

# Emergency Response Plan

## Revised 07/09/08



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*Note: Emergency procedures are available at the info centers, receptionist desk and to all those who attend training sessions.*

# Emergency Response Plan

## **PURPOSE**

This plan has been created to provide information and tools to staff, members, session, etc. in order to equip First Presbyterian Church with a protocol in case of emergencies involving medical issues, evacuations, tornadoes, and other natural disasters. Another purpose of this plan is to establish procedures for the safe, systematic and orderly evacuation of First Presbyterian Church by its occupants in case of a fire emergency, and to instruct occupants on the proper fire evacuation procedures.

## **OBJECTIVES**

- a. The primary objectives of this plan are to minimize and/or prevent injury to persons, and property damage to church buildings.
- b. The secondary objective is to provide proper education as part of the continuing training program for all occupants, to assure the prompt reporting of an emergency and the proper response to alarms, and the immediate initiation of emergency procedures.

In the case of emergency report information to: Emergency Operation Center

### Emergency Operations Centers

-During normal business hours Monday through Friday 8:30a-5p report to the receptionist on the first floor in Building B.

-On Sunday mornings report to the Info Centers in Building A or C - first floor near entrance (whichever is closer)

If emergency occurs on a Sunday when a large population is present in the buildings, please follow this protocol:

Alert the closest info center host.

The host (or a designated messenger such as the head usher) will relay a message to the assisting pastor who is sitting up front, but not preaching.

In Building A - assister is up front on the left of the chancel.

In Building C - assister is in first row of far left section (1).

\*Examples of using emergency protocol:

1. Injury where emergency vehicles are called - Pastor announces "*emergency vehicles are en route to our church, the situation is under control and we don't need to evacuate. Please remain calm and we'll give you more information as we receive it.*"

2. Fire alarm and verification of actual smoke - Pastor announces "*the fire alarm has been set off and we need to evacuate the building. Please stay calm and begin the evacuation procedure. Ushers, please go to your designated spots.*"

***For specific emergency protocol, please read the rest of this manual.***

### Campus Addresses

Building A.....235 N Marshall Street

Building B.....250 N Marshall Street

Building C.....200 N Cherry Street

Mailing Address..... 300 N Cherry St.  
Winston Salem, NC 27101

Phone..... 336-723-1621

## Medical Emergencies

**Note:** Treat minor injuries from supplies in the first aid kits.

The kits are located: Building A: Gallery Foyer desk drawer on the left under the bulletin board.

Building B: Receptionist office cupboard above computer

Building C: Information Center, sitting on the desk

### **Procedure for Adult/Child who is hurt:**

1. If life threatening, dial 9 then 911 from the closest phone (preferably not a cell phone)  
Be prepared to give the following information:

**Name and phone number**

**Location.**

**Number of people involved.**

**Nature of injury or illness.**

2. Send someone for First Aid Kit or AED.

For a child who is hurt: Use Walkie Talkie in Nursery Room C-104 to radio Nursery Coordinator. If you can't reach Nursery Coordinator and medical treatment might be needed, ask Production Coordinator Rachel Lewis at 354-7373 to put up security number 007 and a doctor who is in the church will respond.

3. If emergency vehicles are en route, alert the closest info center host. The host (a designated messenger) will relay a message to the assisting pastor who is sitting up front, but not preaching.

In Building A - assister is up front on the left of the chancel.

In Building C - assister is in first row of far left section (1).

4. While waiting for professional help do not move the ill or injured person in non life threatening situations. If life threatening provide First Aid and prepare to do CPR with AED. See AED Policy.

When professional help arrives:

Provide first-aid and brief Responders or EMS as they take control

Emergency response team members will assist as needed

Document your action and aid given (who provided treatment and what was done)

5. If a child is injured while at church, or bitten by another child, fill out an accident report form (located in nurseries in Bldg C room C-104 or children's information center in Bldg A room A-104) and notify the Nursery Coordinator. Even if it's minor, please fill out a report. All reports should be given to the Nursery Coordinator. If child shows signs of illness, fever, colds, rashes, etc. please notify Nursery Coordinator, so parent can be sent for.

***\*NEVER GIVE MEDICATION OF ANY KIND TO A CHILD.***

## Automated External Defibrillator (AED) Policy

An automated external defibrillator (AED) is used to treat victims who experience sudden cardiac arrest. It is only to be applied to victims who are unconscious, not breathing and has no pulse, such as normal breathing, coughing and movement. The AED will analyze the heart rhythm and advise the operator if a shockable rhythm is detected. If a shockable rhythm is detected, the AED will charge to the appropriate energy level and advise the operator to deliver a shock.

AED locations: Presently, there are two units.

|   | Site       | Serial # | Model                          | Location   | Contact           |
|---|------------|----------|--------------------------------|--|-------------------|
| 1 | Building A | 4178128  | Cardiac Science Powerheart AED | 1 <sup>st</sup> Floor Gallery - on the inside wall of sanctuary entrance | Karl Pandorf X286 |
| 2 | Building C | 4178113  | Cardiac Science Powerheart AED | 1 <sup>st</sup> Floor in main hallway near the Info Center entrance      | Karl Pandorf X286 |

**For AED in Building B** - Send someone to Building A to locate the AED.

OUR AED COORDINATOR is Karl Pandorf. The Coordinator will be responsible for the following activities, and will maintain a logbook to document them:

- Notify Communications Coordinator of any changes to the AED locations or procedures.
- Keep a record of CPR/AED training certification dates and expiration dates for all trained volunteers and staff. Trained personnel must attend refresher training periodically as required to maintain their certification.
- Training will consist of at least adult and child CPR training that includes a segment of initial AED training, and must be certified by either the American Heart Association or equivalent program.
- Maintain defibrillator and accessories necessary for support of medical emergency response in a state of readiness.
- Complete the Post-Incident Report Form for Cardiac Arrests following use of the AED.
- Keep of record of any Post Incident Report Forms.
- Responsible for having all electronic files captured by the AED downloaded to a PC and placed in the patient's confidential medical file.

