



The Diocese of Southern Ohio

Episcopalians in Connection

Template for Emergency Preparedness and Business Continuity Plan

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For Emergency Preparedness information go to episcopaliansinconnection.org/emergency-preparedness/

Two identical versions of the Template for Emergency Preparedness document. One is a traditional Microsoft Word document. The other is an interactive PDF. Although both versions contain the same information, the interactive PDF is in many ways easier to use. It is indexed similar to a website in that you can click on topics in the index and be taken quickly to the correct section, click on the "Home" button on the bottom of the page, and you'll go back to the index.

How to use and disseminate the Interactive PDF.

1. Download the pdf at <https://episcopaliansinconnection.org/emergency-preparedness/>
2. Fill out customizable areas for information pertinent to your situation. The customizable areas are shown as blue boxes.
3. Save the PDF with the customizable parts filled in.
4. Upload to Dropbox or some other document sharing site.
5. Share Dropbox (or other) link with vestry, staff members, and any other pertinent people.
6. Update PDF as needed and remind people to access the updated version.

Template for Emergency Preparedness

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A Word from the Bishop

Dear sisters, brothers and siblings in Christ,

Prompted by recent events of armed violence and mass shootings in public spaces, I have required all congregations in the Diocese of Southern Ohio to develop a detailed security policy for their church in the event of an active shooter situation as soon as possible. In response to several requests for guidance in developing these plans I directed my staff, particularly Carine deLange, Operations Executive for both the diocese and Christ Church Cathedral, to develop a template that could be used by all of our congregations as a starting point for developing their own individual plans.

I am pleased to present to you this template for an emergency preparedness and business continuity plan. The template goes above and beyond dealing with an active shooter situation; it also covers a range of other crisis situations that can arise in any of our buildings, from medical emergencies to bomb threats or theft. This document will help your organization develop a plan to not only deal with a crisis as it occurs, but how also to carry on "business as usual" once the crisis has passed.

The template has been designed to be customized to your congregation's particular needs – it is not a generic plan for all to follow. It is imperative that the leadership of each congregation work through the template to address the needs of the congregation, fill out any appropriate local contact information, and then familiarize employees and members of the congregation of the plan and how to implement it.

I urge you to begin this work as soon as possible. Emergency preparedness is a serious and essential issue in today's world. My staff is available with any help that you may need as you develop your own plan.

Blessings,

+Tom Breidenthal





Introduction

Using this template

- This Emergency Preparedness and Business Continuity Plan template was created by the Diocese of Southern Ohio to provide congregations with a tool to begin assessing your facility safety and to serve as a foundation for emergency response and business continuity planning.
- Thinking about where to start to develop and customize a plan can be overwhelming. It may be beneficial to work with your facility/building coordinator to complete a facility safety assessment.
- Depending on the size of your congregation it may be helpful to form a Safety Planning team. Engage your staff, vestry and where possible your local police.
- This template was created to be customizable to fit the needs of your congregation.
- Every organization will have different needs and should adapt these recommendations to fit the needs of their particular site.
- Throughout the template you will find places indicating information to be filled in, for example [Organization name].
- This template is for guidance only and does not warrant that the use of such template or guidance will ensure the safety of the user's person, property or premises.





Purpose and Scope

This template provides a plan for procedures, guidance and organizational structure to ensure the continuation of the Organization's essential function in the event that the Organization is incapacitated, and/or the staff is unavailable or incapable of performing their assigned duties due to some catastrophic event, emergency or disaster incident. Preplanning is essential for successfully minimizing any adverse effects of an emergency, natural disaster or act of violence on a church, its staff and congregation. This template has been designed as an overview of steps that can be followed to help reduce such impact.

Introduction

This document identifies and lists in detail proper procedures, policies and protocols in the event of emergencies and business interruptions. Our goal is to outline for staff and vestry members the most critical functions to be addressed during emergencies. Our priorities are the safety of all people involved, knowing what to do under a challenging circumstance, clear communication and direction to staff team members, congregation, visitors, vestry and the community.

Preparation is the key to this plan and a great deal of discussion and examination should happen to prepare this document. Crucial contact information should be identified in this plan and with staff.

Purpose

The purpose of this emergency preparedness and business continuity plan is to prepare the Organization in the event of extended service outages caused by factors beyond our control (e.g., natural disasters, man-made events), and to restore services to the widest extent possible in a minimum time frame. The Organization is expected to implement preventive measures whenever possible to minimize network failure and to recover as rapidly as possible when a failure occurs.

The plan identifies vulnerabilities and recommends necessary measures to prevent extended service outages. It is a plan that encompasses system sites and operations facilities.





Purpose and Scope

Scope

The scope of this plan is limited to emergencies.

Disaster Definition

Any loss of utility service (power, water), connectivity (system sites), or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in the service provided by the organization. The plan identifies vulnerabilities and recommends measures to prevent extended service outages.

Invoking the Plan

This plan becomes effective when a disaster occurs. Normal problem management procedures will initiate the plan and remain in effect until operations are resumed at the original location, or a replacement location and control is returned to the appropriate functional management.

Disaster Declaration

The Clergy or his/her alternate (refer to Emergency phone tree) in consultation with the Vestry, are responsible for declaring a disaster and activating the various recovery teams as outlined in this plan.



Conducting a hazard and operational analysis

Planning

Planning for emergencies uses an 'all-hazards' approach using the four 'Rs' of emergency management planning:

The Four 'Rs' of Emergency Management Planning

R eduction	Recognition of hazards and risks and mitigation to avoid or minimize the impact prior to the event.
R eadiness	Planning, establishing response systems, training, maintaining readiness to respond.
R esponse	Mobilizing and activating the Emergency Plan.
R ecovery	Actions to recover from the incident, including moving back to business/service as usual and reviewing and updating the emergency plan, based on what has been learned from the incident.

Plan Objectives

Serves as a guide for your recovery team.

References and points to the location of any data that resides outside this document.

Provides procedures and resources needed to assist in recovery.

Identifies vendors and customers that must be notified in the event of a disaster.



Conducting a hazard and operational analysis

Assists in avoiding confusion during a crisis by documenting, testing and reviewing recovery procedures.

Identifies alternate sources for supplies, resources and locations.

Documents storage, safeguarding and retrieval procedures for vital records.

Assumptions

A national disaster such as nuclear war is beyond the scope of this plan.

This document and all vital records are stored in a secure off-site location and not only to survive the disaster, but also to be accessible immediately following the disaster.

Benefits of Business Continuity Planning (BCP):

- Helps organizations fulfill their moral responsibility to protect employees, the community and the environment.
- Facilitates compliance with regulatory requirements of federal, state and local agencies.
- Enhances an organization's ability to reduce financial losses, regulatory fines, damages to equipment, or disruption to service delivery in the event of a business interruption.
- Reduces exposure to civil or criminal liability in the event of an incident.
- Enhances an organization's image and credibility with employees, parishioners, funders, vendors and the community.
- May reduce the organization's insurance premiums.



Conducting a hazard and operational analysis

Relocation Sites

In the event a crisis destroys the facility or prevents access to the facility, operations may be transferred to an alternate site. You may investigate entering into reciprocal agreements with a community partner who may be able to provide space in case of an emergency.

The Clergy, in consultation with the vestry, will identify relocation sites to maintain and restore operations and essential functions disrupted by an incident. Each organization may have more than one potential relocation site. It may be that the administrative day-to-day function would locate to one site and the other for your regularly offered church services. Sites must have reliable logistical support, services and infrastructure to sustain operations. Identify those staff functions that will be able to work remotely from home.

Alternative Site	Type	Street Address	Contact Information
	Administrative		
	Church service		

The essential resources, any equipment (including IT), and software that will be necessary for resumption of operations will need to be identified and plans developed for securing those resources. If possible IT systems available at the site will need to be tested to see if backups can successfully be restored.

Vital Records

Any vital records should, as far as possible, be electronically stored and be regularly backed up.



Conducting a hazard and operational analysis

Property Inventory

Walk through your building and grounds and log any items that you would need to replace if they were damaged. Note type, model number, serial number, quantity, purchase information, and cost to replace new. Take photos and video. Keep a copy electronically and give a copy to your insurance agent.

Consider Your Ministries

Think about where you would hold each function, if you would need to alter frequency or times for activities, what equipment would you need to rent, how much it would cost to use various venues and equipment, how long you would need to clean up, renovate, or rebuild.

Some Ministries to Consider

- Office functions
- Sunday morning services
- Sunday night services
- Wednesday night services
- Youth group activities
- Small group activities
- Day care
- School/Pre-school
- Soup kitchens/pantries
- Other



Conducting a Hazard and Operational Analysis

Insurance Coverage and Length of Contingency Plans

Talk to your local insurance agent about your insurance coverage so you know what would be covered, how much, and what schedule a claim payment would follow. This will help you know how long your contingent plans would need to last during clean up, renovating, or rebuilding.

Finance/Contingency Funding

Consider how you would pay for ministry continuation efforts. Do you have a contingent fund in your budget? Will you apply for a loan?

Determine financial arrangements during a time of emergency, such as:

- Accessing savings accounts
- On-line giving
- Payroll
- Acquisition of supplies and equipment to continue operations during an emergency

Locations:

Reasonable “areas of refuge”, unless otherwise specified, are regular rooms that are easily accessible to individuals with limited mobility, are preferably equipped with a telephone and windows to the outside and are identified to emergency personnel.



Conducting a Hazard and Operational Analysis

One area per floor is designated as an “area of refuge”. These areas are for use as a refuge by individuals who cannot negotiate stairs during evacuation, until trained emergency rescue personnel arrive to assist in their safe evacuation if circumstances warrant.

Areas of Refuge

The following are areas of refuge: These locations should be identified on floor plans.

Floor number	Safe Areas



Download emergency identification
stickers at [https://
episcopaliansinconnection.org/
emergency-preparedness/](https://episcopaliansinconnection.org/emergency-preparedness/)



Conducting a Hazard and Operational Analysis

Procedure for Persons Needing Assistance to Evacuate

Any person unable to use stairs, or needing assistance to evacuate, should proceed to the nearest designated "area of refuge" or remain in his/her office if safe. Emergency evacuation personnel will check "area of refuge" and ensure emergency response and rescue personnel are notified if someone has taken refuge there.

Building Shelters

Every building should have at least one shelter designated for severe weather or other emergency that would require sheltering in place.

Designated Shelters

The following are designated shelter locations: These locations should be identified on floor plans.

