

GracePoint Church

2351 Rice Creek Road • New Brighton, MN 55112

Emergency Procedures Plan

(Revised March 2016)

This pamphlet is designed to give guidance in the event of an emergency. Not every situation will be covered by the guidelines suggested in this document. Ultimately, you may have to exercise your best judgment in responding to emergencies of any kind. The procedures outlined, when used with common sense, are intended to help protect individuals, prevent injury to those in attendance, and minimize property damage.

Emergency Phone Numbers

For all other emergencies

New Brighton Police **non-emergency number**

If you smell gas--**Xcel Energy**

call **911**

call ... 651-638-2070

call ... 612-372-5050

Fight/ Disturbance

- First priority is safety of guests and staff.
- Notify an Usher, Greeter, Staff person, or Safety Team Member as soon as possible.

USHERS, GREETERS, CLASS LEADERS, or STAFF PEOPLE

- Disperse onlookers, and keep others from congregating in the area.
- When participants are separated, do not allow further visual or verbal contact.
- If participants are minors, locate and inform a parent or guardian.
- Document all activities witnessed for *Incident Report* (available in church office copy room).

SAFETY TEAM MEMBERS

- Separate participants.
- Call 911 whether or not there are any injuries.
- If any injuries are present, refer to **MEDICAL EMERGENCY Procedures**.

FIGHT/ DISTURBANCE

Suspicious Person

- Notify an Usher, Greeter, Office Volunteer, Staff person, or Safety Team Member as soon as possible.

USHERS, GREETERS, OFFICE VOLUNTEERS, CLASS LEADERS, STAFF PEOPLE, or SAFETY TEAM MEMBERS

- Notify Safety Team.
- Ask another individual to accompany you, and politely greet suspicious person and identify yourself.
 - Ask suspicious person the purpose of his/her visit. If possible, attempt to identify the individual and/or vehicle.
- If suspicious person's purpose is not legitimate, ask him/her to leave, and accompany suspicious person to exit.
- Back away from suspicious person if any indication of potential for violence.
- Consult with Safety Team and consider calling 911 even if suspicious person leaves.
- Document all activities witnessed for *Incident Report* (available in church office copy room).

If Suspicious Person refuses to leave:

- Restrict access to children's and nursery areas.
- Call 911.
 - Take pictures of the suspicious person if you are safely able.
 - Be aware of suspicious person's location and actions until Police respond.
- Document all activities witnessed for *Incident Report* (available in church office copy room).

SUSPICIOUS PERSON

Fire Evacuation

***If you see a fire and the alarm is not sounding, call 911 and notify USHERS, GREETERS, OFFICE VOLUNTEERS, CLASS LEADERS, or SAFETY TEAM MEMBERS.**

OFFICE VOLUNTEERS call 911

SANCTUARY

- Pastor or program leader will make an announcement asking the congregation to evacuate
 - Announcement scripts for all emergencies are located in **choir loft**.
 - South exterior door just outside the sanctuary (Door #7) is primary evacuation route from sanctuary.

USHERS, GREETERS, and ADULT CLASS LEADERS

- Direct people to the closest exits and to the outside staging areas.
 - Remind parents that children's workers are already moving children.
 - Do not allow individuals to go to the coat areas.
 - Assure the building has been completely evacuated and that no one re-enters the building until approved by emergency personnel.

CHILDREN'S CLASS LEADERS

- Take a head count and then immediately lead participants out of the building to the outside staging area.
 - Use the posted evacuation routes.
 - At the staging area, take another head count and remain there with the children until the parents claim their children.
 - If the head count is incorrect, send an adult assistant to retrace the route to attempt to find any missing individuals.

SAFETY TEAM

- Complete *Incident Report* (available in church office copy room).

FIRE EVACUATION

Severe Weather

OFFICE VOLUNTEERS

- Monitor NOAA weather radio.
 - Contact Head Usher and Safety Team immediately when any Watch or Warning is issued or siren sounds.

USHERS

- Watch issued: Designate an usher to retrieve the emergency flashlights and megaphones located in the **Emergency Procedures Cabinet** in the **Mechanical Room**.
- Warning issued: Notify Pastor or Group Leader who will make announcement to large group (scripts located in **choir loft**).
 - Direct people to the indoor shelter areas via the most efficient route.
 - Remind parents that children's workers are already moving children.

