

PROCEDURES FOR INCIDENTS DURING CHURCH ACTIVITIES

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I. AUDIBLE FIRE ALARM

A. Fire Alarms sounds during 8:00 Worship Service

Objective: Evacuate the building immediately, determine if there is a fire and the source of the alarm

Responsibility: Pastor, Head Usher, Nursery Attendant

Action:

1. Pastor directs evacuation of the Chapel or Sanctuary to pre-designated assembly area for adults (under trees in front yard)
2. Nursery Attendant(s) determines the safest escape route away from visible smoke, then takes children from Nursery to pre-designated assembly area for children (playground)
3. Head Usher checks for smoke and actual fire in kitchen and upper level then on lower level
4. Head Usher reports finding to fire department official upon their arrival
5. Parents meet children at pre-designated assembly area for children (playground)

B. Fire Alarms sounds during Sunday School (9:00 am to 10:15 am)

Objective: Evacuate the building immediately, determine if there is a fire and the source of the alarm

Responsibility: Nursery Attendant, Sunday School Teachers and shared responsibility for the Director of Christian Education, Sunday School Superintendent, and Youth Director depending on who is present on the day.

Action:

1. Sunday School teachers direct evacuation of their classroom to pre-designated assembly area for children (playground)
2. Nursery Attendant(s) determines the safest escape route away from visible smoke, then takes children in Nursery to pre-designated assembly area for children (playground)
3. DCE, Sunday School Superintendent or Youth Director checks for smoke and actual fire.
4. DCE, Sunday School Superintendent or Youth Director reports finding to fire department official upon their arrival
5. Parents meet children at pre-designated assembly area for children (playground)

C. Fire Alarms sounds during 10:30 Worship Service

Objective: Evacuate the building immediately and determine if there is a fire and the source of the alarm

Responsibility: Pastor, Head Usher, Elder in the Narthex, Deacon in the Office, Nursery Attendant and KIWI Leader

- Action:**
1. Pastor directs evacuation of the Sanctuary to pre-designated assembly area (under trees in front yard)
 2. Ushers assist congregation during evacuation of the Sanctuary
 3. Nursery attendant(s) determines the safest escape route away from visible smoke, then evacuate children from the nursery to pre-designated assembly area for children (playground)
 4. KIWI leader evacuates children from the KIWI classroom to pre-designated assembly area for children (playground)
 5. Elder in the Narthex checks for smoke and actual fire in kitchen and upper level and obtains report of smoke and actual fire on the lower level from the Deacon in the Office
 6. Deacon in the Office checks for smoke and actual fire on lower level and informs the Elder in the Narthex of their findings
 7. Elder in the Narthex reports finding to fire department official upon their arrival
 8. Parents meet children at pre-designated assembly area for children (playground)

D. Fire Alarms sounds when Derry Discovery Days is in session

Objective: Evacuate the building first and then check for a fire and stop alarm if there is no fire

Responsibility: Building Manager (if present)/Senior Office Staff member and Derry Discovery Days Director

- Action:**
1. DDD teachers direct evacuation of the DDD children to pre-designated assembly areas (playground area, grassy area beyond paved parking lot; under trees in front yard)
 2. Building Manager (if present)/Senior Office Staff member checks for smoke and actual fire
 3. Building Manager (if present)/ Senior Office Staff member reports finding to fire department official upon their arrival
 4. Parents meet children at pre-designated assembly areas (playground area, grassy area beyond paved parking lot; under trees in front yard)

E. Fire Alarms sounds when Derry Discovery Days is NOT in session

Objective: Evacuate the building, determine if there is a fire and the source of the alarm

Responsibility: Building Manager (if present)/Senior Office Staff member

- Action:**
1. Office Staff evacuates building
 2. Building Manager (if present) or senior member of the Office Staff checks for smoke and actual fire
 3. Building Manager/senior Office Staff member reports finding to fire department official upon their arrival

II. INTRUDER THREATS – AIM IS TO PROTECT PEOPLE

NOTE 1: When a Panic Button is pressed the Police are notified and a blue strobe light in the Office, Nursery and Rooms 8 & 11 will flash.