Floor Number	Designated Shelters



Conducting a Hazard and Operational Analysis

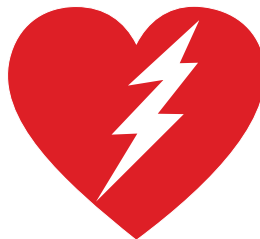
AED Locations

Automated External Defibrillators (AEDs) are for use when a person is having a cardiac event. AEDs are designed to be used by anyone, as the machine will guide users through the process of activating the unit.

AEDs are located in the following areas: These locations should be identified on floor plans.

Floor Number	Location

AED



Conducting a Hazard and Operational Analysis

First Aid Kit locations

First aid kits come in many shapes and sizes. You can purchase one from the Red Cross Store or your local American Red Cross chapter. Your local drug store may sell them. You can also make your own.

Floor Number	Location

EMERGENCY



Evacuation Assembly Points

When the alarm sounds, all occupants within the building must evacuate and report to an assigned evacuation assembly point.

Evacuation Assembly Point	
Alternative if main point unavailable	



Conducting a Hazard and Operational Analysis

Tone/Weather Alert Radios

Tone Alert Radios (TARs) receive severe weather warnings, such as tornado warnings, and other emergency information via a radio frequency. Tone Alert Radios are located in the following areas:

Floor Number	Location

SUPPLIES AND EQUIPMENT

Churches will need basic emergency supplies and equipment to be as self-sufficient as possible after an emergency. Churches emergency kits will vary in size and composition according to an organization's structure and function, but all organizations should have the following essentials in an accessible location:

- First aid supplies, AED(s) with instructions
- Flashlights/batteries, approved power strips and extension cords
- Portable generators
- Portable AM/FM radios/batteries
- Laboratory spill kits
- Portable emergency water
- Employee rosters
- Depending on size of the building – two-way radios



Conducting a Hazard and Operational Analysis

Disaster Review

CHECKLIST - What to do BEFORE, DURING and AFTER

- Know your risk. Check your hurricane evacuation level and FEMA flood maps to determine if your business location is vulnerable to storm surge or freshwater flooding.
- Have your building(s) inspected by a licensed professional to find out if your workplace is vulnerable to hurricane force winds and what is recommended to retrofit.
- Take the necessary precautions. If a storm threatens, secure your building. Cover windows. Cover and move equipment/ furniture to a secured area.
- Always protect your data with backup files. If dependent on data processing, consider an alternate site. Make provisions for alternate communications and power.
- Make plans to work with limited cash, no water, sewer or power for up to two weeks. Store emergency supplies at the office.
- Protect your people. Peoples safety comes first! Prepare, distribute and discuss your emergency preparedness plan and plan for recovery. Consider providing shelter to employees and their families and helping employees with supplies in case of severe weather emergencies.
- Establish a rendezvous point and time for employees in case damage is severe and communications are disrupted. Establish a call-down procedure for warning and post storm communications.
- Contact your congregation and vendors and share your communications and recovery plan in advance. Prepare a list of vendors to provide disaster recovery services.



Conducting a Hazard and Operational Analysis

- Review your insurance coverage. Have your church appraised at least every three to five years. Inventory, document and photograph equipment, supplies and workplace. Have copies of insurance policies and customer service/home numbers.
 - Obtain Business Interruption insurance.
 - Consider "Accounts Receivable" and "Valuable Papers" coverage and "Income Destruction" insurance.
 - If you have a Business Owners Protection Package, check the co-insurance provisions.
 - Remember: Flood damage typically requires separate coverage. Check your policy for coverage.
- After the disaster, use caution before entering your business. Check for power lines, gas leaks and structural damage. If any electrical equipment is wet, contact an electrician. Prepare loss information for insurance claims and get independent estimates of damages. Take pictures before cleanup. Minimize additional damage. Know the location of the following:
- Copy of emergency contact list of employees and key customers/ clients including all phone numbers.
- Voice mail box number and remote password information and instructions so you can change messages as needed providing information to employees, so they can call in for instruction if they cannot reach you by phone.
- Copy of insurance policies, agent contact information.
- Copy of listing of emergency vendors (contractors, plumbers, electricians, restoration contractors, mold remediation, etc.) This will save you the time of looking them up. You should also make contact with these making sure they are still in business, they still cover your area and they will be able and willing to provide service to you. Also discuss what type of payment they will take in an emergency situation.



Conducting a Hazard and Operational Analysis

- Back-up files/ tapes or server(s) of electronic data
- Copy of essential policies, emergency procedures, Business Continuity Plans
- General Office supplies: pens, pencils, stapler, tape, paper, plus any special forms, etc. used in your business.
- Pictures of business inside and out.

Conducting a hazard and operational analysis

Purpose

While it is impossible to plan for every possible event, it is important to look at what the probability is of a specific event happening, and the hazards that it would cause.

The purpose of a hazard analysis is to determine the hazards that your organization is most susceptible and vulnerable to experiencing. By determining those hazards prior to development, the emergency plan will be realistic.

Starting Point

A good place to look for information regarding potential hazards is your local emergency management office or your insurance provider. They can describe the disaster history of the community, the location of flood plains, frequency of tornadoes, and so on. The local library may also provide some insight on local disasters.

Considerations



Conducting a Hazard and Operational Analysis

In thinking about potential events, consider the following:

- Historical information: Has it happened before? How often does it happen? Look at disasters or emergencies that have occurred in the community, for example: tornadoes, wind storms, severe winter weather, heavy rains, forest fires, flooding, utility problems, transportation accidents, etc. Look into past emergency events onsite.
- Geographic location: Is your area prone to a certain type of emergency? Consider the geographic location of your building to flood plains, nuclear power plants, heavy forest, major transportation routes, and neighboring sites that might be hazardous.
- Human error: What emergencies could be caused by employees or members?
- Physical facility: What needs to be maintained regularly? Consider technological problems that could occur due to problems on the site, such as heating and cooling systems, incinerator problems, power failure, etc. Consider the construction of buildings on the site. Do the buildings pose any hazards, such as building collapse?

Hazard Analysis Worksheet

Use the worksheet to examine the listed hazards. List any other possible hazards that the site may face under the first column labeled – Hazards. Cross off any hazards that are not possible, for example, onsite hazardous material incident is very unlikely in a church setting.

Using a scale of 1 to 3, estimate the possibility of each listed hazard.



Conducting a Hazard and Operational Analysis

1. Unlikely or low possibility
2. Maybe or average possibility
3. Likely or high possibility

In the next two columns labeled, Employee/people Impact and Property Impact use a 1 to 3 scale. Using the 1 to 3 scales, estimate the possible impact of each hazard on the employees/people, property and organization. Use a worst-case scenario to estimate the probable impact.

1. Low impact (few hours loss of use of building, nick and scratch injuries, slight property damage.)
2. Moderate impact (loss of short-term use of building, serious bodily injury, moderate property damage.)
3. High impact (loss of life, destruction of property and business.)

After factoring each impact area, total the row for each hazard. Using the totals, prioritize the hazards to determine which hazards to plan for first. Depending on the needs and resources of the organization complete the low priorities as possible, or not at all.



Conducting a Hazard and Operational Analysis

Hazard Analysis Worksheet

Hazards	Possibility	Property Impact	Employee/ People Impact	Total Possible Impact
Active Shooter/ Assaults				
Bomb Threat				
Criminal disorder				
Earthquake				
Electrical failure/Power outage				
Fire				
Flood				
HAZMAT (chemical spill)				
Severe Thunderstorms				
Tornado				
Winter Weather conditions				
Other?				



Conducting a Hazard and Operational Analysis

Perform an operational assessment

How does your congregation function?

- Assess your functions, both internally and externally, to determine which staff, materials, procedures, and equipment are absolutely necessary to maintain operations.
- Identify all of your programs and outreach ministries: Ritual/Prayer services, religious instruction, study groups, congregation-sponsored community programs (such as soup kitchens, social services), and guest programs (such as AA, Boy Scouts, and other local organizations using facilities for programs and meetings)

What are your critical operations?

- Identify which operations are critical to survival and recovery: Include emergency payroll, expedited financial decision-making, and accounting systems to track and document costs in the event of a disaster. Establish procedures for succession of management, including at least one person who is not at the house of worship, if possible.

What are your critical programs?

- Identify your critical programs: Prioritize the programs you have identified and decide which are most critical and need to function quickly during the post-disaster period.
- Identify actions and processes associated with these critical programs: Inventory the separate processes that allow each critical program to function. For example, in order to run your soup kitchen, you must (among other things):
 - Pay employees or coordinate volunteers
 - Continue your access to food and other social service supplies
 - Ensure you have a facility
 - Conduct outreach



Role of an Emergency Response Team

The following are guidelines for creating an emergency response team within your congregation should you deem it necessary. The positions listed are recommendations and can be adapted to the needs and size of your particular organization. We recommend that multiple people be designated and trained for each position and that each position be represented at every possible worship service or event.

Facilities/Building Coordinator

A facilities/building coordinator is a staff member or volunteer trained to know the floor plans of each building and the emergency evacuation procedures for any emergency—medical, fire, tornado, etc. The building coordinator may be involved in long-range planning. (Your facilities manager or building vestry member might be appropriate for this position.)

A building coordinator may be responsible for:

- Building evacuations—responsible for reporting to the incident coordinator that their assigned section has been cleared during an evacuation.
- Lock down/shelter in place procedures
- Other intervention procedures as the situations dictate.
- If available, maintain hand-held radios to coordinate with incident coordinator or other team members.
- Relaying status report information to the emergency agency/agencies involved (e.g., fire department, police, paramedics, emergency management, etc.).
- Coordinating with the emergency agency/agencies any needed evacuations or other emergency actions.



Role of an Emergency Response Team

A building coordinator may work with the emergency response team to:

- Coordinate emergency planning activities.
- Assist with recruiting team members.
- Schedule training.
- Communicate ongoing plans.

Incident Coordinator

The incident coordinator on duty assumes responsibility for implementing the building emergency plan at the time of the incident, providing leadership until personnel with more experience arrive on scene. (Greeters, ushers, or other leaders might be appropriate for this position.)

Responsibilities may include the following:

- Ensuring that all safety response team members are assigned duties and understand all emergency procedures.
- Working with other emergency response team members to evaluate an emergency.
- Ensuring proper emergency communication.
- Delegating needed emergency actions.

