



Security and Emergency Response Plan

January 20, 2019

Document Revision Log

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1 Purpose

1.1 Document Purpose

The purpose of this document is to complement the Church Emergency Response Policy (ERP). This is the practical implementation plan for that policy. The intent is to identify possible incidents that might need to be addressed, who will be in charge, the types of actions expected by those designated as “Incident Leaders” and other responders, and follow-up steps after an incident occurs. The ERP must consider that the church operates most days of the week, from early morning to late in the evening, and covers multiple floors. With no PA system in the church, determining how to communicate throughout the church at any time is very important.

The real benefit of having a plan is to be prepared prior to an emergency. This plan does not cover every conceivable emergency but will provide enough guidance so that those who are responders have guidelines and a framework within which to respond.

This document should be reviewed at least once per year, [as directed by the Board of Trustees](#), to update for any changes in the building, security changes, changes in Dallas preparations for an emergency (such as recent gas leaks in nearby neighborhood, or housing evacuees from hurricanes), changes in processes, or in personnel.

This document should provide the basic tenets that will go into training modules, and those should be updated and shown at least annually to their intended audiences.

1.2 Document Assumptions

This plan has several key assumptions built in:

- a. Enough volunteers will be identified and trained to respond to any emergency at any time
- b. Each event at the church will have an “Incident Leader” appointed and present.
- c. Training and communication of this plan will be sufficient to ensure an orderly response from not only the trained responders but also from various groups in the congregation
- d. Working relationships will be developed with Police, Fire Departments, and medical personnel so that external or internal emergency response will be coordinated with these groups.

1.3 Goals, Organizational Structure

The primary implementation goal is to have an initial completed and approved plan in place in Spring 2019. Once approved, the goal is to update the plan on an annual basis (e.g., January of each year).

The Board of Trustees will be responsible for ensuring that an Emergency Response Policy is approved and updated annually. The Board should also ensure that the implementation of the plan is in place and individuals who are accountable are in place. In addition, the Board

should assist in communicating this policy and plan with the Administrative Board to ensure that all groups, ministers, and staff within the church are aware of the policy and implementation plan.

The accountable owner of the final plan will be Facilities Manager. S/He will be supported by the Senior Minister. They will ensure that all events have an Incident Leader and Responders and medical person on call. This will be a part of Church Calendar event planning, so these role assignments will become integrated into the ongoing operations of the church. This applies to ongoing church operations such as Sunday Services, special services, or major events at the church.

Volunteers will be assigned to the various roles. Incident Leaders will be “in charge” in the event of an emergency, and responders will report to that person.

1.4 Document Contributors

Contributor	Role	Contact Information
Don Moulton	Chair, Board of Trustees. Obtains Board Approval	
John Ozmun	Lay Leader, creator of ERP, obtain approvals	
Fran Collins	Facilities Manager	
Alexandra Robinson	Senior Pastor	
Christine Bouton	Director of Music, oversees church services and all choirs	
Lyndel Doran	Director Creative School, provides insight on emergency response for School	
Nautica Washington	Youth Minister	
Heidi Edwards	Children’s Coordinator	
Buddy Smith	Head Usher, provides insight on Usher roles for all events	

2 Overall Plan, Reporting

2.1 Scope (Building, Events, Types of Emergencies)

This plan will address emergency response for all functional groups, events, and all activities within the church on any day of the week. At a high level, the plan will address **mitigation** (broadly defined as creating awareness of emergency types and education about each of them), **preparedness** (conducting training of key stakeholders/staff/leaders, and holding periodic practice drills), and **response** (defining who is in charge, what actions to take given certain scenarios, and what communications go out to whom and when). The plan will not address “business continuity” (that is, after a significant event such as fire or weather issue, where and how will the church get back to normal operations. This plan will focus on the main sanctuary and attached building.

During the process of developing this plan, opportunities to enhance an emergency plan will be identified. This might include location of Fire Extinguishers, Emergency Escape Route Maps on walls throughout the building, ensuring 2 or more ways to exit every room, identify opportunities for better building security and access, building-wide communications, etc. These opportunities will be presented to the Board of Trustees for consideration.

Generally, the following types of emergencies will be addressed.

- Medical Emergency
- Weather related
- Fire
- Hazardous event in the local area, requiring a “lockdown”
- Active Shooter, or disruptive behavior

This is not meant to be a comprehensive listing, but the actions that are suggested should be adapted and applied to any other type of emergency that might arise.

2.2 Reporting

Records of each type of incident should be created at the time of or immediately after an incident. The purpose will be twofold:

- Capture all pertinent details related to the event so that any mitigation steps can be identified (if any are needed), and document cause, steps taken, and any other information in the event any type of litigation is pursued.
- Track the number and type of emergencies for the Board of Trustees so that they can review all risk assessments, insurance, and adjust the emergency response plan as needed.

3 Security Plan

3.1 Building security

Building security always refers to the systems and processes used to manage and control access to the church building in order to provide safety to property and people.

Generally, churches want to be welcoming entities to all. And once a guest or member is inside, they should feel comfortable and safe and not be concerned about their safety, or that of others. However, society has changed and that is requiring a more disciplined approach to ensuring the safety of all inside the building.

Due to recent events, now all doors will be locked, except for times noted below. All weekday church guests, meetings, groups, vendors and parents will be required to check in at the atrium Welcome Desk.

Currently, all doors will have some controlled access.

3.1.1 Sunday Access Policy:

The Board of Trustees will oversee a procedure for managing the locking and unlocking of all doors into the church on Sunday. This procedure should be reviewed by the Board, head usher, head greeter, and senior minister at least annually. Updates to the procedure can happen at any time due to changes in personnel, changes to times of services, security updates, or any other factor that might impact the current procedures.

The procedures should be clearly socialized through training with all ushers, greeters, and any other volunteers that offer to help in managing access through the doors as often as necessary to ensure that the procedures are followed. This will be the responsibility of the head usher.

3.1.2 Creative School and Weekday Access Policy

- a. Marsh Lane, south side entrance, and east side parking lot facing doors will be locked during the day.
- b. Monday – Friday, the north side facing entry (atrium entry) will be unlocked during the following times 8:55 to 9:10 a.m., 11:50 – 12:10, 1:50 – 2:10 p.m. A staff person is always present during drop-off and pick-up times.
- c. Only teachers have access codes to unlock doors.
- d. Creative School access will be granted one of two ways:
 - i. Parents of children attending Creative School will need to sign in if they are dropping off children late and obtain a sticky visitor badge. If they are picking up their child early, they must sign in and out. When doors are locked, and a visitor wants access, they will need to press a button or knock on the door, will be connected to the receptionist, and the visitor will tell the receptionist their purpose for wanting entry. The receptionist will determine if a person will be granted entry and will remotely unlock the door.