NOTE 2: The Security System is programmed to automatically lock all exterior doors except the Courtyard entrance door from 10:45 am to 11:15 am during Sunday morning service

A. Intruder threat in CHAPEL OR SANCTUARY during 8:00 am worship services

Scenario: Intruder makes presence known by interrupting the service, may or may not be mentally stable, may or may not have a weapon

Objective: Protect the congregation and notify police to remove the intruder

Responsibility: Pastor, Head Usher, Nursery Attendant

- Action:**
1. Ushers remain alert for intoxicated, suspiciously dressed or behaving persons that enter the church
 2. The Head Usher will inform the Pastor after the first hymn of any unusually behaving person that might potentially disrupt the service
 3. If someone in the congregation disrupts the service, the Pastor will ask the person to be quiet or leave.
 4. The Pastor will use panic button to notify the police (blue light in Nursery illuminates)
 5. The Nursery Attendant will lock the door and move children to a safe area in the room
 6. The Head Usher will meet the police outside and update them on the situation.

B. Intruder threat in SANCTUARY during 10:30 am worship services

Scenario: Intruder makes presence known by interrupting the service, may or may not be mentally stable, may or may not have a weapon

Objective: Protect the congregation and notify police to remove the intruder

Responsibility: Pastor, Head Usher, Elder in the Narthex, Deacon in the Office, Sound Booth Operator, Nursery Attendant, KIWI Leader

- Action:**
1. Ushers and the Elder in the Narthex and Deacon in the Office remain alert for intoxicated, suspiciously dressed or behaving persons that enter the church
 2. The Head Usher will inform the Pastor after the first hymn of any unusually behaving person that might potentially disrupt the service
 3. The Security System is programmed to automatically lock all exterior doors except the Courtyard entrance door from 10:45 am to 11:15 am during Sunday morning service
 4. The Deacon in the Office will monitor video of entrances to the building to detect suspicious persons entering the building during the service and contact the Elder in the Narthex using their cell phone of any individuals that may need assistance
 5. The Elder in the Narthex will monitor persons transiting the Narthex area during the Service

6. If someone in the congregation disrupts the service, the Pastor will ask the person to be quiet or leave.
7. The Sound Booth Operator will remain alert to emergency situations and use panic button to notify the police if needed
8. The Nursery Attendant will lock the door and move children to a safe area in the room
9. The KIWI leader will lock the door and move children to a safe area in the room
10. The Head Usher will meet the police outside and update them on the situation.

C. Intruder threat to occupants in the NURSERY between 8 am and 11:30 am on a Sunday Morning

Scenario: Intruder enters the Nursery with threatening language or behavior, intruder may or may not be trying to abduct a child; if so, most likely scenario is a parent or relative involved in a custody disagreement, intruder may or may not be mentally stable, may or may not have a weapon,

Objective: Protect Nursery occupants by cooperating with intruder, notify others in the building of the emergency and notify police to intervene with the intruder as soon as possible

Responsibility: Nursery Attendant(s), Pastor, Deacon in the Office, Elder in the Narthex

- Action:**
1. Lead Nursery Attendant will meet with the 8am Usher prior to opening the Nursery to ensure they have cell phone communication.
 2. Lead Nursery Attendant locates panic button upon arrival at the Nursery and ensures any Nursery Attendant that replaces him/her knows where the panic button is located.
 3. If an intruder enters the Nursery, the Lead Nursery Attendant cooperates with the intruder, assess the seriousness of the situation and try to diffuse the situation.
 4. If able and the situation warrants, the Lead Nursery Attendant presses the panic button to notify others in the building of the situation and notify police of an emergency (blue lights will notify others in the building that panic button has been pressed)
 5. Actions by others if panic button is pushed
 - a. Between **8:00 am and 9:00 am:**
 1. The Lead Nursery Attendant will use their cell phone to inform the 8am Head Usher of an emergency in the Nursery.
 2. The 8am Head Usher will inform the Pastor there is an emergency in the Nursery and then attempt to assess the emergency in the Nursery.
 3. Upon notification from the Head Usher, the Pastor asks congregation to remain calm and informs everyone there has been an emergency signal initiated by the Nursery attendant and police are on the way.
 4. The Pastor, as a precaution, will direct the congregation to evacuate the building and for parents to assemble in the pre-designated assembly area (under trees in front yard)
 5. The 8 am Head Usher will and update the congregation at the pre-designated assembly area (under trees in front yard)
 6. The Pastor meets the police upon their arrival.