CHILDREN'S CLASS LEADERS

- Warning issued: Take a head count and then immediately lead participants to the indoor shelter areas via the appropriate routes.
 - At the indoor shelter area, take another head count and remain there with the children until the parents claim their children.
 - If the head count is incorrect, send an adult assistant to retrace the route to attempt to find any missing individuals.

SAFETY TEAM

- Facilitate communication of Watch and Warning notices to **The Bridge (Pastor Nathan, cell: (612) 239-2936)**.
- Ensure emergency flashlights and megaphones are retrieved and distributed appropriately.
- Facilitate movement of large group to indoor shelter areas: **DO NOT USE ELEVATOR!**
 - Accompany any individuals unable or unwilling to use stairs to the conference room, and designate one Safety Team Member to remain.
- Continue monitoring NOAA weather radio and communicate updates to Ushers and Leaders.
- Document any injuries and/or damage to personal or church property in *Incident Report* (available in church office copy room) after "all clear" is announced and submit to Business Administrator.
 - If any injuries are present, refer to **MEDICAL EMERGENCY Procedures**.

SEVERE WEATHER

Bomb/ Chemical/ Biological Threat

GENERAL

- All threats from any source are to be taken seriously.
- Call 911 if any people are in the building
 - Notify if anyone is injured or mysteriously ill.
 - Follow directions from Law Enforcement.
- Telephone: Complete *Checklist for Telephoned Threats*
- Mail: Follow *Procedures for Suspicious/Threatening Mail*

SAFETY TEAM

- Scan all rooms and common areas for suspicious items or individuals and report to Law Enforcement.
- Complete *Incident Report* (available in church office copy room).

If Evacuation is advised, follow FIRE EVACUATION Procedures:

SANCTUARY

- Pastor or program leader will make an announcement asking the congregation to evacuate
 - Announcement scripts for all emergencies are located in **choir loft**.
 - South exterior door just outside the sanctuary is primary evacuation route from sanctuary.

USHERS and GREETERS

- Direct people to the closest exits and to the designated staging areas.
 - Remind parents that children's workers are already moving children.
 - Assure the building has been completely evacuated and that no one re-enters the building until approved by emergency personnel.

CHILDREN'S CLASS LEADERS

- Take a head count and then immediately lead participants out of the building to the staging area.
 - Use the posted evacuation routes.
 - At the staging area, take another head count and remain there with the children until the parents claim their children.
 - If the head count is incorrect, send an adult assistant to retrace the route to attempt to find any missing individuals.

BOMB/ CHEMICAL/ BIOLOGICAL THREAT

Medical Emergency

GENERAL

- Do not move a seriously injured or seriously ill person.
- Notify Ushers, Greeters, or Office Volunteers of any medical concerns for any individual(s).

USHERS, GREETERS, OFFICE VOLUNTEERS, CLASS LEADERS, or SAFETY TEAM

- Promptly notify any medically trained individuals in the building to consult.
 - Call 911 if the issue is determined to be serious, or unsure.
 - Post an individual at the church entrance to meet and direct responding emergency personnel.
- Isolate situation if possible. Disperse onlookers.
- Once situation is resolved, ensure that someone from church who witnessed or responded completes an *Incident Report* (available in church office copy room) to submit to Business Administrator.

Location of important resources:

- **AED:** East wall of sanctuary foyer.
- **Medical Bag:** In office under reception desk (blue bag).
- **First Aid Kits:** Upper and lower kitchens, on gym wall outside the men's restroom, on the left sidewall just inside the 1st floor mechanical room off the lobby, in the Frog/Turtle restroom, and in the church office.
- **Wheelchairs:** Closet on second floor sanctuary, lower foyer across from main entry doors.

MEDICALLY TRAINED INDIVIDUALS

- Assess the scene and injured person(s).
 - Consult with other Medically Trained Individuals present.
 - Call 911 if the issue is determined to be serious, or unsure.
 - Post an individual at the church entrance to meet and direct responding emergency personnel.
- Once resolved, complete an *Incident Report* (available in church office copy room) and submit to Business Administrator.

