

Basic Emergency Management Plan

While setting up the network between Security and childcare some communication details come to light. I was thinking about the necessity of having an Emergency Management Plan in place that covers the basics of different emergency scenarios, and during casual conversations with Patty it sounded like some of the things we do routinely at the school here could come in handy for FFCC. Because of public ministries and diverse populations, handling people in emergencies is never an easy task. But there are some strategies that make implementing a solid plan much easier to manage.

I'm using legal terms for clarity. The actual titles can be anything as long as the scope of authority is clearly laid out and the designated personnel are known by all by face.

Due to the sensitivity of having children on site, communication between security and the childcare departments become crucial, including response times and procedures being in place to handle CPS, court orders and DSHS legalities. Who communicates what information to which person is just the beginning of the decisions that have to be worked out ahead of time. As the church grows, it will become increasingly impossible for the pastoral team to manage every detail. So decisions on who has the authority to manage which detail, who gets what information and when are important in diversifying the work so that it can grow.

Some of the steps that we have had to walk through here at the AEC are outlined generally here;

Some key people have to be available permanently OUTSIDE of the Pastoral leadership team; In other words, the Pastor and Pastoral leadership CANNOT be assuming these roles. The roles are: Security Chief, Incident Commander / Building Evacuation Coordinator, BIT, Media Spokesman and a permanent receptionist and alternate backup to the receptionist (staffed permanently but the alternate receptionist personnel can be rotated).

1. Set up a security service and security chief. Can be a building manager or someone that has intimate knowledge of the buildings (every stairway and closet by memory and in the dark) and knows in the day to day who should be where. This person should be on the Leadership team but not any of the pastoral team members.
2. Set up an Incident commander. A secretary or someone with authority to make decisions for safety and is Public Relations savvy and can relate clear instructions to the first response teams, be they police, EMTs or Fire Department Officials.
3. Set up the BIT team. These are outside of security, but security personnel can be on the team, as can any teacher or staff member EXCEPT the pastoral team.
4. Set up a media spokesman (not the pastoral team) to deal with the public media and issue prepared statements (Through the pastoral team).
5. A permanent receptionist AND a backup when the main secretary has to leave the desk.

Security chief works in cooperation with the pastoral team but is not a member of it. The Security chief points to either the incident commander or to the media spokesman for public communications.

Set up a security plan for events. Code words and responses, for instance, for escalating behavior issues: "I need to make a phone call,, just a second". Develop a word that can be spoken plainly for all to hear (no need to step away from a developing situation). For instance, I need to make a phone call.. hello, is

EDNA there? Responder hears “EDNA = Emergency Developing, Need Assistance”. The responder knows how long it takes for security to get from the security booth to that specific site, (this was tested before hand). Responder says “Yes, but she is busy; it will be xxx time (The actual time it takes for security to arrive on that specific site, NOT GENERALIZED). “Do you want her to call you.” The sender hears “call you” as “call 911”. Sender says either “yes” (call 911) or No (only send internal security.) In any case, the alert is out and security is on the way.

At AEC we set up a BIT team (Behavioral Intervention Team) that identifies specific behaviors and divides them into 9 levels of aggression. This becomes the “Threat Assessment Tool” that is effective in defusing situations that degenerate from Distressed, due to emotional troubles to Disturbances, which are behavior related and disruptive, destructive and even harmful to others, to dysregulation, which is suicidal, medically disabled, risk behaviors, hostile to all and are deficient in the skills needed to regulate emotion, cognition, self behavior control and extremes of any of the above. The Security Chief is directly involved in the BIT teamwork, although not responsible for organizing it. BIT works with the Incident commander for reporting.

Fire drills have to be done with children and parents present. Parents should be trained to know NOT to go to the rooms to try to get their kids! Fire alarms cannot be ‘free for all’, generating fear, confusion or in the worst case.. panic. The emergency exits should be well marked, all Church Staff posted to designated locations to direct people out of the buildings and toward a designated staging area where parents and children can THEN meet up. Staff meets up in the designated meeting areas with those that were in their rooms at the time the alarms went off. Head counts should be made by the staff of each room. Staff should have walkie-talkies enabled to direct and co-ordinate personnel between themselves.

Auto traffic should be minimized to enable first responders to get to the building.