- ii. However, **for pick up at noon or 2 p.m.** at the regular time when the children are gathered in the atrium with teachers, parents are allowed to enter the **atrium only** to pick up their child based on the discretion and knowledge of the teachers. This is due to Texas licensing procedure regulations. If a parent has to go past the atrium, into other parts of the building, they must get a visitor badge and sign in.
- e. Saturdays: All exterior doors will be locked with access through the receptionist desk. Exceptions can be made for weddings and special events. One hour prior to the start of a wedding, the main east side entrance will be unlocked for wedding guests. However, a hired Dallas Police Office will be on duty stationed in the Atrium, [at the discretion of the wedding party](#).
- f. Those with access codes will be asked to not allow “tailgating” into the building. If someone without a code tailgates in, they should be escorted directly to the receptionist’s desk.

The church has established check in/check out procedures for everyone who enters the building.

3.1.3 Large outside group Access:

- a. Enter in the atrium welcome doors
- b. Sign in using the carbon copy sticky badges, and place the sticky badge on them
- c. After their event is over, they must place the sticky badge back onto the book.
- d. Receptionist is to remind visitor to return sticky label back into book
- e. Church members may choose to wear their church nametags or sticky badges. The intent is to show identification so Creative School teacher or Project Transformation participants know they belong in the building.

3.1.4 VERY LARGE GROUPS (Creative School programs, Master Gardeners, Quilt Group)

- a. Multiple tables will be set up at the main entrance area with sign in sheets for persons to sign in name, event and time in.
- b. They will be given a smaller sticky label for the meeting they are attending. These will be printed in large sheets of 30 labels each to make the check in process faster.
- c. Head of the large group is to ensure all people have exited the building,
- d. In case of an emergency, the head of the large group is to get the sign-up list before leaving the building or taking shelter and doing a roll check to ensure all people are accounted for.

3.1.5 Security Cameras

- a. Security cameras exist in 3-4 locations inside the church and one exists outside the church as of June 2018. The Board of Trustees is evaluating placing additional cameras at all entry points of the church, around the perimeter of the church, and adding additional cameras in the parking lots. The long-term intent is for these camera images to be visible on at least two monitors/tablets that will be located inside the church. One will be located at the Welcome Desk. The other will likely be placed in the church office so that anyone in the office will know if there is anyone inside or outside the church.

- b. Since these cameras will be focused on all entrances, a person at the Welcome Desk will be able to see anyone at any door without having to leave the desk. These camera images will be integrated with door access capability (see door access section below).
- c. The cameras will be motion activated, have night vision, and will maintain recordings for some to-be-determined length of time.

3.1.6 Door Access

- a. As of June 2018, all doors are manually locked. When a visitor comes to a door, a person inside must get up from behind the Welcome Desk, go to the door in question, open the door to allow the person to enter. This is a problem for volunteers on the desk as they cannot see who is at the door and many are elderly and are not highly mobile.
- b. The Board of Trustees is evaluating a new door access system that will allow doors to be unlocked from one location. Included with this system will be a speaker system so that a person at the Welcome Desk, or office, can speak to a visitor at the door without having to leave his or her chair. In conjunction with the proposed camera system, this will give greater control, visibility to visitors at doors, and convenience to managing access to the church.
- c. Current policies and processes for allowing entrance will be followed until new door and camera systems are in place.

3.1.7 “Panic” Button

- a. As part of the new door access and alarm system, the Board of Trustees will investigate including a “panic button” with the existing alarm company or door access company. This is simply a button that can be pressed or have a code that can be quickly entered into a phone system that goes directly to the alarm company informing them that police need to be immediately dispatched to the church without calling someone in the church to confirm. This button will only be used in situations that require immediate police assistance.
- b. The panic button concept has two forms:
 - a. A button device that is worn on a necklace or lanyard around the neck. This can be worn by anyone who is in the building and is considered a “mobile” device
 - b. A physical button located under a counter or desk top. It is more secluded and stays in one place.

3.1.8 Greeter or Usher Response to “Suspicious” People

The primary role of a greeter is first and foremost welcome any and all that come to your assigned door. A friendly smile, and small courtesy, like holding a door open or helping a person come in, goes a long way in setting the tone for the member or guest experience. Once in, the greeter then provides information to any guest or member who asks for assistance, directions to a specific room, time of activities in the church, etc. Finally, the greeter should be vigilant and very aware of the actions and behaviors of all who have entered.

Inevitably, a person who may be suspicious or raise concerns in the church (e.g., homeless person seeking handouts on Sunday, person with a backpack who is not dressed appropriately, someone whose actions raise concerns, etc.) may gain or seek entry. The following actions are recommended:

- a) Greeter response to person seeking access: May I help you? Are you here to meet with someone? We have a weekday school here at the church. Unfortunately, we are unable to have visitors in the building unescorted.
- b) Person wishing to speak to minister on Sunday: inform the person that Sunday is our day of worship, but please feel free to join us for worship. Ministers are not available to meet today until after services are over.
- c) Person wishing to speak to minister, without an appointment during the week: Ask “How may we help you?” Answer: “If you need assistance, here are the agencies who will be able to assist you. We do not hand out cash.” Answer: “If you need someone to pray with, I will see if someone is available. “
- d) Person wishing to speak to minister, without an appointment on Sunday: If the minister is available, inform the person that she will speak with you after services are over, or that they may return tomorrow. Please make note that we do not hand out cash.
- e) If suspicion / concern is raised, get attention of male usher/Ralph/etc., for help in talking to the person. Ask questions to understand what person wants/needs, assist as you are able. Invite the person to attend worship or SS class.
- f) If high concern continues and person is not interested in worship, the greeter/usher combo should softly and firmly ask the person to leave.
- g) If the person resists leaving, or is causing a commotion, or the greeter is feeling threatened or in harm's way, call police immediately. Do not touch the person but keep eyes on him at all times.

3.2 Lock Down of Building

3.2.1 What it Means, When Does it Occur

Lock down of the building means exactly what it implies: All doors are locked immediately when notification is made to either the person in charge or the person at the reception desk. A lockdown can occur at any time on any day. It could occur on a weekday, week night, or a weekend so the impact that it will have on those inside varies greatly depending on the number of people inside the church at any one time.

Lockdowns are rare and are designed to protect all who are inside when there is an activity on the outside that might cause damage to the church or injury to those in the church. Examples of causes requiring lockdown: unruly group/march/protest near the church, gas leaks in area or major fire in area, active shooter in area, or any unsafe condition that would cause harm to those who planned on leaving the church.

Lockdowns can be called by police or fire departments. Generally, they would call a staff member at the church and notify them of the lockdown. However, a lockdown can be called

by the person in charge at the church if that person determines that there is cause for concern for either the church or those in the church,

3.2.2 Who Goes in/Out

First rule is that no one can go in or out of the building in a lockdown. This is for the safety of everyone in the building. This rule should be firmly followed even though there may be pressure brought to bear on the person at the front desk to open the doors. Rule two is that common sense and reason needs to be applied so exceptions can be made to Rule One:

- a. Police officer or fireman is at the door
- b. Known ministers or staff are at the door
- c. Known parent or authorized person to pick up child (once in, they must then stay in)

The person at the front desk must be very disciplined about declining to let someone in, especially if that person is not a known person.