MEDICAL EMERGENCY

Shooting

If gunshots are heard, or a person displays a firearm or starts shooting: CALL 911

- EVACUATE when possible
- LOCKDOWN if necessary: **Do not lock exterior doors during LOCKDOWN!**
- Engage only if unavoidable

FIRST/ INITIAL WITNESS/ CONTACT – call 911. Notify nearest volunteer.

USHERS, GREETERS, OFFICE VOLUNTEERS, or SAFETY TEAM MEMBERS

- Communicate warning to others in the building and call 911 citing whether or not threat is active (shots fired?); if possible, communicate number and/or location of shooter(s).
- Facilitate **EVACUATION** as possible.
- **If Evacuation is not possible**, direct people to nearest securable room for immediate **LOCKDOWN**.
 - Assure parents that children's workers are securing children in their classrooms.
 - Wait quietly in secured rooms until directed otherwise by Law Enforcement.
- If unavoidable, **engage** the threat.

CHILDREN'S CLASS LEADERS

- Gather all children into designated (securable) classrooms and direct them to sit quietly.
- Close and Lock all doors.
- Move tables, desks, and/or other furniture up against doors, and cover windows as able.
- Turn off lights, and silence all cell phones (turn off "vibrate").
- Sit quietly until specific "all clear" signal is given.

SANCTUARY

- Pastor or program leader will direct those in the sanctuary
 - Announcement scripts for all emergencies are located in **choir loft**.
 - Threat upstairs: Proceed down stairwell to right of pulpit, **LOCKDOWN** in Fellowship Hall.
 - Threat downstairs: Evacuate building via exterior door just outside the sanctuary.

SAFETY TEAM

When incident is resolved, ensure that an *Incident Report* is completed for church records. Refer all media to moderator or vice moderator.

SHOOTING

Procedures for Suspicious/ Threatening Mail

RECOGNIZING SUSPICIOUS MAIL

- Not delivered by parcel or postal service
- Excessive postage
- No or illegitimate return address
- Unusual addressing
 - Incorrect titles
 - Titles with no name
 - Handwritten or poorly typed address
- Marked “Personal,” “Confidential,” or “Do not X-ray”
- Misspellings of common words
- Unusual amount of tape or string
- Unusual weight, weight distribution, or shape
- Strange odor
- Powdery substance, oily stains, or discolorations on the outside

IF MAIL APPEARS SUSPICIOUS:

- Remain calm.
- Do not open further.
- Consult with other staff and consider if evacuation is warranted.
- Contact New Brighton Police Department for further instruction.
- Isolate item by placing in a plastic bag or covering with trash can (use gloves when possible).
- Thoroughly wash hands with soap and water before touching anything else.
- Document all observations and activities in an *Incident Report*.

Checklist for Telephoned Threats

DO NOT HANG UP! Obtain as much information as possible.

Questions to Ask:

1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

Exact Wording of the Threat:

Sex of caller _____ Age _____ Race _____ Length of call _____

THREAT QUESTIONNAIRE:

CALLER'S VOICE:

- | | | |
|-----------------------------------|--|---|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Distinct | <input type="checkbox"/> Cracking voice |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Slurred | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Nasal | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Stutter | <input type="checkbox"/> Familiar |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Lisp | <input type="checkbox"/> If voice is familiar who |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Raspy | did it sound like? |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Deep | _____ |
| <input type="checkbox"/> Laughing | <input type="checkbox"/> Ragged | _____ |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Clearing throat | |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Deep breathing | |

BACKGROUND SOUNDS:

- | | | |
|--|---|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Office machinery | <input type="checkbox"/> Static |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> PA system | <input type="checkbox"/> Local |
| <input type="checkbox"/> Voices booth | <input type="checkbox"/> Factory | <input type="checkbox"/> Long distance |
| <input type="checkbox"/> House noises | <input type="checkbox"/> Machinery | <input type="checkbox"/> Animal noises |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Clear | <input type="checkbox"/> Music |

Other _____

THREAT LANGUAGE:

- Well spoken (educated)
- Irrational
- Foul
- Taped
- Incoherent
- Message read by threat maker

REMARKS:

Fill out completely, immediately after bomb threat

Time: _____ Date: ____ / ____ / ____

Phone number: _____

Name: _____ Position _____