**EMERGENCY RESPONSE PLAN**

**FOR OUR**

**“COURTESY TEAM"**

**FAMILY OF GRACE CHURCH**

**Alexandria, LA 71303**

**(318) 769-1992**

**July 1, 2016**

**Revision 03**

**TABLE OF CONTENTS**

[LIST OF FIGURES IV](#_Toc368920588)

[SECTION I. INTRODUCTION 4](#_Toc368920589)

[SECTION II. FAMILY OF GRACE CHURCH COURTESY TEAM 6](#_Toc368920590)

[A. COURTESY TEAM Tasks 6](#_Toc368920591)

[B. COURTESY TEAM Composition and Responsibilities 6](#_Toc368920592)

[C. COURTESY TEAM Deployment 8](#_Toc368920593)

[D. Key Reporting Stations 11](#_Toc368920594)

[E. COURTESY TEAM Supplies and Equipment 11](#_Toc368920595)

[SECTION III. EMERGENCY COMMUNICATIONS 12](#_Toc368920596)

[A. Communication Devices 12](#_Toc368920597)

[B. Communication Protocol 12](#_Toc368920598)

[1. Two-Way Radio Procedures 12](#_Toc368920599)

[2. Telephone (Calling 911) 13](#_Toc368920600)

[SECTION IV. PROTECTING OCCUPANTS 14](#_Toc368920601)

[A. Evacuation 14](#_Toc368920602)

[1. Evacuation Preparedness 14](#_Toc368920603)

[2. Evacuation Roles and Responsibilities 16](#_Toc368920604)

[3. Evacuation Procedure 17](#_Toc368920605)

[B. Lockdown 18](#_Toc368920606)

[1. Lockdown Roles and Responsibilities 20](#_Toc368920607)

[2. Lockdown Procedure 20](#_Toc368920608)

[3. Securing the Building 20](#_Toc368920609)

[C. Shelter-In-Place 21](#_Toc368920610)

[1. Shelter-In-Place Roles and Responsibilities 21](#_Toc368920611)

[2. Tornado Procedure 21](#_Toc368920612)

[3. Toxic Gas Procedure 22](#_Toc368920613)

[A. Fire, Smoke and/or Explosions 23](#_Toc368920614)

[1. If you are near a smoke or fire condition: 23](#_Toc368920615)

[2. If you are not near smoke or fire: 24](#_Toc368920616)

[B. Gas Leaks 24](#_Toc368920617)

[1. Procedure for Gas Leaks 24](#_Toc368920618)

[2. Treatment for Persons Exposed to Natural Gas 25](#_Toc368920619)

[C. Water Leaks 25](#_Toc368920620)

[D. Severe Weather 25](#_Toc368920621)

[1. Tornado Watch 26](#_Toc368920622)

[2. Tornado Warning 26](#_Toc368920623)

[E. Power Outage 27](#_Toc368920624)

[F. Medical Emergency 28](#_Toc368920625)

[1. Warning Signs of a Medical Emergency 29](#_Toc368920626)

[2. Procedure for Medical Emergencies 29](#_Toc368920627)

[3. Biohazard Disposal 30](#_Toc368920628)

[SECTION VI. RESPONDING TO THREATS FROM INDIVIDUALS 31](#_Toc368920629)

[A. Hostile Intruder 31](#_Toc368920630)

[1. Recognizing Suspicious Activity 31](#_Toc368920631)

[2. Procedure for Confronting an Intruder 32](#_Toc368920632)

[B. Hostage 35](#_Toc368920633)

[1. If you are a witness to a hostage situation: 35](#_Toc368920634)

[2. If you are taken hostage: 35](#_Toc368920635)

[C. Weapons/Shooting 36](#_Toc368920636)

[1. If a suspicious person is suspected of carrying a weapon: 36](#_Toc368920637)

[2. If a person displays a firearm or begins shooting: 36](#_Toc368920638)

[D. Missing Infant/Child 37](#_Toc368920639)

[1. When notified that a child is missing: 37](#_Toc368920640)

[2. If you encounter a suspicious person with the missing child: 37](#_Toc368920641)

[E. Bomb Threats 38](#_Toc368920642)

[1. Mail Bombs 38](#_Toc368920643)

[2. Telephone Threats 39](#_Toc368920644)

[F. Theft 40](#_Toc368920645)

[1. Profile of a Burglar 40](#_Toc368920646)

[2. Identifying a Potential Burglar 41](#_Toc368920647)

[3. Confronting a Potential Burglar 41](#_Toc368920648)

[4. In the Event of an Armed Robbery 42](#_Toc368920649)

[G. Vandalism 43](#_Toc368920650)

[1. Identifying a Potential Vandal 43](#_Toc368920651)

[2. Confronting a Potential Vandal 43](#_Toc368920652)

[SECTION VII. MEDIA PROCEDURES 45](#_Toc368920653)

[A. Immediate Response 45](#_Toc368920654)

[B. Release of Information 45](#_Toc368920655)

[C. Media Relations 46](#_Toc368920656)

[APPENDIX A: EMERGENCY NUMBERS 47](#_Toc368920657)

[APPENDIX B: CHECKLIST FOR TELEPHONE THREATS 48](#_Toc368920658)

# LIST OF FIGURES

Figure 1. Typical Service COURTESTY TEAM Deployment – N Campus

[Figure 2. Typical Service COURTESY TEAM Deployment - S Campus](#_Toc368924556)

[Figure 3. Building Evacuation Plan – N Campus](#_Toc368924557)

[Figure 4. Building Evacuation Plan – S Campus](#_Toc368924558)

[Figure 5. Evacuation Assembly Points – N Campus](#_Toc368924559)

[Figure 6. Evacuation Assembly Points – S Campus](#_Toc368924560)

SECTION I. INTRODUCTION

As reports of violent attacks on schools and churches continue to shock the nation, it is becoming more and more obvious that churches are not as safe as we would like to think. Even with the rapid response times of local law enforcement and emergency response services, total reliance on outside agencies to protect the congregation is unwise. There is much that the church can accomplish in the areas of prevention, detection, protection, and interdiction that can minimize and, in some cases, eliminate potential threats. Obviously, we cannot use metal detectors or frisk suspicious persons entering our facility. Nor can we redirect the path of an approaching severe storm. There is an inherent level of vulnerability that must be accepted. At the same time, we dare not test God in those areas where we can and should take action.

Clearly, the church needs to have a plan—a plan to prevent and, when necessary, to confront the threat. That is the purpose of this Emergency Response Plan. The goal is to build a team, called our COURTESY TEAM, of dedicated and well-trained members that will, by following the procedures outlined herein, be able to provide a reasonable level of security and safety to those who attend FAMILY OF GRACE CHURCH. Beyond that, we trust in God.

# SECTION II. FAMILY OF GRACE CHURCH COURTESY TEAM

FAMILY OF GRACE CHURCH’s COURTESY TEAM consists of volunteers and staff who have been trained to make our campus a reasonably safe place to gather for the purposes of the church. Their mission is to provide an immediate and appropriate response to all threats while awaiting the arrival of local police, fire fighters, and/or medical personnel.

## A. COURTESY TEAM Tasks

The COURTESY TEAM must perform four critical tasks:

1. Observe. The first task is to identify all suspicious activities or unsafe conditions. This is accomplished by stationing COURTESY TEAM personnel at advantageous locations throughout the campus and training them to observe and detect the threat.

2. Warn. When a potential threat is detected, a warning must be issued so action can be taken to protect personnel and summon first responders.

