hall, rally points are as follows (see also maps at Appendix D):
 1. Grassy area north of fellowship hall, extending west and east
 2. Grassy area behind fellowship hall and before middle school
 3. Grassy area behind sanctuary, extending all the way to athletic fields
- Twice per year at the end of services, remind the congregation of evacuation procedures, to include the exits to use, orderly egress, assistance to elderly/disabled/infants, and gathering places (rally points). Also cover procedures for the Fellowship Hall, Athletic Center (youth and Hmong areas), and Sunday school/Bible class areas. Then conduct a fire drill – no need to return to sanctuary.
- Post the evacuation routes in classrooms and on sanctuary walls or other gathering areas of each building (see Appendix D). Create graphics for projection in sanctuary at practice or real alarms.
- Prepare instructions for pulpit and lectern to be read to the congregation (see Appendix C). Equip ushers and lay ministers. Equip the Fellowship Hall and Athletic Center with similar instructions.
- **Note: If no power, the red emergency box on the narthex wall by children's church has a back-up public address system.**
- Ushers and lay ministers will guide people to exits in the sanctuary and assist unaccompanied children and the elderly/disabled. Some helpers direct people to rally points. Sunday school teachers will perform the same duties for class gatherings. Each September, train helpers on their duties.

4.3 EVACUATION DURING SERVICES and/or SUNDAY SCHOOL

- When an alarm goes off, Decision Maker reads from the instruction card: **“We must evacuate NOW. Remain calm and use the nearest exit. Do not go after personal belongings. Do not go to a parking lot. Move to a rally point. Ushers and lay ministers, assist us now.”**
- Ask two people by name to call 911.
- Ushers and lay ministers (OR class teachers) help evacuate into halls or lobby, then outside down stairs or ramps. Direct people to rally points. Assign three to the nursery. Helpers close all doors.

- Helpers convene at the rally point, confirming to Decision Maker that 100% evacuation has occurred.
- If during Sunday classes, teachers will follow posted evacuation routes and guide attendees to rally points. Teachers will close doors and confirm 100% evacuation.

4.4 EVACUATION for OTHER CHURCH EVENTS (fellowship, meetings)

- The leader for the event or St. Paul staff member makes the announcement to evacuate.
- Direct attendees to the nearest exits and to a rally point, not a parking lot.
- Do not allow gathering personal belongings, donning of coats, restroom stops, etc.
- Call 911.

4.5 POST EVACUATION

- If the emergency is actual, follow all instructions by firefighters.
- Then if possible, guide all who remain gathered in parking lots in prayers for safety and for the preservation of St. Paul property. Then dismiss them.
- If it was a false alarm and people can reconvene for the service, class, or event, guide them back into the building.

5. TORNADO

Tornado warnings, funnel clouds, sirens, and alerts warrant immediate and hasty response to shelter those gathered away from large open areas and windows to places less likely to be impacted by a tornado. While the most common months are May – August, tornadoes have occurred in Lakeland in every month and at all hours.

5.1 PREPARATION

- For sanctuary, shelter-in-place locations are as follows (see maps in Appendix D):
 1. Side and rear hallways in places without windows
 2. Restrooms, robing room, sacristy
 3. Bride’s room – nursery kids and children’s church use this area
- For Fellowship Hall, shelter-in-place locations are (see maps as well):
 1. Cafeteria
 2. Hallways on sides of stage and behind stage (but not on stage itself)
 3. Restrooms
- For Athletic Center, shelter-in-place locations are in low ceiling areas and rooms without windows, such as restrooms and café, or hallway by locker rooms.
- Twice per year at the end of services, remind the congregation of tornado procedures, to include the shelter areas, quick and orderly egress, and assistance to elderly/disabled/infants. Cover procedures for Fellowship Hall, Athletic Center (youth and Hmong areas), and Sunday school/Bible class areas.
- On laminated card or similar, prepare instructions to be read to the congregation and pre-position these on pulpit/lectern shelves (see Appendix C). Equip the usher and lay minister teams with these, and craft similar guidance for meeting locations in the Fellowship Hall and Athletic Center.
- Ushers and lay ministers will guide people to shelter areas and assist unaccompanied children and the elderly/disabled. Sunday school and Bible class teachers will perform the same duties for those gatherings. Each September, train these people on their duties.
- At worship services on Sundays, Wednesdays, and funerals, the lead usher will monitor weather and weather alerts during days when severe weather conditions are forecast to be present. Use an electronic device to stay up to the minute.
- The triggering event for shelter-in-place actions will be any tornado, tornado warning, siren, or alert that indicates a funnel cloud or tornado within a 5-mile radius of campus. When in doubt, act.