The incident coordinator may also be called upon by the emergency agency/agencies involved to aid in crowd control and building evacuation. The incident coordinator should

Role of an Emergency Response Team

immediately identify her/himself as such to maintenance personnel and emergency agency personnel responding to an incident.

Medical Response Team Members

Medical response team members are members of the emergency response team who have been trained in medical emergencies, these may be identified doctors and nurses in your congregation. Responsibilities include the following:

- Providing first aid to those incurring a medical emergency until medical personnel with higher training arrives on scene.
- Conducting a primary assessment of the medical emergency situations and reporting this assessment to appropriate personnel.
- Providing medical assistance and support until professional help arrives.
- Remaining in charge of a medical emergency situation until professional help arrives.

Medical response team members should immediately identify themselves as such to any personnel responding to the incident.

External communications

Clergy AND Senior Warden are designated as the principal contacts with the media (radio, television, and print), regulatory agency, government agencies and other external organizations following a formal disaster declaration. They should follow the Crisis Communications Plan.

Role of an Emergency Response Team

Team member responsibilities

- Each team member will designate an alternate backup.
- All the members should keep an updated calling list of their work team members' work, home, cell phone numbers both at home and at work.
- All team members should keep this plan for reference at home in case the disaster happens during after normal work hours. All team members should familiarize themselves with the contents of this plan.



Plan Review, Testing and Maintenance

This plan is intended to be a living document and as such must be reviewed on a regular basis. The plan will be reviewed and exercised on an annual basis. The test may be in the form of a walk-through, mock disaster or component testing. Additionally, with the dynamic environment present within the organization, it is important to review the listing of personnel, volunteers and phone numbers contained within the plan regularly, or if any change in personnel takes place.

The plan should be stored on a shared drive on the server (if applicable) where it can be viewed by system site personnel and the Emergency Management Team. In addition, a hard copy should be kept in the safe and at the homes of the senior management team.

The Clergy/Senior Warden will be responsible for the plan.

As this plan contains personal information it should be treated as a confidential document.

Practicing the Plan

There are five types of exercises that may be conducted:

- 1. Orientation** – Instruction is provided about roles, relationships and responsibilities during an emergency.
- 2. Drill** – Systems such as emergency notifications, communication procedures, evacuation procedures, or equipment are evaluated in order to identify problem areas. Drills should be conducted periodically to test the effectiveness of the plan. A debriefing should be conducted after each drill to receive feedback from all participants on the effectiveness of the plan. Identified weaknesses will be addressed to strengthen the plan.
- 3. Tabletop Exercise** – A facilitated discussion of roles, responsibilities, and reactions to a given emergency scenario.



Plan Review, Testing and Maintenance

- 4. Functional Exercises** – Members of the Emergency Preparedness Group and organizational staff actually perform their emergency response to a specific section(s) of the plans.
- 5. Full-Scale Exercises** – A simulated real-life emergency situation is performed. This exercise involves the Emergency Preparedness Group, organizational staff, volunteers, and community response organizations.

Training

Planning, preparation, and training will help staff personnel learn the proper course of action in an emergency. This manual will provide step-by-step guidelines to help deal with emergencies that may occur. This manual cannot foresee all possible circumstances of an emergency. Staff must be prepared to evaluate all the circumstances and make sound judgments based on the situation. Staff should receive annual training in the emergency response plan and where applicable in First Aid (contact your local Red Cross, Cintas or other provider for training options).



Overview:

The purpose of this document is to prepare churches within the Diocese of Southern Ohio with a coordinated response plan in the event of an emergency or crisis. Please read the following best practices and situations carefully. Should an emergency arise that is not outlined within these instances, please contact the diocese communications team immediately via the crisis form on the online portal or app. All responses outlined below can also be accessed via those channels. Response format should be consistent:

1. Acknowledge the issue and offer to provide update / next steps.
2. Provide reasonable and informative updates, as available or necessary
3. Conclude with final actions to address/resolve issues positively

The situational responses outlined below have been created to serve as guidelines to enable an immediate response to common crises that may occur. Please note that the areas indicated in red require your customization to fit the appropriate event.

A number of variants have been offered for each situation to help fit your needs. Please read through each situation carefully before putting together your official statement.

Also included within many of the situations is a recommended resolution. This is a proactive effort on your part to reconnect with the community following the outlined incident to accompany the statement, which you will need to submit to the media.

What to do first:

It's important that all volunteers, staff and clergy understand that there are designated speakers to address specific issues.



Crisis Communication Plan

In that spirit, be polite to all media representatives who come through the door (or phone/email), and provide them with the appropriate contact for the situation if that is not you. Avoid saying 'No Comment!'

In the event of a crisis, immediately log on to the diocese portal (<http://diosohio.org/emergency/>) and fill out the contact form in the crisis communication section. This will generate an alert that will be received by the diocese communications team who will be in touch as soon as possible. For a serious issue that needs immediate attention, call Communications Director, David Dreisbach on his mobile phone, 513-545-0184.

Things to Include:

- Outline all of the details you know
- What has been said to the media and what stations/contacts
- Provide contact information for yourself and two backup persons

We recommend creating a response hierarchy of designated individuals who are approved to speak on behalf of your church. Please note the following and include with this plan. These individuals should have access to this plan and familiarize themselves with which scenarios they would be responsible for addressing, as indicated in each scenario and the table of contents.

Initial responder(s): _____

Secondary responder: _____

Ongoing responder: _____

If you are directly involved with the incident, do not issue any response on behalf of your church, unless given express permission and instructions by the diocese.





Crisis Communication Plan

If you are directly involved and have not yet received direction from the diocese, please refer to the administrative response until the appropriate spokesperson can be engaged.

Please follow the situational response plan below, unless otherwise advised.

Interview Best Practices:

Do	Don't
Acknowledge the issue, accusation, problem. Even if you do not have an answer. "We're looking into it" is better than "No comment."	Don't say anything you wouldn't want published. Especially if you have a hot story on your hands, 'off the record' isn't always hard and fast.
Remember to follow-up! Collect names and numbers of media representatives and provide them with necessary updates.	Don't say "No Comment." If they aren't satisfied or believe there is something to hide, they will continue to dig until they find someone who is willing to talk- likely someone unsanctioned.
Temporarily remove offending parties. Until all facts are received, do not permit those accused to face the media unaccompanied.	Don't speculate. Stick with the facts you know.
Check with attorneys/authorities before offering any details that could impact a criminal investigation.	Don't create drama. No need to sensationalize



Cold Call (or appearance) from the Media

To be handled by the church

Although the church is welcome to handle this situation, please follow protocol and alert the diocese via the [online crisis portal](#).

This is to be utilized in the event a member of the media calls or shows up with questions regarding an incident of which you had not yet been made aware. This is the initial response. Secondary and any additional follow-up responses can follow the situational recommendations below.

Initial response:

This is the first that I've heard of this (situation/allegation) happening within our congregation. Our top priority is providing a safe and welcoming environment for the community and we take these kinds of issues very seriously.

I will inform the appropriate leadership and order an immediate internal investigation into this incident and provide additional information as it becomes available.

In addition to the response above:

- Take the reporter's information
- Provide a time when you will follow-up with additional information. (Remember, you want to control the narrative.)





Natural Disaster

Although the church is welcome to handle this situation, please follow protocol and alert the diocese via the [online crisis portal](#) before issuing response, as time permits.

IF COMPLETELY DESTROYED, WITHOUT INJURY:

Initial response:

Our church has been impacted by the recent (natural disaster,) rendering our buildings a complete loss. Despite the significant damage, we are thankful to report that no one was injured and all individuals on-site were able to escape to safety.

Additionally, we understand that this (storm/event) has impacted a number of families within our community and we are working with several outreach organizations to offer assistance.

Beginning (date), we will be offering services at our regularly scheduled times at a temporary location of (location/address.)

As we embark on this extensive rebuilding process, we look forward to providing facilities that better serve our community.

Please join us in offering prayers during this time of need.

IF COMPLETELY DESTROYED, WITH INJURY:

Initial response:

(Church name) has been impacted by the recent (natural disaster,) rendering our facilities a complete loss. In the course of this (storm/tornado/fire,) (# people) on premise sustained injuries and (# people) have been killed. All victims have been transported to (area hospital,) where we will be offering prayer and counseling services for the families.





Natural Disaster

Additionally, we understand that this (storm/event) has impacted a number of families within our community and are working with several outreach organizations to offer assistance.

Beginning (date), we will be offering services at our regularly scheduled times at a temporary location of (location/address.)

As we embark on this extensive rebuilding process, we look forward to providing facilities that better serve our community.

Please join us in offering prayers for the victims and their families during this time of need.

Second response:

Since the (disaster), we have been hard at work planning the rebuilding our church, which was rendered a complete loss on (date). We are using this disaster as an opportunity to provide new, thoughtfully created spaces that will serve our community in the best way possible.

Our priority has always been with the community and during this time we are also working with (name partner organizations like: Red Cross, Matthew 25 ministries, etc. if applicable) to provide aid to those families who are struggling to rebuild.

We are eternally grateful for the continued love and support of our church fellowship and will be celebrating the completion of our newly remodeled (area damaged) with a special community celebration open to everyone.

IF INJURY IN PARISH OR ANYWHERE IN THE COMMUNITY ADD AFTER 2ND PARAGRAPH:

We continue to pray for those who sustained injuries or lost their lives as a result of this disaster. (Update if conditions have improved/ deteriorated for any who were injured within the church)





Natural Disaster

All are welcome to join us for a remembrance ceremony for those injured or lost in the (storm/event) on (date/time/place.)

Resolution:

To commemorate the completion of the new facility which was damaged by the recent (natural disaster), (church name) is welcoming the community to our dedication celebration on (date / time).

The event will include (list speakers, activities, refreshments.) as a thank you to our parishioners and community partners who have helped us during this time of rebuilding.

IF INJURY ADD:

During this time, we will also honor all community members who were injured or killed during this (disaster) by unveiling a commemorative (garden/ window/ bench/ sculpture).

IF PARTIALLY DESTROYED, NO INJURY:

Initial response:

Our church has been impacted by the recent (natural disaster,) resulting in damage to our (areas damaged.) We are thankful to report that no one was injured and all individuals on-site was able to escape to safety.

Our church is open while we begin the rebuilding process, and we will be offering services at our regularly scheduled times beginning (date.) (If possible. If not- indicate where will services be held in the meantime?)

Additionally, we understand that this (storm/event) has impacted a number of families within our community and we are working with several outreach organizations to offer assistance.