3. Interdict. Once a threat is confirmed, COURTESY TEAM personnel must respond quickly to prevent or minimize injury and/or damage.

4. Respond. Should a catastrophe occur, there must be an immediate effort to rescue, provide medical assistance, and assess damage.

## B. COURTESY TEAM Composition and Responsibilities

For the emergency plans outlined in this document to be effective, the following COURTESY TEAM members must fulfill their assigned roles and responsibilities as identified below.

1. Associate Pastor. The Associate Pastor is responsible for the training and implementation of all the safety and security policies and practices of the church. He is the primary staff liaison, informing the pastor and ministerial staff of all incidents and changes in policies or practices. He is also the primary interface with local authorities once they have been called.

The Associate Pastor is the public relations representative and primary spokesperson for the church to the media. In his absence, any available minister will assume his duty.

2. Courtesy Team Leader. The on-duty Safety Team Leader oversees all safety operations during his assigned shift. More specifically, he is responsible for:

* 1. Assigning duty stations.
	2. Determining the nature of a potentially unsafe situation and the appropriate response.
	3. Directing the response to a developing situation.
	4. Ordering lockdowns, sheltering-in-place, and evacuations (if warranted) and verifying that they have been completed.
	5. Making sure appropriate authorities (i.e., 911, on-site law enforcement personnel, on-site medical professionals, Minister of Administration) have been notified of the situation.

3. Courtesy Team Members, Greeters, and Ushers. These volunteers are strategically located throughout the church campus—in the parking lots, at all main entrances to the building, at the welcome centers, and all entrances to the worship center. Properly trained, they will form a very effective early warning and response network. In addition to greeting and directing the congregants, these COURTESY TEAM members are responsible for:

1. Providing continuous surveillance of the church campus.
2. Reporting all suspicious activities or potentially unsafe conditions to the on-duty COURTEST TEAM Leader.
3. Investigating situations to determine the nature of the potential threat.
4. Responding to threats according to COURTESY TEAM training.
5. In case of evacuation, lockdown, or shelter-in-place:
	* 1. Assisting the disabled.
		2. Directing occupants to appropriate safe locations.
		3. Providing a calming influence.
		4. Making a final check of their assigned area to ensure everyone is evacuated or secure.

4. Ministerial Staff. The ministerial staff will provide crisis leadership within their assigned departments. They are responsible for:

1. Ensuring all teachers/ministry leaders have been notified of emergencies, as appropriate.
2. Encouraging teachers and students to remain calm and orderly.
3. Directing teachers and students to appropriate safe locations.
4. Making a final check of department areas to ensure everyone is evacuated or secure.
5. Assisting teachers/ministry leaders in accounting for all students.

5. Teachers/Ministry Leaders. Teachers and ministry leaders are responsible for the care of students/persons under their leadership. They will:

1. Teach the emergency procedures to their class/group members.
2. Perform emergency procedures according to training.
3. Protect, direct and account for class/group members during evacuation, lockdown and sheltering situations.

6. Medical Professionals. The on-duty Medical Professional will be called upon to provide an immediate response to all medical emergencies. He (or she) will:

1. Assess the condition of the victim.
2. Administer first aid, if necessary, while awaiting arrival of Emergency Medical Technicians.

7. Law Enforcement Personnel. Members of FAMILY OF GRACE CHURCH that are law enforcement professionals should be called upon to assist with hostile intruder situations. Their responsibilities will include:

1. Confronting the intruder(s) to defuse the situation or disable the intruder(s).
2. Protecting the lives of endangered congregants.

## C. COURTESY TEAM Deployment

COURTESY TEAM deployment will vary depending on the event. It is the responsibility of the on-duty COURTESTY TEAM LEADER to configure the TEAM members in such a way as to maximize the protection provided to church members and guests present.

The response to a developing situation commences when a COURTESY TEAM member becomes aware of a suspicious activity or an unsafe condition. The person who first identifies the situation will immediately investigate to try to determine the true nature of the potential threat. If it is determined that the threat is real or there remains some uncertainty, the COURTESY TEAM LEADER will be notified of the situation and will take charge of the ensuing response.

If the COURTESY TEAM LEADER confirms (or is unable to deny) a threatening situation exists, he/she will issue an alarm to trigger the appropriate preplanned interdiction and protection procedures. If the situation proves to be non-threatening, the COURTESY TEAM LEADER will issue an “all clear” and return to his/her assigned station.

Figures 1 and 2 portray a reasonable deployment of COURTESY TEAM members for typical Sunday services.

2. Typical Sunday Morning COURTESY TEAM Deployment – Second Floor



 **KEY REPORTING STATIONS**

The following stations must be immediately notified of a potentially dangerous situation:

1. TEAM BRAVO - Preschool Department – to lockdown, shelter or evacuate occupants of the preschool area.
2. TEAM BRAVO - Children’s Department – to lockdown or evacuate the children’s area.
3. TEAM ALPHA - Youth Department – to lockdown or evacuate the youth area.
4. TEAM CHARLIE - Head Usher – to lockdown or evacuate the worship center
5. Emergency Medical Station – to alarm and dispatch medical personnel, if necessary.

## E. COURTESY TEAM Supplies and Equipment

Team Supplies:

1. Portable two-way radios (UHF, 1 watt)
2. Two-way radio accessories (earpieces, carrying cases, chargers, batteries)
3. Safety Team shirts and Identification Badges
4. Flashlights
5. Spare batteries for radios and flashlights
6. Keys to mechanical rooms and exterior doors
7. Biohazard Disposal Kit (safety glasses, vinyl gloves, bleach, measuring cup, 1 gal. container, biohazard bags, towels, antibacterial soap)

Medical Supplies:

1. First Aid Kit (band aids, gauze dressing, saline solution, aspirin, antibiotic/antiseptic, tape, gloves, resuscitation masks, tweezers)
2. A.E.D.

# SECTION III. EMERGENCY COMMUNICATIONS

COURTESY TEAM members need to be able to communicate with each other from anywhere on the campus. This communication must be discrete, as it may involve sensitive discussions between COURTESY TEAM members who are in the Worship Center, in the presence of parents and children, or in the presence of a perpetrator.

## A. Communication Devices

Two-Way Radios

Two-way radios will be available at the following locations for immediate and continued communications between departments and the Safety Team Leader:

CHARLIE 1 Worship Center – Head Usher

BRAVO 1 Preschool Welcome Center

BRAVO 1 Children’s Welcome Center

ALPHA 1 Youth Welcome Center

In addition, the COURTESY TEAM LEADER, each COURTESY TEAM MEMBER, and the on-duty medical professional will carry a two-way radio.

Telephones

The telephones situated at MEDIA BOOTH and NURSERY, and all available cell phones can be used for 911 calls.

## B. Communication Protocol

### 1. Two-Way Radio Procedures

1. Check the battery level before starting your shift.
2. Check volume and channel settings.

***NOTE***

The assigned channel settings are as follows:

Media Departments – Channel 1

Courtesy Team – Channel 2

Emergency Medical – Channel 3

Safety Team Leader – Scan mode

To contact a specific party, remember to switch to the appropriate channel before transmitting.

1. Press the transmit button a full second prior to speaking.
2. State the name/location of the party you are attempting to reach first then state your name then transmit your message.
3. Enunciate clearly and in a reasonably loud voice.
4. On any incident, give your location and a description of the situation.
5. Give notice of all changes in location.
6. If available, switch to VOX anytime you suspect you may be getting into a potentially dangerous situation. Otherwise keep VOX setting off.
7. Keep the radio 2-4 inches away from your lips.
8. Do not use radios if within 6 feet of one another.
9. Do not hold the antenna while transmitting.