5.2 TORNADO IMMINENT

- **Usher: interrupt any proceedings and move quickly to the leader (Decision Maker).**
- Decision Maker: announce shelter-in-place instructions by saying **“A tornado may be approaching. Remain calm and head to rooms and areas without windows in the side and back hallways. Ushers and lay ministers, assist us. We need to move NOW”**
- Ushers and lay ministers assist unaccompanied children and elderly/disabled.
- If there is room, have people sit.
- During the sheltering period, core staff and lay ministers exercise faith and confidence in God to protect. Pray with those gathered, sing a hymn, or read Scripture.
- All helpers monitor those gathered for any medical emergencies.
- Lead usher monitors weather situation for an “all clear” announcement.

5.3 POST-EVENT

- Upon an “all clear” Decision Maker announces return to where people were. If no injuries or damage, guide people in prayer.
- If injuries or damage, Decision Maker asks two people to call 911. Refer to medical emergency section as well.

6. HURRICANE

As stewards of God’s property, we work to preserve and protect the St. Paul campus from weather perils. Additionally, we recognize our responsibility to our St. Paul family and to our surrounding neighbors who may need our help after a major storm, that is, be Jesus to others.

6.1 HURRICANE PREP

- By June 1, Business Manager has on hand at least 10 sheets of 4’ x 8’ plywood for use in boarding up damaged windows or walls, as well as at least 6 heavy duty plastic tarps sized 12’x 16’ or larger for covering roof holes, wall damage, etc. Necessary fasteners will also be on hand (duct tape, screws).
- If weather forecasts depict a hurricane track that will impact Polk County, then no later than 3 days before landfall the Senior Pastor will coordinate with the School Principal on suspending operations for school and church.
- Move computers and other sensitive equipment away from windows and cover them with plastic (for example, garbage bags taped on) to prevent water damage. Power down servers and computers before suspending campus operations.

6.2 POST-HURRICANE AID (or post-tornado)

- When a post-storm need becomes evident, the Associate Pastor will lead pre-formed teams to address material needs for members and/or for the neighborhood east of the St. Paul campus.
- No later than May 31 each year, the Associate Pastor will line up groups and individuals who are to be on standby should material needs arise after a major weather event.
- At a minimum, groups that should field volunteers include:
 - Feed the Need regulars (e.g., for food and water needs)
 - Marty’s Men (e.g., for clean-up, fix up services)
 - Katie’s Ladies (e.g., babysitting, health and hygiene, clothing, bedding, family activities)
 - Youth (e.g., clean-up, activities for young people)
 - Faith in Action (health and hygiene, clothing, bedding, family activities)
 - Hmong (in coordination with missions’ pastor, for in-home needs)

- Beyond people from these groups, each May the Associate Pastor is to encourage or recruit from the general membership for additional standby aid.
- The Associate Pastor's standby list will include contact information for each person as well as what aid each person can provide, to include any supplies or equipment offered.
- If power remains to the campus, the Associate Pastor and School Principal will coordinate the use of the Athletic Center as a haven for activities, electronic device use, and a clean environment to relax.

6.3 POST-HURRICANE (or post-tornado) RECOVERY EFFORTS

When damage from severe weather has occurred, **St. Paul will respond with tangible, needs-based aid.** Since every event is different, the emphasis here is not on prescribing actions but on being moved by faith and love, and on being guided by prayer and Scripture.

- The Associate Pastor will assess member and neighborhood needs after a damaging storm. He will analyze and prioritize immediate needs, as well as more persistent or long-term needs, and determine what resources may be applied from his available options. These include, but are not limited to:
 - The Athletic Center
 - Plywood and tarps not needed by St. Paul on its campus
 - Food from food banks or grocers
 - People on the volunteer standby list
- Core staff, notably the Business Manager and School Principal, plus the St. Paul properties team will assess damage to the St. Paul campus and prioritize recovery and restoration efforts. These actions will not preempt relief activities outlined above but will occur in coordination with them.

7. ACTIVE SHOOTER/INTRUDER

Our aim is to preserve life should anyone intend to harm us on our campus. We do not repay evil for evil.

7.1 CRISIS PREP and PREVENTION

Primary emphasis is on mitigating risk and preventing an incident.