### RESPONSIBILITIES OF MEDICAL ADVISOR

The Food & Drug Administration considers defibrillators to be prescription devices pursuant to 21 CFR, 801, 109 and medical authorization is required. The medical advisor of the AED program is responsible for:

- Providing medical direction for use of AEDs.
- Writing a prescription for AEDs.
- Reviewing and approving guidelines for emergency procedures related to use of AEDs and CPR.
- Evaluation of Post Incident Report Form and digital files downloaded from the AED.

## Responding to a Medical Emergency

The AED may be used on any individual at least 8 years of age or older and displays ALL the following symptoms associated with cardiac arrest:

- Victim is unconscious.
- Victim is not breathing.
- Victim has no pulse and/or shows no signs of circulation such as normal breathing, coughing or movement.

Use of the AED is authorized by any staff or church member who has successfully completed CRP/AED training.

1. In the event of a possible cardiac arrest, a trained responder (or another responder) will locate the closest AED to the victim, and retrieve it. Always use stairs, not elevators. Go as quickly as possible.

| Site       | Location   | Contact              |
|------------|--|----------------------|
| Building A | 1 <sup>st</sup> Floor Gallery - on the inside wall of sanctuary entrance | Karl Pandorf<br>X286 |
| Building C | 1 <sup>st</sup> Floor in main hallway near the Info Center entrance      | Karl Pandorf<br>X286 |

**\*For AED in Building B - please go to Building A to locate the AED.**

2. If an AED is not immediately available, perform CPR until the unit arrives on the scene. The first AED trained responder to arrive should relieve any untrained person providing emergency assistance.
3. When a responder arrives at the AED, notify the info center host (if available) of the situation. The responder or info center host should call 911 immediately.
4. Pick up the nearest phone and dial 9-911 \*If possible, DO NOT USE a cell phone.  
Be prepared to give the following information:  
Name and phone number.  
Location.  
Number of people involved.  
Nature of injury or illness
5. When the responder has reached the AED, open the cabinet (an alarm will sound) remove the AED. This activates the emergency protocol for other areas. Return to the victim.
6. Open the AED and hit the power button. Follow the prompts. Be sure any bystanders are not touching the patient for the machine to get an accurate reading.
7. Attach AED connecting cable to the unit (they may be already connected).
8. Peel the backing away from the electrode pads.

9. If CPR is in progress, **Stop** CPR. If CPR had not been initiated, perform CPR for 2 minutes then proceed with the AED. Follow the AED unit's voice and LED written prompts
10. Attach the adhesive electrode pads to the victim's bare chest. Place the pad marked **"heart"** on the left lateral side of the chest, then place the other electrode over the chest above the right nipple and below the right collarbone. The machine will automatically **analyze** for a heart rhythm.
11. **"CLEAR"** the victim during analysis. Be sure that ***no one is touching the victim***, including the person in charge of rescue breathing (airway).
12. **"CLEAR"** the victim before delivering the shock, be sure ***no one is touching the victim***.

Press the **SHOCK** button to deliver the shock when the AED signals a **SHOCK** is indicated.

13. Follow the preprogrammed shock sequence as preset by the manufacturer: **\*Analyze, shock**      **\*If no shock advised, perform CPR for 2 minutes**
14. Continue to follow the AED voice and visual prompts.
15. Continue CPR until EMS (Emergency Medical Services) personnel arrive.
16. Transfer the care of the victim to the EMS personnel. Provide EMS with pertinent information, including the history of events.
17. Document events (forms located at info centers).
18. Contact Karl Pandorf for replacement supplies.

Following use of the AED, all equipment should be wiped clean according to procedure. Medical emergencies involving use of an AED require special documentation. Any and all patient information generated must be collected and placed into a confidential medical file. The electrodes & resuscitation kits (if used) will need to be replaced and critical incident stress debriefing is crucial for anyone involved.

## Fire and Smoke Emergencies

If you detect fire or smoke:

- Activate the manual fire alarm
- Call 911 (move to a safe area before making this call).
- Give your name, telephone number, and location.
- Describe the situation.
- If you know how to use a fire extinguisher and can safely action is to attempt to extinguish the fire, locate an extinguisher. Obtain the closes extinguisher, PULL PIN and Discharge at the base of the fire.
- If the fire is beyond the point of a safe attempt to extinguish it, isolate the fire by closing doors in the area before evacuating.
- Advise the info center host (Sundays only), staff member or custodian if evacuation is needed.

### If the Fire Warning Alarm Sounds

- Do not use the elevator.
- Evacuate immediately, using the nearest exit. Walk quickly and safely to the nearest exit. Do not run.