### 2. Telephone (Calling 911)

The following procedure should be used when reporting an emergency to 911:

1. Dial 9-1-1
2. Provide the following information:
	1. Your name and phone number.

Church Phone #: 318-769-1992

* 1. The nature of the emergency.
	2. The church address.

**NORTH CAMPUS**

FAMILY OF GRACE CHURCH

1904 North MacArthur Drive

Alexandria, LA 71303

**SOUTH CAMPUS**

FAMILY OF GRACE CHURCH

4200 South MacArthur Drive

Alexandria, LA 71302

* 1. The location of the emergency on the property identified as North Campus or South Campus.
	2. Which entry door to use.

***NOTE:*** The entry doors are clearly labeled with a letter designation that is posted on the outside of the building and on the inside door frame. The designations start with the letter “A” at the front entrance and move clockwise around the building in alphabetical order. (See Figure 3)

***NOTE:*** Courtesy team leader will dispatch members outside to meet and guide emergency personnel.

# SECTION IV. PROTECTING OCCUPANTS

Evacuation, Lockdown, and Shelter-in-Place are emergency procedures that are specifically designed to provide maximum protection/safety to members and guests who may be in harm’s way. Every FAMILY OF GRACE CHURCH member should be taught what to do if directed to perform one of these procedures.

## A. Evacuation

### 1. Evacuation Preparedness

Evacuation Routes

Each room has an evacuation plan posted on the wall near the exit door(s). The map shows your present location (shaded area) and identifies the preferred evacuation route (black line). This is your primary evacuation route; however, you should take the time to familiarize yourself with all exit routes in case your primary route is blocked by heavy smoke, fire, or debris. The elevator will not be available, so only use stairs as a means of egress.

Evacuation Assistance

Persons that have physical, visual, or hearing impairments may require assistance during an emergency evacuation. A minimum of two persons should be identified to provide assistance to these individuals. Be aware of visitors who may need assistance and assign individuals to them as needed.

If necessary you should request help from other occupants to assist with evacuating a disabled person. *To prevent injury to others, allow those who do not require assistance to exit first.*

During a planned evacuation drill, disabled persons should not evacuate. Instead, the volunteer(s) should talk the person through the procedure to be used if it were a real emergency.

Assembly Areas

Accounting for all occupants following an evacuation is critical. Confusion in the assembly areas can lead to delays in rescuing anyone trapped in the building or trigger unnecessary and dangerous search-and-rescue operations. Thus, it is very important to gather at your assigned assembly area after you leave the building. Refer to **Figure 3 & 4** for your assigned area.

Evacuation Drills

An evacuation drill is an opportunity to test your knowledge of the evacuation plan and how to exit from the building during an emergency. During a drill, all stairs and doors may be used to exit the building. You will receive prior notice of all drills. Never assume that an alarm is a drill unless you have received official notification.

Figure 4. Evacuation Assembly Areas



### 2. Evacuation Roles and Responsibilities

a. The Courtesy Team Leader investigates the cause of the alarm and directs the appropriate response (Section V).

b. Courtesy Team members should direct/assist evacuees to exits and make one final check of their assigned areas (if conditions allow) to verify that everyone has been evacuated.

c. Teachers are responsible for escorting their students to the assembly area. A full accounting of the students at the assembly area should be made to ensure everyone has made it safely out of the building.

d. Department staff/volunteers who are not escorting people out of the building should double-check all rooms (including restrooms) to ensure everyone has evacuated the area.

e. Ushers are responsible for directing the evacuation of the Worship Center and assisting the disabled/elderly.

f. Greeters should man their respective exit doors--holding them open to assist in the smooth and rapid evacuation of all personnel.

### 3. Evacuation Procedure (FIGURE 5 & 6).

* + - * 1. Remain calm.
				2. Follow the assigned evacuation route and exit the building.
				3. Do not stop to collect personal belongings.
				4. Do not run.
				5. If you are the last one out of a room, close the door behind you.
				6. Meet at your assigned assembly area
				7. Remain at the assembly area until the “all clear” is announced or permission is given to leave the grounds.

***NOTE:*** To avoid congestion, all vehicles must remain in the parking lot until cleared to leave so that emergency vehicles will have free access to all building entrances.

##





##  B. Lockdown

Over the last few years, hostile intruder situations have emerged as a serious threat in schools and churches. The best protection from this type of threat is an immediate lockdown of the facility.

### 1. Lockdown Roles and Responsibilities

a. The Courtesy Team Leader makes the final assessment of the situation and orders the lockdown, if warranted.

b. Courtesy Team members are responsible for verifying their areas are locked down. Then, they should respond to the threat according to COURTESY TEAM training. (See Section VI)

c. Teachers are responsible for locking their rooms, protecting their students, and providing a calming influence.

d. Department staff/volunteers are responsible for escorting children who are in the hallways or restrooms to the nearest secure room. They should also double-check the doors to ensure they are locked.

e. Ushers are responsible for locking the worship center doors and closing the doors after those in the immediate area have found cover.

f. Greeters should direct people who are in the hallways and restrooms to the nearest secure room then seek cover themselves.

### 2. Lockdown Procedure

1. Immediately direct all persons into the nearest classroom or secured space.
2. Lock the department doors and each classroom door.
3. Move people away from windows and doors.
4. Remain quiet and keep out of sight.

***WARNING:*** Do not unlock or open the door for anyone. A staff member or Courtesy Team member will unlock the door and personally inform you that it is safe to come out.

### 3. Securing the Building

If notified by police that a potentially dangerous individual may be in the church neighborhood:

1. Bring all people inside.
2. Lock all exterior doors.
3. Clear the hallways, restrooms, and other rooms that cannot be secured.
4. Keep everyone away from the windows.
5. Control all movement, but continue classes/events.
6. Direct departments to keep everyone inside.
7. Stay locked down until informed by the police that the neighborhood is safe.

## C. Shelter-In-Place

Sheltering-in-place provides refuge for personnel inside the building during an environmental emergency such as a tornado or nearby release of toxic gases.

### 1. Shelter-In-Place Roles and Responsibilities

a. The Courtesy Team Leader is responsible for monitoring the weather channel and local conditions, providing updates to the staff/ministry leaders, and assessing the damage once the storm passes.

***WARNING:*** If the property is hit by a tornado, there may be ruptured gas/water mains, downed power lines, and hazardous debris within the campus. Take action, as required, to assess the area (Section V) before allowing people to move about freely.

b. Courtesy Team members should direct/assist people to safe locations.

c. Teachers are responsible for escorting their students to the assigned shelter area, providing a calming influence, and administering immediate care for the injured.

d. Department staff/volunteers are responsible for escorting children who are in the hallways or restrooms to the nearest shelter area.

e. Ushers are responsible for directing the evacuation of the Worship Center to the Fellowship Hall and other safe areas.

f. Greeters should direct people who are in the hallways and restrooms to the nearest shelter area then seek cover themselves.

g. Medical Personnel should respond immediately to reported injuries.

### 2. Tornado Procedure

When directed to “shelter for tornado”:

* 1. Bring all persons inside the building and close all exterior doors.
	2. Move occupants to the nearest approved shelter area.
	3. Direct persons to assume a curled position to protect eyes and head.
	4. Remain in shelters until an “all clear” is announced.