3.2.3 How does it start, when does it end?

A lockdown will start when notification is received from the police or fire department. Generally speaking, lockdowns are a result of external activity that will require people in the church staying in the church until notification is received for an all-clear. The assigned Incident Commander in the church will be responsible for ensuring that the lockdown occurs immediately and that everyone in the church is notified immediately.

3.2.4 People Management during Lockdown

How to keep people calm and quiet during a lockdown will depend on who is in the building at the time of a lockdown. Below is a hypothetical list of the types of groups that could be impacted by a lockdown:

- a) Creative School
- b) Choirs during rehearsals
- c) Use of building by outside groups (PEO, AA)
- d) Youth Groups
- e) Church Service, Sunday Schools, VBS
- f) Special Events (HS Sports Banquet, Weddings)

Each of these groups is made up of different demographics and numbers of people. Therefore, the Incident Commander in charge will need to use a lot of reassurance, informed and fact-based communications, and common sense to keep those inside calm and quiet during a lockdown.

3.2.5 Extended Stay Preparations

Lockdowns might be for a short time (few minutes to a few hours) or extend for more than 10 hours. As such, the church will purchase enough non-perishable food to feed the children in their care for up to 24 hours. In addition, the church will likewise stock non-perishable food

for up to XX teens or adults. Coffee, water, and tea will be available without any further expense.

3.3 Internal Communications

3.3.1 Radio Communications

Two-way radios have been purchased for use by greeters, receptionist, ushers, staff, medical members, and some ministers. The intent is to use these radios in the event of an incident. The communication will generally be to alert the Incident Commander of a situation, who will in turn, provide direction to all those that have radios.

The radios will be charged prior to each event and will be kept in Facility Manager's room. These will be checked out by the on-duty greeters, ushers, staff, and medical members at each event/service, and checked back in at the end of the event or service.

Greeters and ushers generally serve one month each quarter. During the time of their service, those who have volunteered to help with security will be asked to learn to use the radios. See responsibilities below for when this use might be appropriate.

Staff members, who work during the day and on some weekends, may be asked to carry the radios with them always.

3.3.2 Telephones

Currently, all phones in the building have an internal communication capability. This functionality can be used to quickly notify everyone near a phone on any action that needs to be taken. To activate this capability fully in the building, a few additional phones will need to be added throughout the building, and training of all staff and volunteers will need to be held on how to use them. Training on the use of the phones will occur as part of the emergency response plan.

(NOTE: The Board of Trustees should direct that new phones be placed throughout the building where they do not exist today. This includes the kitchen, Youth Area, Fellowship Hall, several areas in the Creative School, and any other area where there may be a need)

3.4 Staff Role and Responsibilities (location throughout church)

Staff who work during the week and on weekends may be asked to carry radios with them during their regular hours. Since these employees will most likely be located throughout the church building, radios will be the most efficient means of communicating with them in the event of an emergency. Alternatively, the phone system can be used to notify all staff members of an emergency by simply following this process:

- a) Pick up the receiver
- b) Press 55
- c) Then press #
- d) Say message and hang up

The following responsibilities will be expected from the staff and ministers during the weekends and on Sunday:

- a) In the event of a weather-related event: Assigned individual will be asked to sweep his/her assigned floors or areas to ensure anyone present is notified to seek shelter in a safe area immediately. Once the event is over, they are to notify those in the safe area that they may return to work or exit the building as the situation dictates.
- b) In the event of fire or evacuation: Assigned individual will be asked to sweep his/her assigned floors or areas to ensure anyone present is notified and led to the nearest exit. This individual is to look in each classroom, restroom, conference room, storage area, etc. to ensure no one is left in the building. Once his/her areas are cleared, s/he must notify the Incident Commander that his/her respective assigned areas are cleared.
- c) In the event of hostile activity in the church: Staff and ministers will need to think and react based on the situation. Clearly, an active shooter will create chaos and can start an emergency at any place in the buildings. Therefore, staff and ministers must apply the Run, Hide, Fight methodology with anyone in their immediate areas. Staff and ministers will receive training on this situation.

3.5 Volunteer Responsibilities (location throughout church)

SANCTUARY

The expectation for ushers/greeters/receptionist beyond their usual duties will be to be aware of any unusual circumstances that they see. This would include seeing a large unattended bag under pews or in a corner, suspicious activity or behavior by a person in the sanctuary, or someone who comes in asking strange questions about church processes, pastor locations, etc. If during a service or event, they see a strange person enter the sanctuary, they should notify the head usher, receptionist, or incident commander discretely using radios.

If an usher or greeter sees someone that has suspicious behavior, they should notify the Head Usher immediately.

BALCONY

The head usher should be aware of the presence of anyone who is sitting in the balcony. This is rarely used so for an individual to sit up there would, in many cases, be unusual. Because the ushers normally focus on the main floor of the sanctuary, it would be awkward to ask them to keep their eyes on whoever is in the balcony. Ministers, choir director, choir members will need to discretely watch the balcony to ensure that there is no inappropriate behavior.

These members will need to be vigilant to anything that looks suspicious during the service and if they see something unusual, they should immediately and quietly notify the ministers or incident commander.

OFFERING

Ushers will collect the offering during the offertory by coming up to the front and passing the plate every other pew. They then bring the plates up to the alter railing during the doxology, and an acolyte places it on the altar table. After the service has concluded 2 ushers take the plates back to the finance office. It is counted by 2 members of the finance committee behind a locked door and placed in the safe.

MINISTERS

In the event of an emergency, the Ministers and Choir Director will be asked to follow any emergency plan that has been reviewed with them. In an evacuation of the sanctuary, they will be asked to announce this to the congregation with simple, easy to understand directions. These directions will be in a binder/folder in the pulpit for the minister to read to the congregation. In event of an active shooter or disruptive guest on the dais, they are to “Run, Hide, Fight”. Plans for security should be discussed in detail with security team members before each service or event. (See Section 4.3 for details)

4 Emergency Plan

4.1 Types of Emergencies

Generally, the following types of emergencies will be considered for this plan. Response to each type of emergency is covered in this plan:

- Medical
 - The church will form a “medical team” from its members to respond to basic medical events like skinned knees (children), fall down stairs, sprains, cuts, or more serious life-threatening issues (stroke, heart attack, shock)
 - Basic training on CPR/AED use will be delivered to staff and others in the church.
- Weather related
 - In most cases, weather related issues (tornado, hail storm) might require **sheltering in place**
 - Rooms throughout the church will be designated as “Safe” rooms for this type event
- Fire
 - In most cases, fire would require **mandatory evacuation** of the building.
 - Exit maps will be developed and deployed throughout the building to ensure knowledge of the nearest exit.
 - Fire suppression equipment (emergency lights, extinguishers, fire pulls, etc.) will be tested at least annually to ensure they are working
- Active Shooter, or disruptive behavior
 - There is no way to predict, or totally prevent, an active shooter incident. However, the church can take steps to minimize the impact should one occur.