**Note: Evacuation should be toward ground level. If you encounter smoke or heat in a stairwell, proceed across that floor to another stairwell and continue evacuation to ground level.**

- Assist disabled persons in your area.
- If you encounter smoke, take short breaths through your nose and crawl along the floor to the nearest exit.
- Feel all doors with your hand before opening. If the door is hot, do not open it. If the door is cool, open it slowly, keeping behind the door in case you have to quickly close it to protect yourself from oncoming smoke or fire.
- Proceed to the ground level and outdoors.
- Move upwind of the building at least 75 feet away from the building and beyond designated fire lanes. Go to your designated assembly area as described in the evacuation part of this manual.
- **Do not go to your automobile or attempt to move it from the parking lot. This could hinder access by emergency vehicles.**
- **Do not congregate near building exits, driveways, or roadways.**
- **Do not reenter the building until an "all clear" is issued (Note: The "all clear" should be initially issued by the Fire Department.)**

## General Building Evacuation Procedures

1. Those assigned with special duties will perform them. Notify Info Center Host and Assisting Pastor.
2. Send message to assisting pastor, per protocol. Have he/she announce:  
*"Please listen carefully to the following instructions. Do not exit the building until I instruct you to do so. Parents do not attempt to leave to get your children. They are already in the process of leaving the building. You will find them outside the building. In a few moments we will begin to evacuate in an orderly fashion. Once you are outside, do not try to leave in your car, as this will only restrict the fire department from getting access to the church. The exits include the three doors in the back of the auditorium and two exits behind the stage. Once you are outside, please move away from the building to allow the emergency vehicles access to the building. You may now begin a calm evacuation of the auditorium."*
3. Staff, members, and visitors in the building shall evacuate the building via prearranged evacuation route (see map) quickly, quietly, and single file. The last person out of the room shall pull the door closed, but will not lock it. *If the incident occurs during a service, the ushers will direct the evacuation.*
4. The ushers assist with the evacuation by directing people to the exits then leading people to the appropriate areas. (Once in their designated areas, ushers will direct people away from the entrances to allow people to enter more quickly). Ushers will ensure no one remains in dangerous areas.
5. The first person out will monitor the exit and keep people from re-entering the building.
6. Everyone will exit the building via the closest exit and then walk quickly to their assembly area (see map).
7. No one will take time to collect personal items.
8. If regular exit is blocked, seek an alternate exit.
9. First aid should be performed as necessary. Everyone shall wait further instructions. Re-entry or further instruction will come only from the emergency personnel or staff member.
10. A staff member will notify the utility companies of a break or suspected break in utilities. Report the status to info center host or staff.
11. A staff member will determine whether the occupants will go home, or any further action should be implemented. He/she will also report any missing personnel, members, visitors to emergency personnel.
12. If it is safe to return to the building, staff or emergency personnel will advise all staff and members/visitors.

### If a Building Evacuation is initiated - important "dos" and "don'ts" are

- **Remain calm.**
- Follow the instructions of emergency response team, if applicable.
- If you occupy an enclosed office, close the door as you leave.
- Use stairwells (do not use elevator) for evacuation. Be alert for other staff, church members, and emergency agency personnel who might also be using the stairwells.
- **Do not return for coats, purses, briefcases, etc, after you have left the area.**
- **Do not smoke.**
- **Do not return to your area until the "all clear" signal is given.**

## BUILDING A

### Evacuation Plan for Sanctuary– (see map pg. 11)

In case of an emergency and there is a need to evacuate the sanctuary, please follow the procedures below:

1. On a Sunday morning, please use the nearest exit from the Sanctuary.
  - a. If you are seated closer to the Narthex, please use the exit behind you and go out the Cherry St. doors. Cross the street and assemble in parking lot near the Opera Office. Wait there for further instructions.
  - b. If you are seated closer to the Chancel, please use the exit in front of you. Go through the Gallery foyer or out the stairwell hallway and out the Marshall Street entrance. Walk down Marshall Street to Bldg C wait in front of Bldg C for further instructions.
2. Do not go retrieve your child from Sunday school or child care. The teachers and child care workers are responsible for evacuating them. They will stay with your child while evacuated and once it's clear, they will allow you to rejoin your child.

### Evacuation Plan for Preschool - First Floor

In case of an emergency and there is a need to evacuate, please follow the procedures below:

1. In the event of an emergency or when the fire alarm rings on the first floor, an evacuation of your classroom is needed.
2. Immediately, have your class line up at the door. Count each child and compare to sign-in sheet.
3. For the older classes - use rope for the children to hold on to that is included in the emergency packet found in every classroom.
4. Exit the building as quickly as possible using the following map. Turn off light and close door. Please be calm and keep children quiet as you leave.
5. **Take your sign-in sheet** with you as you leave the building.
6. **All classes and nurseries will go to the front of building C on the Cherry St. side.**
7. Do not release **any** child into his/her parent's care until you have gotten to the parking lot.
8. If a parent comes back to the hall, ask them to meet you at the parking lot or possibly help with getting all children to the parking lot.
9. When parents arrive, mark off child's name from sign-in sheet.
10. At the parking lot, sit with your class in a group, separated from other classes. This will help with parent's being able to find you quickly. Use the sign with your classroom name that is provided to hold up for parents to quickly find your class.
11. Please check in with the staff member in charge at the parking lot to let her know your class has left the building.

*Infant, Crawler and Toddler Rooms* will be evacuated using the evacuation cribs. Put children in crib and push crib out to parking lot to the left. Use the Marshall Street glass doors.

*Crickets, Bumble Bees and Butterflies* will exit through the Marshall Street wooden doors by the south stairwell (near the toddler room)