Please join us in offering prayers during this time of need.





Natural Disaster

IF PARTIALLY DESTROYED, WITH INJURY:

Initial response:

(Church name) has been impacted by the recent (natural disaster,) resulting in damage to our (areas damaged.) In the course of this (storm/tornado/fire,) (# people) on premise sustained injuries and (# people) have been killed. All victims have been transported to (area hospital,) where we will be offering prayer and counseling services for the families.

Our church is open while we begin the rebuilding process, and we will be offering services at our regularly scheduled times beginning (date.) (If possible. If not- indicate where will services be held in the meantime?)

Additionally, we understand that this (storm/event) has impacted a number of families within our community and we are working with several outreach organizations to offer assistance.

Please join us in offering prayers for the victims and their families during this time of need.

Second response:

Since the (disaster) on (date), we have been hard at work rebuilding our church, which received damage to the (areas damaged,) and anticipate a full completion within the coming weeks.

Our priority has always been with the community and during this time we are also working with (name partner organizations like: Red Cross, Matthew 25 ministries, etc. if applicable) to provide aid to those families who are struggling to rebuild.

We are eternally grateful for the continued love and support of our church fellowship and will be celebrating the completion of our newly remodeled (area damaged) with a special community celebration open to everyone.





Natural Disaster

IF INJURY IN PARISH OR ANYWHERE IN THE COMMUNITY ADD AFTER 2ND PARAGRAPH:

We continue to pray for those who sustained injuries or lost their lives as a result of this disaster. (Update if conditions have improved/ deteriorated for any who were injured within the church)

All are welcome to join us for a remembrance ceremony for those injured or lost in the (storm/event) on (date/time/place.)

Resolution:

To commemorate the completion of the newly renovated (area damaged) which was damaged by the recent (natural disaster), (church name) is welcoming the community to our dedication celebration on (date / time).

The event will include (list speakers, activities, refreshments.) as a thank you to our parishioners and community partners who have helped us during this time of rebuilding.

IF INJURY ADD:

During this time, we will also honor all community members who were injured or killed during this (disaster) by unveiling a commemorative (garden/ window/ bench/ sculpture).



Terrorism or Hate-Motivated Destruction

Diocese to designate spokesperson

Please follow protocol and alert the diocese via the [online crisis portal](#).

Initial response:

NO INJURY

It is with heavy hearts that we share that our (Church name) has become the target of a hate-fueled attack. (Brief sentence of what happened.) We are thankful to report that, despite damage to our (areas damaged,) no one was injured and everyone on-site was able to adhere to our safety protocol.

This hatred cannot be tolerated and we refuse to be deterred from our mission to spread inclusive messages of love and peace throughout the community.

Our church is open while we begin the rebuilding process, and we will be offering services at our regularly scheduled times beginning (date.) (If possible. If not- indicate where will services be held in the meantime?)

Additionally, we are taking steps to ensure that all of our parishioners experience a safe and peaceful experience while under our roof.

WITH INJURY

It is with heavy hearts that we share that our (Church name) has become the target of a hate-fueled attack. (Brief sentence of what happened.) In the course of this senseless attack, (# people) sustained injuries and (# people) have been killed. All victims have been transported to (area hospital,) where we will be offering prayer and counseling services for the families.

This hatred cannot be tolerated and we refuse to be deterred from our mission to spread



Terrorism or Hate-Motivated Destruction

inclusive messages of love and peace throughout the community.

Our church is open while we begin the rebuilding process, and we will be offering services at our regularly scheduled times beginning (date.) (If possible. If not- indicate where will services be held in the meantime?)

Additionally, we are taking steps to ensure that all of our parishioners experience a safe and peaceful experience while under our roof.

Please join us in offering prayers for the victims and their families during this time of tragedy.

Second response:

Since the (incident/ attack) at our (church name) on (date), we have been hard at work rebuilding our (destroyed property) with an estimated completion of (date of completion).

In continuing our mission to provide a safe, inclusive place to worship, we are in the process of taking the following steps to ensure that our parishioners, friends and community partners are safe and comfortable while in our building: (list steps – Some ideas may be: Additional security? Police protection?)

We are working with authorities as they continue to investigate this incident and would like to thank everyone for the outpouring of support that we have received. Together, we will grow stronger as we take a stand against hate!

IF INJURY ADD AFTER FIRST PARAGRAPH:

We continue to pray for those who sustained injuries or lost their lives as a result of this senseless attack and encourage everyone in the community to join us in taking a stand against hate. (Update if conditions have improved/ deteriorated for any who were





Terrorism or Hate-Motivated Destruction

injured within the church)

All are welcome to join us for a remembrance ceremony for those injured or lost in the (storm/event) on (date/time/place.)

Resolution:

To commemorate the completion of the newly renovated (area damaged) which was damaged by the recent attack, (church name) is welcoming the community to our dedication celebration on (date / time).

Together, we will stand in solidarity against hate via inspirational speeches, music and activities as our thank you to the parishioners and community partners who have helped us during this time of rebuilding.

IF INJURY ADD:

We will also honor all community members who were injured or killed during this (disaster) by unveiling a commemorative (garden/ window/ bench/ sculpture).



Crime (Theft, Vandalism, etc.)

To be handled by the church

Although the church is welcome to handle this situation at their discretion based on comfort level, please follow protocol and alert the diocese via the [online crisis portal](#).

Initial response:

WITHOUT INJURY:

(Church name) was recently the target of a (theft/ vandalism) of/to our (items/ location).

We are working with the proper authorities to identify the parties responsible and have already begun taking measures to ensure that we can provide a secure and safe environment for our parishioners and friends within the community at all times. We will provide further updates as they become available.

VIOLENT CRIME WITH INJURY (non-hate crime)

(Church name) was recently the target of a violent crime of/to our (items/ location). During this incident, a (parishioner/ priest/ deacon – List title, not name) sustained (Life-threatening/ Severe / Mild) injuries. The victim(s) has been transported to (area hospital,) where we will be offering prayer and support services for the family.

We are working with the proper authorities to identify the parties responsible and have already begun taking measures to ensure that we can provide a secure and safe environment for our parishioners and friends within the community at all times. We will provide further updates as they become available.



Crime (Theft, Vandalism, etc.)

Second response:

WITHOUT INJURY:

(A number, or several) Individuals have been identified for their alleged involvement with our recent (theft/ vandalism) incident. Since then, our church has taken steps, such as (list steps), to improve the security of our facilities.

We hope that the alleged perpetrator(s) receive the help that he/she needs. Our prayers are with the victims of (this crime) everywhere.

VIOLENT CRIME WITH INJURY (non-hate crime):

(A number / several) Individuals have been identified for their alleged involvement with our recent violent (theft/ vandalism) incident. Since then, our church has taken steps, such as (list steps), to improve the security of our facilities.

We hope that the alleged perpetrator(s) receive the help that he/she needs and continue to pray for the (parishioner/priest/deacon- list title, not name) who sustained injuries as a result of this senseless incident. (Update if conditions have improved/ deteriorated for any who were injured within the church)

Our thoughts are with the victims of (this crime) everywhere.





Clergy / Staff Misconduct

To be addressed by the diocese

Please follow protocol and alert the diocese via the [online crisis portal](#).

Initial response:

We have been made aware of the allegations of (incident) at (Church name). We take any accusation of this nature extremely seriously and are working with the proper authorities to get to the bottom of the issue. Those said to have been involved have been placed on leave until further information is received, pending a thorough internal (and external - if laws broken/police involved) investigation process. We will provide any additional updates as they become available.

Second response:

IF UNABLE TO COMMENT FOR LEGAL REASONS:

We are continuing to work with authorities regarding the recent allegations of (Incident) at (Church name). While we are not able to discuss the details of this ongoing investigation, we are praying for all involved.

Our top priority is offering a safe space within our church. All current leaders have gone through new training to identify and handle signs of inappropriate behavior. Additionally, we have introduced a strict vetting process for all prospective clergy and staff to ensure that all adhere to the highest ethical standards.



Clergy / Staff Misconduct

IF GUILTY VERDICT:

We are disheartened to learn that one of our own has been found guilty of the recent accusations of (crime). We unequivocally denounce this behavior, which goes against our fundamental beliefs and this individual has been removed from our organization. Our hope is that the accused is able to find the help and forgiveness that he/she needs.

Our parish continues to pray for the victims of this crime and have reached out to their families to offer our support moving forward from this incident.

We place top priority in offering a safe space within our church. All current leaders have gone through new training to identify and handle signs of inappropriate behavior. Additionally, we have introduced a strict vetting process for all prospective clergy and staff to ensure that all adhere to the highest ethical standards.

IF NOT GUILTY:

(Individual name) has been found not guilty of the recent accusations of (incident). (Are you taking them back on the staff? What is the resolution here?)

Our top priority is offering a safe space within our church. All current leaders have gone through new training to identify and handle signs of inappropriate behavior. Additionally, we have introduced a strict vetting process for all prospective clergy and staff to ensure that all adhere to the highest ethical standards.

Our parish continues to pray for victims of crime everywhere.



EMERGENCY PHONE NUMBERS

For All Emergencies Dial 9-1-1 — If your community is not served by 9-1-1, call your local emergency contact number.

Name of Company	Phone Number	Contact Name
Fire Department		
Paramedics		
Ambulance		
Police (non-emergency #)		
Security Company (if applicable)		
Building Manager (if applicable)		
American Red Cross (local chapter)		
Elevator Company		
Insurance Company		
Poison Control	1-800-222-1222	
Suicide & Crisis Intervention Service		
National Suicide Prevention	1-800-273-8255	
Clergy		
Emergency Response Team Members		
Electrician		
Plumber		
Fire Protection Contractor		
IT Support		
Cleanup / Disaster Restoration		



EMERGENCY PHONE NUMBERS

Utility Company Emergency Contacts

Name of Company	Phone Number	Contact Name
Electric		
Water		
Gas (if applicable)		
Water		

Emergency Personnel Names And Phone Numbers

Designated Responsible Official

Name: _____ Phone: _____

EMERGENCY COORDINATOR:

Name: _____ Phone: _____

AREA/FLOOR MONITORS (If applicable):

Area/Floor: _____ Name: _____ Phone: _____

Area/Floor: _____ Name: _____ Phone: _____

ASSISTANTS TO PHYSICALLY CHALLENGED (If applicable):

Name: _____ Phone: _____

Name: _____ Phone: _____



Active Shooter

Recent national and international tragedies show us that the risk is real, an active shooter incident can happen in any place at any time. Although most people think of churches as places of contemplation and prayer, churches have not been immune from such incidents. Preparedness and awareness will help us keep everyone safe.

