

PUBLIC SAFETY TRAINING LLC

(CHURCH NAME HERE)



(CHURCH LOGO HERE)

Church Safety & Security Plan

Emergency Preparedness

Desk Reference

(Church Template)

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EMERGENCY CONTACT INFORMATION

Agency	Contact	Phone Number
Emergency	Police, Fire, Sheriff, Ambulance	Dial 9-1-1
Fire Department		
Law Enforcement		
Highway Patrol/State Police		
Medical Numbers		
Hospital / Trauma Center		
Hospital / Emergency Room		
Local Urgent Care		
Poison Control Center		1(800)222-1222
Alarm Monitoring	Phone Number	Website
Security Alarm Company		
Fire Alarm Company		
ROLE	NAME	Cell Phone Number
Senior Pastor		
Associate Pastor		
Security Director		
Secretary/Clerk		
Children's Leader		
OUTREACH PROGRAMS	Phone Number	Website
National Child Abuse Hotline	1(800)422-4453	www.childhelpline.org
National Domestic Violence Hotline	1(800)799-7233	www.thehotline.org
National Suicide Prevention Hotline	1(800)273-8255	www.nami.org
VENDOR LIST	Phone	Website
Electric Company		
Water Company		
Natural Gas		
Telephone Company		
Pest Control		
Plumbing Company		
Fire Extinguisher/Fire Sprinkler		
Heating & A/C		
Emergency Board Up/Contractor		

Roles & Responsibilities

Church Leaders:

- Ensure that an adequate number of trained volunteers/staff are available during working hours and church functions to respond to emergencies.
- Train staff and volunteers to be aware of employees, members, and guests, who may be physically challenged or disabled and may require extra assistance during emergencies and/or disasters.

Supervisors and Managers:

On-Site Supervisors/Managers are responsible for:

- Ensuring 9-1-1 has been called for life threatening emergencies.
- Orderly evacuation and accounting of staff in the event of an emergency.
- Meet and direct emergency responders to the appropriate church locations.
- In the event of a power failure ensure access gates are opened manually.

Emergency Response Team (ERT):

- Works with designated Safety Officer and **church leadership** to update the Emergency Action Plan as needed, communicates EAP information to others and assures that the church premises is prepared for emergency events.
- Facilitates training and policy updates that may be necessary to assure church emergency preparedness.

Church Staff, members, and volunteers:

Church staff, members, and volunteers should participate in planned training, drills and:

- Report any emergency hazards immediately to the church office.
- Exit church building(s) immediately when an emergency evacuation is ordered.
- Evacuate to the designated area or reunification site for roll call and until the all clear has been given.
- Assist children, people with disabilities, and anyone else in need of assistance.
- Help to the extent to which you have been trained or certified.

Medical Emergencies

- ☐ Call for help by shouting, using a phone, or a handheld radio (if available).
- ☐ Call **9-1-1 for a medical emergency.**

Provide this information:

- ☐ The nature of emergency and number of people affected.
 - ☐ Estimated level of severity (not breathing, unresponsive, bleeding, etc.).
 - ☐ Exact location of medical emergency (Address, building, room number).
 - ☐ Any access issues, describe the victim, any other hazards.
 - ☐ Your name and phone number from the phone you are using, do not hang up first.
- ☐ Notify the Church Office or Church Security Team of the Medical Emergency. The church will implement an Emergency Action Plan (EAP) and direct available church resources to you. Resources will assist, access, administer CPR, use Automated External Defibrillator (AED), and render first aid until public safety-first responders arrive and take over emergency operations.
- ☐ Advise others not to move the victim unless absolutely necessary (Life threatening).
- ☐ If **not** life threatening, first notify the church office, an authority, or the security team, who will respond and direct appropriate church resources to your location.
- ☐ If church medical responders are not available, provide a level of assistance that you can until help arrives, follow directions of 9-1-1 Dispatcher.