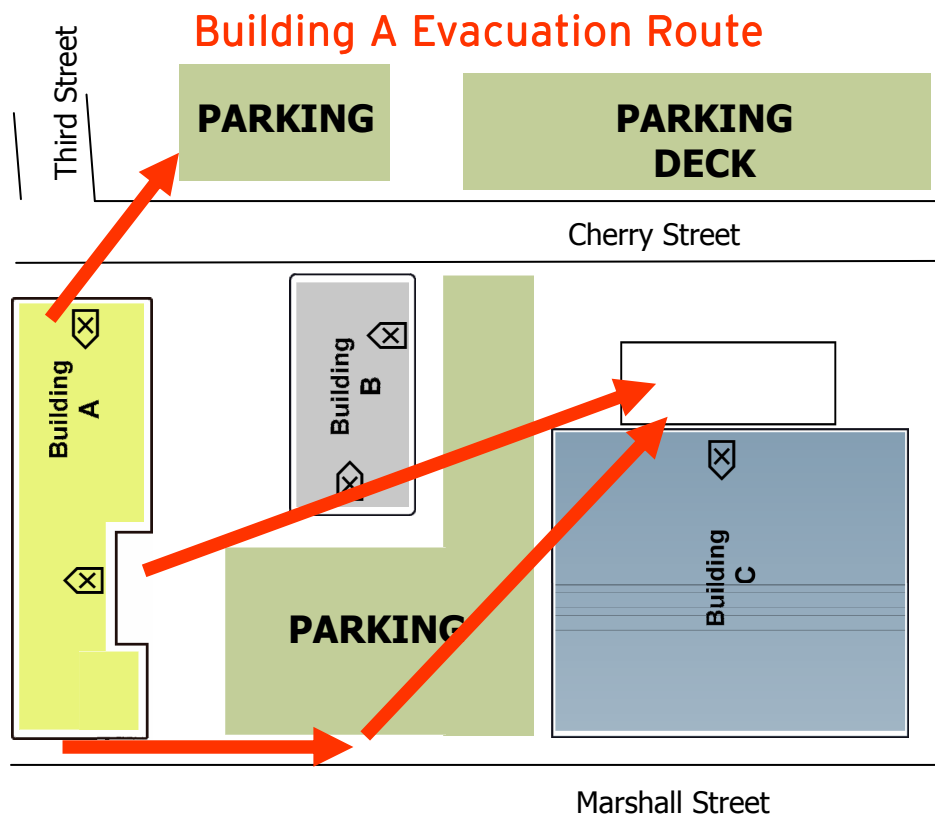
*Frogs and Turtles* will exit through the Marshall Street wooden doors by the north stairwell.

*Kindergarten Worship* will exit through the Marshall Street glass doors.

## Classroom Evacuation Instructions for Children on the 2<sup>nd</sup> and 3<sup>rd</sup> floors

In the event that there is a need to evacuate children from the church the following steps should be followed:

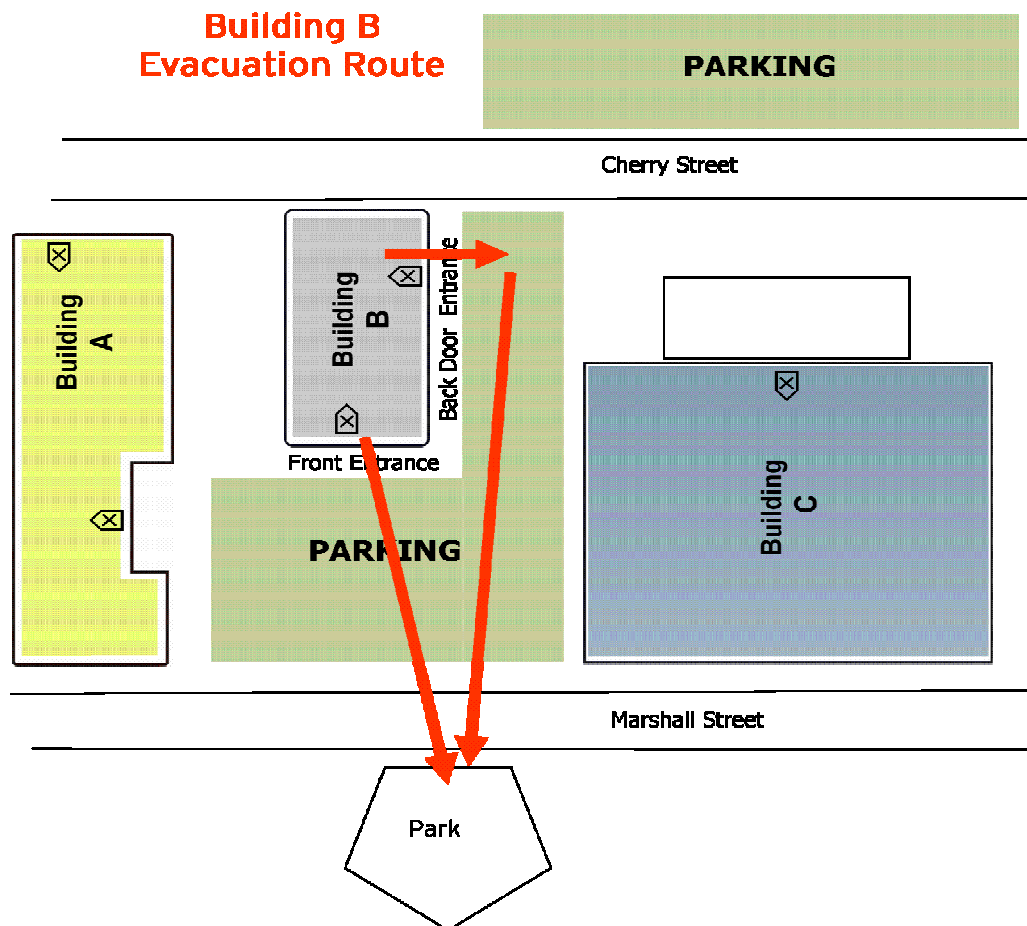
1. The evacuation route is posted at the door to each classroom. Read it and understand it for your classroom. **DO NOT USE THE ELEVATORS- USE THE STAIRS**
2. Assign one adult to be in charge of accounting for each child and one adult to be the last to leave the room.
3. Before evacuation, count the number of children in your class and make sure it matches your class roster
4. **Take your roster with you.** Once you arrive safely in the assembly area count the children again.
5. **All classes will meet in the front of building C on the Cherry Street side.**
6. Do not allow a parent to take his or her child until everyone has been taken to the designated area.
7. **Once evacuated, please wait for further instructions from a staff member. Stay with your group at all times.**



## Building B Evacuation Plan for Youth Space and offices

In case of an emergency and there is a need to evacuate, please follow the procedures below:

1. If in B-100 or basement, go out the Back Door or out the Marshall St doors, turn right and walk across Marshall St. to the park. Wait for further instructions.
  - a. Youth leaders check in with your staff member to let them know you have evacuated with your class.
2. If at receptionist or upstairs, proceed down the stairs to the Marshall St. or Cherry St. doors and walk across Marshall Street to the park. Wait for further instructions.