What is an active shooter? An active shooter is an individual or individuals actively engaged in killing or attempting to kill people in a confined and populated area.

- Victims are selected at random.
- Event is often unpredictable and evolves quickly.
- As a result, individuals must be prepared to deal with an active shooter situation before law enforcement personnel arrive on the scene.

Responding to an active shooter in your vicinity

Quickly determine the most reasonable way to protect your own life. Remember that congregation members and visitors are likely to follow the lead of staff during an active shooter situation.

1. RUN

Getting away from the shooter(s) is the top priority. If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.
- If you think you can safely make it out of the building by running, then do so. If you decide to run, do not run in a straight line. Keep any objects you can between you and the hostile person(s) while in the building. Use trees, vehicles or any other object to block you from view as you run.



Active Shooter

- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- When away from the immediate area of danger, summon help any way you can and warn others.
- Call 911, provide as much detail as possible, describe the shooter, their location and weapons.

2. HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the active shooter's view
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement



Active Shooter

- To prevent an active shooter from entering your hiding place by locking and blockading the door with heavy furniture
- Close blinds and turn off lights
- Silence your cell phone and make sure they won't vibrate
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet
- Don't hide in groups, spread out and hide separately to make it more difficult for the shooter.
- Try to communicate with the police silently – like through text messages or by putting a sign in an exterior window.
- Stay in place until law enforcement gives you the all clear.

Consider the difference between cover and concealment. Cover will protect from gunfire and concealment will merely hide you from the view of the shooter. Choose the best space that is available quickly

Note:



Active Shooter

- Understand that gunfire may sound artificial. Assume that any popping sound is gunfire.
- If there are two or more persons in the same place when a violent incident begins, you should spread out in the room to avoid offering the aggressor an easy target.
- Be mindful that violent attacks can involve any type of weapon, not just a gun. Knives, blunt objects, physical force or explosives can be just as deadly as a gun. The suggested actions provided here are applicable in any violent encounter.
- Plan ahead: Visualize possible escape routes, including physically accessible routes for students and staff with disabilities and others with limited mobility.

If evacuation and hiding out are not possible:

- Remain calm
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open and allow the dispatcher to listen

3. FIGHT

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons



Active Shooter

- Yelling
- Committing to your actions
- Ambushing the shooter together with makeshift weapons such as chairs, fire extinguishers, scissors, and books to try and distract and disarm the shooter.

When calling the police, give as much information as possible:

- How many shooters?
- Describe the shooters in as much detail as possible - color of hair, color of clothes etc.
- What part of building?
- Types of weapons? (Describe however you are comfortable)
- Locations of victims? (But know first responders will not treat victims right away)

When Law Enforcement arrives know that:

- Officers usually arrive in teams
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns



Active Shooter

- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their own protection

How victims should respond when law enforcement arrives:

- Remain calm, and follow officers' instructions.
- Put down any items in your hands (i.e., bags, jackets).
- Immediately raise hands and spread fingers and keep hands visible at all times.
- Avoid making quick movements (i.e. pointing, screaming and/or yelling) toward officers such as holding on to them for safety.
- It is very important to know that law enforcement's first task is to end the incident, and they may have to pass injured along the way. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.
- Follow law enforcement's instructions and evacuate in the direction they came from.
- Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned.
- Do not leave until law enforcement authorities have instructed you to do so.



Active Shooter

- Help first responders
- Seek out medical attention if needed
- Seek help to cope with psychological trauma and the long-term effects of such trauma on you and your family.

Communicate with your members

Follow the crisis communication plan to communicate with the media and your community.

To respond directly with your members, some congregations may set up an automated message to go to members in case of any kind of disastrous incident, others make use of phone trees.

Church Insurance Agency Corporation provides the following tips to mitigate risk of church violence:

- Practice basic risk management to improve security. For example, make sure adequate lighting is in place in all public areas and that shrubbery and trees do not block windows.
- Contact your local authorities and your insurance company. In many cases, police or your insurance team, will meet with you and complete a site risk review. That will help you to determine where you might need to focus your attention and make changes.
- If possible, if budget allows, access control and camera systems may be helpful.

This Emergency Action Plan cannot cover every possible situation that might occur



Active Shooter

Nevertheless, it is a training tool that can reduce the number of injuries or death if put into action as soon as a situation develops. Time is a critical factor in the management of a situation of this manner.

Preparedness

- Your Emergency Action Plan is a useful tool for preparing for an active shooter incident.
- Ensure that your facility has at least two evacuation routes.
- Clearly post and mark evacuation routes in conspicuous locations throughout your facility.
- Items to include in the plan are ensuring that all necessary staff have access and keys.
- Conduct exercises.
- Include local law enforcement and first responders during training exercises.
- Encourage law enforcement, emergency responders, SWAT teams, canine teams, and bomb squads to help you train for an active shooter scenario at your location.



Active Shooter

Warning Signs

It must be stressed that if you have had contact with ANY INDIVIDUALS who display the following tendencies, that you may contact law enforcement and certainly notify leaders in your organization:

- Threatens harm or talks about killing others.
- Constantly starts or participates in fights.
- Loses temper and self-control easily.
- Swears or uses vulgar language most of the time.
- Possesses or draws artwork that depicts graphic images of death or violence.
- Frequently initiates domestic violence.
- Becomes frustrated easily and converts frustration into uncontrollable physical violence.

Warning signs in case of staff

An active shooter in your workplace may be a current or former employee, or an acquaintance of a current or former employee. Employees typically do not just “snap,” but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated.



Active Shooter

Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert clergy/your supervisor if you believe an employee or coworker exhibits potentially violent behaviors which may include:

- Depression/withdrawal.
- Repeated violations of company policies.
- Explosive outbursts of anger or rage without provocation.
- Behavior that may suggest paranoia (e.g., “everybody is against me”).
- Escalation of domestic problems into the workplace.
- Talk of severe financial problems.
- Talk of previous incidents of violence.

Source: DHS Active Shooter Book

Report violent acts or threats of violence to your clergy or immediate supervisor. Regardless of the type of workplace violence, the chances for prevention improve with increased awareness of potential warning signs and rapid response to a problem.



Active Shooter

Managing the Consequences

After the active shooter has been incapacitated and is no longer a threat, clergy and/or management should engage in post-event assessments and activities, including:

- An accounting of all individuals at a designated assembly point to determine who, if anyone, is missing and potentially injured.
- Determining a method for notifying families of individuals affected by the active shooter, including notification of any casualties.
- Assessing the psychological state of individuals at the scene and referring them to health care specialists accordingly. Episcopal Church Medical Trust has an Employee Assistance & Work/Life Support Program 24/7. Call 1.866.395.7794 for assistance.
- Follow your Crisis Communication Plan.
- Identifying and filling any critical personnel or operational gaps left in the organization as a result of the incident.
- Capturing lessons learned.:
 - Analyzing the situation.
 - Creating an after-action report.
 - Refining Emergency Action Plan.

Weapons in church

It is the view of the Bishop that places of worship should remain a gun free zone.



Assault/Fights

- Ensure the safety of congregation, visitors and staff first.
- Call 911, if necessary.
- Notify CPR/first aid certified persons in building of any medical emergencies
- Notify Clergy/Senior Warden.
- Seal off area where assault took place.
- Defuse situation, if possible.
- Always notify police if weapon was used, victim has physical injury causing substantial pain or impairment of physical condition, or assault involved sexual contact (intentional touching of anus, breast, buttocks or genitalia of another person in a sexual manner without consent. This includes touching of those areas covered by clothing).
- Complete Incident report. Ask victim(s)/witness(es) for their account of incident.
- Assess counseling needs of victim(s) or witness(es). Implement post-crisis procedures.



Bomb Threat

Most bomb threats are for the purpose of causing disruption and panic. Bomb threats should be taken seriously. Evacuate when a threat is received.

Bomb threats could be received in a number of ways, with the telephone being the most common. If another person is present when the call is received, the receiver of the call should signal that person to call 911 and report the call while the receiver asks the following question:

- Where is the bomb?
- What time is it set to explode?
- What kind of bomb is it?
- What type of package is it in?
- Why did you set the bomb?
- What is your name?
- Where do you live?
- How old are you?

While keeping the caller on the telephone with the above conversation, listen for the following background noises:

- Music
- People talking
- Vehicle noises
- Airplanes
- Children
- Machines

***Refer to Appendix 1 for sample bomb threat checklist**



Bomb Threat

Your local police department has trained bomb squad personnel who will handle the situation. Upon their arrival, they will assume command. They will advise regarding possible evacuation of the facility. The police may request that a staff member or volunteer assist in any search, since staff and volunteers know the facility and will recognize foreign objects and items not in their normal place.

As soon as possible, call the Clergy/Senior Warden. They will determine who else needs to be notified.

Complete an incident report as soon as possible after the event.



Building Evacuation Emergency

All leaders and staff should know the emergency evacuation routes and procedures for the building, and their designated assembly area outside the building. Memorize the exit route closest to your work area or office.

Evacuation route maps must be posted in each work area. The following information is marked on evacuation maps:

- Emergency exits
- Primary and secondary evacuation routes
- Locations of fire extinguishers
- Fire alarm pull stations' location
- Assembly points
- Handicap evacuation areas
- Utility access/shut-off for
 - Gas
 - Water
 - Electricity
- AC System
- Telephone system
- Haz-Mat storage areas



Building Evacuation Emergency

- Heat plants/boilers
- Room numbers
- Door/window locations
- Any other information deemed appropriate

Staff should know at least two evacuation routes.

The designated assembly areas are located: (provide primary and alternate locations here)_____.

Should the designated assembly area be deemed unsafe, an alternate assembly area will be located (provide location here)_____.

If a Building Evacuation is initiated, important “dos” and “don’ts” are:

- Remain calm. Do not panic.
- Do not ignore the alarm.
- Leave the building immediately, in an orderly fashion. Follow quickest evacuation route from where you are (see posted floor evacuation diagram/map).
- Follow the instructions of the incident coordinator or 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, members, and emergency agency personnel who might also be using the



Building Evacuation Emergency

stairwells.