- St. Paul's prayer teams pray weekly for safekeeping from harm and danger to church and school, her people and property.
- The Senior Pastor and School Principal maintain a watch list of people with known problems who are exhibiting observable behavioral threats, such as anger, frustration, intoxication, abnormal statements, aggression, physical acts, sharp disputes, and the like.
- The watch list will be discussed with core staff not less than quarterly, privately. At the discretion of the Senior Pastor, he will escalate an issue to law enforcement to make them known of a threat to our people or campus.
- The Senior Pastor and School Principal intervene with faith-based counsel, as they are able, to reduce hostility and ill feelings for people with known problems.
- St. Paul provides law enforcement with a suite of information to aid in their response during an event. Information includes blueprints, access points, shutoffs for utilities, location of a key box, rally points, lockdown areas, and contact list with cell phone numbers. The Senior Pastor and School Principal review this information each July for currency and accuracy.
- St. Paul retains a uniformed law enforcement officer's services on campus Sunday mornings and for Wednesday evening services. The Business Manager prescribes specific duties for this professional, with approval by the Senior Pastor.
- Ushers for each service will possess the way to contact the on-site officer.
- For Sunday mornings and Wednesday services, lock all iron gates and chain link gates to limit access to the sanctuary and other campus buildings.

- During children’s church, ushers lock main sanctuary doors from the inside to limit access while children are in the Soul Surfer room.
- As time and circumstances may dictate, a limited lockdown is possible. A lockdown involves locking all doors and keeping people away from windows. Areas are as follows:
 - During church services – the nursery and the Athletic Center (for Hmong congregation).
 - During Sunday School – classrooms, office conference room.
- The decision-making chain, as well as ushers, will possess ways to contact the leader in each area listed for lockdown.
- Each September, conduct training for core staff, ushers and lay ministers, to include awareness of dangers, such as agitated, intoxicated, or erratic people and sensing of fumes. Cover limits to access, coordination with on-site law enforcement, limited lockdowns, and run-hide-confront actions.
- On laminated card or similar, prepare instructions to be read to the congregation and pre-position these on pulpit/lectern shelves (see Appendix C). Equip the usher and lay minister teams with these, and craft similar guidance for meeting locations in the Fellowship Hall and Athletic Center
- Twice per year at the end of services, remind the congregation of preventive actions that mitigate risk, as listed above. Remind them of active shooter responses, namely, “run-hide-confront” actions that **MUST** occur if gathered in the sanctuary or Fellowship Hall.
 - Run – away from intruder, out an exit.
 - Hide – under pews, if unable to run away.
 - Confront (fight) – if unable to run or hide, throw books and rush the aggressor from sides and behind to overwhelm; don’t sit idly but take immediate action; yell and scream to distract.

7.2 CRISIS ACTIONS

- If an intruder/active shooter is spotted before entering a building, contact the on-site officer immediately and call 911 with location of intruder and description of movements and weapons.
- If an intruder has entered the sanctuary, Decision Maker or usher yell “**ACTIVE SHOOTER! RUN, HIDE, CONFRONT!**”
- If in a safe place, call 911, and if possible, the on-site officer.
- If possible, execute lockdown procedures for nursery, Athletic Center, classrooms.

7.3 POST-EVENT ACTIONS

- Follow all instructions by law enforcement and first responders.
- The Senior Pastor determines follow-on actions, as the situation calls for.

8. BOMB THREAT

These actions primarily concern church or school staff during the week.

8.1 THINGS NOT TO DO

- DO NOT use two-way radios or cell phone; signals have the potential to detonate a bomb.
- DO NOT evacuate the building until police arrive and evaluate the threat.
- DO NOT activate the fire alarm.
- DO NOT open, touch, or move a suspicious package.

8.2 THREAT MADE BY PHONE

Place a checklist in all offices and workspaces near the phones (see Appendix C for template). Be calm, listen to the caller and do not interrupt. Notify 911 while still on the line if possible.

8.3 THREAT MADE BY E-MAIL, LETTER OR NOTE

Be calm and notify 911. Handle the note as little as possible. If it's an e-mail, do not delete it.

8.4 SUSPICIOUS PACKAGE

Signs of a suspicious package include the following:

- No return address • Poorly handwritten • Excessive postage • Misspelled words • Stains • Incorrect titles
- Strange odor • Foreign postage • Strange sounds • Restrictive notes • Unexpected delivery

Call 911 if something is not right. Leave the package alone.

9. PLAN CHECKLIST and RISK ASSESSMENT

The Senior Pastor is in charge of the Crisis Management Plan and in executing all required actions throughout the year, as called for in this document. Under St. Paul Board of Trustees policy, he will report annually to the Board of Trustees on the plan's execution for the current calendar year by submitting the checklist below. He will also comment on the plan's completeness, currency, and accuracy, providing revisions to the plan as needed.