## Building C Evacuation Plan for Worship Center

In case of an emergency and there is a need to evacuate the worship center, please follow the procedures below:

On a Sunday morning, please use the nearest exit from the Worship Center.

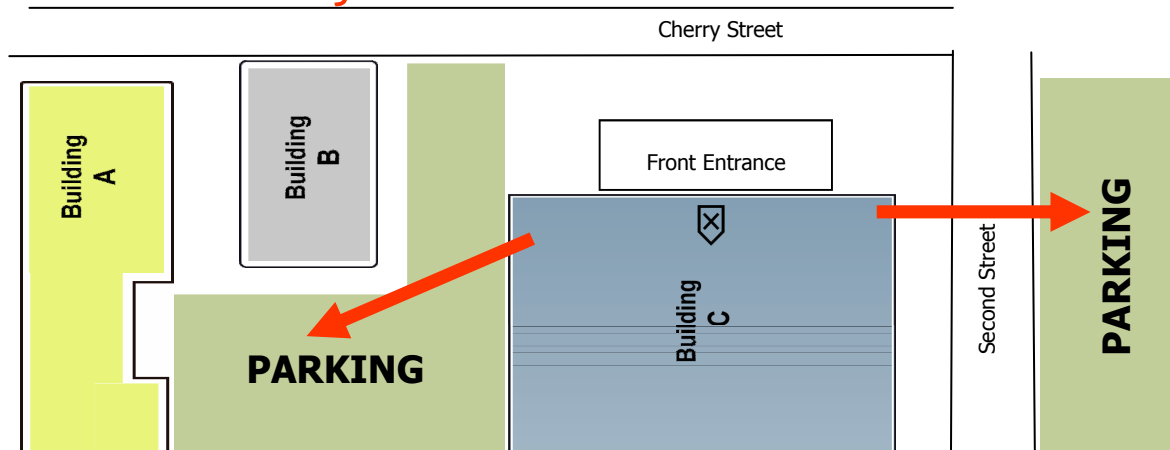
1. Exit the doors behind you and exit the building. Cross Second Street and wait in the parking lot OR walk down Marshall Street and wait in parking lot of Building B. Wait there for further instructions.
2. Do not go retrieve your child from Sunday school or child care. The teachers and child care workers are responsible for evacuating them. They will stay with your child while evacuated and once it's clear, they will allow you to rejoin your child.

### Evacuation Plan for Nurseries

In case of an emergency and there is a need to evacuate, please follow the procedures below:

1. Put babies in evacuation crib and exit the building as quickly as possible: North Nursery will exit the double doors that lead to North Parking Lot; South Nursery will exit the double doors that lead to the South Parking lot and then go around to the front of the church. **After exiting proceed to the North Parking lot in front of Building B on the Marshall Street side where all children will gather.**
2. Take your sign-in sheet with you as you leave the building.
3. Do not release **any** child into his/her parent's care until you have gotten to the parking lot.
4. If a parent comes to your nursery room, ask them to meet you at the parking lot or possibly help with getting all children to the parking lot.
5. When parents arrive, mark off child's name from sign-in sheet.
6. At the parking lot, sit with your class in a group, separated from other classes. This will help with parent's being able to find you quickly. Use the sign with your classroom name that is provided to hold up for parents to quickly find your class.
7. Please check in with the staff member in charge at the parking lot to let her know your class has left the building.

## **Building C Evacuation Route**



## Tornado Emergency

The National Weather Service has developed a method of identifying storm conditions that foster the development of tornadoes. The classification and definitions of storm conditions are:

- A **“tornado watch”** status indicates that weather conditions are favorable for the development of tornadoes. The “watch areas” are usually large geographic areas, covering many counties or even states that could be affected by severe weather conditions including tornadoes.
- A **“tornado warning”** is an alert issued by the National Weather Service after a tornado has been detected by radar or sighted by weather watchers or by the public. The National Weather Service provides the approximate time of detection, the location of the storm and the direction of movement. A tornado can move from 25 to 40 miles per hour so prompt emergency action must be taken.

**Tornado Safety Basics** - Tornadoes and tornado-producing weather conditions are always possible. Familiarize yourself with the basics of protecting yourself wherever you may be.

### Default locations:

Building A - 1<sup>st</sup> floor interior class rooms  
Building B - Basement, proceed to the vault  
Building C - 1<sup>st</sup> floor in the worship center away from windows

If you are indoors, the general responses to a tornado warning are:

- Move away from windows. If you have time, close any window blinds or shades to help prevent flying glass and debris—the cause of most injuries in office buildings.
- Warn others. Encourage them to get to safety immediately.
- Move away from large expanses of unsupported ceilings.
- Move away from building perimeter area.
- Move to an interior room away from windows—to an enclosed room or conference room, a rest room, an interior stairwell.
- If in an interior hallway, away from windows, crouch down as low as possible.
- If you are in an elevator, stop and get off at the next floor and take cover in an interior hallway or interior room. Do not use elevators during tornado warnings.
- If moving to a safer location in the building is not possible, get under a desk or table in an interior office.