### 3. Toxic Gas Procedure

When directed to “shelter for toxic gas”:

1. Bring all persons inside the building.
2. Close all exterior doors and windows.
3. Turn off ventilation leading outdoors.
4. Remain indoors until an “all clear” is announced.

### **V. RESPONDING TO HAZARDOUS SITUATIONS**

Although every effort is made to manage the risk associated with operating a facility the size of FAMILY OF GRACE CHURCH CHURCH, accidents and weather events can and do happen. Teaching the leadership how to respond properly to a variety of perilous situations is a critical component in our effort to make FAMILY OF GRACE CHURCH a safe place to congregate. Knowing what to do in case of a fire, gas or water leak, severe weather warning, power outage, or medical emergency can save lives.

## A. Fire, Smoke and/or Explosions

Fire, smoke and explosions can occur without warning. Even if the potential danger appears minimal, treat it seriously.

### 1. If you are near a smoke or fire condition:

***WARNING:*** If you have the slightest doubt whether or not you should attempt to fight the fire, don’t – get out!

* 1. **If it is a small fire contained to the area where it started:**
		1. Use the nearest fire extinguisher, making sure it’s the proper type.

***NOTE:*** Remember PASS – **P**ull pin, **A**im nozzle, **S**queeze handle, **S**weep agent back and forth to extinguish the fire.

***NOTE:*** Most fire extinguishers are located in the hallways within protective cases that are mounted to the walls. See Figures 6 & 7 for specific locations.

* + 1. With your back toward a safe escape route, aim the extinguisher at the base of the fire and sweep from side to side.
		2. Discharge the entire contents of the extinguisher.
	1. **If you’ve chosen not to fight the fire:**
		1. Evacuate the area and close all doors in the vicinity.

***WARNING:*** Do not open any doors that feel warm to the touch.

* + 1. If you encounter smoke, stay low and crawl on your hands and knees to the nearest exit. Remember, smoke and toxic gases rise. It is easier to see and breathe if you are close to the floor.
	1. **If you are trapped in a room:**
		1. Take precautions to prevent smoke from entering the room. Place a towel or other materials at the base of all doors. Seal other openings, such as air vents.
		2. Go to a window and call or signal for help.
	2. **If your clothes catch on fire:**
		1. STOP. Do not try to run because the flames will become more intense.
		2. DROP to the floor.
		3. ROLL over and over to smother the flames.
		4. If you can't lower yourself to the floor, then a large towel or blanket can be used to smother the flames on your clothing.

### 2. If you are not near smoke or fire:

Perform evacuation procedures. (Section IV)

## B. Gas Leaks

Natural gas is primarily composed of methane, a highly flammable gas. Although it only happens rarely, a natural gas leak can sometimes occur inside the facility. A natural gas leak can be dangerous because it increases the risk of fire or explosion. Because methane does not have any odor, the gas company adds a "rotten-egg" smell that can be easily detected by most people.

Exposure to low levels of natural gas is not harmful to your health. However, if a gas leak is severe, the amount of oxygen available for breathing could be dramatically reduced, which can lead to asphyxia. Symptoms of asphyxia include: dizziness, fatigue, nausea, headache, and irregular breathing. Exposure to extremely high levels of natural gas can cause loss of consciousness or even death.

### 1. Procedure for Gas Leaks

***WARNING:*** Avoid all actions that could produce a spark that could start a fire or explosion.

DO NOT operate any electrical switches or electrical appliances.

DO NOT make telephone calls from inside the facility.

DO NOT light a match or other combustible material.

DO NOT turn any light switches on or off.

If a natural gas leak is confirmed:

1. Evacuate the facility immediately.
2. Ventilate the building.
3. If you can quickly isolate the leak to a piece of equipment or gas line, turn off the gas supply at that location.
4. If the source is unknown, shut off the main gas valve. (Figure 8)
5. Contact 911.
6. Do not re-enter the building until the gas company verifies the environment is safe.

### 2. Treatment for Persons Exposed to Natural Gas

An individual exposed to natural gas asphyxia needs to get fresh air immediately and medical attention as soon as possible. If the person is unconscious and not breathing, move him or her to a location where there is fresh air and administer mouth-to-mouth resuscitation until help arrives.

*Source: NICDC (www.nidcd.nih.gov/health/smelltaste/gasdtctr.asp)*

## C. Water Leaks

***WARNING:*** If there are electrical appliances or outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area.

In case of a water leak:

1. If there is any threat of personal injury, call 911.
2. Evacuate personnel from the immediate area.
3. Remove valuable items from threatened areas.
4. If you know the source of the water and are confident of your ability to stop it (unclog a drain, turn off water, etc.), do so cautiously.
5. If you are unable to stop the leak locally, shut off main water supply valve. (Figure 1 and 2)
6. Call facilities personnel for assistance.

D. Severe Weather

Severe storms (thunderstorms) pose several dangers to property and personnel. Although tornadoes are probably the most feared component of thunderstorms, in most years, lightning is its greatest killer. Even flash flood deaths have exceeded tornado fatalities during the last several decades. Although hail causes more monetary loss than tornadoes, thunderstorm generated "straight-line" winds can also cause widespread damage and occasional fatalities. Nevertheless, the tornado does present the most challenging severe weather safety issue.

Tornadoes can be categorized as "weak", "strong", and "violent." Weak tornadoes often have a thin, rope-like appearance with rotating winds of up to 110 MPH. About 70% of all tornadoes are weak. The typical strong tornado often has the more "classic" funnel-shaped cloud with rotating wind speeds up to 200 MPH. About 30% of all tornadoes fall into the strong category. By definition, weak and strong tornadoes do not level well-built homes. Thus, a well-built structure offers shelter from almost all direct hits by tornadoes.

According to the experts, “Only violent tornadoes are capable of leveling a well-anchored, solidly constructed home. Fortunately, less than 2 percent of all tornadoes reach the 200+ MPH violent category. Furthermore, most violent tornadoes only produce home-leveling damage within a very small portion of their overall damage swath.”

*Source: University of Illinois (ww2010.atmos.uiuc.edu/(Gh)/home.rxml)*

### 1. Tornado Watch

**If a tornado watch is issued for the church area:**

a. Bring all persons inside the building.

b. Close windows and doors.

c. Review tornado drill procedures and location of safe areas.

 2. Tornado Warning

Most tornadoes come from the southwest, so normally rooms facing south and west would be the hardest hit and most dangerous to occupy. Students caught in such locations should know to climb under a sturdy object like a desk or counter, if available, or crouch and cover their heads as illustrated in Figure 7. Large rooms with free span roofs such as gymnasiums, cafeterias, and auditoriums should be avoided. The best locations, in order of importance, are in a basement, a place on the lowest floor of a building, under a short span ceiling, or in the interior of a building.



Figure 7. Shelter Position for Tornados

**If a tornado warning is issued for the church area:**

Perform shelter-in-place procedures. (Section IV)

## E. Power Outage

The reasons for a power failure can be a defect in a power station, damage to a power line or other part of the distribution system, a short circuit, or the overloading of electrical mains. Power outages can be caused by a variety of events including: severe storms, objects touching power lines, cars hitting poles, and excavations of underground electric cables.