Designated building sweepers (can be rotated, but must be trained in actual drills) should be in place to:

1. Respond to the alarms by notifying people in their area to grab personal belongings and exit in the designated manner and exit door.
2. Open and unlock all doors in their designated areas,
3. Sweep each room AND closet for people or children.
4. Unlock and close the doors behind them in the “Swept” areas.
5. Direct people to take ALL of their belongings with them out of the building.
6. Direct people out of the proper exit for their sections of the building.
7. Be the last one out of the main door of their section, CLOSING the unlocked door behind them.
8. Check in with the incident commander (Security Chief?) what was found and where it was found. (Smoke in the lower floor of) Etc.
9. After checking with the incident commander, returns to the people in their section of the building until the “All Clear” horn or signal is given.
10. Is the first one back in the main door of their section, opening doors they closed and helping people back into their rooms.

The incident commander should be the go-to liaison between the first responders and FFCC. Only ONE person should have that authority:

1. To deliver information to the fire dept. or police (This person should not be a member of the pastoral team).

2. That person should be in ALL of the communication loops. The pastoral team must communicate what information they have, and the Security chief should have the authority to investigate or obtain more information. The Incident commander just has oversight and coordinates, processes the incident reports and any legal documents coming from the courts or city officials.
3. Has the authority to make critical decisions for Police or Fire Crew / EMT direction.
4. Has the authority to direct Media crews to the media spokesman for FFCC. (Media spokesman should be member of the pastoral team not the Security team or incident commander).
5. Flags, vests, radios and traffic cones, radios and safety gear have to be available through the incident commander. His role is to get the needed equipment out to the street or into the hands of the incident teamwork as they go to their posts outside of the buildings (on the street at the exits) to move people toward the assembly area and to keep them AWAY from the Fire or EMT crews, channeled off of the sidewalks of the neighborhood
6. As long as non-staff personnel are in the buildings, the reception area / office has to have a person in place to relay messages in a timely manner. In legal reporting, times and timely actions are everything, and Incident Commanders will need the times and locations of people and a receptionist is a great way to gather that information, even in quiet days. This absolves culpability of the pastoral team of any negligent charges in later months. Good communication through the front desk is the first line of defense.

Some of the Emergency management actions for specific emergencies should be worked out;

Spheres of communication, roles of security personnel and incident responders have to be in place.

Medical Emergencies:

1. Call 911, Follow directions; State the type of aid needed, location, type of injury or illness, brief description of how it occurred.
2. On hand trained staff member? Provide treatment only to the extent of personal training or ability.
3. Do Not Move the injured / ill unless it is necessary to avoid further injury.
4. Have someone (Incident Commander) meet the EMT personnel on the street to direct to the location in the building

Fire:

1. Incident commander/ building evacuation coordinator and security team enact Emergency Management plan; All personnel to leave the building immediately.
2. Pull the fire alarm.
3. Call 911
4. Alert other people and instruct them to follow the building sweepers for that section of the building.
5. Unlock and close all doors unless the building sweeper is on hand. Leave LOCKED DOORS OPEN.
6. Stay low to avoid smoke / invisible gas inhalation
7. Remain in the designated assembly area until the all clear is given by the incident commander. (Only he has the authority to do this!)
8. If trapped:

- a. Alert the Emergency crews of your location. Try telephone, cell, article of clothing or signal in the window, whistle, shout, use tools or debris to hit a solid surface at regular intervals.
- b. Stuff material in the doors or cracks to minimize smoke or gas, try to stay low, near the floor, where smoke and contaminants may be less.
- c. Tend to injuries
- d. Saving lives is the first priority. Stay calm, help is on the way.

Hazardous materials: poisoning / airborne Haz mat;

1. Natural gas lines, solvents and chemicals are known to be on site.
2. Identify the source of the odor, whether known or unknown. Describe the odor, color of air etc.
3. Contact Security chief, incident commander for confirmation of odors, vapor trails.
4. Open doors and windows.
5. Evacuation coordinator or incident commander is to evacuate the building.
6. If odor is irritating, causing nausea, vomiting, loss of coherence ask for assistance in leaving the building.
7. If you or someone else contacts chemicals, rinse the affected areas with cool, clean water for 15 minutes. If in the eyes, hold the eyes open and flush with water.
8. Incident commander or Security chief to call 911 if;
 - a. Incident requires medical treatment
 - b. Incident involves fire or explosion
 - c. Incident is life threatening
9. Incident commander or Security chief to call pastoral team
10. Contact AVISTA for Natural Gas leaks
11. Review the appropriate MSDS Safety sheet for the material and follow recommendations.