Notification:

- ☐ Request the church office to locate family members and alert to emergency.
- ☐ Post Incident: A church incident report should be completed and forwarded to the Security Director (Risk Manager). Depending on the circumstances, a risk assessment may be completed.

Fire Emergencies

- ☐ Call 911

Our address is: _____

- ☐ Notify employees by:
 - ☐ Shout “Fire! Fire! Fire!”
 - ☐ If it is safe to do so and you have access to an exit:
 - ☐ Page or Intercom the facility
 - ☐ Announce the fire over the radio
 - ☐ Use Emergency Contact List to notify church leadership.

Response:

- ☐ Don’t fight the fire unless:
 - ☐ 9-1-1 has been called
 - ☐ The fire is small and is not spreading
 - ☐ The fire is not near any hazardous materials
 - ☐ You can escape through an exit by backing up
 - ☐ You are trained to operate a fire extinguisher
 - ☐ You have a fire extinguisher or can access one.

Assist Emergency Response Team (ERT) with the following (keep this book with you!):

- ☐ Use evacuation maps to ensure employees have left the building.
- ☐ Assist with roll calls of employees and visitors.
- ☐ Assist physically challenged and disabled employees/persons to evacuate.
- ☐ Report problems to Emergency Coordinator.

Notification:

- ☐ Assemble in safe area, recheck roll calls and report missing people.
- ☐ Report results to the responsible Manager.
- ☐ Follow instructions by emergency first responders (law enforcement/fire).

Suspicious Person(s)

Suspicious Person Definition

A suspicious person(s) refers to behavior or actions that appear questionable or potentially indicative of illegal, harmful, or unethical intentions. It can vary depending on the context, but generally, it involves actions that seem out of the ordinary or inconsistent with normal church patterns. Examples might include unauthorized access to restricted areas, loitering and/or behavior indicative of surveillance or reconnaissance, or actions that suggest someone is attempting to conceal their identity or intentions.

ACTION STEPS

Step 1: Reporting

Church staff and the congregation are responsible for reporting suspicious persons immediately to the church office or calling 9-1-1 when necessary.

- SEE SOMETHING – SAY SOMETHING – DO SOMETHING
- Report suspicious persons and behavior to the church office

Church Security Team: If a church security team is in place they will respond and contact the suspicious person and begin assessing the situation, de-escalating the incident, and safeguarding the congregation as described below.

Staff/Congregation:

If someone's physical safety is threatened or a physical altercation appears imminent:

- Call 9-1-1 and request law enforcement assistance.
- If you feel threatened, leave the area.

Step 2: Response

Church Office/Authority upon notification of suspicious person/behavior will:

- Express appreciation to the reporting party.
- Document the suspicious person/behavior report in electronic file.
- Notify the Security Director and/or SRT member of the suspicious person.
- If the Security Director and SRT are not available, the church office will determine whether or not to request law enforcement to respond.

Security Director and/or Security Response Team (SRT).

- The Security Director and/or SRT member(s) will respond and contact the person(s) and offer assistance for the purpose they came to the church. This approach may help identify the person and their intentions.
- If it is determined the person does not have a reason to be visiting the church and their presence is questionable or suspicious, SRT will request the person(s) to leave.
- If the individual does not leave a determination will be made to request law enforcement to issue a Trespass warning. This process allows law enforcement to contact and identify the person and document the circumstances.

Step 3: Documentation

Church Office

- Upon notification of a suspicious person, the office will make a Suspicious Person entry into the security log. Once a disposition is determined, the office will update the entry and summarize the incident with specific information received.

Security Director and/or SRT

- Follow-up with church office and provide a disposition. If an incident report is warranted a report will be written documenting the circumstances and actions taken.

Disruptive Person(s)

The focal point of this policy in response to these incidents is the safety and security of our staff and congregation. When a disruptive person or group interrupts a church service, program, or special event the following Action Steps should be taken by staff and the congregation:

ACTION STEPS

Step 1: Reporting

Church staff and the congregation are responsible for reporting disruptive persons/incidents to the church office or calling 9-1-1 when necessary.