The two main dangers associated with power outages are heat stroke and hypothermia. Heat stroke happens when the body can’t control its own temperature and its temperature rises rapidly. Sweating fails and the body cannot cool down. Body temperature may rise to 106°F or higher within 10 to 15 minutes. Heat stroke can cause death or permanent disability if emergency care is not given. Hypothermia happens when a person’s core body temperature is lower than 35°C (95°F). Hypothermia has three levels: acute, subacute, or chronic. **Acute hypothermia** is caused by a rapid loss of body heat, usually from immersion in cold water. **Subacute hypothermia** often happens in cool outdoor weather (below 10°C or 50°F) when wind chill, wet or too little clothing, fatigue, and/or poor nutrition lower the body’s ability to cope with cold. **Chronic hypothermia** happens from ongoing exposure to cold indoor temperatures (below 16°C or 60°F).

**In case of power outage:**

***NOTE:*** There are three possible circumstances related to power outages which must be investigated:

 Power is out to the church and the neighborhood.

 Sections of the church are without power.

 Power is out in the church building.

1. Take the necessary steps to ensure the safety of all occupants.

2. Note the time of day of the power outage.

3. Wait 5 minutes before calling anyone. During this time, complete Step 4.

4. The facility staff should first check nearby homes or businesses for evidence of no power.

a. If it is confirmed that the outage has affected the surrounding area, call ***City of Alexandria 473-1301*** and report that power is out to the building.

b. If power is out in some sections of the church but not all, it is likely that one or two legs of the three phase power supplied to the building are out.

***WARNING:*** This condition, known as a “phase loss”, can have detrimental effects on the church’s major mechanical and electrical equipment. It should be reported immediately to Murfreesboro Electric and the facilities staff should turn off all large motors, pumps, fans, etc. using the appropriate circuit breaker or disconnect switch.

c. If power appears to be out to the church only (i.e., surrounding homes or business have power) the facilities staff should conduct a routine check of the main electrical breaker.

1) If the breaker has tripped, do not reset the main breaker. Call ***Brian Electric 730-9528*** and report the problem.

2) If the main breaker is OK, check the church grounds for possible downed power lines.

***WARNING:*** Do not allow anyone to approach downed lines.

a) If a line is down, notify 911 and take action immediately to protect others from coming near it.

b) If no problem is found, report the problem to ***City of Alexandria 473-1301.***

5. If the outage continues, the Associate Minister will decide whether or not to close the church based on the anticipated duration of the outage and the weather.

6. After the power has been restored, the facilities staff should check the building’s mechanical systems to make sure the fans, pumps, etc. automatically returned to normal operation. Also, if a phase loss has occurred and fans and motors were turned off, the facilities staff should make sure they are turned back on after the power is restored.

## F. Medical Emergency

A medical emergency is an [injury](http://simple.wikipedia.org/wiki/Injury) or [illness](http://simple.wikipedia.org/wiki/Illness) that poses an immediate threat to a person's health or life. It needs immediate help from a medical professional or [hospital](http://simple.wikipedia.org/wiki/Hospital). Medical emergencies and accidents can occur at any time and may involve a member, visitor, or employee.

### 1. Warning Signs of a Medical Emergency

The following are warning signs of a medical emergency:

1. Difficulty breathing, shortness of breath
2. Chest or upper abdominal pain or pressure
3. Fainting, sudden dizziness, weakness or change in vision
4. Change in mental status (such as unusual behavior, confusion, difficulty waking)
5. Weakness on one side or a facial droop, garbled speech
6. Suicidal or homicidal feelings
7. Sudden, severe pain anywhere in the body
8. Bleeding that won't stop after 10 minutes of direct pressure
9. Severe or persistent vomiting, coughing up blood
10. Unconsciousness

### 2. Procedure for Medical Emergencies

1. Dial 911 (or direct someone to do so).
2. Stay calm.
3. Dispatch an onsite medical professional or first aid trained member to the victim. They will:
	1. Check breathing,
	2. Check for bleeding,
	3. Check vital signs,
	4. Initiate first aid, as appropriate.
4. Direct someone to get the AED and first aid supplies.

***NOTE:*** An AED is a portable electronic device that analyzes the heart's rhythm for any abnormalities and, if necessary, delivers an electrical shock to the victim. This shock, called defibrillation, may help the heart to reestablish an effective rhythm of its own.

***NOTE:*** The AEDs and first aid supplies are stored in the MEDIA ROOM at N Campus and MEDIA ROOM at S Campus.

1. Comfort the victim.
2. Keep the victim warm with a coat or blanket.
3. Do not move the victim unless there is danger of further injury.
4. Do not give the victim anything to eat or drink.
5. Disperse onlookers and keep others from congregating in the area.

### 3. Biohazard Disposal

To clean up bodily fluid such as blood or vomit:

* 1. Always wear latex or vinyl gloves and safety glasses
	2. To clean up blood:
1. Prepare a solution of 10 percent chlorine bleach (2 cups bleach/gal water).
2. Pour solution over blood.
3. Let stand for 10 minutes.
4. Use a towel/rag to collect spill.
5. Dispose of contaminants (towel, gloves, etc.) in a biohazard bag.
6. Deliver the Bio-hazard bag to the Courtesy Team Leader for proper disposal.
	1. Wash your hands using anti-bacterial soap immediately after removing the gloves.

# SECTION VI. RESPONDING TO THREATS FROM INDIVIDUALS

Due to their unpredictability and potential for violence, hostile threats (individual’s intent on doing harm to people and/or property) are perhaps the most difficult threats to confront. Identifying and intercepting these individuals before people and property become vulnerable is the highest priority, but knowing how to defuse or contain a developing situation is also very important. This section contains procedures for handling hostile intruders, bomb threats, missing children, burglars, and vandals.

## A. Hostile Intruder

The church has the authority to have persons removed from church property as trespassers if they pose a threat to disrupt church activities or harm church property or occupants.

Initially, the role of the COURTESTY TEAM members, greeters and ushers is to act as a “blocking force” preventing an individual from entering the building, Worship Center or department areas. Once the worship service has begun, the ushers need to position themselves strategically within the Worship Center so they can observe all areas and respond quickly, if need be. Ushers should also be guarding the entrance doors to the Worship Center—standing between the entrances to the building and the doorways to the Worship Center. (Typically, shooters wait until people have gathered before they begin their rampage.)

### 1. Recognizing Suspicious Activity

It is important that members of the COURTESY TEAM are trained to recognize suspicious activity that may provide warning of the presence of an intruder.

***NOTE:*** “Recognizing suspicious people transcends demographic factors; it is focused upon their behavior not who they are.... [Notice] how a person is dressed, how they walk..., where they are focusing their attention, and what they are carrying.” - - Carcara and Riggs, NACBA Ledger, W2008

**a. Suspicious activity is defined as follows:**

***NOTE:*** This list is not all inclusive.

1. A person appears to be nervous and looking around.
2. A person changes behavior as you approach.
3. A person departs quickly when seen or approached.
4. A person is in a place he/she does not belong.
5. A person is walking, standing, or sitting with a hidden immobile hand.
6. A person matches or parallels your (or someone else’s) movements.
7. A person attempts to “bait” you and provoke a response.
8. Two or more people are moving or acting in concert, flanking you or others.
9. A person is carrying inappropriate looking packages or objects.
10. A person leaves an inappropriate looking package in or outside the church building.
11. A person is holding or squeezing a package or object with too much force.
12. A person will not look at you or hold eye contact.
13. A person is found wandering throughout the building and has a weak excuse as to why he or she is there.
14. A person appears to be angry.
15. A person’s movements, behavior, or possessions make you curious.
16. A person is over-dressed for the weather.

**b. Some general cues to look for are:**

1. Red, flushed face
2. Unnecessary loud voice
3. Hyperventilation or rapid breathing
4. Shaking, twitching hands or clenched fists
5. Rigid body
6. Fixed stare
7. Hesitation to respond or move as directed
8. Nausea
9. Crying or tears

### 2. Procedure for Confronting an Intruder

***WARNING***

DO NOT underestimate the danger posed by any opponent regardless of their size, sex, or appearance.