Severe weather: No tornadoes or hurricanes, but heavy snow, Ice removal, lightning while in a ball field etc;

1. Operations will continue unless notified by Pastoral team, Incident Commander or Security chief.
2. Outside with severe weather – move inside. Severe weather may reduce ability to move outside

Emergency Closures: Emergency evacuation and communications.

1. Do not ignore harassing behavior. Report concerns to Security or pastor.
2. Do not tolerate abusive, verbal or physical harassment from anyone.
3. Do not give out personal information about others, such as other peoples' home addresses, telephone numbers etc.
4. Report "No Contact Orders", Restraining Orders etc. to Security

On site Harassments, threats, violence:

SUSPICIOUS ACTIVITY

1. Establish Eye Contact
2. Remain professional and in control

3. Project Confidence
4. Keep a Safe Distance
5. Be aware of non-verbal actions – signals
6. Do not physically confront the person
7. Do not let anyone block your access to an exit
8. Do not let anyone into a locked area of the building or office
9. Do not block the person's access to an exit
10. Note the travel direction, clothing, body type (weight, height), sex, race, jewels, body art, scars etc.
11. Report all suspicious activity to security personnel

THREATS

12. Treat all threats of violence as serious
13. Call 911 if you consider a threat as to be immediate, if you observe a weapon, are informed someone is in possession of a weapon, or informed of someone's intent to bring weapons or harm.
14. Call Security to report threatening behavior.

Building Evacuations

1. Evacuate immediately if you hear an alarm or are asked to evacuate.
 2. Take all personal belongings with you.
 3. Classrooms, Offices and Childcare, close but do NOT lock the doors. If locked, UNLOCK BEFORE closing.
 4. Follow pre designated evacuation routes posted in the building. Walk quickly and calmly, staying inside of delineation cones or markers, flaggers or as directed by station guides.
 5. Wait quietly and calmly at the designated outdoor assembly point or if unsafe, an alternated safe assembly point as directed.
 6. Notify the building Evacuation Coordinator, Building sweeper for your section, Incident commander or pastor of anyone unaccounted for from your area.
 7. Do NOT RE-ENTER THE BUILDING FOR ANY REASON until the "all clear" is given by the incident commander or building evacuation coordinator, Staff, Security staff, fire, police or other authority.
 8. DO NOT LEAVE THE ASSEMBLY AREA until you are released or otherwise directed by the Building Evacuation Coordinator, Security chief or other authority.
- ASSISTING PEOPLE WITH DISABILITIES
9. Wheelchair users: Assist the person in exiting the building. If located on an upper floor assist the person to a pre-designated safe zone in an exit stairwell. The escort should remain WITH the person to provide additional assistance. Assign a staff member to notify the Building Evacuation Coordinator or emergency staff that the person is waiting for rescue on the specified floor at the exit stairwell.
 10. Visually Impaired: Explain the nature of the emergency. Offer to guide the person to the designated assembly point. Offer your elbow to the person. As you walk, describe where you are and advise about any obstacles coming up. When you reach the assembly point, advise the person where they are and ask if further assistance is needed.
 11. Hearing Impaired: Alert a hearing impaired person. Write a short, explicit note instructing the person to evacuate the building, following others out of the nearest exit.

ALL CLEAR SIGNAL: (Return to the building)

1. An extended blast (5 seconds) on an air horn or similar device, administered in the assembly area by Security or building Emergency staff, will be used as the "All Clear" signal, indicating that staff and personnel should return to the building.

Shelter in Place:

In case of "Shots Fired" sheltering may be necessary.