A risk assessment for the hazards covered in this plan follows the checklist. As risks change, this matrix should be adjusted. Core staff and Board of Trustees review annually for completeness and accuracy.

SPLC Crisis Management Plan Checklist

Reference	Action	Status
Section 6.2	May: Associate Pastor creates list of standby volunteers for post-storm aid	<input type="checkbox"/> Done <input type="checkbox"/> Not done
Section 6.1	June: Business Manager confirms 10 plywood sheets and 6 tarps are stored on campus	<input type="checkbox"/> Done <input type="checkbox"/> Not done
Section 3.1	August: core staff, ushers, lay ministers train on CPR, AED use & location, 1 st aid kit location	<input type="checkbox"/> Done <input type="checkbox"/> Not done
Section 4.2	September: ushers and lay ministers train on building evacuation procedures	<input type="checkbox"/> Done <input type="checkbox"/> Not done
Section 5.1	September: ushers and lay ministers train on shelter-in-place procedures	<input type="checkbox"/> Done <input type="checkbox"/> Not done
Section 7.1	September: ushers train on active shooter procedures	<input type="checkbox"/> Done <input type="checkbox"/> Not done
Section 1.4	October: core staff certify currency of plan, submitted to Board of Trustees by November	<input type="checkbox"/> Done <input type="checkbox"/> Not done
Section 3.1 4.2 5.1 7.1	First congregational info session at conclusion of each service, covering medical emergency, building evacuation procedures (fire), shelter-in-place procedures (tornado), active shooter prevention actions already being practiced and active shooter procedures. First fire drill after each service. Recommend separate Sunday for Hmong fire drill.	<input type="checkbox"/> Done <input type="checkbox"/> Not done
Section 3.1 4.2 5.1 7.1	Second congregational info session at conclusion of each service, covering medical emergency, building evacuation procedures (fire), shelter-in-place procedures (tornado), active shooter prevention actions already being practiced and active shooter procedures. First fire drill after each service. Recommend separate Sunday for Hmong fire drill.	<input type="checkbox"/> Done <input type="checkbox"/> Not done
Section 4.2 5.1 7.1	Annually, check graphics and emergency instructions are current and in all specified locations. Includes evacuation routes for sanctuary, Fellowship Hall, Athletic Center as depicted in Appendix D; instructions for emergencies using templates in Appendix C	<input type="checkbox"/> Done <input type="checkbox"/> Not done
Section 3.1	Business Manager annually inspect 1 st aid kits as complete and current, AEDs working	<input type="checkbox"/> Done <input type="checkbox"/> Not done
Section 7.1	Watch list current, discuss quarterly with core staff	<input type="checkbox"/> Done <input type="checkbox"/> Not done
Section 7.1	Law enforcement has suite of emergency response information, confirmed for currency	<input type="checkbox"/> Done <input type="checkbox"/> Not done
Section 7.1	On-site law enforcement contact info is known to core staff and ushers	<input type="checkbox"/> Done <input type="checkbox"/> Not done
Section 7.1	Limited access (gates, children's church) for Sundays and Wednesday services is ongoing	<input type="checkbox"/> Done <input type="checkbox"/> Not done

Submitted to Board of Trustees on: _____

Signature: _____

Senior Pastor

St. Paul Campus Risk Assessment

Hazard	Probability	Magnitude	Warning	Duration	Risk
Medical emergency	Highly likely Likely Possible Unlikely	Catastrophic Critical Limited Negligible	Minimal 6-12 hrs 12-24 hrs > 24 hrs	12+ hrs 6-12 hrs 3-6 hrs < 3 hrs	High Med Low
Fire, gas leak	Highly likely Likely Possible Unlikely	Catastrophic Critical Limited Negligible	Minimal 6-12 hrs 12-24 hrs > 24 hrs	12+ hrs 6-12 hrs 3-6 hrs < 3 hrs	High Med Low
Tornado	Highly likely Likely Possible Unlikely	Catastrophic Critical Limited Negligible	Minimal 6-12 hrs 12-24 hrs > 24 hrs	12+ hrs 6-12 hrs 3-6 hrs < 3 hrs	High Med Low
Hurricane	Highly likely Likely Possible Unlikely	Catastrophic Critical Limited Negligible	Minimal 6-12 hrs 12-24 hrs > 24 hrs	12+ hrs 6-12 hrs 3-6 hrs < 3 hrs	High Med Low
Active shooter	Highly likely Likely Possible Unlikely	Catastrophic Critical Limited Negligible	Minimal 6-12 hrs 12-24 hrs > 24 hrs	12+ hrs 6-12 hrs 3-6 hrs < 3 hrs	High Med Low
Bomb threat	Highly likely Likely Possible Unlikely	Catastrophic Critical Limited Negligible	Minimal 6-12 hrs 12-24 hrs > 24 hrs	12+ hrs 6-12 hrs 3-6 hrs < 3 hrs	High Med Low