DO NOT meet alone with unannounced strangers.

Always approach a serious situation in a “team mode” (two or three COURTESY TEAM members).

**a. If a suspicious person is discovered in the facility:**

1. Politely greet the person and identify yourself.
2. Ask the person for his/her name and the purpose of his/her visit.
3. If the person’s purpose is not legitimate, ask him/her to leave.
4. Accompany the person to the exit.
5. Notify the COURTESTY TEAM Team Leader.

**b. If a suspicious person appears angry, distressed, or nervous:**

1. Speak with a reassuring, low, and appropriate tone.
2. State you are there to assist them.
3. Show empathy (recognizing the person’s distress, fear, etc.).
4. Be an active listener--using silence, reflective comments (repeating what they have said) and clarifications.
5. Ask diversionary questions like: Where do you live? Where are your children?
6. Ask questions that pose simple choices like: Can I call someone for you?
7. Be courteous, concerned and serious.
8. Don’t be condescending, agitated, nervous, embarrassing, or sarcastic.
9. Use meaningful eye contact (directly at person, focus on the face).
10. As much as possible, assume a non-threatening body posture.
11. Sit or stand near the person at a slight angle.
12. Do not touch the person unless all other non-physical tactics are exhausted or immediate interdiction is called for.
13. Encourage the person to accompany you out of the congested area so you can talk to them more privately.

**c. If an intruder refuses to leave:**

***NOTE:*** Physical intervention in confrontations should be used as a last resort after all other means of diffusing or de-escalating a situation have failed.

1) Notify the COURTESY TEAM LEADER.

2) Call for assistance from another COURTESY TEAM member.

3) If the intruder displays a potential for violence, back away.

4) Maintain visual contact.

5) If the situation begins to escalate, initiate lockdown procedures. (Section IV)

**d. If physical intervention becomes necessary:**

1. Call 911 for police response.
2. If weapons are observed, comply with all demands of the assailant.

***WARNING:*** Do not attempt to overpower an armed assailant.

1. If two or more unarmed people are involved in confrontation, attempt to separate the parties.
2. If an individual becomes combative, encourage him/her to stop and leave the premises.
3. If he/she leaves the premises, get an accurate description that can be relayed to the police for a later apprehension and potential criminal prosecution.
4. If an unarmed individual becomes combative and refuses to leave the premises, it may be necessary to attempt to restrain the combatant to avoid injury to third parties. This should only be attempted only as a last resort and when deemed reasonable based upon the circumstances and/or if sufficient personnel are available to accomplish the restraint until the police arrive.

**e. If an individual is disrupting the worship service:**

***NOTE:*** Physical intervention in confrontations should be used only as a last resort after all other means of diffusing or de-escalating a situation have failed.

1) Call for assistance.

2) Politely ask the person (without touching him) to accompany you out of the worship center. You might try coaching them out as follows:

 *“I need your help. Can you come with me?”* or

 *“Excuse me. Can I speak with you for a minute?*

3) If the person complies, exit through the nearest doorway and use the procedures outlined in paragraphs a. through d. of this section to resolve the situation.

4) If the person does not comply,

a) Act as a buffer between the individual and any members of the congregation who may have heroic intentions.

b) Call for assistance from a nearby COURTESY TEAM member.

c) Call for onsite law enforcement personnel.

d) If the intruder displays a potential for violence:

* Back away.
* Move nearby congregants away from the intruder.
* Escort the object of the intruder’s attention (e.g., the pastor) from the worship center to a safe location.
* If the intruder brandishes a weapon, follow procedure outlined in section C entitled, “Weapons/Shooting.”

***NOTE:*** If the situation escalates, the COURTESY TEAM LEAADER may decide at any time to initiate evacuation and/or lockdown procedures.

e) Continue to attempt to defuse the situation by talking in a calm and understanding tone.

f) If a law enforcement officer is in the congregation, hand the situation over to him/her.

## B. Hostage

### 1. If you are a witness to a hostage situation:

a. Do not intervene.

b. Notify the COURTESTY TEAM LEADER.

c. Call 911.

d. Call for onsite law enforcement personnel.

e. Seal off area near hostage scene.

f. Await arrival of police.

### 2. If you are taken hostage:

a. Cooperate with the hostage-taker to the fullest extent possible.

b. Try not to panic. Calm others who may be present.

c. Ask permission to speak. Be respectful. Do not argue. Do not make suggestions.

## C. Weapons/Shooting

### 1. If a suspicious person is suspected of carrying a weapon:

a. Stay Calm.

b. Do not call attention to the weapon.

c. Gather the following information:

1) Name of person suspected of having the weapon.

2) Location of the weapon.

3) Whether the suspect has threatened anyone.

4) Any other details that may prevent the suspect from hurting someone or himself/herself.

d. Consider the best time and place to approach the person, taking into account the following factors:

1) Need for assistance from law enforcement.

2) Type of weapon.

3) Safety of persons in the area.

4) State of mind of the suspected person.

5) Accessibility of the weapon.

e. Separate the person from his/her weapon, if possible.

### 2. If a person displays a firearm or begins shooting:

***WARNING:*** If the person threatens you with the weapon, do not try to disarm him/her. Back away with your hands up.

***NOTE:*** Members of the COURTESY TEAM have the responsibility to be a “director” during an armed intruder situation. You must communicate with a strong voice to those around you—giving them the direction they need to survive. During stressful situations, hearing is diminished; therefore, you must communicate with a commanding voice.

a. Yell to warn others around you.

***NOTE:*** Examples of commands are:

 *“Gun! Get down!”*

 *“He has a gun! Move to a room and lock the door!”*

 *“There’s a man with a gun! Don’t go upstairs!”*

b. Move to or seek shelter.

c. Initiate lockdown procedures. (Section IV)

d. Call 911.

e. Access the situation as to:

1) The shooter’s location

2) Injuries

3) Potential for additional shootings.

f. Care for the injured (if it is safe to do so).

## D. Missing Infant/Child

### 1. When notified that a child is missing:

a. Quickly get a detailed description including: name, age, hair color, eye color, approximate weight and height, and what the child is wearing (color of shirt, jacket, pants, etc.).

b. Quickly search immediate area. If the child is notfound within two (2) minutes proceed to step c.

c. Immediately cover all available exits and begin monitoring for the missing child.

d. Request all people attempting to leave the building to remain within and request any people attempting to enter to remain outside.

e. Conduct a thorough search of the building and property.

f. If the child is not found, call 911.

g. When the child is found, inform all staff (and police, if applicable).

### 2. If you encounter a suspicious person with the missing child:

a. Use reasonable measures to delay the exit of the person and child without placing yourself or the child at risk.

b. If the person leaves with the child:

1) Describe the suspect to the parents.

2) If the parents fear the child has been abducted:

a) Call 911.

b) Obtain and immediately record:

* A full description of the suspect
* Make, model and license number of the vehicle (if any)
* Direction of travel

 c) Pass this information on to the police.

## E. Bomb Threats

**Bomb threats are usually received over the phone, sometimes by note or letter. The overwhelming majority of threats received are hoaxes; however, every bomb threat is to be taken seriously. Hoaxes are** often the work of malicious pranksters, but they could also be designed to disrupt, to test reactions or to divert attention. Genuine warnings may be attempts to avoid casualties, but they also enable the terrorist to blame others if there are casualties.