1. When you receive notification to shelter in place, close ALL doors and windows unless instructed otherwise by security personnel.
2. Move people away from the doors and windows and toward the core of the building.
3. Give people a period of time to shelter or go: Example; 'You have three minutes to shelter in place or leave the building'.
4. If directed to do so, place signage on the main entrances to the buildings.
5. Promote a calm atmosphere.
6. Take a flashlight to the designated shelter area of your building or inner hallway or room.
7. If you have a radio, take it to the shelter area.
8. Remain in this area until the "All Clear" is given.

Suspicious Packages:

1. Irregular shape, soft spots, bulges in packaging.
2. Unprofessionally wrapped with excessive tape or several types of tape.
3. Special handling endorsements, such as "Confidential", "Handle with Care", "Rush Order".
4. No return address, fictitious return address, or address different from the post mark.
5. Excessive postage, stamped, not metered.
6. Misspelled words, badly written or wrong title with name.
7. Strange odor, oily stains or package with protruding wires.

WHAT TO DO:

8. Do not move or open the package or any suspicious mail.
 9. Leave the mail exactly where it is, leave the room and lock the door.
 10. Inform Security AND Incident commander for backup assistance.
 11. Call 911
- IF SUSPICIOUS SUBSTANCE FOUND IN OPEN MAIL;
12. Put the envelope down immediately. Leave the suspicious substance as is. Cover powdered substance gently with an envelope, paper or wastebasket.
 13. If a bomb is suspected, evacuate the building
 14. Call 911 from a safe location.
 15. Notify the Security Chief and the Incident Commander to report to the pastor immediately.
 16. If Bio Haz Mat, minimize the contact with yourself or others. Minimize the area of travel and wash hands GENTLY with soap and warm water.
 17. Call 911.
 18. Call Security and Incident commander.
 19. Follow guidance of first responders for minimizing exposure and/or spread of contamination.

Bomb Threats:

1. Always treat a bomb threat as serious.
2. Call 911 IMMEDIATELY
3. Notify Security, Pastoral teamwork and Incident Commander.
4. Remain calm and courteous over the phone.
5. Do NOT search for the bomb or touch ANY suspicious objects.
6. Do NOT use Cell phones or radios to communicate as the transmission can activate some types of bombs.
7. If a handwritten / typewritten bomb threat, handle it minimally to preserve evidence.

TELEPHONE BOMB THREAT: Make up form;

1. Date and time of call _____ Phone number where the call was received. _____
2. Phone number of caller _____ (caller ID)
3. Person taking the call _____ Dept. _____
4. What EXACTLY did the caller say? (Attach additional sheet if necessary) _____

5. Questions you should ask if possible:
 - a. Where is the bomb(s) _____ -
 - b. When is the bomb set to detonate. _____
 - c. What will cause the bomb to detonate _____
 - d. What kind of bomb is it _____
 - e. What is your name _____
 - f. Where are you _____
 - g. Why did you place the bomb _____ ----

Caller Identifiers (Circle) Male/Female Nervous / Calm Angry / Stressed

Voice characteristics (Circle) Nasal Lisp Slurred Crying Normal Sincere Broken
Muffled/ Fake Squeaky / Hoarse Other _____

Did the voice sound familiar yes / no Who did it sound like: _____

Background noises (circle) airport traffic trains water intercom voices machinery
music bar noises children television other _____

AVOID PLACING THE CALLER ON HOLD OR TRANSFERRING IF POSSIBLE.

Earthquake:

1. Take cover under a desk or table and hold on. If your cover moves, move with it. Brace in a doorway if cover is not possible. Be cautious of swinging doors and people traffic. Avoid going outside or high-use doorways.
2. Stay away from windows and objects that could fall.
3. If in the sanctuary, stay in your seat or get under it. Protect your head with your arms or books.

4. When shaking stops, move cautiously outside. Be careful of falling building materials or uneven ground. When outside, move away from all buildings and power lines.
5. Proceed to designated assembly areas. If unsafe, use an alternate assembly point or alternate shelter. (predetermined and practiced)
6. Notify Security and Incident Commanders of anyone unaccounted for from your area, especially staff members that are not accounted for. They may be remaining behind to assist inside of the buildings.

If OUTSIDE:

7. Proceed to the designated assembly area.
8. Be prepared for aftershocks. Stay clear of power lines and poles, buildings or walls.
9. If you suspect gas, electrical or other problems notify security or Incident Commander.
10. Follow Instructions of staff, officials or first responders.