- Security enhancements with new cameras, door access systems, “panic” button installation, updated phone system, and improved door locks can help mitigate an event.
- Training will be developed and delivered **on steps to take to save lives** in the event of an incident.
- Hazardous event or activity in the city, requiring a “lockdown”
 - Unexpected events might require a temporary lockdown of the church.
 - Steps will be defined on how to be prepared for staying for a few hours/days, and where to stay.

How various stakeholders (Sunday schools, ushers, choirs, congregation, etc.) will be expected to respond to the above emergencies will be explained further in the plan.

4.2 Medical Emergencies

The intent of WHUMC is to be prepared to handle medical emergencies before they happen, provide basic first aid and assistance in the event of minor accidents or illness, and in the case of a major incident, provide aid prior to the arrival of emergency responders. In addition, the intent is to give an increased level of comfort and assurance to the church family that the church is prepared to handle medical emergencies.

WHUMC has a variety of audiences or applications, consistent with recommended ANSI/ISEA (American National Standard/International Safety Equipment Association) requirements for which medical emergencies might arise:

- a. Youth Center where 5 – 10 teens gather for a variety of activities in the lower level of the church
- b. Kitchen, where food is prepared, and a variety of injuries could occur, from cuts, to slipping on a wet floor, to burns from hot water or cooking appliance.
- c. Church van transports up to 10 adults/children on a variety of indoor or outdoor church related activities.
- d. General Church, with a wide variety of activities both in the church and on church property. In addition, the demographics who are participating cover a wide range, from toddler to elderly.
- e. A small first aid kit is in the room, attached to wall, where minister enters the pulpit.
- f. Above average aged attendance, which requires the presence of an AED and knowledge on how to use it.

The following steps will be taken and implemented to address the audiences and possible medical emergencies listed above:

- 1) Identify a team lead to develop a medical response team from church membership.
 - a) Team lead will invite members with any type of medical background or training to participate. The team lead will hold at least an annual meeting to cover the following:

- i) Readiness to handle a variety of emergencies, and a continued willingness to participate as a medical volunteer for the church.
 - ii) Define expectations for the team, including time commitment or church attendance
 - iii) Ensure each volunteer knows the location and contents of each of the first aid kits. Part of this is to ensure all ointments, medicines, and lotions have current expiration dates.
 - iv) Ensure up to date training on and location of AED.
 - v) Update any policy or practices to ensure readiness of the church for an emergency
- 2) Team lead will ensure that each first aid kit is:
 - a) In its right location and in an easily identifiable container
 - b) Has all supplies and bandages for potential emergencies in its location
 - c) Has quantities of supplies for intended use
 - 3) The team lead will provide on-site training for AED/CPR for both the medical volunteers and church members approximately once per year. If possible, she will evaluate getting Red Cross First Aid certification classes.
 - 4) The medical response team can also consider broader activities that are health related. For instance, they could sponsor a wellness seminar, blood donation drive, training for new parents, nutritional programs for teens and elderly, etc.

4.3 Situational Emergencies and Response by Group Type

4.3.1 Choirs

Group	Leader	Day/Time of Practice	Typical Location
Chancel Choir	Christine Bouton	Wednesday 7:00 – 8:30 p.m. (Year around)	
Outside Groups	Varies	Varies	Varies

The choir will develop plans for how to exit given following scenarios:

- Fire (exit the building)
- Weather Related (shelter in place)
- Mandated evacuation (bomb threat, hazardous material release)
- Active Shooter (Bend over in chairs, run, hide, fight)

Chancel Choir in most instances will take direction from the incident leader on the appropriate action to take in the event of an emergency. In the event of a need to evacuate

the sanctuary during a service or shelter in place, the choir will exit using the choir loft door into the choir robing room, and exit using one of the choir robing room doors. The choir will be asked to help keep people quiet and calm so that any instructions from Responders can be heard. Specifically:

1. **Weather Event:** Choirs will “**Shelter in Place**” in event of tornado or damaging winds/hail. This applies to both practice times (generally Wednesday) and Sunday Services. In the event of a need to evacuate the sanctuary during a service and ***Shelter in Place***, the choir will exit using the choir loft door in the choir loft and go into the choir robing room, which is a safe area. Or they can move to the Fellowship Hall.

Notification to Shelter in Place will be made based on notification from the assigned Incident Leader who should be listening to weather radio on Sunday during services and on Wednesday, or come from the minister on Sunday, who will notify the congregation. The Choir Directors will ensure all adult choir members are accounted for and report to the Incident Leader.

Fire Event: Choirs will **exit the building** in the event of a fire. During a Sunday Service, the choirs should exit the sanctuary. In the event of a need to evacuate the sanctuary during a service **and exit the building**, the choir will *generally* exit using the sanctuary doors on either side of the sanctuary. If an evacuation is called for, the choirs should proceed based on the safest exit. The Incident Leader should determine what the best exit path is based on location of a fire or hazardous situation.

2. **Disruptive Behavior, including Active Shooter:** If this ever occurs during a Service, the loft choir will only be able to bend over in their chairs to minimize their size as a target. If an opportunity arises when it is safe to run, members should run zig zag to nearest exit and leave the building. If this were to occur on a Wednesday at rehearsal, the choir should turn out lights and barricade doors with chairs, tables, or anything else that would make entry difficult. In the event an active shooter was to get into a room, use anything in sight to disable/disarm him. Do not open doors until you hear someone announce themselves as an officer of DPD, such as “This is Officer Smith, and the incident is over”.
3. **Lockdown (No one leaves):** Lockdown of the building will occur only when there is an external situation that requires it. This might be some incident in the neighborhood where it is not safe for the congregation to leave the building. Police will notify our Incident Leader who will take appropriate action to notify everyone in the building. He will also indicate whether or not those present need to Shelter in Place or can continue on as usual.

The Choir Director will conduct practice fire or emergency drills at least two times a year for the adult choirs. This practice should include one practice of evacuating the sanctuary and one Shelter in Place.

4.3.2 Adult and Youth Sunday School Classes

4.3.2.1 Adult and Youth Classes

There are 6 Adult Sunday School Classes that meet starting at 9:15 each Sunday. These classes are located on ground floor in Parlor (Harmony Class) and Chapel (Journey Class), Youth Center Aldersgate, Roundtable, Young Professionals), or in Room 201 (Hebron). The Youth/Teens also meet in a designated room in the Youth Center.