### 1. Mail Bombs

It is important to be aware for suspicious parcels, but keep in mind that a mail bomb is an extremely rare occurrence.

**a. Recognizing Explosive Devices.**

Although the appearance of mail bombs may vary greatly, here are some characteristics that have repeatedly shown up:

1. Mail bombs may have excessive postage. (Normally a bomber does not want to mail a parcel over the counter and have to deal face-to-face with a window clerk.)
2. The return address may be fictitious or non-existent.
3. The postmark may show a different location than the return address.
4. Mail bombs may bear restricted endorsements, such as "Personal" or "Private." This is particularly important when the addressee does not usually receive personal mail at the office.
5. Mail bombs may display distorted handwriting, or the name and address may be prepared with homemade labels or cut-and-paste lettering.
6. Parcel bombs may be unprofessionally wrapped with several combinations of tape used to secure the package, and may be endorsed "Fragile--Handle with Care" or "Rush--Do Not Delay."
7. Letter bombs may feel rigid, or appear uneven or lopsided.
8. Package bombs may have an irregular shape, soft spots or bulges.
9. Mail bombs may have protruding wires, aluminum foil, or oil stains, and may emit a peculiar odor.

**b. Procedure for handling suspicious envelopes or packages**

If you become suspicious of a mailing and are unable to verify the contents, observe the following safety precautions:

1. Don't open the article.
2. Isolate the suspect parcel and evacuate the immediate area.
3. Don't put it in water or a confined space, such as a desk drawer or cabinet.
4. If possible, open windows in the immediate area to assist in venting potentially explosive gases.
5. Don't worry about possible embarrassment if the item turns out to be innocent. Instead, contact the Postal Inspection Service and your local police department.

*Source: U.S. Postal Inspection Service (usps.com/postalinspectors/*

*bombs.htm)*

### 2. Telephone Threats

“Bomb threats are usually received by telephone. The call is usually short in duration and the caller usually refuses to answer any questions. None-the-less, the caller should be pushed for additional information, as it will be very helpful to the threat analysis that you will have to quickly make. Ask for information prior to planning to the motive, location of the device, type, appearance, detonation time, etcetera. The caller's exact words should be written down. Do not leave the recall of what was said to your memory as under stressful conditions something will end up changed or misquoted. Also carefully note any background noises, unusual comments, accents, other voice characteristics, etcetera.” (*John W. Kennish, CPP -Security Consultant, kennish.com/bombthreat/)*

There is no way to predict if the threat is a prank or the real thing. Therefore, no threat should be ignored.

**If a bomb threat is received:**

1. Do not panic.
2. Do not hang up on the caller. Listen carefully and ask questions to obtain as much information as possible concerning the nature and location of the bomb. Use the Checklist for Telephone Threats (Appendix A).
3. Order a general evacuation of the facility to the assigned assembly areas. (Figure 4)
4. Survey the grounds to clear exits and areas where evacuees will be going.
5. Do not evacuate to parking lots where there are automobiles. The bomb could be in a car in the parking lot.
6. Call 911.

***WARNING:*** Do not use cell phones, radios or the fire alarm system because there is a risk of activating the device.

1. Scan the classrooms and common areas for suspicious items. Scans should be made by people who are familiar with the building. Assign the staff to scan main areas of the building. Keep in mind that a bomb could be placed anywhere on church property (inside or outside).

***WARNING:*** Do not touch a suspicious device or package.

1. Report any suspicious devices, packages, etc. to the police.

## F. Theft

Churches are ideal targets for burglars for obvious reasons. Because members come and go with regularity, a thief can usually enter and leave without being noticed or questioned. If he is stopped and questioned, he can easily escape without incident by inquiring about services or asking directions. Churches are also surrounded by large parking lots that provide seclusion from neighbors who might be suspicious of their criminal behavior. Finally, cash, sound equipment and instruments taken from churches are easily pawned for a quick return on their efforts. Thus, it is important to be vigilant and provide adequate security measures to deter burglary.

### 1. Profile of a Burglar

Criminals are not famous for their work ethic. On top of that, they, literally, live and die by calculated risks. Assessing labor and risk are very much criminal skills. Too hard and too risky are the best defenses you have. Since the criminal is not interested in getting "you" personally, it's easier for him to inflict his criminality on others where there is less work and fewer risks.

Burglars rely on people either not noticing them or thinking they are something else (like a delivery men or someone just out walking). Before leaving their homes, they often equip themselves with concealed tools (or in the case of some higher level burglars, a plain delivery van and dressed like blue collar workers). It is under the cover of this anonymity that they will position themselves to commit a crime.

Burglars tend to try to minimize attention-attracting behaviors before breaking in. When they act, however, there is a period of time that they are at risk of being noticed and their "cover blown" (e.g., a "repairman" doesn't climb through a window). Make no mistake, while setting it up, they are still engaging in the criminal process, but -- unless you know the little signs and signals -- it often looks innocent. When everything is set up, they drop the pretension and act. Because their cover is blown, they must act quickly.

If he can't find an open or unlocked window, the fastest means to enter is to smash a window (or kick in a door). One loud noise, reach in, undo the lock, slide open the window and he's in. If, hearing a noise, a neighbor walks over and looks out her window, she will not see him inside the building. As long as the burglar gets through the window, the most to be seen is an open window. Within 10 seconds from making a loud noise, he's out of sight from people who will call the police.

Thieves will seldom face risk if they don't think they will benefit. They don't break in just to do a recon -- except in the worst neighborhoods. They prefer to go in knowing there are valuables there.

*Source: Copied with permission from Marc MacYoung, nononsenseselfdefense.com*

### 2. Identifying a Potential Burglar

***NOTE:*** Items left on a car seat with the door unlocked encourages a common type of opportunity theft. Often youngsters, whether individually or in a pack, will travel between cars in a parking lot car and check the door handles. When they find one unlocked, they will stop and "toss" the car.

a. Keep your eyes and ears open for possible crime.

b. Watch for strange cars or people that appear to be cruising the area.

c. Watch for any person who is threatening to you or anyone else.

d. Watch for people in isolated areas who seem to be hanging around waiting for an opportunity.

e. Watch for any person who seems to have no purpose in the area.

f. Watch for someone running from a car or from the building. They could be someone who just committed a crime or a victim running from a crime.

g. Listen for any unusual or suspicious noise that you cannot explain, such as breaking glass, pounding, or a dog barking aggressively.

h. Be aware of strangers carrying property from the church or anyone carrying unusual property.

i. Watch for suspicious vehicles parked on the property.

j. Watch for persons attempting to forcibly enter the building or a locked vehicle, especially at night.

### 3. Confronting a Potential Burglar

**a. If you suspect that a person is contemplating a burglary:**

1) Recruit another COURTESY TEAM member to accompany you as you confront the person.

2) Politely greet the person and identify yourself.

3) Ask the person for his/her name and the purpose of his/her visit.

4) If the person’s purpose is not legitimate, ask him/her to leave and monitor him/her until they are off property.

5) If the person appears dangerous, back away and cooperate with his demands. Follow procedure outlined in Section 4 (“In the Event of an Armed Robbery”).

**b. If you catch a burglar in the act:**

1) Call for assistance from a nearby COURTESY TEAM member.

2) Attempt to detain the suspect for questioning.

3) If the suspect cooperates:

a) If the suspect is a member, arrange a meeting with the Minister of Administration to discuss the situation.

b) If the suspect is not a member, call the police dispatcher at 911 and await their arrival.