- b. Between **9:00 am and 10:30 am**:
 - 1. The DCE, Sunday School Superintendent or Youth Director (depending upon who is present that day) will notify all Sunday School teachers of an emergency in the Nursery and instruct the teachers to lock down their classrooms.
 - 2. When notified of an emergency all Sunday School teachers ensure their classroom door is locked and ask the students to move to a safe area in the classroom.
 - 3. The DCE, Sunday School Superintendent or Youth Director (depending upon who is present that day) will attempt to assess the emergency in the Nursery and update Sunday School Teachers then meet the police upon their arrival.

- c. Between **10:30 am and 11:30 am**:
 - 1. The Deacon in the Office will use their cell phone to inform the Elder in the Narthex of an emergency in the Nursery
 - 2. The Elder in the Narthex will attempt to assess the emergency in the Nursery then inform the Pastor of the emergency in the Nursery.
 - 3. Upon notification from the Elder in the Narthex, the Pastor asks congregation to remain calm and informs everyone there has been an emergency signal initiated by the Nursery attendant and police are on the way.
 - 4. The Pastor, as a precaution, will direct the congregation to evacuate the building and for parents to assemble in the pre-designated assembly area (under trees in front yard)
 - 5. KIWI leader will lock the door and move children to a safe area in the room.
 - 6. The Pastor meets the police upon their arrival.
 - 7. Upon direction of the Police, Parents will meet their children at their classrooms or nursery.

D. Intruder threat to occupants in a SUNDAY SCHOOL CLASSROOM OR YOUTH ROOM between 9:00 am and 10:15 am on a Sunday Morning

Scenario: Intruder enters a Sunday School classroom or the Youth Room with threatening language or behavior, intruder may or may not be trying to abduct a child; if so, most likely scenario is a parent or relative involved in a custody disagreement, intruder may or may not be mentally stable, may or may not have a weapon,

Objective: Protect Sunday School occupants by cooperating with intruder and immediately notify police to intervene with the intruder

Responsibility: Sunday School Teachers, Nursery Attendant(s), and shared responsibility for the Director of Christian Education, Sunday School Superintendent whoever is present, and Youth Director depending on who is present on the day.

Action: 1. Director of Christian Education, Sunday School Superintendent, or Youth Director depending on who is present on the day, locates panic button in Room 11 upon arrival.

2. If in a lockable room, Sunday School teachers will lock the classroom doors at the start of their class.
3. If an intruder enters the room the Sunday School teacher will cooperate with the intruder, assess the seriousness of the situation and try to diffuse the situation or get the intruder to leave.
4. As soon as possible the Sunday School teacher or assistant will notify the DCE, Sunday School Superintendent, or Youth Director in possession of the panic button by any means available including using their personal cell phone that there is or was an emergency in their room.
5. When notified by a Sunday School teacher that there is an emergency in a classroom the DCE, Sunday School Superintendent, or Youth Director will use the panic button to notify the policy and others in the building of the emergency (blue lights will notify others in the building that panic button has been pressed)
6. When notified of an emergency all Sunday School teachers ensure their classroom door is locked and ask the students to move to a safe area in the classroom.
7. Nursery attendant(s) will lock the entrance to the Nursery and move the children to a safe area in the Nursery.
8. The DCE, Sunday School Superintendent or Youth Director (depending upon who is present) will attempt to update other Sunday School Teachers and Nursery attendant(s) then meet the police upon their arrival.