Once you’ve situated yourself in the safest place you can find, protect your face and head, and stay where you are until an “all clear” signal is given. (If circumstances change and new dangers are present, seek a different safe place.)

If you are outdoors, the general responses to a tornado warning are:

- If at all possible, move indoors to an interior room.
- If moving indoors is not possible, take cover near objects that are low and securely anchored to the ground, such as culverts or low retaining wall.

## **Bomb Threat**

If you receive a bomb threat either in person or by telephone:

- Prolong the conversation as long as possible.
- Ask where and when the bomb will explode. Note if the person indicates knowledge of First Presbyterian by descriptions or locations.

On phone calls, be alert for distinguishing background noises like music, voices or machinery.

- Study voice characteristics. Note accents.
- If conversation is prolonged and you're on the telephone, notify another staff member or volunteer (by note) to call 911.
- Contact a staff member or assisting pastor to relay the details of the situation. Assisting Pastor and Info Center Host will initiate a building evacuation following the steps outlined for general building evacuation procedures.
- Assisting Pastor announce - "May I have your attention please. For precautionary purposes, we have determined that we need to evacuate the building immediately. Children's ministry leaders and First Impressions team members should proceed with the evacuation plan. Please calmly exit the building. For safety reasons, do not use hand-held telephones or radios until further notice."
- As soon as the circumstances allow, the Info Center Host should contact a staff member to indicate the nature of the incident and to request assistance in decision-making.

### **If what appears to be a bomb is found:**

- DO NOT TOUCH IT.
- Clear people away from the immediate area.
- Isolate it as much as possible by closing doors.
- Notify staff member in charge immediately.
- DO NOT tell visitors that a bomb threat has been received.

## Confrontational Person(s)

There is a security person on site during all services. Once the security person is involved in the situation, defer all authority to him/her. In the event you witness a confrontation occurring on First Presbyterian Church property use the following guidelines:

### Verbal confrontation outside the Auditorium

- *Usher*—Investigate and evaluate the degree of threat, then notify the security person and point person. Continue monitoring the confrontation until resolved or the conflict escalates.
- *Security Person*—Explain to the involved parties that their conduct cannot continue on the church property and ask them if the church could do anything to help. If assistance is requested from the church contact a member of the staff.

### Verbal confrontation inside the Auditorium

- If services have not started, handle the incident as above.
- If services have started, handle the incident as follows:
  - Assisting Pastor* - Handle any conversation with the confrontational person (s).
  - Ushers*—Four ushers will position themselves in an area close to the stage in case the speaker needs assistance. Head Usher—Move to the backstage area and be ready to assist the pastor should it be necessary for them to exit the stage.

### Physical Confrontation (no weapons)

- Due to the high possibility of injury occurring, a quick response is necessary.
- *Person Closest to Incident*—Call for assistance immediately from security person, staff member or info center host. Do not attempt to resolve the conflict on your own.
- *Security Person*—ask the persons involved in the confrontation to please stop, use calm clear commands. If the parties stop, separate them and assess for possible medical needs. Move them to a comfortable quiet area.
- If any of the parties involved are juveniles, contact a parent or guardian. A juvenile must be released to an adult. Complete an accident/incident report (available at the information center).
- *Staff Member* - If security is not present and any of the parties involved ask for Law Enforcement contact the Downtown Bike Police Department by calling the non-emergency number (336-727-2177) and instruct them to meet at the Information Center. Then wait at the Information Center to meet the arriving officer.

### Weapon Observed, but Not Involved in a Confrontation

If a weapon is observed, but is not involved in a confrontation do not approach the person with the weapon. Contact the Security Person or staff member and tell them what you saw and where. The Security Person will then handle the situation in a calm manner.

### Confrontation with a Weapon Involved

- If a weapon is displayed in a confrontational situation immediately call 911 and report the incident.
- Notify the info center host and assisting pastor who will slowly and clearly announce, "*We have an emergency (give location) please go into lock-down.*"
- Repeat the instructions twice. (see Lock-Down Procedures pg 17)

## Lock-Down Procedures

- Please note lock down will not occur in the room or area where the incident is occurring.
- **Member of Staff Leadership Team**—Obtain the copy of the building plans at the Information Center to give to the law enforcement officers. Proceed to the front door to meet the arriving police officers and direct them to the problem area(s). Notify the parking hosts that the church is in lock-down. Return to the front doors to handle Media and to warn anyone trying to enter the building of the emergency.

**Assisting Pastor**—Read the following prepared statement,

*“Please listen carefully to the following instructions. We have an emergency and for your safety and the safety of others please remain seated. Do not exit the building unless I instruct you to do so. Parents do not attempt to leave to get your children. They are locked in a protected area for their safety. When instructed, we will have you pick up your children as you normally do. You will need your ID tag to pick up your children. Please wait for further instructions. We will keep you advised as information becomes available.”*

- **Ushers**—Secure auditorium doors and prepare for possible evacuation. In the event of evacuation follow the evacuation plan.
- **Children’s Ministry**—Secure all children, teachers/leaders, and staff in your assigned room and lock classroom doors. Prepare the children for a possible evacuation. Keep the children away from the windows and in an area least visible from outside the room. Check the class roster and account for all children. Do not open the doors until directed to do so by Security, member of Staff Leadership Team or Law Enforcement. If evacuation becomes necessary follow the evacuation plan found in each classroom.