Church Security Team: If a church security team is in place they will respond and contact the disruptive person(s) and begin assessing the situation, de-escalating the incident, and safeguarding the congregation as described below.

Staff/Congregation:

If someone's physical safety is threatened or a physical altercation appears imminent:

- Call 9-1-1 and request law enforcement assistance.
- If you feel threatened, leave the area.

Step 2: Response and Intervention

Church leaders and church security members are responsible for responding to disruptive behavior immediately and with compassion. The focal point is always the safety and security of church staff, congregants, and visitors.

Staff and congregation members are reminded to call 9-1-1 if it appears the safety of others is threatened and/or a physical altercation is imminent.

Step 3: Documentation

Once an incident has been mitigated, a church incident report should be completed. Accurate documentation of incidents, actions taken, and follow-up measures falls within the scope of responsibility of the church security team and/or leadership. This helps track patterns, memorialize the incident and respond to actions taken.

ROLES AND RESPONSIBILITIES

Church Staff & Congregation Members

Once Step 1 (Notifications) has been completed, observe the situation only if you feel safe to do so. Do not put yourself in harm's way. Leave the area immediately if you do not feel safe.

Security Response Team (SRT)

The Security Director and SRT members will respond and contact those involved and assess the situation. The immediate action plan will be dependent on the following:

If the person(s) causing the disturbance leaves willingly, SRT members will observe the person until they have left the church premises. If the person(s) is unknown to the church, SRT may attempt to get contact information or a license plate number and vehicle description for the incident report if possible.

If the person(s) remains on church property, SRT will observe the individual until they depart the church premises. If the individual continues to cause a disturbance, SRT may:

- **Form a Screen:** SRT may form a human barrier between the person and congregation. This barrier will be used to direct the individual to a more appropriate place for resolving the problem and/or safeguarding the staff and congregation.
- **Physical Contact:** SRT and other ministry workers should avoid physical contact with person(s) as much as possible.
- **Request law enforcement assistance.**

Sanctuary: If the person(s) causing the disturbance is in the Sanctuary, SRT members will follow the direction of the Pastor and/or Security Director. SRT members should move to a location in close proximity to the person(s) causing the disturbance to shield the congregation from harm and to prevent further escalation.

- Form a Screen: SRT may form a human barrier between that individual and the rest of the congregation. This barrier will be used to direct the individual to a more appropriate place for resolving the problem and/or safeguarding the staff and congregation.
- Physical Contact: SRT and other ministry workers should avoid physical contact with person(s) as much as possible.
- Request law enforcement assistance.

If a person outside the building causes a disturbance, step (1) should be followed.

If at any time the person(s) appears to threaten the safety of the congregation, SRT will ensure that 9-1-1 is called and shield the congregation from any threat.

If a physical altercation occurs, SRT members will follow the team's "Use of Force" Policy.

SRT members will complete a church Incident Report documenting the circumstances and actions taken.

Workplace Violence – Active Shooter

- ☐ **Act quickly!**
- ☐ **RUN - HIDE - FIGHT.**
- ☐ **Run!** If safe to do so, evacuate the building/premises.
 - ☐ Follow your escape route.
 - ☐ Leave your belongings.
 - ☐ Help others escape if possible.
 - ☐ Prevent others from entering.
 - ☐ Call 9-1-1 when safe to do so.
 - ☐ Keep your hands visible and follow instructions from law enforcement.
- ☐ **Hide!** If it is not safe to run, hide – seek shelter.
 - ☐ If you can't run, hide where the shooter is less likely to find you.
 - ☐ Select a location that is out of view, limited interior windows or access, and lock or block door.
 - ☐ Silence your phone and remain quiet, only respond to verified law enforcement.
 - ☐ Call 9-1-1 when safe to do so.
 - ☐ Provide the following information:
 - Name, location, number of people on the premises.
 - Description of the suspect(s) possible location or movement.
 - Number and type of weapons – long guns, pistols, other weapons.
 - Location and estimate of any known victims.
- ☐ **Fight!**
 - ☐ As a last resort, if your life is in eminent danger, attempt to disrupt and or incapacitate the active shooter by:
 - ☐ FIGHT with anger and aggression.
 - ☐ Improvise weapons within your environment (heavy objects).
 - ☐ Be committed to your actions.
- ☐ When Law Enforcement Arrives: remain calm, avoid quick movements and follow police instructions.