E. Intruder threat to occupants in the KIWI classroom between 10:45 am and 11:30 on a Sunday Morning

Scenario: Intruder enters KIWI classroom with threatening language or behavior, intruder may or may not be trying to abduct a child; if so, most likely scenario is a parent or relative involved in a custody disagreement, intruder may or may not be mentally stable, may or may not have a weapon,

Objective: Protect KIWI children by cooperating with intruder and immediately notify police to intervene with the intruder

Responsibility: KIWI leader, Pastor, and Nursery Attendant(s). Deacon in the Office, Elder in the Narthex

- Action:**
1. KIWI leader gets the panic button from the Director of Christian Education, Sunday School Superintendent, and Youth Director prior to 10:30 Service.
 2. If in a lockable room, the KIWI leader will lock the classroom doors at the start of their class.
 3. If an intruder enters the KIWI room the KIWI leader will cooperate with the intruder, assess the situation and try to diffuse the intruder's concern or get the intruder to leave.
 4. If the situation warrants, use the panic button to notify the police and Nursery Attendants of the emergency situation (blue lights will notify others in the building that panic button has been pressed).

5. If the blue strobe light illuminates, the Deacon in the Office will use their cell phone to inform the Elder in the Narthex of an emergency in the Nursery or KIWI classroom and then attempt to assess the situation in the KIWI classroom.
6. If notified by the Deacon in the Office there is an emergency in the Nursery or KIWI classroom, the Elder in the Narthex will inform the Pastor of the emergency and then attempt to assess the situation in the Nursery.
7. Nursery attendant(s) will lock the entrance to the Nursery and move the children to a safe area in the Nursery.
8. Pastor asks congregation to remain calm and informs everyone there had been an emergency in the building and police are on the way
9. The Pastor, as a precaution, will direct the congregation to evacuate the building and assemble in the pre-designated assembly area (under trees in front yard)
10. Pastor meets police upon arrival.
11. Upon direction of Police, parents meet their children at their classrooms or nursery.

F. Intruder threat when Derry Discovery Days is in session. Lock down and evacuation emergency procedures when Derry Discovery Days is in session are documented and updated by the DDD Staff and summarized below.

Actions by DDD Staff:

1. Sound alarm or notify office
2. Lock all doors
3. Shelter children in rooms
4. Call 911 or press panic button
5. Wait for police or authorities to investigate
6. Notify parents. Sound all-safe signal.

G. Intruder threat when Derry Discovery Days is NOT in session

Scenario: Intruder enters the Church Office area with threatening language or behavior, intruder may or may not be mentally stable, may or may not have a weapon,

Objective: Protect Office Staff by cooperating with intruder and immediately notify police to intervene with the intruder

Responsibility: All Office Staff Members

- Action:**
1. When away from their desk, Church Staff members should have a cell phone readily available.
 2. Church Staff members should address strangers in a helpful and compassionate manner while assessing the situation
 3. Church Staff members will call 911 or use a panic button to request police help if a stranger becomes a threat

III. MEDICAL EMERGENCY

A. Medical Emergency during worship service

Scenario: Person faints or collapses during worship service, may be injured if collapsing while standing up.

Objective: Get immediate medical help without embarrassing the person needing help

Responsibility: Pastor, Designated Medical Attendant

Action:

1. Designated Medical Attendant familiarizes themselves with location of first aid kits, wheel chair, oxygen or heart defibrillator prior to the Service
2. Pastor will stop the service if a medical emergency happens and ask the Designated Medical Attendant to help the person.
3. Designated Medical Attendant asks the Head Usher or Elder in the Narthex to get them any medical emergency equipment needed
4. If needed a member of the congregation to call 911
5. Senior pastor resumes service after praying for the person if removed by emergency medical personnel

B. Medical Emergency NOT during worship service

Scenario: Person faints, or collapses or is injured during Derry Discovery Day, Sunday School, Youth Group or other Church sponsored event in the building or playground

Objective: Assess situation and get immediate medical help

Responsibility: Any member of the church or Derry Discovery Day staff

Action:

1. Assess the situation, check for on the scene medical expertise and call 911 if necessary

IV. THEFT THREAT

A. Theft threat during a Sunday morning when there is unrestricted access to the building

Scenario: Intruder enters the building during Sunday morning service or Sunday school and steals keys from coats, items from a purse or items from cars in the parking lot.

Objective: Use access control and surveillance capabilities of the integrated security system to deter theft.

Responsibility: Deacon in the Office and Elder in the Narthex.

- Action:**
1. During Sunday morning activities the Deacon in the Office will monitor video of the entrances to the building to detect suspicious persons entering the building or wandering around the parking lot during the service.
 2. The Deacon in the Office will notify the Elder in the Narthex of any suspicious activity using their cell phone.
 3. If notified by the Deacon in the Office, the Elder in the Narthex will investigate anyone seen wandering around the building or parking lot and offer assistance to the person.