The following guidelines for adult Sunday School classes should be followed in the respective scenarios:

- a. **Weather Event:** Classes will “**Shelter in Place**” in event of tornado or damaging winds/hail. The Harmony Class, Journey Class (will provide assistance to the Harmony Class and Nursery), and Hebron Class (will provide assistance to children’s classes) will need to proceed to safe area, located in the Fellowship Hall. All classes already in Youth Center will stay in place. Notification to Shelter in Place will be made based on notification from the assigned Incident Leader who should be listening to weather radio on Sunday, or come from the minister on Sunday, who will notify the congregation. In those adult classes where there are members who need assistance, the designated class emergency response person or other members should provide assistance to their members. Moving to a safe area may be by elevator or stairs, depending on everyone’s capability and access to stairs or elevator.
- b. **Fire Event:** All classes will **exit the building** in the event of a fire. During Sunday School time, the classes should exit their respective class rooms and follow exit paths shown on evacuation signs throughout the building, using the nearest safe exit. Once out of the building, class member should safely move to the parking lot or away from the building and out of fire lanes. Class members should watch out for arriving emergency vehicles and equipment. They should stay away from fire hydrants or fire hose connections. Notification to evacuate will be made based on notification from the assigned Incident Leader who will notify the congregation. In those adult classes where there are members who need assistance, the designated class emergency response person or other members should provide assistance to their members. For instance, Aldersgate should assist Roundtable and Youth as needed. Those needing assistance should leave after other members have exited the rooms. In a fire event, elevators will not work, so those needing assistance will either exit via stairs or be carried out. Once all members are out, the designated Incident Responder for the class should take roll to make sure all members are accounted for.
- c. **Active Shooter/Disruptive Behavior:** If this ever occurs during Sunday School, and the class is notified of this type event, the first course of action is to shut and lock doors. If doors cannot be locked, then they should be barricaded with tables and chairs. Lights should be turned off, and everyone get as quiet as possible. For those classes that have large windows or glass doors, the members should hide from sight, or if that is not an option, run. In the event an active shooter does get into a room, the

class members should use anything in sight to disable/disarm him. Members should not open doors until they hear someone announce themselves as an officer of DPD, such as “This is **Officer** Smith, and the incident is over”.

- d. Lockdown (No one leaves): Lockdown of the building will occur only when there is an external situation that requires it. This might be some incident in downtown where it is not safe for the congregation to leave the building. Police will notify our Incident Commander who take appropriate action to notify everyone in the building. People inside should continue their activities until they receive further instruction.

4.3.3 Children's Nursery

Children's Nursery is located on the south end of the building. Generally, these classes are used on Sunday, and it is where young children stay when their parents are in church.

The children and adult leaders are to follow these guidelines in each of the following scenarios:

Weather Event: In the event that a situation calls for staying in the building (Shelter in Place), the Nursery staff will be responsible for ensuring all infants, toddlers, and other children are promptly evacuated to a safe area inside of the building.

The following general guidelines, consistent with state mandated requirements, should be followed:

- a) The teacher/person/volunteer in the Nursery should have weather radios that are turned on during periods of potential inclement weather. In the event that hail, high damaging winds, or tornadoes are headed toward the neighborhood area, that person should implement the action to Shelter in Place. The Nursery needs as much lead time as possible to execute and Shelter in Place and cannot wait for an event to be upon them to start. The Journey class should assist in helping relocate the children.
- b) The Nursery teachers will follow the evacuation routes on signs that will be posted in and around the Nursery.
- c) Rooms in the Fellowship Hall, specifically in the Youth Center, will be designated as Shelter in Place rooms for each of the groups of children (infants, pre-toddlers, etc.). Small signs will be placed on these rooms so the teachers know exactly where to go. It will also help parents to know where to locate their children when coming to get them.
- d) Teachers are to take their attendance books with them when leaving a classroom. This provides the teachers with a list of Children present and provides a way of ensuring all children have been evacuated. Once teachers have arrived at their designated safe areas, they will check their attendance books to ensure all children are accounted for.
- e) The teacher will turn off lights and close doors as part of her final check. The teacher will be responsible for ensuring all children and staff have left the Nursery. She will also be the last person to evacuate the Nursery.

- f) The Church will prepare for an event that lasts several hours by storing water, non-perishable formula, snacks, diapers, and sanitary wipes near the Shelter in Place location. Location and quantities have not yet been determined.
- g) Parents will be notified by Incident Leader or Minister of the evacuation and told when and where to pick up their children.

Fire Event: In the event that a situation calls for building evacuation (such as a suspected gas leak, or a fire in the building) the Nursery staff will be responsible for ensuring all infants, toddlers, and other children are promptly evacuated to a safe area outside of the building. Currently, that will be the “grassy knoll” located in the east parking lot, away from the building.

The following general guidelines consistent with state mandated requirements, should be followed:

- a) When notice is given to conduct a fire drill, each Nursery staff person will begin performing his/her assigned responsibilities to ensure safe exit for the children. This will include preparing children to line up or putting infants and pre-toddlers in the transport cribs or buggies. Journey class should assist with this.
- b) Since a fire or other incident might block one exit path, several exit paths need to be identified. These exit paths will be part of the evacuation signage that will be placed in or around the Nursery. Practice using these various paths should be conducted during the year.
- c) When an event or drill is implemented during the week, staff within the church will quickly move to the Nursery to assist in helping with infants and small children.
- d) Teachers are to take their attendance books with them when leaving a classroom. This provides the teachers with a list of Children present and provides a way of ensuring all children have been evacuated. Once teachers have arrived at their designated safe areas, they will check their attendance books to ensure all children are accounted for.
- e) The Nursery staff person will turn off lights and close doors as part of her final check. S/he will be responsible for ensuring all children and staff have left the Nursery. S/he will also be the last person to evacuate.
- f) Parents will be notified of the evacuation and told when and where to pick up their children.

Active Shooter/Disruptive Behavior: If this ever occurs during a Sunday School or church service, and the class is notified of this type event, the first course of action for the teachers is to shut and lock doors. If doors cannot be locked, then they should be barricaded with tables and chairs. Lights should be turned off, and everyone get as quiet as possible. For those classes that have large windows or glass doors, the members should hide from sight. In the event an active shooter does get into the children’s area, the class teachers should use anything in sight to disable/disarm him. Teachers and children should not open doors until they hear someone announce themselves as an officer of DPD, such as “This is **Officer** Smith, and the incident is over”.

Lockdown (No one leaves): Lockdown of the building will occur only when there is an external situation that requires it. This might be some incident in the neighborhood where it is not safe for the congregation to leave the building. Police will notify our Incident Leader who must take appropriate action to notify everyone in the building. People inside should continue their activities until they receive further instruction.

4.3.3.1 *Parental Notification*

All parents who place children in the Nursery, will be informed on how we will notify them verbally in the event of an emergency. This verbal announcement will inform them of the action (evacuation, Shelter in Place, other), status of action, when/where children can be picked up.

4.3.3.2 *Pulpit Notification*

If an evacuation of the building is needed on Sunday, or that Shelter in Place plan has been implemented, an announcement will be made from the pulpit during Sunday Services. Parents will be asked to **not** go to the Nursery and will be given instruction on where and when to pick up their children.

4.3.3.3 *Training and Practice*

Given the small number of children in the nursery on any Sunday, monthly drills will not be executed. However, a notice should be posted or placed in each room reminding the teacher/volunteer what to do in the event of a situation. These notices should include the following scenarios with the correct steps to take:

- a) Fire drill
- b) Shelter in Place:
- c) Active shooter/hostile behavior:

4.3.4 *Creative School*

Creative School has its own state mandated detailed plan of action for each type of emergency. There are no recommended modifications or additions to that plan. The school is required to practice several scenarios throughout the year

4.4 *Incident Leaders (Role of staff and volunteers)*

Since the church operates basically 7 days a week and can be open from 7:00 AM to midnight for special occasions, determining how to provide coverage for all days and times of day cannot be outlined in this plan.