Other Threats

Physical Threat:

- ☐ If someone's actions pose a physical threat to you or others, evacuate the area and call 9-1-1.
- ☐ Notify the church office or security team when safe.

Hostage Threat:

- ☐ Immediately vacate area and seek safe, secure shelter.
- ☐ Do not endanger hostage.
- ☐ Call 9-1-1 when you're safe.
- ☐ Notify the church office and/or church security team.

Fire:

- ☐ Follow evacuation plan.
- ☐ Refer to Fire threat directions.

Written Threats:

- ☐ Do not touch the document.
- ☐ Notify designated church authority and/or church security team.

Suspicious Letters & Packages:

- ☐ Do not open, move or attempt to un-wrap the letter or package.
- ☐ Notify designated church authority and/or church security team.

APPENDIX: TRAINED AND CERTIFIED CPR, AED, AND FIRST AID PROVIDERS

Name	Department	Phone

Basic First Aid:

- If life threatening, call 9-1-1.
- Notify church office or church security team and request medical responders.
- Do not move the victim unless absolutely necessary.
- If medical responders are not available, provide First Aid at your level of training and ability until help arrives:
 - Stop any bleeding with firm pressure on the wounds (avoid contact with blood or other body fluids by using gloves and bandages from First Aid kit).
- Attempt other First Aid ONLY if trained and qualified.

Natural Disasters

- ☐ Review Emergency Operations Plan (EOP)/Specific Annexes/Natural Caused Hazards/Severe Weather. Follow related plan and heed local emergency alerts.
- ☐ Advise church office of threat and intended actions.

Tornadoes:

- ☐ Seek inside shelter:
 - ☐ Small interior room or a hallway without windows on the lowest floor
 - ☐ No windows
 - ☐ Reinforced concrete, brick or block
 - ☐ No outside walls, doors or windows
 - ☐ Cover head and neck with arms
- ☐ Remain sheltered until officially announced the tornado threat is over.
- ☐ Watch for overhead debris and other hazards when exiting shelter.

Earthquake:

- ☐ Seek immediate cover from falling objects.
 - ☐ Stay clear of overhead fixtures, windows, file cabinets and electrical power equipment.
 - ☐ Stay calm and await instructions from church authority or emergency first responder (Law Enforcement/Fire/EMS).
- ☐ Evacuate if instructed by church authority or emergency first responder.
- ☐ Assist injured and/or people with disabilities to find a safe place.
- ☐ Beware of falling debris and other hazards when exit building structures.

Floods:

- ☐ Indoors: Be ready to evacuate if directed by church or public safety authority, follow recommended primary and secondary evacuation routes.

- ☐ **Outdoors:** Climb to high ground and stay there. Do not attempt to drive through flood water. If you do and the vehicle stalls, abandon it immediately, and get to higher ground.

Hurricanes:

Once a hurricane watch is issued:

- ☐ Stay calm and seek direction from church authority or public safety officials.
- ☐ Review Emergency Operations Plan (EOP)/Specific Annexes/Natural Caused Hazards/Hurricane. Follow related plan and heed local emergency alerts.
 - ☐ If on high ground, secure building and yard; leave areas that might be affected by high tides or stream flooding.
 - ☐ If recommended, move away from low-lying areas or coastal surge areas.
 - ☐ If electing to stay on site follow Hurricane EOP.
 - ☐ Keep church office/leadership informed of site progress and conditions.