4) If the suspect flees, report the burglary attempt to the police.

5) If the suspect appears dangerous, back away and cooperate with his demands. Follow procedure outlined in Section 4 (“In the Event of an Armed Robbery”).

### 4. In the Event of an Armed Robbery

***WARNING:*** Never resist a robber! You are dealing with a highly-volatile individual and the stakes are not worth serious injury or death.

a. Be as cooperative and efficient as possible. Follow his/her instructions exactly.

b. Inform the robber of any unexpected moves or possible surprises.

c. If possible, try to take note of the robber's appearance, speech and mannerisms.

d. Don't chase or follow the robber.

e. Once the robber has left the church, try to observe:

1) Type of getaway vehicle

2) License plate number

3) Any accomplice

4) Direction of escape

f. Call 911 immediately.

g. Ask any witnesses to stay until police arrive. While they wait, encourage them to write down what they remember. If they can't stay, get their names and addresses so police can reach them later.

h. Write down exactly what the robber said and any details you can recall about the robber's appearance.

***NOTE:*** Do not discuss the details of the robbery or compare notes with anyone else, including fellow employees or witnesses. It's easy to become confused.

i. Protect the crime scene, including fingerprints or any evidence such as a demand note.

## G. Vandalism

**There is no typical vandal.  Vandals can be good or bad students, girls or boys, whites or blacks, rich or poor.**

**The largest age group arrested for vandalism is between 13 and 14.   However, children as young six and seven vandalize schools and park areas.  Teenagers with growing-up problems act destructively by misusing vehicles, spray-painting graffiti on public places, etc.  Older youths often commit more serious acts such as damaging vehicles or machinery, burglary, arson or theft.**

**Although most vandals do not have a clear motive for their acts, studies show that basic social problems and attitudes are at the root of the vandalism.   Among the many explanations for the crime are anger against society, boredom, drug and alcohol abuse, disciplinary problems, personal problems and racial/political conflicts.**

*Source: tpolice.com/vandalism.htm*

### 1. Identifying a Potential Vandal

a. Keep your eyes and ears open for possible criminal activity.

b. Watch for people in isolated areas who seem to be hanging around waiting for an opportunity.

c. Watch for people who seem to have no purpose in the area.

d. Listen for any unusual or suspicious noise that you cannot explain.

### 2. Confronting a Potential Vandal

**a. If you suspect that a person is contemplating vandalism:**

1) Recruit another COURTESY TEAM member to accompany you as you confront the person.

2) Politely greet the person and identify yourself.

3) Ask the person for his name and the purpose of his being in the area.

4) If the person’s purpose is not legitimate, ask him to leave and monitor him until he leaves the area.

**b. If you catch a vandal in the act:**

1) Call for assistance from a nearby COURTESY TEAM member.

2) Attempt to detain the suspect for questioning.

3) If the suspect cooperates:

a) If the suspect is a member, arrange a meeting with the Minister of Administration to discuss the situation.

b) If the suspect is not a member, call 911 and await their arrival.

4) If the suspect flees, report the vandalism attempt to the police.

# SECTION VII. MEDIA PROCEDURES

It is important to understand the Press and their response to a crisis. Their job is to produce stories that attract audiences and their deadlines are often very short. A reporter will form an impression of you and the church based on how you respond to their needs. It is very important to treat them well. A fair treatment of the situation may depend on it.

## A. Immediate Response

1. Access the situation to determine:

a. What happened?

b. When?

c. Where?

d. Who’s involved?

e. Who’s affected?

f. How it happened/why?

g. What action you are taking?

h. When more details will be available?

2. Establish a reliable line of communication between the Associate Pastor, the Senior Pastor, and the on-site media spokesperson.

3. Establish a media information center away from the affected area, but close enough to shoot video footage and photographs.

## B. Release of Information

1. As soon as possible, have the spokesperson give the media the basic information.

a. Accuracy is most important.

b. Give them a time when you can answer questions.

2. Refrain from speculation on anything that is not verified, such as the cause of an accident or the amount of damage if not known.

3. Provide information on personnel injuries to the families involved as soon as possible.

***NOTE:*** Do not release information to the media until the families have been notified.

4. Take the initiative in informing appropriate government officials.

5. Use every means of communication to present facts that will offset rumors or misstatements.

6. Never flatly refuse information. Always give a good reason why it isn’t available.

## C. Media Relations

1. Always know to whom you are speaking. Get the reporter’s name and phone number in case you need to contact him/her later.

2. Speed in reply to a query is very important. Reporters have deadlines.

3. Keep cool. If a reporter gets snappy, it’s probably because he/she is under a lot of pressure.

4. Permit reporters and photographers immediate access to church property within the limits of safety and concern for the victims.

***NOTE:*** Be especially careful about photographing the scene. You have every right to control what photographs are taken on church property.

5. If you don’t know the answer, get it.

6. Don’t color or slant your answers. Never give an answer that might not stand up. Be truthful.

7. Don’t play favorites.

*Source: Tip Sheets, Texas Public Relations Association*

# APPENDIX A: EMERGENCY NUMBERS

Ambulance 911

Fire 911

Police 911

Police Dispatch (non-emergency – City of Alexandria) 449-9059

Electric (Brian Electrical Contractors) 730-9528

Fire & Burglary Alarm (Security Services)

Gas (City of Alexandria) 441-6026

Water (City of Alexandria)…………………………………………………….731-1264

Heating & Air Conditioning (ACA CORP) 443-6321

Plumbing (ACA CORP) 441-6240

Louisiana Poison Center 800-222-1222

Postal Inspection Service 877-876-2455

Suicide Prevention/Crisis Intervention 800-749-2673

Ralph Johnson (Church Administrator/Associate Pastor) 229-8121

Church Office – NORTH CAMPUS 769-1992

Church Office – SOUTH CAMPUS 443-1400

# APPENDIX B: CHECKLIST FOR TELEPHONE THREATS

**If you receive a telephone threat:**

* Remain calm.
* Do not hang up. Keep the caller on line as long as possible and listen carefully.

Ask the following questions:

* Where is the bomb/chemical or other hazard?
* When will it explode/be activated?
* What does it look like?
* What kind of bomb/hazard is it?
* What will cause it to explode/activate?
* What is your name?
* Did you place the bomb/hazard? Why?
* Where are you?

Exact wording of the threat:

If the voice is familiar, who does it sound like?

**Caller ID Information:** [ ] male [ ] female [ ] adult [ ] juvenile age

**Call Origin:** [ ] local [ ] long distance

 [ ] cell phone [ ] home phone [ ] office phone Other\_\_\_\_ \_\_\_\_\_

**Caller’s Voice:**

[ ] calm [ ] excited [ ] loud [ ] soft [ ] deep [ ] nasal

[ ] raspy [ ] distinct [ ] slurred [ ] normal [ ] crying [ ] laughing

[ ] slow [ ] rapid [ ] disguised [ ] accent [ ] lisp [ ] stutter

[ ] drunken [ ] incoherent Other

**Background Sounds:**

[ ] quiet [ ] static [ ] voices [ ] music [ ]  bells [ ] horns

[ ] airplanes [ ] street [ ] animals [ ] party [ ] vehicles [ ]

[ ] house [ ] PA system [ ] trains [ ] factory [ ] motor Other

**Threat Language:**

[ ] well spoken [ ] foul [ ] taped [ ] incoherent [ ] irrational [ ] message read

Did caller indicate knowledge of the building or grounds?

Person receiving call:

Phone Number where call was received:

Date Time