Staff and ministers, who tend to be at the church Monday – Friday and occasionally on Saturday become primary leaders for incidents. This group can be augmented by members of the congregation who have volunteered to be medical responders, those who may have attended CERT training, and Ushers/Greeters who have attended the church training on how to respond to incidents.

To implement an effective emergency response, the person who will oversee an event (called the incident leader, or IL) must know who s/he has on the team before a planned church event begins. The IL should know in advance who will be present and have an adequate number of support team to support an event (see section on Special Events below)

Prior to a scheduled event, the IL should meet briefly with the emergency response team members and go over the scope of the event, where people may be, roles they may need to play, and general response to medical event, location of medical supplies, weather, fire, or active shooter incident.

The church staff, ministers, and volunteers should attempt to go through the following training:

- i. First Aid/CPR/AED training
- ii. WHUMC training on emergency response
- iii. CERT training (optional)

The intent is not to make this a rigid requirement, but to ensure that there will be adequate number of on-site responders to help in the event of an emergency.

4.4.1 Scheduling Incident Leaders from Staff and Volunteers

The Incident Leader will generally be a staff member or minister during the week. On Sunday, this most likely will be an usher, greeter, or other volunteer. The scheduling may be for a one-time event (like Trunk or Treat Festival), or for Sunday Services. The time commitment for Sunday Services may follow the same scheduling for Ushers and Greeters. That is, Incident Leaders from the Ushers and Greeters tend to serve for one month per quarter. In any event, the assigned Incident Leader should know on each Sunday how many trained responders s/he has available in the event of an emergency. The church staff has the responsibility of identifying the Incident Leader for each church function or event, putting the name on the church calendar, and contacting/informing the Incident Leader of his/her responsibility.

4.4.2 Job Descriptions by role

The purpose of the Incident Leader is to oversee and direct a response to an emergency based on resources, tools and knowledge until trained First Responders (DPD, Dallas Fire and Rescue, EMT, SWAT Teams) arrive. In addition, CERT trained members, staff, ministers, and members who are medical practitioners will be able to perform life saving techniques to those that may need medical attention until trained EMT responders arrive.

Once the professional First Responders arrive, the role of the Incident Leader is to quickly and efficiently inform the first responders of the situation (fire, number and location of casualties, etc.), location of the emergency, number of people needing assistance, location of any people still in harm's way, etc. The Incident Leader is totally dependent on others to provide this information to him.

There are three defined roles needed to handle an emergency:

Incident Leader (IL) – the person at WHUMC's Central Command Center or at the scene of the critical incident will be responsible for decision-making, emergency response and use of resources. Overall, the IL is the decision maker for any incident and has the following responsibilities:

1. Provides overall leadership for incident response. The IL will follow Emergency Response Plan. The IL is the decision maker for all functions until delegated to Incident Responders.
2. Provide, tools, knowledge, and training to Incident Responders. Then individuals will follow the lead and direction of the IL throughout the presenting event.
3. Establishes incident objectives. Through each of the emergent concerns and according to each emergent concern, the IL will follow the directives of the Emergency Response Plan. Response to weather-related incident, fire in or outside the building, hazardous event or activity in the city, requiring a “lockdown”, and disruptive behavior, including an active shooter will follow the incident objectives as listed in the Emergency Response Plan.
4. Delegates authority to others. As emergent concerns arise, the IL will discern a way forward as rehearsed and according to the Emergency Response Plan. The IL will appoint certain tasks to the chain of command depending on the emergent concern.
5. Provides information to internal and external parties. During the implementation of the Emergency Response Plan, the IL will communicate clearly through the chain of command. Additionally, the IL will work in conjunction with the Senior Minister and her/his designee for communication with persons outside of the organization.
6. Establishes and maintains liaison with professional responders. Primary responsibility is to transfer overall command to professional responders when they arrive. The IL is the primary point of contact for all outsiders, such as media, police, fire, OEM leaders, etc.
7. Oversee resource planning for scheduled church events. Works closely with the owner of each event to ensure the proper number of resources are scheduled per event.

Different individuals will take on the role of Incident Leader depending on their available time, type of crisis and level of severity. In all “Medical Alerts” incidents, the IL will transfer all medical decision making to the lead medical physician, nurse or EMT on-site until the outside emergency EMT responders arrive. In all medical events, the highest-ranking Medical Responder at the scene of the incident who is providing and directing the emergency service will assume all medical decision making.

Leadership and accountability. The **Incident Leader** is encouraged to attend all trainings and/or lead trainings on the Emergency Response Plan. The responsible owners of the ERP will report to the Board, at minimum, once per year on the Emergency Response Plan and, as needed and requested, Incident Reports.

Incident Responders (IR) – WHUMC members that are either Sanctuary Ushers, Greeters, Medical Professionals, Sunday school leaders or have specific assignments in responding to certain incidents such as **fire**. All Incident Responders will wear a church issued name badge with a red dot on it.

Incident Responders will generally have the following responsibilities:

1. Perform their assigned duties from the IL in a safe and prompt manner. Duties might include notifying building occupants in their assigned areas of an emergency and action required, leading occupants to either safe area or evacuation, attempt fire suppression if safe to do so.

2. Assist mobility impaired people to exit sanctuary to other locations after others have safely exited.
3. Notifying the IL of their location in the building and any situation that needs attention of the IL and professional responders (hazards, injured people, fires, etc.)
4. Assisting Nursery Caregivers in managing the release of children to parents.
5. Performing administrative or clerical duties as requested by the IL
6. Assisting Medical responders with any help requested in the triage area

4.4.3 Identification tags

All *trained* volunteers will have name badges that will have a colored dot on them. These name tags should be worn every Sunday and at every event at which they attend. The purpose of this is so that the congregation or guests of the church know whom to follow in the event of an emergency.

5 Communications on Sunday to staff and volunteers

In the event of an incident, communications to Incident Leaders and Responders will be made in one of several ways, depending on need and situation:

- i. Announcement of an incident from the pulpit
- ii. Announcement over the radios to those wearing a radio or over the telephones
- iii. Direct communication from IL to act (this would include a medical emergency for a member in the congregation for instance)

5.1 Communications from the Pulpit

5.1.1 Prepared comments for each type of emergency

A binder will always be kept at the pulpit with bulleted communication points for the minister/speaker to deliver to the congregation in the event of an emergency. There will be one page for each emergency type, and the minister/speaker will communicate each point to the congregation.