# Appendices

Appendix 1 1st Presbyterian Church Staff Phone Numbers  
06/04/08

main #.....723-1621  
Custodian on duty.....408-3615 (Sun AM only)

|                | ext | home     | cell           | office          |  |
|----------------|-----|----------|----------------|-----------------|--|
| Amy Holloway   | 228 | -        | (503) 997-1977 | B-215           | Associate Pastor   |
| Andy Hamer     | 245 | 403-5004 | 406-1503       | B-110           | Assoc for College Ministries                                       |
| Jami Conroy    | 236 | 766-4778 | 287-0158       | A-113           | Assoc for Children's Ministries                                    |
| Jeanne Nifong  | 234 | -        | 442-9616       | B-207           | Admin Asst-Sr Pastor & COO   |
| Jeff White     | 235 | 924-1399 | 414-0610       | A-220           | Associate Pastor   |
| Jerry Tyson    | 230 | 768-3727 | 972-1240       | C-201           | Assoc for Music Ministries   |
| Karen Schoulda | 243 | 945-0375 | 251-9889       | A-221           | Visitor & New Member Coordinator                                   |
| Karl Pandorf   | 286 | 768-6547 | 409-7066       | B-206           | Facilities Manager/Network Admin/Webmaster                         |
| Lee Dixon      | 227 | 659-8647 | 918-0079       | B-216           | Chief Operating Officer  |
| Linda Pollock  | 224 | -        | (336) 529-3482 | B-212           | Comm/Special Events  |
| Michael Dodds  | 288 | 774-6693 | -              | C-202           | Director of Music Ministries                                       |
| Mike Horne     | 225 | 998-0245 | 413-1507       | B-214           | Associate Pastor   |
| Molly Franklin | 239 | -        | 926-7770       | B-108           | Assoc for Youth Ministries   |
| Nancy Porter   | 222 | 765-6880 | 414-2339       | B-210           | Manager - Admin/Operations   |
| Rachel Lewis   | 229 | 293-6497 | 354-7373       | C-203           | Worship Creative Arts & Technical Producer                         |
| Robert Manning | 232 | 765-2120 | 413-5118       | A-108           | Supervisor - Custodians  |
| Ronda Lineback | 221 | 595-4370 | 972-4067       | B-101           | Admin Asst / Front Desk Receptionist                               |
| Russ Ritchel   | 231 | 760-4461 | 414-0609       | B-201           | Senior Pastor  |
| Sally Faison   | 238 | 724-3991 | 407-0701       | B-217           | Admin Asst - Assoc Pastors   |
| Sharon Spencer | 233 | 712-1354 | 577-3331       | A-101/<br>B-211 | Assoc for Children's Min (Preschool/Nursery) / Financial Assistant |

Emergency Numbers

For any life threatening emergency Dial 9 then CALL 9-1-1

Emergency Medical Services.....336-767-6161

Fire Department.....336-773-7900

Police Department.....336-773-7700

*Downtown* Bike Patrol .....336-727-2177

Sheriff's Department.....336-748-4100

Electricity (*Duke Energy*).....1-800-777-9898

Power outage..... 1-800-769-3766

Gas (*Piedmont Natural Gas*)..... 1-800-752-7504

Water.....336-727-8418

(*Emergency*).....336-727-2345

Carolina Poison Control Center.....1-800-222-1222

## Information Host Sheet - Worship Center

### Schedule

11:00 Contemporary Service 11:00a - 12:00p

### Contact Phone Numbers

Custodian on duty = 408.3615  
Technical producer (Rachel Lewis) = 354.7373  
Hospitality Coordinator = TBD

### Information Center - C-101

|                           |                          |
|---------------------------|--------------------------|
| Emergency procedures      | All hospitality nametags |
| First Aid kit             | Door stops               |
| Phone                     | Lost and found           |
| Brochures and church info | Office supplies          |
| Offering envelopes        | Bulletin Bins            |

### Janitorial Closet - C-103

|                               |                            |
|-------------------------------|----------------------------|
| Bucket and mop                | Garbage bags               |
| Toilet paper and paper towels | Soap refills for bathrooms |
| Cleaning supplies             | Ladder                     |
| Cleaning cart                 | Wheel chairs               |

### Parking Closet - C-110

|                         |                        |
|-------------------------|------------------------|
| Cones                   | mats for wet floor     |
| Hand trucks             | Flower stands          |
| Name tags, vests, signs | Flashlights, umbrellas |

### Usher Closet - C-207

|                            |                             |
|----------------------------|-----------------------------|
| Usher Cart                 | Offering plates             |
| Hearing assistance devices | Rope for blocking off seats |
| Usher instructions         | Reserved seating signs      |

### Communion Closet - C-212

|  |                            |
|--|----------------------------|
| Communion chalices and plates            | Communion seating signs    |
| Communion elements<br>(wafers and juice) | Baptismal bowl and pitcher |
| Communion trays                          | Communion Cups             |

## Information Host Sheet - Sanctuary

### Schedule

9:00 Service: 9:00a - 9:45  
 11:00 Service 11:00a - 12:00p

### Contact Phone Numbers

Custodian on duty = 408.3615  
 Technical producer (Rachel Lewis) = 354.7373  
 Hospitality Coordinator = TBD

### Information Center - Gallery Foyer (Building A)

|                      |                           |
|----------------------|---------------------------|
| Emergency procedures | Information Host nametags |
| First Aid kit        | Door stops                |
| Phone                | Lost and found            |
| Brochures            | Office supplies           |
| Offering envelopes   |                           |

### Janitorial Closet -

|                               |                            |
|-------------------------------|----------------------------|
| Bucket and mop                | Garbage bags               |
| Toilet paper and paper towels | Soap refills for bathrooms |
| Cleaning supplies             | Ladder                     |
| Cleaning cart                 | Wheel chairs               |

