



# UNITED CHURCH OF CHRIST

## CHURCH HOUSE EMERGENCY PROCEDURES MANUAL

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## **INTRODUCTION**

Each year millions of dollars are lost through natural and man-made disasters. Natural disasters (floods, tornadoes and winter storms) as well as man-made disasters (bomb threats, arson, workplace violence and terrorism) cause extensive damage to facilities and records, resulting in costly work reduction and disruption - even jeopardizing the lives of members in businesses and organizations.

Because an emergency may occur at any time and often without warning, experience has shown that lives and property can be saved if people are prepared and know what action to take when one occurs. A clear and concise emergency preparedness program has been developed to ensure that the national setting of the United Church of Christ will be ready to deal with specific emergencies with minimum interruption to operations.

This manual is intended to be a quick reference to help you get immediate help in an emergency, prevent injuries, save lives and protect property. Please keep this manual in a convenient place for quick reference.

## **USHER(S)**

The USHER(S) are members who have volunteered and have been trained to perform specific responsibilities before, during and after an emergency. Please follow their instructions at all times and help them foster calm and order.

## **EMERGENCY PHONE NUMBERS**

When a situation arises in which human life or property is in jeopardy such as in a medical, fire or police emergency, members should call **911 Emergency Services** first.

Provide the following details about the emergency.

1. Your name
2. The location of the emergency (Church is at 21 Meeting House Hill Road)
3. The telephone number you are calling from (your mobile # or if land line at Church 603-286-3018)
4. The nature of your emergency

Additional Emergency Telephone Numbers:

Police Department – Police Chief (Stephen Hankard) (603) 286-4323

Fire Department – Fire Chief (Paul Dexter) (603) 286-4819

Belknap County Sheriff Department (603) 527-5454

New England Poison Control 1-800-222-1222

## **EVACUATION PLAN**

Few emergencies will require a complete evacuation of the building. As a church member, you are responsible for familiarizing yourself with evacuation and safety plans for knowing your primary and secondary exit routes. You are also responsible for knowing the collection point outside of the building to which you report in the event of an evacuation.

Posted at the entrance to each floor is a drawing that locates evacuation routes, fire extinguishers and fire alarm pull stations. Please become familiar with this drawing.

If the Town of Sanbornton Emergency Evacuation Plan is implemented, USHER(S) will be notified, and remember that the location of your car will determine your route out of the town.

In rare instances, you may be required to stay inside the building due to dangers outside. You might also be directed to evacuate to a specific floor. USHER(S)s will be advising you as to what to do and where to go. Please remain calm and listen to their directions.

Once an evacuation order is given, USHER(S) members are responsible for:

1. Controlling panic.
2. Checking restrooms and other remote areas of their floors to make sure all members are aware of the evacuation order and where they are to assemble.
3. In some cases, directing members to place essential records and work-in-process in file cabinets to protect against their potential destruction. This will occur only if there is no immediate threat of bodily harm.
4. Coordinating the evacuation of physically challenged or injured individuals.
5. Closing the doors to the affected area after everybody has been evacuated.
6. Reminding members of the primary/secondary exit routes.
7. Accounting for all members at the assembly point and reporting missing or injured members to emergency persons.
8. Making sure members do not re-enter the building/floor until instructed to do so by the proper emergency officials.

## **FIRE**

When you hear an alarm, you must assume it is a real emergency unless told otherwise. If the alarm is a false alarm; floor marshals will tell you to ignore it. However, your first instinct must be to assume it is real and to begin evacuating the building. Never return to your floor when an alarm is sounding. You must leave the building from the floor you find yourself on when the alarm sounds.

Please remain quiet so instructions can be heard by others and exit the building through the main doors. Upon leaving the front of the building or the undercroft, proceed until you reach the parking lot on the other side of old town hall. Upon leaving the back of the sanctuary, proceed out to the field behind the church. These are the assembly points.

USHER(S) will direct and assist you throughout the evacuation process.

USHER(S) will also arrange for non-ambulatory persons to be picked up by building or emergency persons. It is the responsibility of the USHER(S) to account for individuals on their own floors. If you know of the whereabouts of a missing person make sure you notify the USHER(S) immediately.

What happens after the emergency depends on the extent of damage. In most cases the extent of the emergency will be limited and people will return to church in a timely manner.

In more extensive emergencies, the building may be damaged beyond the point of re-entry and the Board of Property and Finance will take over. Members will be notified as to what steps are to be taken.

## **FLOOD**

A broken water pipe or torrential rains are the most likely causes of a flood to our church.

The water would be in the undercroft. There it could cut off our electricity. All of the lights would go off and the emergency lights would then come on. Power-outage procedures would then take effect. (See Power Failure procedure).

If a flood results in evacuation, do not enter the undercroft.

## **TORNADO**

Tornados do not require evacuation. If a tornado warning is issued and it is advisable to take cover. When you are directed to seek shelter, do the following:

- Get out of any area that has glass windows on the outside walls.
- Move away from the small windows that are next to doors.
- Find an interior area devoid of any glass and sit down on the floor.
- The storage area in the undercroft is the selected location against that wall.

USHER(S) will be available to assist you. They will also be kept informed of the status of the storm.