Here are the suggested communication points:

- a) Fire or event requiring building evacuation:
 - i. Please remain quiet, calm and seated as I have an important announcement
 - ii. I have received a report of _____ (incident) and we will need to immediately evacuate the sanctuary
 - iii. PARENTS: Do not go to the Nursery as the children are executing their own evacuation plan. Do not grab them as they are exiting as we need to make sure all children are accounted for. You will be able to pick up your children from the “grassy knoll” in the East Parking Lot after the event is over.
 - iv. I will ask the Usher, Greeters, and Emergency Response leaders to now help in leading the evacuation of the sanctuary.
 - v. Those needing assistance in walking, please remain seated. From there we will assist you. Please do not exit now as you may hinder others.

- vi. Exit in single file out the doors facing Marsh Lane, out the Atrium doors, or doors leading to the Colonnade.
- vii. Please stay away from the building or any fire lanes

b) Shelter in Place:

- i. Please remain quiet, calm and seated as I have an important announcement
- ii. I have received a report of tornado/hail in the immediate area and we will need to immediately evacuate the sanctuary for everyone's safety and move to the Safe Areas in the Fellowship Hall.
- iii. PARENTS: Do not go to the Nursery as the children are executing their own evacuation plan. Do not grab them as they are exiting as we need to make sure all children are accounted for once they are in the Safe Area. You will be able to pick up your children in the Youth Center.
- iv. I will ask the Usher, Greeters, and Emergency Response leaders to now help in leading the evacuation of the sanctuary.
- v. Those needing assistance in walking, please remain seated. From there we will assist you. Please do not exit now as you may hinder others.
- vi. Exit in single file out the at rear of sanctuary into the Narthex, and then take doors leading down to the Fellowship Hall, or exit the doors on either side of the front of the sanctuary and take either the stairs or elevator down to the Fellowship Hall.
- vii. Once in the Fellowship Hall, a Safe Area, please remain calm and quiet so that we can keep you updated on the progress of the storm.

c) Lock down:

- i. Please remain quiet, calm and seated as I have an important announcement
- ii. I have received a report of _____ (incident) and we will need to immediately lockdown the sanctuary.
- iii. PARENTS: Do not go to the Nursery as the children are safe. You will be able to pick up your children after the event is over.
- iv. Options:
 - i. Emergency personnel are outside ensuring the safety of everyone here and we can continue with our service/program;
 - ii. Emergency personnel are outside ensuring our safety, but they have asked us to move to our own Safe Area, the Fellowship Hall, as a precaution. PARENTS: Do not go to the Nursery as the children are executing their own evacuation plan. Do not grab them as they are exiting as we need to make sure all children are accounted for. You will be able to pick up your children from the Youth Center rooms off the Fellowship Hall.
- v. Those needing assistance in walking, please stay in place. We will assist you in a moment. Please do not exit now as you may hinder others.
- vi. Two options on what to do:
 - i. Stay seated;

- ii. Exit in single file out the at rear of sanctuary into the Narthex, and then take doors leading down to the Fellowship Hall, or exit the doors on either side of the front of the sanctuary and take either the stairs or elevator down to the Fellowship Hall.
- d) Disruptive Behavior, including Active Shooter:
 - i. No comments will be developed for this type incident.
 - ii. There will not be time to make announcements and we do not want to put a minister or speaker in danger by trying to have them make comments during this type of an event.

5.1.1.1 *Training and Practice*

Given the small number of children in the nursery on any Sunday, monthly drills will not be executed. However, a notice should be posted or placed in each room reminding the teacher/volunteer what to do in the event of a situation. These notices should include the following scenarios with the correct steps to take:

- d) Fire drill
- e) Shelter in Place:
- f) Active shooter/hostile behavior:

5.1.2 *Special/Large Events*

Special Events due to their very nature vary in size, in scope, and in location within the building. There can be a few attendees to many attendees, a short time period to an extended time period, cover a lot of internal space to a limited space, etc. Therefore, consistent with the concepts discussed throughout this Plan, and the use of judgement, the following guidelines should be followed when planning a “special event”:

- a) All events should be added to the church calendar (this is current practice), and when doing so, identify the person who is to be the Incident Leader (new practice)
 - i. The Incident Leader (IL) should decide on how many incident responders will be needed for the event.
 - ii. The IL should apply judgement on how many people will be needed. This will vary based on anticipated attendance and whether children will be present. There will be times where all groups are represented, so some common-sense rules should be established on an appropriate ratio given the total number of attendees.
 - iii. Weddings and funerals may be exempt from the guidelines above. However, there should always be at least one IL and an appropriate number of church staff on site to manage an incident should one occur.
- b) In the event of an incident, the IL should follow the standard practices which have been outlined in other sections:
 - a) Weather related event: Shelter in Place, move to a Safe Room
 - b) Fire, other internal hazard: Evacuate the building using the safest exit route
 - c) Active Shooter: Run, Hide, Fight

- c) Before the beginning of each special event, an announcement should be made informing the attendees of whom the incident leader is (so they know who is in charge in case of an event), location of safe room for shelter in place, location of all nearby exits, location of fire extinguisher, and location of AED. Any other information that would benefit attendees, such as restroom locations, can also be added. This announcement should be standardized and laminated and kept in each meeting room.

5.2 Communications of an Emergency

5.2.1 Internal Notification

Typically, the Incident Leader may not be the first person to become aware of an emergency. Since an emergency can occur at any time at any place in the building, and an IL may be in just one spot, it will be imperative to those who are in the building (such as staff, ministers, volunteers) to immediately notify the IL of a situation. This notification should be by the most direct, efficient manner possible. In most instances, this should be done using a radio. If a radio is not at hand, then use a cell phone. If neither of these are available, then notifying the IL face to face may be the best option. If a person sees an emergency and cannot immediately notify the IL, then that person should call 911 if warranted.

Once the IL is made aware of the emergency and has defined the scope of it, the IL will communicate via radios (or communicating in whatever is the best way) to begin directing the Incident Responders on what they should do next. Shelter in Place, Evacuation, and Active Shooter, the most likely actions required, will have different actions associated with them.

5.2.2 To Fire, Police, Medical First Responders

Once the IC has activated the Incident Responders and is managing the emergency, s/he should notify 911 of the emergencies and give very clear description of the emergency and the church address. The IL should either be filling out the Incident Forms (in Appendix) or having a person next to him/her doing so. When the professional emergency teams arrive, the forms should be reviewed with the responders, and management of the emergency delegated to the professional responders.

6 Communication of Plan to Stakeholder Groups/Congregation

Creating a plan is one thing, effectively communicating is another. This communication should create awareness, knowledge of whom is in charge of the event, and inform the congregation/visitors on what steps to take in the event of an emergency.

6.1 Sunday School Announcements

At least annually, reminder notices should be placed in Sunday school boxes with the intent that the notice will be read to those in attendance. As updates are made to the plan or to church security, the classes should be notified as soon as practical. The Board of Trustees should monitor this at the same time as all fire alarms and suppression systems are tested.

6.2 Church Council Discussion

The Church Council is comprised of the leadership of the church committees and boards. Keeping this group informed annually is very important. At least annually, the plan should be discussed so that any questions or concerns are taken into consideration and changes made as needed.