V. BOMB THREAT

A. Bomb Threat on Sunday Morning

Scenario: The Deacon in the Office receives a bomb threats via phone while on duty at the Receptions desk on Sunday morning

Objective: Protection of building occupants

Responsibility: Deacon in the Office, Nursery Attendant, Elder in the Narthex and Pastor

- Action:**
1. DO NOT HANG UP on the caller
 2. The Deacon in the Office should remain calm and use the Bomb Threat Checklist to gather information about the bomb from the caller.
 3. The Deacon in the Office will notify the Nursery Attendant and Elder in the Narthex using their cell phone or ask a nearby person to notify the Nursery Attendant and Elder in the Narthex about the bomb threat
 4. The Deacon in the Office will call 911, or if still on the phone will ask a nearby person to call 911, to report the Bomb Threat.
 5. The Nursery Attendant will take children from Nursery to pre-designated assembly area for children (playground)
 6. The Elder in the Narthex will inform the Pastor and call 911 to report the bomb threat.
 7. The Pastor will inform the congregation about the bomb threat and as a precaution instruct the congregation to evacuate the building and ask the parents to meet their children at the playground.
 8. The Pastor will meet the police upon their arrival.

B. Bomb Threat NOT on Sunday Morning

Scenario: A member of the Church Staff receives a bomb threats via phone while at their desk

Objective: Protection of building occupants

Responsibility: Office Staff

- Action:**
1. DO NOT HANG UP on the caller
 2. The Office Staff member receiving the call should remain calm and use the Bomb Threat Checklist to gather information about the bomb from the caller.
 3. The Office Staff member will ask someone nearby to call 911 to report the bomb threat and notify others in the building to evacuate.
 4. The most senior Office Staff member will meet the police upon their arrival.

VI. ELEVATOR ALARM

A. Elevator Emergency Button Activated

Objective: Help persons in the Elevator and get help if needed

Responsibility: Deacon in the Office, person contracted by Choice Security

- Actions:**
1. When elevator emergency button is activated the Choice Security Monitoring Center will notify the first person on the Emergency Notification System and call the Church Offices
 2. The Deacon in the Office or person notified by the Choice Security Monitoring Center will let the persons in the elevator know that help is on the way and then ask someone from the Church Staff or a member of the Building & Grounds Committee for help.

TELEPHONE BOMB THREAT CHECKLIST



Instructions: Be calm, be courteous, listen. Do not interrupt the caller.

Your Name: Time: Date:

Caller: M F Adult Juvenile Approximate Age

Origin of Call: Call Phone Local Long Distance Telephone Booth

VOICE CHARACTERISTICS

- Loud Soft
 High Pitch Deep
 Raspy Pleasant
 Intimidated Other _____

ACCENT

- Local Not Local
 Foreign Region
 Race

SPEECH

- Fast Slow
 Distinct Distorted
 Stutter Nasal
 Slurred Other _____

MANNER

- Calm Angry
 Rational Irrational
 Coherent Incoherent
 Deliberate Emotional
 Righteous Laughing

LANGUAGE

- Excellent Poor
 Fair Other _____
 Foul
 Good

BACKGROUND NOISES

- Factory Animals
 Machines Quiet
 Music Voices
 Office Airplanes
 Street Party
 Traffic Atmosphere
 Trains

BOMB FACTS

Pretend difficulty hearing. Keep caller talking. If caller seems agreeable to further conversation, ask questions like:

When will it go off? Certain Hour Time Remaining

Where is it located? Building Area

What kind of bomb? What kind of package?

How do you know so much about the bomb?

What is your name and address?

If building is occupied, inform caller that detonation could cause injury or death.

Activate malicious call trace: Hang up phone and do not answer another line.

Choose same line and dial *57 (if your phone system has capability). Listen for the confirmation announcement and hang up.

Call police at _____ and relay information about call. Did the caller appear familiar with the House of Worship (by his/her description of the bomb location)?

Write out the message in its entirety and any other comments on a separate sheet of paper and attach to this form.