- Do not return for coats, purses, briefcases, etc., after you have left the area.
- Do not smoke.
- Proceed to the designated emergency assembly point for your area. If the designated assembly point/area is unsafe or blocked due to the emergency, proceed to the alternate assembly point.
- Return to the building only after emergency officials or leadership give the all-clear signal. Silencing the alarm doesn't mean the emergency is over.

Note: Ensure that (identify appropriate leader here: _____) has planned with disabled leaders or members a procedure to assist each disabled person in evacuating. Emergency evacuation procedures should be provided to all staff and if possible congregation members (e.g. in member orientations).



Fire and Smoke Emergencies

General

Staff is required to know and follow the fire response plan or procedures. Staff is also required to know the locations of all manual pull stations in their work area.

Alarm Activation

When there are visible flames, visible smoke, smell of smoke, unusual heat, or other indications of fire – even if uncertain if the conditions are caused by a fire – staff shall activate the manual pull stations and dial 911.

If you detect smoke and/or fire:

- Activate the manual fire alarm.
- Initiate evacuation procedures for any occupants of the affected building(s).
- 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 feel the best course of action is to attempt to extinguish the fire, locate an extinguisher and, without risking injury attempt to extinguish 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.



Fire and Smoke Emergencies

Staff who are at or near the fire's point of origin, shall follow the procedures outlined by the **R.A.C.E** acronym:

- **Rescue** all visitors, staff and volunteers from immediate danger.
- **Alarm** by pulling the closest fire pull-station and by dialing 911 and reporting the location of the fire.
- **Confine** the area by closing all doors.
- **Extinguish** the fire if the fire is small (use P.A.S.S. method, see below).

Fight the fire ONLY if:

- The Fire Department has been notified.
- The fire is small and is not spreading to other areas.
- Escaping the area is possible by backing up to the nearest exit.
- The fire extinguisher is in working condition and personnel are trained to use it.
- Remember the word **PASS** when using a fire extinguisher:
 - **Pull** the pin and hold the extinguisher with the nozzle pointing away from you
 - **Aim** low. Point the extinguisher at the base of the fire
 - **Squeeze** the lever slowly and evenly
 - **Sweep** the nozzle from side to side



Fire and Smoke Emergencies

If the Fire Warning Alarm Sounds

- Do not use the elevator.
- Immediately initiate evacuation procedures.

Note: Evacuation route and holding areas should be checked/secured prior to the evacuation, if at all possible, noting a fire alarm could be a ruse to get people to evacuate to an area where they are more accessible or vulnerable to someone wanting to harm them. 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.
- If in a room filled with smoke, stay close to the floor for easier breathing. Stay next to walls for direction.
- Before opening a closed door, feel its surface or doorknob. If the door is warm, there is probably fire on the other side. Do not open the door but seek another escape exit. 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.
- If you move from one room to another, close doors behind you to help contain the fire. Do not lock doors in case you or someone else needs to reenter or exit through it.
- Walk, do not run down stairways; keep to the right so as not to run into fire rescue workers.
- Proceed to the ground level and outdoors.



Fire and Smoke Emergencies

- If anyone has clothes that are on fire, tell them to STOP, DROP and ROLL.
- Move upwind of the building at least 75 feet away from the building and beyond designated fire lanes. Assemble in the designated area (specify location: _____) if possible.
- 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 by the Fire Department.



Hazardous Materials Release

Call 911

Possible Signs of a Hazardous Materials Release:

- Multiple people suffering from watery eyes, twitching, choking, having trouble breathing or losing coordination.
- Many sick or dead birds, fish or small animals are also cause for suspicion.
- Quickly try to define the impacted area or where the chemical is coming from, if possible.
- Take immediate action to get away.
- If the chemical is inside a building where you are, get out of the building without passing through the contaminated area, if possible.
- If you can't get out of the building or find clean air without passing through the area where you see signs of a chemical release, it may be better to move as far away as possible and "shelter-in-place."
- If you are outside, quickly decide what is the fastest way to find clean air. Consider if you can get out of the area or if you should go inside the closest building and "shelter-in-place."
- If you think you have been exposed to a chemical:
 - If your eyes are watering, your skin is stinging, and you are having trouble breathing, you may have been exposed to a chemical.
 - If you think you may have been exposed to a chemical, remove your clothes immediately and wash.



Hazardous Materials Release

- Look for a hose, fountain or any source of water, and wash with soap if possible, being sure not to scrub the chemical into your skin.
- Seek emergency medical attention.

Incident occurred in building:

- Call 911.
- Notify Clergy/Senior Warden.
- Seal off area of leak/spill.
- Take charge of area until fire personnel contain incident.
- Fire officer in charge will recommend shelter or evacuation actions.
- Follow procedures for sheltering or evacuation.
- Resume normal operations after consulting with fire officials.
- Complete incident report.

Incident occurred near church property:

- Fire or police will notify Clergy/Senior Warden.
- Fire officer in charge of scene will recommend shelter or evacuation actions.
- Follow procedures for sheltering or evacuation.
- Resume normal operations after consulting with fire officials.
- Complete incident report.



Lockdown/Shelter-In-Place

Lock-down procedures may be issued in situations involving dangerous intruders or other incidents that may result in harm to persons inside church building.

- The Clergy/Senior Warden will issue lock-down order by announcing a warning over PA system, sending a messenger via a mass notification system (cell-phones) or other alternate method.
- Direct all staff and visitors into a secure room.
- Lock doors.
- Cover windows if possible.
- Move all persons away from windows and doors.
- Have all persons get down on the floor.
- Allow no one outside until the Clergy/Senior Warden/First Responders gives the all-clear signal

*Consider using a duress code to authenticate any all-clear signal –This is a specific word or phrase that is used prior to giving the all clear signal that indicates to all staff that the person signaling the all clear is not being forced to do so by an intruder.



MEDICAL EMERGENCY

- For minor injuries (e.g. cuts on fingers) basic supplies like Band Aids can be given out of the First Aid kit.
- For major injuries, like the person is not breathing, please call 911 or have someone call 911.
- Provide the following information:
 - Nature of medical emergency, injury or illness,
 - Number and location of victim(s)
 - Hazards involved
 - Nearest entrance (emergency access point)
 - Location of the emergency (address, building, room number), and
 - Your name and phone number from which you are calling.
- While waiting for professional help do not move the ill or injured person unless safety considerations necessitate movement or transportation to a safer location.
- Control access to the scene.
- Do not put yourself in danger or risk your personal safety.
- Begin CRP if trained or call the following personnel trained in CPR and First Aid to provide the required assistance prior to the arrival of the professional medical help (refer to Appendix 5 for Emergency Contact List for who has been trained)



MEDICAL EMERGENCY

- Grab First Aid kit and Automated External Defibrillator (AED).
- If personnel trained in First Aid are not available, as a minimum, attempt to provide the following assistance:
 - Stop bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids).
 - Clear air passages using the Heimlich Maneuver in case of choking.
- Next of kin or another designated person should be called as soon as possible. Be calm and explain the situation slowly.

In case of rendering assistance to personnel exposed to hazardous materials, consult the Material Safety Data Sheet (MSDS) and wear the appropriate personal protective equipment. Attempt first aid ONLY if trained and qualified.

Regular CPR/First Aid training is recommended for staff, especially Pre-school and Sunday School teachers.

While we do not provide medical treatment, it is going to be a judgment call on your part if someone is bleeding profusely or if there has been some sort of disaster to cause the accident or injury. If that is the case, you may assist and will be covered by the Good Samaritan Law as long as you call 9-1-1.



Opioid Overdose

Opioid overdose – use of Narcan

The FDA approved naloxone (Commonly referred to by the brand name Narcan), a medication which can be administered by minimally trained laypeople to treat individuals suspected to be experiencing an opioid overdose. Naloxone is an opioid antagonist that works by blocking opioids from attaching to the brain's opioid receptors. When it is administered, naloxone can restore breathing within 2-5 minutes. Though fast-acting, naloxone is only effective for 20-90 minutes and can wear off depending on the opioid concentration in the individual's bloodstream, which can linger in the system for hours. Emergency medical attention is still critical, and additional doses of naloxone may be necessary. As of June 2015, the CDC estimates that Narcan kits saved nearly 27,000 lives.

Some local public health agencies have a program to distribute Narcan (nasal spray) to assist with the opioid crisis the region faces. They can provide training to interested staff that will then receive a kit after completing a data collection form that can be kept on premises. Anyone using the Narcan kit provided to assist a person, who they deemed have overdosed, will be protected by Good Samaritan legislation as long as you dial 911 after administering Narcan.

Contact your local Health Department for guidance on programs they may have available. Ohio Health Department has Project Dawn to help address the opioid crisis faced by many. Learn more - www.odh.ohio.gov/health/vipp/drug/ProjectDAWN.aspx



Poisoning

If someone has taken something that may contain poison, follow the steps below.

- CALL 911.
- Call Poison Control at 800-222-1222. If possible, have the bottle of what they ingested with you so that you can tell poison control what it is.
- Wait for paramedics to arrive. Do not treat the person yourself.
- Notify the Clergy/Senior Warden.
- Fill out an incident report.



Suicide Attempt

If you are informed of an attempted suicide

Do

- Do remain calm, but act quickly

As difficult and upsetting as it may be to walk in on someone who has made or is in the midst of a suicide attempt, it is imperative to remain calm. He or she is likely in a very fragile emotional state. Any intense or negative emotional reaction can exacerbate his or her fragility. Most importantly, be sure to remove any potential means of committing suicide that may still be accessible to the person.

- Do seek medical attention

Call 9-1-1. Depending upon the manner in which the person attempted suicide and the severity of the attempt, he or she may have injuries that warrant medical attention, if you are trained in CPR provide first aid, or contact a staff member who is trained to assist while waiting for help to arrive. In most cases, if a person is deemed to be a danger to him- or herself, then a hospital admission will occur.

- Secure the area and limit access to bystanders
- Do listen carefully and closely

Oftentimes, a person who attempts suicide has reached a point where he or she believes that no one understands or can relate to him or her. While it is not wise to say, "I know how you feel," it can be beneficial to simply listen to the person. A simple validating statement, such as, "It sounds as if that was a very difficult experience for you," can also be helpful.