6.3 Quarterly Congregation Meetings

These meetings tend to be forums for communicating issues of high importance to the congregation and is open to all members or church attendees. This meeting is a great time to inform the attendees of the high-level aspects of the plan, owners of the plan, creation of awareness of what to do in the event of an emergency, etc. Brief announcements should be made on various aspects of the plan in each meeting.

6.4 Information Signs and Church Maps

The Board of Trustees will ensure that exit and location maps are located throughout the building. These exit maps will be in prominent locations, attached to walls in a wide variety of rooms, and contain important information, such as:

- a) Nearest fire exits
- b) Location of fire extinguishers, pulls
- c) Location of first aid kits, AED
- d) Location of Safe Rooms (for Shelter in Place)

In addition, the Board of Trustees should conduct an annual audit of safety signage throughout the building. This will include signs above exit doors, and any other directional information that would be required if the building was new (that is, bring signage up to today's code standards).

7 Training

Training is the key to implementing a successful emergency response plan. Training is designed to train those groups or volunteers who will be in a leadership role in the event of an emergency. This training must be on-going, not a one time and done proposition. Therefore, to keep awareness of action to take, training of some level should occur at least twice a year for each of the following groups. Incident leaders and responders come from these groups

7.1 Staff and Support Personnel

This group is the first and highest priority group to be trained as they will be at the church most days of the week. In addition to the general training on how to respond to Shelter in Place, Evacuation, and Active Shooter, they will receive the training on how to be Incident Leaders and Incident Responders. Following training, staff roles will need to be assigned with a designated Incident Leader. This group will undergo regular training throughout the year.

7.2 Usher, Greeter, Volunteer Roles (Incident Leaders, Responders)

This group is the second highest priority group to be trained as they will be at the church most Sundays and for special events. They will play a key role in the event an incident occurs during a planned service. In addition to the general training on how to respond to Shelter in Place,

Evacuation, and Active Shooter, they will receive the training on how to be Incident Responders. Following training, a simple process for assigning roles will need to be developed with a designated Incident Leader. This group will undergo training periodically during the year.

7.3 Medical Response Team

This group is also a second highest priority group to be trained as they will be at the church most Sundays and for special events. In addition to the general training on how to respond to medical emergencies, they will receive the training on location of medical supplies, and types of supplies available. Following training, a simple process for assigning roles by event will need to be developed with a designated Medical Response Team lead.

7.4 Sunday School Leaders

This group will be trained on what to do in the event an incident occurs during Sunday School time. Each Sunday School class (including nursery and youth teachers) will need to appoint a Responders. Following training, a simple process for assigning roles in each class will need to be established.

7.5 Choir

Training of the choir will be done during their schedule rehearsal times on Wednesday evenings. Training will cover how to respond to Shelter in Place, Evacuation, and Active Shooter, and they will receive the training on how to be Incident Responders

7.6 Creative School

Creative School personnel must meet state requirements for shelter in place and evacuation drills. They will continue to run these drills. The schools existing plan will be used for training with no modifications. The Creative School leadership will be informed of the churches emergency response plan and changes they may see in the building (signage as an example). Drills will be held periodically during the year according to state standards.

8 Timeline

This timeline is for guidance only and is subject to change:

- | | |
|--|---------|
| a) Establish Medical Response Team | Jan 6 |
| b) Board of Trustee approval of final plan | Jan/Feb |
| c) Staff training, usher/greeter, choir training | Feb/Mar |
| d) Sunday School training | Mar/Apr |
| e) Church Council, Congregational Meetings | Q1 |

9 Appendix

9.1 List of Ushers, Greeters, Volunteers, Incident Leaders (Separate document)

9.2 Incident Report

Incident Report

Report Author.	Event Name
Date: [Date]	Time of Incident (start/stop)
Incident Commander	If no IC, who handled the incident

Nature of Incident

What happened

Location of incident

Police/Fire Called No Yes

Call reported by

Date | time [Date | time]

Incident Details

Action taken

Impacts to Church

Post Incident Actions Taken

Other Facts Not Captured Above

9.3 External Contact Information

11/18/2018

I. Emergency Contact Numbers

Agency	Phone	Web Site
Immediate Emergency	911 or Panic Code	
Office of Emergency Management	214-670-4275	www.dallasemergencymanagement.com
Dallas City Services	311 214-670-3111	http://311.DallasCityHall.com
Dallas Police Department	214-671-4381	www.dallaspolice.net
Dallas Fire Department	214-670-5466	www.dallasfirerescue.com
Dallas Emergency		www.dallasalert.org
Dallas County Office of Homeland Security & Emergency Management	214-653-7980	www.dallascounty.org/departments/osem/osem_intro.php
State of Texas Division of Emergency Management	512-424-2000	http://dps.texas.gov/dem/
Oncor ESI ID 10443720002457409 Rear ESI ID 10443720002457596	888-313-4747	www.oncor.com/en/pages/i-need-to.aspx
Atmos Energy	866-322-8667	www.atmosenergy.com/contact/

II. Utilities/Systems

Alarm Company – Protection One	877-776-1911	
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Fire Alarm Systems – Protection One	877-776-1911	
Telephone and Systems	(See IT Section)	
Air Conditioning/Heating – Kahn Mechanical 214	214-631-1010	
Plumbing Contractor – S & T Plumbing	940-765-8208	

III. IT

Internet Provider -Spectrum WHUMC Contact – Tony Sosebee Patti R. Martin	214-460-5825 214-357-5656 x224	
Network Support WHUMC Contact - Tony Sosebee Patti R. Martin	214-460-5825 214-357-5656 x224	
Teksinc	214-269-0266	www.teksinc.com support@teksinc.com

IV. Insurance Providers

Risk Management, NTx Conference Trustees (Don Moulton)	972-526-5000 972-693-7559	MHBT is Broker www.portal.mhbt.com Linda Ginn 972-770-1420
Building – ntcumc.com	972-526-5024	MHBT is Broker

Worker's Compensation Texas Mutual Insurance through N TX Conference	972-526-5024	
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V. Internal Resources

Medical AED Provider – HeartSafe America Internal medical team lead Becky Baird Carole Taylor Pres Pimentel CPR Provider– Becky Baird	877-731-7467 214-728-0272 214-735-6154 214-357-5273 214-728-0272	www.heartsafeUSA.com
Head Usher – Buddy Smith	972-243-8202	
Facility Manager – Fran Collins Treasurer – Patti R. Martin Finance Chair Ray Hurley Admin Council Chair	214-357-5656 x225 214-357-5656 x224 214-358-2865	

Rick Larsen	214-435-3459	
Board of Trustees Chair – Don Moulton	972-693-7559	
Passwords and Location – Tony Sosebee	214-460-5825	
Financial Resource Location Investment and Foundation Account (Texas Methodist Foundation)		
Chase Bank	800-933-5502	www.online.tmf-fdn.org
Checking Account (Bank and contact info)	972-241-0510	
Comerica (Astrid Mendoza)	972-241-0510	www.comerica.com