Notes: Probability across a 5-year period. Duration of event is a lesser criterion here.

APPENDIX A – EMERGENCY TELEPHONE NUMBERS

Polk County Sheriff’s Office:	911	Non-Emergency	863-
Lakeland Police Department:	911	Non-Emergency	863-
Fire Department:	911	Non-Emergency	863-
Ambulance:	911	Non-Emergency	863-

Local Hospitals:	Lakeland Regional	863-
	Bartow Regional	863-

Fire Inspector:	863-
Crime Prevention:	863-

APPENDIX B - CHURCH CONTACT NUMBERS

EMERGENCY CALL LIST (cell phone)

1. Senior Pastor, 863-
2. Associate Pastor, 907-
3. DCE, 863-
4. School Principal, 863-
5. ECEC Director, 863-
6. Business Manager, 863-
7. Congregation Chair, 813-

OTHER CONTACTS

Church office	863-
IT Network – Presidium	863-
Property –	863-

APPENDIX C – EMERGENCY INSTRUCTIONS PLACARDS

Below are templates for laminated cards or instruction sheets for various emergencies. Place copies of these in essential locations, to at least include the following:

Pulpit	Usher info book	Athletic Center Hmong area
Lectern	Fellowship hall stage area	Lay minister info book
Narthex welcome desk	Core staff offices	Pastors’ robing area

Minor Medical Emergency

Examples

Slips and falls
Dizziness
Uncontrollable coughing

Cuts
Fainting spell
Vomiting

1. Assess the situation.
2. If needed, send a bystander to bring the First Aid Kit.
3. Administer first aid as able.
4. If you determine that emergency treatment is required, call 911. Tell operator which building entrance to use.
5. Send a bystander, if available, to wait at the entrance of the building for first responders to direct them to the proper location.
6. During and after treating someone, exhibit grace and care; if possible, pray with the person.
7. Call the family of the injured party if not present.
8. If it is determined that additional treatment is required, but not on an emergency basis, contact the family of the injured party and back brief the Senior Pastor.

Major Medical Emergency

Examples

Not breathing	Profuse bleeding
Seizure	Stuporous state
Serious fall	Chest pain
Head, neck, or back injury	Shortness of breath
Diabetic incident	Unconscious

1. Call 911. Tell operator which building entrance to use.
2. Assess the scene for safety.
3. DO NOT move the person unless they are in imminent danger of further serious injury.
4. Obtain the AED. Assess Airway Breathing and Circulation. Be ready to start CPR.
5. Send a bystander to wait at the entrance of the building for first responders to direct them to the proper location.
6. Once medical personnel arrive, volunteers should assist medical personnel as requested.
7. Notify family of distressed person as soon as possible.
8. Volunteer bystanders can help clear people away to allow the responders adequate space to work.
9. Throughout, extend grace and love for who's being treated; if possible, pray for that person.

Evacuation

Announce:

“We must evacuate NOW. Remain calm and use the nearest exit. Do not go after personal belongings. Do not go to a parking lot. Move to a rally point. Ushers and lay ministers, assist us now.”

Appoint 2 people to call 911.

Exit the building and convene at a rally point.

Tornado

Announce:

“A tornado may be approaching. Remain calm and head to rooms and areas without windows in the side and back hallways. Ushers and lay ministers, assist us.” We need to move **now**.”

Move to shelter-in-place.

Have people sit, if possible.

Wait for all clear.

Active Shooter

Yell

ACTIVE SHOOTER!
RUN!
HIDE!
CONFRONT!

If in safe place, call 911. Tell operator location, how many shooters, weapons.

If possible, execute lockdown for nursery, Athletic Center.

Bomb Threat by Phone

Listen to the caller and do not interrupt. **Notify 911 while still on the line, if possible.**
Try and keep the caller on the line. See if the caller will answer any of these questions:

- Where is the bomb?
- When will it explode?
- What does the bomb look like?
- What kind of bomb is it?
- Why did you place the bomb?
- What is your name?
- Where are you calling from?