### Parking Closet - C-110 (Building C)

|                         |                        |
|-------------------------|------------------------|
| Cones                   | mats for wet floor     |
| Hand trucks             | Flower stands          |
| Name tags, vests, signs | Flashlights, umbrellas |

### Usher cabinet - Narthex

|                            |                             |
|----------------------------|-----------------------------|
| Offering plates            | Rope for blocking off seats |
| Hearing assistance devices | Reserved seating signs      |
| Usher instructions         | Bulletin bins               |

### Sacristy - A-131

|  |                            |
|--|----------------------------|
| Communion chalices and plates            | Communion seating signs    |
| Communion elements<br>(wafers and juice) | Baptismal bowl and pitcher |
| Communion trays                          | Communion Cups             |

Appendix 4            **Inclement Weather Policy**

**In the event of ice or snow**, church offices may close. Check website ([www.1stpres.com](http://www.1stpres.com)), listen to WSJS (600AM or 1200 AM), or watch WXII (channel 12) for notice of closing. The church phone message system may also be an information source, though lines may be tied up due to excess demand.

**In the event of snow or ice on a weekday sufficient to close WS/FC schools**, all programming for that day/evening will be cancelled. Exceptions will be posted to the website and/or church voicemail.

**In the event of snow or ice on a Saturday or Sunday**, programming and services may be cancelled. Check website ([www.1stpres.com](http://www.1stpres.com)), listen to WSJS (600AM or 1200), or watch WXII (channel 12) for notice of closing. The church phone message system may also be an information source, though lines may be tied up due to excess demand.

## Dealing with Street People

The staff has developed a policy re: how we deal with the street people who come asking for assistance. Of particular concern are the people who come or approach our folks directly in the parking lots on Sundays or Wednesday nights for handouts and money. We want to love these folks with Christian love. There are folks out there with legitimate needs. On the other hand, we cannot allow people who are here to worship to be confronted or fear coming.

Here are some guidelines:

- **food?** Absolutely, but then they must either leave, or be escorted by someone if they remain on the premises.
- **money?** It is the policy of this church not to give funds directly to people, but rather through Crisis Control Ministries. Inform them that you are not permitted to give them money.
- **use the bathroom, phone, or water fountain?** Absolutely, but again, they must be escorted until they are out of the building.
- **come to worship?** Unless there is a history of disruptive behavior from the individual, we welcome their participation in worship. However, you or a designee must escort them and remain with them.
- **if they disregard your instructions or are disruptive,** do not hesitate to call the custodian on duty (408-3615)  
*Downtown* Bike Patrol (one of them is on duty every Sunday and Wednesday (336-727-2177)  
911 if it is an emergency or person needs to be removed from the property.

**VERY IMPORTANT: Please do not allow these folks to roam the halls unattended.**

We also support ministries with our funds and volunteers: Crisis Control Ministries, Samaritan Ministries, and Bethesda Center. These ministries fairly and effectively minister to the homeless and/or disadvantaged. Cards with directions to Crisis Control Ministries, Samaritan Ministries, and Bethesda Center are at the info centers in both buildings.

**Crisis Control Ministries (724-7453)**

For residents of FC  
Emergency \$ asst (rent, utilities, etc),  
emergency food pantry,  
clothing, and prescriptions

**Salvation Army (722-8721)**

For residents of FC  
Emergency \$\$\$ asst (rent, utilities, etc),  
emergency food pantry, clothing, and  
overnight shelter for single women,  
women with children, families

**Samaritan Ministries (748-1962)**

Lunch (for anyone) - 11-1, M-F, and 12-2, Sun  
Overnight shelter for 85 adult men

**FIRST Line (727-8100)** has information on  
basically ALL community resources

**Bethesda Center (722-9951)**

Daytime shelter for homeless men  
Overflow shelter for men and women

## Alarm Signals

- Fire Alarm: sound is a high pitched ring coupled with flashing strobe lights. When this goes off, activate the evacuation plan.
- All Clear: Staff member will announce and share info with ushers, other staff, etc.
- Earthquake: No audible signal. Directed instructions during quake to take cover (see Tornado procedures).
- Bomb Threat: if evacuation is needed, send message to assisting pastor, "We have a situation in which we need to evacuate the building. *Please listen carefully to the following instructions. Do not exit the building until I instruct you to do so. Parents do not attempt to leave to get your children. They are already in the process of leaving the building. You will find them outside the building. In a few moments we will begin to evacuate in an orderly fashion. Once you are outside, please move away from the building to allow the emergency vehicles access to the building. You may now begin a calm evacuation of the auditorium.*" Then ring the fire alarm.
- Fallen Aircraft/Space Debris: Fire signal to evacuate building.
- Terrorist or Hostage Situation: Use intercom or runners to relay message to/from info centers. Use runners to relay message to other buildings.
- Nuclear Attack: Use intercom or runners to relay messages.
- Other: In the event of unforeseen emergencies requiring evacuation, the fire alarm will be used.

**BUILDING EMERGENCY SYSTEMS**

- *Smoke Detectors are located in every building on campus.*
- *Automatic sprinklers are located in Building C only.*
- **Emergency Kit:** see Appendix 3 for location information.
- *Fire Extinguishers (maps included in master copies)*

| Building          | Floor            | # of ext. |
|-------------------|------------------|-----------|
| <i>Building A</i> | <i>1st Floor</i> | 7         |
|                   | <i>2nd Floor</i> | 3         |
|                   | <i>3rd Floor</i> | 4         |
| <i>Building B</i> | <i>basement</i>  | 4         |
|                   | <i>1st floor</i> | 4         |
|                   | <i>2nd floor</i> | 2         |
| <i>Building C</i> | <i>1st floor</i> | 8         |
|                   | <i>2nd floor</i> | 5         |