## **POWER FAILURE**

Power Outages can occur for many reasons and at any time, and can be momentary or long lasting. In the event of a power outage, the following steps should be taken:

1. Remain calm and stay where you are. Do not move about the building or leave your assigned area unless instructed to do so. Such movement can result in injury.
2. Emergency lighting will come on throughout the building. Do not use candles or lighters for additional lighting as they create the danger of fire and smoke.
3. To eliminate damage from a power surge once the power is restored, turn off all electronic equipment.
4. Wait for further instructions from the USHER(S) as to directions to evacuate the building or not.

During a major power outage, entry to the building will be limited to emergency persons only.

## **HEART ATTACKS, BREATHING PROBLEMS, FAINTING**

If a church member or visitor faints, has difficulty breathing, or reports irregular heartbeats or other symptoms that may indicate sudden cardiac arrest, take the following steps immediately. Time is of the essence. Do not move the person or leave the individual yourself for help. Use your mobile phone.

1. Dial “911”. An emergency operator will ask you a number of questions regarding the condition of the victim and your exact location. Stay on the line to answer all questions.
2. Announce that a victim needs CPR and ask for help from others to get the AED from the counter in the undercroft outside the kitchen and to bring it to the victim.
3. Someone will bring the Automated External Defibrillator (AED) to the victim’s location.
4. It is important that AED-CPR certified church members are notified immediately when a sudden cardiac arrest occurs.
5. CPR is first administered and then if necessary, an electrical shock is delivered using the AED.
6. Keep a clear distance from the victim and the trained individuals who are administering treatment.

When Emergency Medical Services (EMS) persons arrive, they will continue procedures started by our trained members.

## **VIOLENT INTRUDER**

In the event of an active shooter emergency, the UCC has adopted the **ALICE** response plan to assist you in determining the best options available to survive an attack. Your survival is the most important outcome.

### **Alert**

Any number of things can alert you to a shooter situation:

- Gunfire
- Unusual commotion in the building
- Phone/Text Alert

### **Lockdown**

A lockdown is a semi-secure starting point from which to make your survival decisions.

If you are unable to evacuate, secure the room.

- Lock the door.
- Tie down the door if possible, using belts, shoe laces, etc.
- Barricade the door with anything available (desks, chairs, file cabinets.). Do not open the door until the Police arrive.
- Stand away from the doorway in case gunfire comes through it.
- Look for alternative escape routes (additional doors).
- Call 911.
- Place cell phones on vibrate.
- Gather weapons (coffee mugs, chairs, books, pens, etc.) and mentally prepare to defend yourself or others.

### **Inform**

- Use plain language to pass on real time information.
- Who, what, when, where and how information.
- Helps people in or around the area to make common sense decisions.

## **Counter**

- Use proactive techniques should you be confronted by an active shooter.
- Anything can be a weapon.
- Throw things at the shooter to disrupt aim.
- Create as much noise as possible.
- Attack in a group (swarm).
- Take the shooter to the ground and hold by any means necessary.
- If you have control of the shooter call 911 and tell the police where you are and listen to their commands when officers arrive on the scene.

## **Evacuate**

- Remove yourself from the danger zone as quickly as possible.
- Decide if you can safely evacuate.
- Run as fast as you can.

## **What to Expect from Responding Police Officers?**

1. Police are trained to proceed immediately to the area in which shots were last heard. Their purpose is to stop the shooting quickly.
2. Responding officers will normally be in teams. They may be dressed in regular patrol uniforms, or they may be wearing external bulletproof vests and other tactical equipment. The officers will be armed with guns. Regardless of how they appear, remain calm, do as the officers tell you, and do not be afraid of them.
3. Put down anything you may be carrying and keep your hands visible at all times.
4. The first officers will not stop to aid injured people. Other officers and emergency medical persons will follow to help injured persons.
5. Keep in mind that after you have escaped to a safer location, the entire area is still a crime scene.
6. Police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned.
7. Until you are released, remain where authorities designate.

## **BOMB THREAT**

Bomb threats can come in one of two forms. They can come in the form of a telephone call, the most common method used, or through the mail (letter or package). Regardless of the method, bomb threats should always be taken seriously. If a suspicious package or object is found do not touch it and do not use a cell phone. In the event a bomb threat call is received or a suspicious letter or package is located, follow the instructions below:

### **Bomb Threat Call**

1. Remain Calm
2. Keep the caller on the line and get as much information as possible by asking the following questions:
  - When is the bomb set to go off?
  - Where is the bomb located?
  - What kind of a bomb is it?
  - What does the bomb look like?
  - Why are you doing this?
  - Who are you?
3. Listen carefully for clues such as:
  - Gender
  - Age
  - Background noises (music, conversations, traffic, machinery)
4. After the caller hangs up, call 911 and record the time of the call.
5. The building will be evacuated and the USHER(S) will assist with the evacuation.

### **Letter/Package Bombs**

1. Do not touch, examine or move the suspicious letter.
2. Do not use a cell phone.
3. Do not turn any lights or electrical equipment on or off.
4. Evacuate the immediate area and do not allow others to enter.
5. Call 911.