While listening to the caller try and determine the following characteristics:

Caller:

- Male Female

Voice:

- Loud Soft Raspy Deep Familiar Nasal High Pitched Recorded

Speech:

- Loud Soft Raspy Deep Familiar Nasal High Pitched Recorded

Accent:

- Local Ethnic Ethnicity guess _____

Manner:

- Calm Angry Laughing Serious Intoxicated Nervous Irrational
- Emotional Joking Crying Excited Normal

Threat Language:

- Well Spoken Educated Incoherent Foul Irrational Taped

Background Sounds:

- Street Noise Machines Party Noise Animals Music Trains Planes
- Quiet Mixed Static PA System Dishes House Noise Office Machines
- Other _____

THINGS NOT TO DO

- DO NOT use two-way radios or cell phone; signals could detonate a bomb.
- DO NOT evacuate the building until police arrive and evaluate the threat.
- DO NOT activate the fire alarm.

APPENDIX D – MAPS for EVACUATION or SHELTER

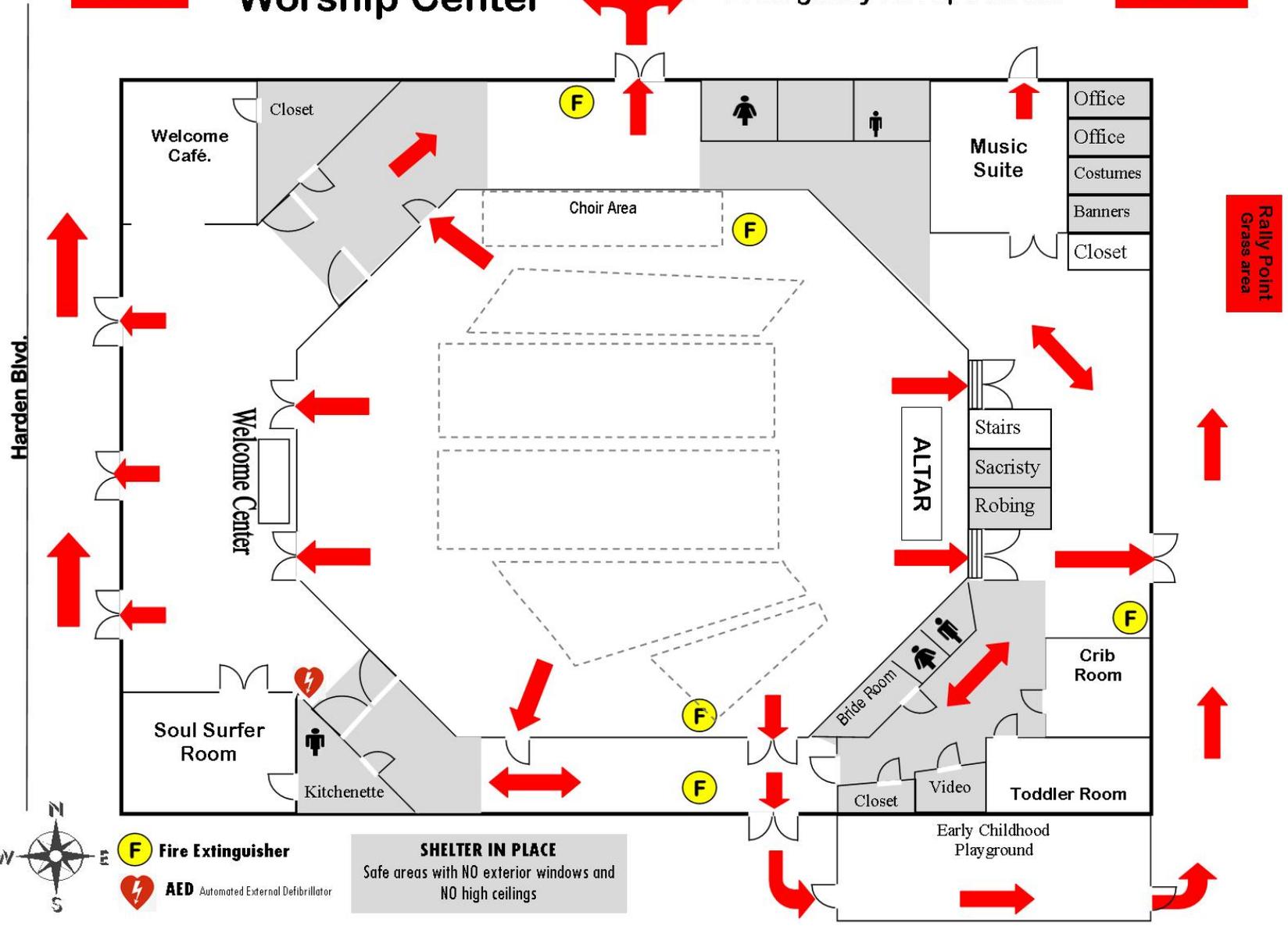
Below are maps to be reproduced and posted on relevant walls or doors of each building cited. Core staff, ushers, lay ministers should also possess copies.