- Do instill hope and follow through with the person

People who attempt suicide typically have a profound sense of hopelessness. They do not believe that their circumstances can or will improve. They think that the only way in which they can help themselves is through suicide. Do not actually seek solutions for them, as that is the role of a mental health professional. However, you can reassure them that help is available to mitigate their distress and that you, personally, care about



Suicide Attempt

them. This can also decrease their feelings of loneliness and isolation. Call the National Suicide Prevention Lifeline to help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals-1-800-273-8255

- Do seek self-care

Walking into a situation where a person is attempting or has just tried to commit suicide can be very traumatic. After the event, it is important that you take care of yourself. Episcopal Church Medical Trust has an Employee Assistance & Work/Life Support Program 24/7. Call 1.866.395.7794 for assistance.

Don't

- Do not put yourself in danger
- Do not leave the person alone

As mentioned above, after attempting suicide, a person remains in a very fragile state. To be sure that he or she does not complete what was started, it is important to physically remain with him or her at least until the appropriate professionals arrive.

- Do not be critical

Your role is to ensure that the person receives professional care, not to demean or criticize him or her.

- Do not promise confidentiality

When a person's life is in danger, confidentiality simply does not apply. You may be the primary means of communicating the person's status to an emergency responder or medical or mental health professional in order to keep him or her safe and alive. You may not be able to maintain any promise of confidentiality that you make to the person.

- Do not engage in self-blame

As noted above, the person's challenges that have contributed to the suicide attempt are



Suicide Attempt

likely complex and multifaceted. You are not responsible for someone's depression and/or happiness. Regardless as to whether any previous conflict or tension existed between you and the person, your role at the moment is to ensure that the individual receives the professional help and support that he or she needs. It is imperative that you stay focused on that role.

After

- Notify the Clergy/Senior Warden as soon as possible.
- Fill out an incident report.



Theft on Property

If a theft is in progress:

- Call 911 immediately. Do not attempt to apprehend the thief yourself
- As soon as possible, call the Clergy/Senior Warden and inform him/her of the situation and complete an incident report.

If a theft has been discovered after the fact:

- If a visitor, volunteer, or staff member reports that a personal possession has been stolen (either inside the Church or on Church grounds), and the theft is no longer in progress, ask the person whether they would like to notify the police. If the individual wants the theft reported, ask them to call the police at their non-emergency number. Do not call 911 if the theft is no longer in progress. It is recommended that any large, traceable items (such as cars, computers or equipment of the Church, etc.) be reported to the police. It is also recommended that the police area notified if a wallet (with credit cards and license) has been stolen. With credit cards, it is also advisable to tell the victim to inform their bank as soon as possible. The police may be able to trace these stolen items, and possibly apprehend the criminal.
- After the police have come and gathered information, inform the Clergy/Senior Warden of the situation.
- Complete an incident report.



Emergency Situations

Threatening Person on the Property

If you see a person lurking about the property who does not belong here or who appears to be threatening in some way (looking in windows, standing and watching the Church, showing too much interest in parked cars), call the police or 911. Tell them where you are and what is happening. If possible, give them a description of the person. Do not confront the individual alone.

If you or anyone in the Church comes under direct threat (if there is a hold up, or you see someone with a weapon or someone acting aggressively, or you fear for your own or anyone else's safety), call 911. Do not approach the person. WAIT FOR HELP.

As soon as possible, call the Clergy/Senior Warden and fill out an incident report.



Utility Related Emergencies

Extended power loss & other utility related emergencies

In the event of extended power loss to a facility certain precautionary measures should be taken depending on the geographical location and environment of the facility:

- Call your utility company if power is out longer than 30 minutes.
- Unnecessary electrical equipment and appliances should be turned off in the event that power restoration would surge causing damage to electronics and effecting sensitive equipment.
- Check if anyone is stuck in any elevators. If anyone is trapped phone Fire Department.
- Facilities with freezing temperatures should turn off and drain the following lines in the event of a long-term power loss
 - Fire sprinkler system
 - Standpipes
 - Water lines
 - Toilets
- Add propylene-glycol to drains to prevent traps from freezing
- Equipment that contains fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.



Utility Related Emergencies

Upon Restoration of heat and power:

- Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensate from forming on circuitry.
- Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on.
- Check all equipment in kitchens, especially ovens and refrigerators/freezers.
- Fill out incident report.

Downed Wires

- Post a responsible person near the wires to warn others and keep them away from the downed wires.
- Call 9-1-1.
- Notify Clergy/Senior Warden
- Fill out incident report.

Water Outage

- Call Water Company.
- If you know in advance that the water will be shut off for an extended period, stock up on emergency supply, like bottled water.
- Notify the Clergy/Senior Warden.
- Fill out incident report.



Utility Related Emergencies

In the event of flood or water damage

In the event of a flood or broken water pipe within the facilities, the guidelines and procedures in this section are to be followed.

- Assess the situation and determine if outside assistance is needed; if this is the case, dial 911 immediately.
- Immediately notify all other personnel in the facility of the situation and to be prepared to cease operations accordingly.
- If water is originating from above the equipment, power down the individual devices and cover with protective shrouds located in the facility. Shut off the main water line located here.
- Water detected below the raised floor may have different causes:
 - If water is slowly dripping from an air-conditioning unit and not endangering equipment, contact repair personnel immediately.
 - If water is of a major quantity and flooding beneath the floor (water main break), immediately implement power-down procedures. While power-down procedures are in progress, evacuate the area and follow supervisor's instructions.
- Notify Clergy/Senior Warden, who will decide on next steps for clean-up, repair, evacuate etc.
- Call the Fire Department if the floodwater needs to be pumped out of the building.
- Fill out incident report.



Utility Related Emergencies

Outdoor Sprinkler System Failure

- Shut off water. The shut-off valve is located _____.
- Notify Clergy/Senior Warden.
- Fill out incident report.

Gas Leak

- If you think you have a natural gas leak go to a safe location and call 911 and your natural gas provider.
- Signs of a natural gas leak include:
 - A “rotten egg” odor
 - A blowing or hissing sound
 - Dead or discolored vegetation in an otherwise green area
 - Flames, if leak has ignited
 - Dirt or dust blowing from a hole in the ground
 - Bubbling in wet or flooded areas.
- Do’s and Don’ts
 - Leave the area immediately and call your provider, then follow their instructions



Utility Related Emergencies

- Do not use any electrical device, such as light switches, telephones or appliances such as garage door openers. They could spark and ignite the gas.
 - Do not use an open flame, matches or lighters
 - Do not try to locate the source of the gas leak
 - Do not try to shut off any gas valves or appliances
 - Do not start vehicles
 - Do not re-enter the building or return to the area until your service provider says it's safe to do so
 - If the natural gas ignites, let it burn. Do not put out the flame; burning gas will not explode.
 - If you are digging and think you may have damaged a natural gas pipeline, leave the area immediately. If you are using motorized equipment and can turn off the motor safely, do so to prevent the ignition of any leaking gas. Then abandon the equipment and leave the area. Never restart equipment until the surrounding environment has been checked and declared safe
- Notify Clergy/Senior Warden.
 - Fill out incident report.



Utility Related Emergencies

Carbon Monoxide Leak (if you have alarms)

- Call 911 if alarm sounds.
- Evacuate building until Fire Department confirms it is safe to enter the building.
- Notify Clergy/Senior Warden.
- Fill out incident report.



Weather Related Emergencies

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:

- Tornado watch
- Tornado warning
- Other severe weather watch or warning

Tornado Watch

This means that conditions are favorable for the formation of a tornado in the area, NOT that a tornado has been spotted. Staff, visitors, congregation may continue their normal functions while maintaining an awareness of the warning.

Tornado Warning

During a tornado warning, a battery-powered radio should be used and tuned to the National Weather Service and local weather watchers radio frequency. Should a tornado develop which threatens our area, emergency response team members should initiate actions to notify and protect all staff, members, and visitors in the facility.

Tornadoes develop from severe thunderstorms. They are usually preceded by very heavy rain and/or large hail. A thunderstorm accompanied by hail indicates that the storm has large amounts of energy and may be severe. In general, the larger the hailstones, the more potential there is for damaging winds and/or tornadoes.

The most violent tornadoes are capable of tremendous destruction with wind speeds of 250 mph or more. Damage paths have exceeded the width of one mile and 50



Weather Related Emergencies

miles long. Tornadoes generally move from southwest to northeast but have also been recorded traveling in any direction. The forward speed of a tornado varies from 30 mph to 70 mph.

Peak tornado season in Ohio is generally April through July, and they usually occur between 2 p.m. and 10 p.m.

If a Tornado Warning is announced:

- The person receiving the alert should notify all staff, congregation and visitors in the building at the time immediately. Instruct all to take cover immediately.
- Shelter in place by moving to a designated tornado shelter area immediately. Move quickly, but do not run.
- 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 – an enclosed office 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.



Weather Related Emergencies

- 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.)
- In need, **DUCK**:
 - ◇ D - Go **DOWN** to the lowest level
 - ◇ U - Get **UNDER** something
 - ◇ C - **COVER** your head
 - ◇ K - **KEEP** in shelter until the storm has passed
- Assist disabled personnel, congregational members, staff, and visitors in your area.
- If you smell gas or hear a blowing or hissing noise, open windows and get everyone out of the building quickly and call the fire department.
- Shelter in place until you hear an announcement from a member of the safety response team and/or a hand-held radio system station (if applicable) that it is safe to return to your area.

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.



Weather Related Emergencies

After the event:

- If severe damage was caused the Business Continuity Plan and Crisis Communication Plan should be followed.
- Call the Clergy/Senior Warden and/or Facilities Director as soon as possible.
- An incident report must be completed.
- The building should be inspected for any structural damage. Pictures should be taken of any damage to the building and content.
- Contact your insurance company if any damage.



Weather Related Emergencies

Severe Thunderstorm Warnings

This means that a severe thunderstorm is imminent. Staff and visitors may continue their normal functions while maintaining an awareness of the warning.

Thunderstorm safety:

- Advise all to stay inside till storm has passed.
- Follow weather warnings on weather radio and local television station.
- Close all windows and doors. Instruct everyone to stay clear from windows.
- If anyone gets struck by lightning immediately phone 911. People struck by lightning carry no electrical charge and can be handled safely. The person received an electrical shock and may be burned. Check for any burns both where struck and where electricity left their body. Give first aid and in need CPR (only if trained) until help arrives.