Blizzards:

Review Emergency Operations Plan (EOP)/Specific Annexes/Natural Caused Hazards/Severe Weather. Follow related plan and heed local emergency alerts.

- ☐ Stay indoors, if no heat; close off unneeded rooms.
- ☐ Eat and drink to maintain body heat and prevent dehydration.
- ☐ Add layers of clothing if necessary and available.
- ☐ If stranded in a vehicle: Stay with vehicle, run motor 10 minutes each hour, crack window to prevent carbon monoxide buildup and keep exhaust pipe clear. Make yourself visible to rescuers, tie a cloth on antenna, turn on dome-light at night, raise hood when snow stops, and exercise to keep warm.

Bomb Threat

Telephone Bomb Threat

- ☐ Use the Telephone Bomb Threat Checklist (Next Page) and do the following:
 - Stay calm and be courteous.
 - Listen and do not interrupt the caller.
 - Fill out this checklist as fully as possible with observations about the caller.
 - Keep the caller talking; pretend that you are having difficulty hearing them.
- ☐ While on the phone with the caller, attempt to contact a church authority and/or security team to notify them of the possible threat.
If possible, ask:
 - When will it go off? Certain Hour? _____ Time Remaining? _____
 - Where is it located? Building _____ Area _____
 - What kind of bomb? How Packaged? How do you know about the bomb?
 - Their name and address _____ If they claim responsibility ask why they are doing this _____

If the building threatened is occupied indicate that to the caller and that detonation could cause injury or death.

When the call ends:

- ☐ Notify church authority, Security Director, and/or church security team.
- ☐ If you are unable to reach these individuals call 9-1-1 and report the threat.

Once notifications have been made make a thorough note of the call:

- ☐ Determine if the caller seemed familiar with facility or building by their description of the bomb location – communicate all the facts.
- ☐ Write down threat in entirety along with comments, attach to Bomb Threat Checklist.
- ☐ Provide this information to church leadership and stand by for further instructions.

Bomb Threat Report

Your name: _____		Time: _____		Date: _____	
Caller's identity:					
Sex: ☐ Male ☐ Female		Approximate age: _____			
Likely origin of call: ☐ Local ☐ Long distance		☐ Cell phone			
Voice characteristics:		Speech:		Language characteristics:	
☐ Loud	☐ Soft	☐ Fast	☐ Slow	☐ Excellent	☐ Good
☐ High-pitch	☐ Deep	☐ Distinct	☐ Distorted	☐ Fair	☐ Poor
☐ Raspy	☐ Pleasant	☐ Stutters	☐ Nasal	☐ Foul	☐ Other:
☐ Intoxicated	☐ Other	☐ Slurred	☐ Other:		
Accent:		Manner:		Background noises:	
☐ Local	☐ Not local	☐ Calm	☐ Angry	☐ Factory	☐ Animals
☐ Foreign	☐ Region: _____	☐ Rational	☐ Irrational	☐ Machines	☐ Quiet
		☐ Coherent	☐ Incoherent	☐ Music	☐ Voices
		☐ Deliberate	☐ Emotional	☐ Office	☐ Airplanes
		☐ Righteous	☐ Laughing	☐ Street	☐ Party
				☐ Traffic	☐ Other: _____
				☐ Trains	_____

Power Loss

- ☐ Notify the church office and the Emergency Coordinator of outage and extent if known.
- ☐ Try to determine through external sources expected time until power will be restored.
- ☐ Help Emergency Coordinators turn off unnecessary electrical equipment and appliances.
- ☐ If the church heating system fails, review the Emergency Operations Plan (EOP) for Action Steps to be taken.
- ☐ Communicate with church leadership extent of power outage and expected duration if known.
- ☐ Upon restoration, work with Emergency Response Team (ERT) to properly reconnect electronic equipment and resume normal church operations.

Public Safety Training LLC is here to serve and has established training and consulting programs and publication resources available to help. We would be honored to assist your church and security team in any way that we can.

Contact us today!

www.churchsecurity-101.com