Rally Point
Grass area

Worship Center

Emergency Escape Route

Rally Point
Deck area

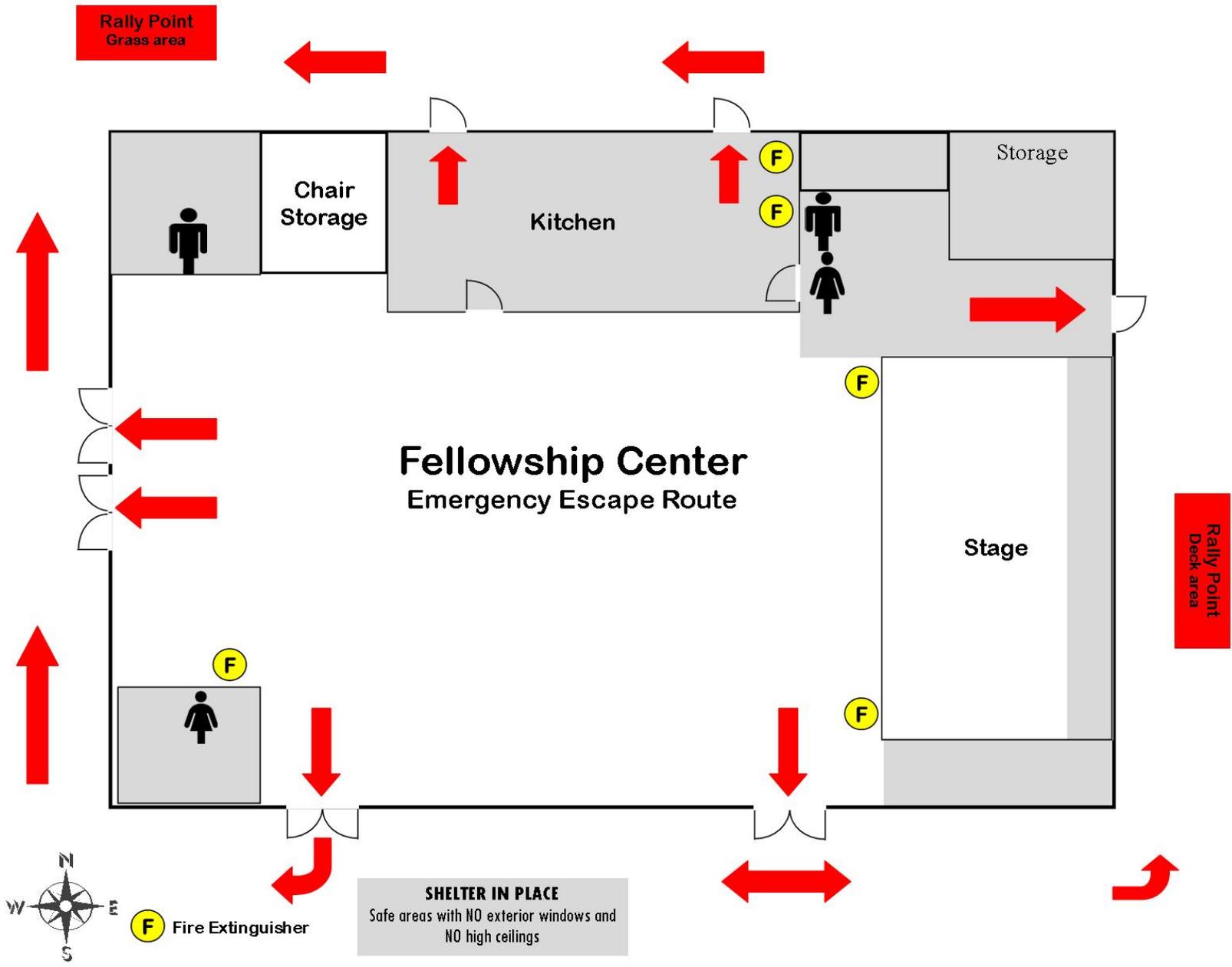


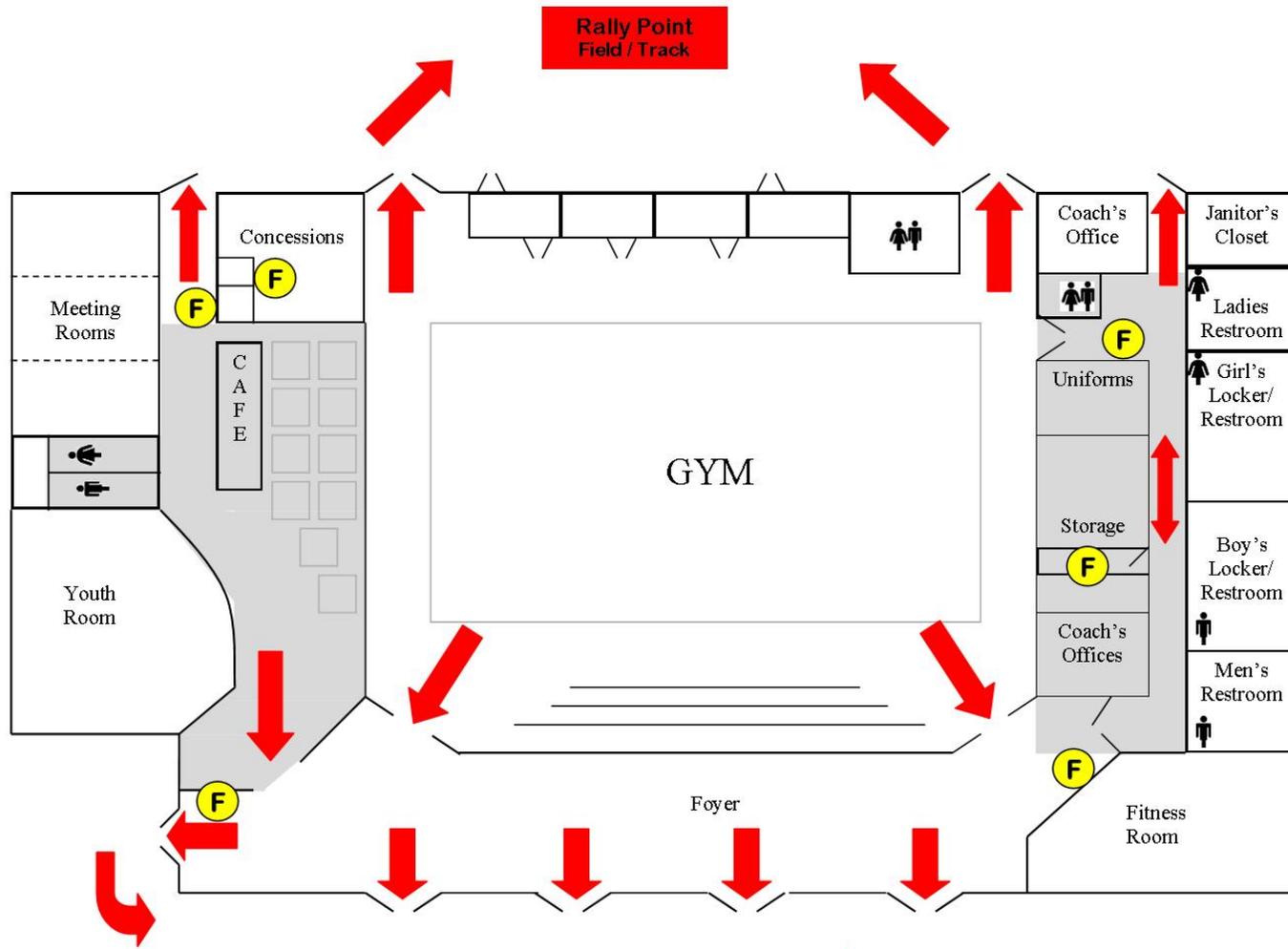
Rally Point
Grass area



- F** Fire Extinguisher
- AED** Automated External Defibrillator

SHELTER IN PLACE
Safe areas with NO exterior windows and NO high ceilings





Rally Point
Field / Track

Rally Point
Parking Lot

Athletic Center Emergency Escape Route

F Fire Extinguisher

SHELTER IN PLACE
Safe areas with NO exterior windows and
NO high ceilings



Trinklein Ministry Center

Emergency Escape Route