Weather Related Emergencies

Winter Weather Conditions

- In the event of an ice storm or heavy snowstorm follow local public school guidelines whether to open or not.
- Any walkways should be salted down to prevent anyone from falling. If side-walks or driveways need snow removal, call your snow removal company.
- In order to clarify the definition of the snow emergency, the Ohio Patrol has adopted guidelines to be followed when closing highways due to severe weather. The policy is as follows:
 - Level I SNOW ALERT: Roadways are hazardous with blowing and drifting snow.
 - Level II SNOW ADVISORY: Roadways are hazardous with blowing and drifting snow. Only those who feel it is necessary to drive should be out on the roadways. Contact your employer to see if you should report to work.
 - Level III SNOW EMERGENCY: All Municipal, Township, County, and State roadways are closed to Non-emergency personnel. No one should be out during these conditions unless it is absolutely necessary to travel. Those traveling on the roadways may subject themselves to arrest.



DEmergency Situations

Weather Related Emergencies

Earthquake Procedures

An earthquake is a sudden, rapid shaking of the earth caused by breaking and shifting of rock beneath the earth's surface. Earthquakes strike suddenly without warning and they can occur at any time of the year, day or night.

- Make an announcement to everyone in building to get under a sturdy piece of furniture and hold on. This will provide some protection from falling objects that can injure you during an earthquake. Note that doorways are no stronger than any other part of the structure, rather take cover.
- During an earthquake and its aftershocks:

DROP

COVER

HOLD ON

INSIDE – Take cover under a desk or table, or against an inside wall. Protect your body from things that could injure you. Please refer to “A Living Triangle” in appendix 2. Stay away from windows to avoid being injured by shattered glass.

OUTSIDE – Move away from buildings, trees, telephone and electric lines.



Weather Related Emergencies

After the shaking stops:

- Make sure gas is off.
- Be aware that fire alarms and sprinkler systems frequently go off in a building during an earthquake, even if there is no fire. Treat it as a fire until confirmed it is false alarm. Know that fire is the most common hazard after an earthquake.
- Locate all visitors, congregation members and staff.
- Check for injuries and provide assistance for those injured.
- After an earthquake, the disaster may continue. Expect and prepare for potential aftershocks and landslides.
- If the facility is unsafe, begin evacuation. Refer to evacuation procedures.
- If the facility is declared safe by the Fire Department, enter the building. Look for fire, smell for gas, look for water damage, and look for downed power lines. Check the rest of the building for damage and potential safety problems.
- Clean up any spills, gasoline or flammable liquids immediately.
- If there is major damage to the building, help escort everyone to safety.
- If this is a major earthquake, you may not be able to contact anyone. Remain calm and handle the situation as best as you can until emergency personnel arrive.
- After a severe earthquake, evacuate the building, taking extra precautions to watch for falling glass and building materials from high exterior walls. Move away from the building to an open area. Stay off the street to avoid emergency



Weather Related Emergencies

vehicles. Do not reenter the building until it has been inspected by a competent individual (maintenance personnel, architect, fire department, etc.).

- Immediately after evacuating, take a roll of all known persons who were inside the building, check for any injuries and treat accordingly. Survey the area around you and do not touch any downed electrical lines. Do not smoke or light any fires; there could be gas leaks.
- Call the Clergy/Senior Warden as soon as possible.
- As soon as possible fill out an Incident Report form.



Disaster Recovery

Disaster recovery is the process of rebuilding after a disaster has passed. The focus at this stage is to recover from the effects of the event. An organization is putting itself back together after experiencing a disaster, such as an earthquake or a major fire, or an emergency, such as a power outage, high winds or heavy rains.

Examples of Disaster Recovery activities

- Clearing debris and rebuilding destroyed offices
- Replacing non-operational computer equipment
- Retrofitting the office building to withstand tremors or earthquakes

The four fundamental kinds of recovery are:

1. Services Recovery
2. Physical Recovery
3. Fiscal Recovery
4. Psychological and Emotional Recovery

The planning team should consider the following when developing their goals, objectives, and courses of action:

1. Services Recovery
 - When and who has the authority to close and reopen the building/church
 - What temporary space(s) may be used if buildings cannot be immediately reopened
 - How alternate services will be provided in the event that congregation members cannot physically reconvene.



Disaster Recovery

2. Physical Recovery
 - How assets are documented, including physically accessible facilities, in case of damage
 - Which personnel have expert knowledge of the assets and how and where they will access records to verify current assets after an emergency
 - How the organization will work with utility and insurance companies before an emergency to support a quicker recovery.
3. Fiscal Recovery
 - How will staff receive timely and factual information regarding returning to work
 - What sources may you access for emergency relief funding.
4. Psychological and Emotional Recovery:
 - Who will serve as the leader
 - Where will counseling and psychological first aid be provided
 - How members will create a calm and supportive environment for the congregation, share basic information about the incident, provide psychological first aid (if trained), and identify members and staff who may need immediate crisis counseling
 - Who will provide trained counselors
 - How to address immediate-, short-, and long-term counseling needs of staff members and families
 - How to handle commemorations, memorial activities, or permanent markers and/or memorial structures (if any will be allowed); including concerns such as when a commemoration site will be closed, what will be done with notes/tributes, and how the congregation will be informed in advance
 - How memorial activities will strike a balance among honoring the loss; resuming routines and schedules; and maintaining hope for the future.



Recovery Plan Phases

The activities necessary to recover from a facilities disaster or disruption will be divided into four phases. These phases will follow each other sequentially in time.

1. Disaster Occurrence

This phase begins with the occurrence of the disaster event and continues until a decision is made to activate the recovery plans. The major activities that take place in this phase includes: emergency response measures, notification of management, damage assessment activities, and declaration of the disaster.

2. Plan Activation

In this phase, the Business Continuity Plans are put into effect. This phase continues until the alternate facility is occupied, critical business functions reestablished and computer system service restored. The major activities in this phase include: notification and assembly of the recovery teams, implementation of interim procedures, and relocation to the secondary facility/backup site, and re-establishment of data communications.

3. Alternate Site Operations

This phase begins after secondary facility operations are established and continues until the primary facility is restored.

Alternate Site Accommodations Information:

Should alternate site accommodations be required team members will be notified. Employees will be contacted if a disaster is declared, as to the location and where to go. Since accommodations are local, transportation to the work location is up to the employee unless directed otherwise. Directions will be supplied at the time of notification, if necessary.



Recovery Plan Phases

4. Transition to Primary Site

This phase consists of any and all activities necessary to make the transition back to a primary facility location.

Resumption strategies

- Resume business functions in priority sequence based upon the classification and criticality of the function/program.
- Purchase and acquire equipment, supplies and travel arrangements needed for the resumption effort.
- Temporarily eliminate non-critical functions/programs, as necessary, to support the resumption efforts.
- As applicable, utilize personnel/facilities from other sites to support the resumption efforts.

Use the Recovery Plan documents in this section in your preparedness planning.

Business Function Resumption

Use the Critical Business Function Table to list the functions in the order of importance for resumption based on the following criteria:

- Maximum downtime
- Interdependencies
- Criticality



Recovery Plan Phases

Function/Program	Required Resources	Resumption Procedures
e.g. Sunday morning service	space size space? number of chairs?	Provide information as to how the function will be resumed either at the alternate site or business partner site identified within the plan (e.g., redirect mail to home address or save xxx document onto file sharing service monthly as a back-up).

Vestry members/Trustees with Financial Authorization Approval

The individuals listed below have the authority to sign work authorizations on-site so that work can begin without delay in case of disaster.

Name:	Contact Information



Recovery Plan Phases

Insurance Contacts

Notify the insurance providers of the problem as soon as possible.

Building Insurance Carrier	
Name:	
Phone:	
Contents Insurance Carrier	
Phone:	
Name	
Insurance Broker	
Name:	
Phone:	



Important Numbers

Contractors

	Phone	Extension	Contact	Emergency Phone
General Contractor				
HVAC Contractor				

Building and Ground Maintenance Service

	Phone	Extension	Contact	Emergency Phone
Computer Maintenance				
Elevator Maintenance				
Environmental Hauling				
Generator Rental				
Glass Company				
Plumber				
Snow Removal				
Sprinkler Service				
Window Cleaning				



Vital List

Vendor Contact List

Keep an active vendor list to assist in the recovery process

Vendor	Resource/Service	Contact Information
Insurance		
Banking		
Payroll processing		
Building vendors		

Vital Records Backup

All vital records that would be affected by a facilities disruption are maintained and controlled by _____. These files should be periodically backed up and/or stored at an offsite location.

Restoration of Hardcopy Files, Forms, and Supplies

In the event of a facilities disruption, critical records may be destroyed or inaccessible. In this case, the last backup of critical records would be used if possible. Access missing documents and files and reconstruct, if necessary.

It may be useful to upfront identify Vital Records

Description	Primary Location of Records	Alternate (Backup) Location of Records	Other Sources to Obtain Records
E.g. Baptismal records	File Cabinets	Off Location	Scanned images on Network drive/Other Parties



Vital List

Critical Software Resources

Software Application	Publisher or Vendor	Platform	Recovery Criticality
E.g. Finance software			
E.g. Database software			
E.g. Website			

Critical Software Resources

Date	Summary of Changes Made	Changes Made By (Name)



Sample document

Bomb Threat Checklist - [Click here for checklist](#)

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

*** Refer to your local bomb threat emergency response plan for evacuation criteria**

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- 911
- Follow your local guidelines

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



Homeland Security

2014

BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER
HUNG UP:

PHONE NUMBER WHERE
CALL RECEIVED:

Ask Caller:

- Where is the bomb located?
(building, floor, room, etc.)

- When will it go off?

- What does it look like?

- What kind of bomb is it?

- What will make it explode?

- Did you place the bomb? Yes No

- Why?

- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise)

- Estimated age:

- Is voice familiar? If so, who does it sound like?

- Other points:

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Lisp		
<input type="checkbox"/> Loud		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information:



A LIVING TRIANGLE



A Living Triangle is found near solid and heavy objects, such as:

- A filing cabinet
- A photocopier machine
- A counter (kitchen or at work)
- A refrigerator or stove
- Beside your bed
- Beside a bureau or dresser

These are but a few, we are sure you will think of more places.



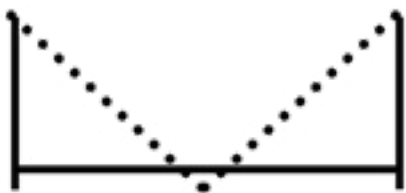
F Appendix 2

Survival - Can be a matter of common sense

In a **Lean-To collapse**, one wall gives way while the opposite wall stays standing in place. The ceiling will therefore fall on one side but stay held up on the other side by the remaining wall. A triangle is formed by the floor, sidewall, and the ceiling that makes an angle with the floor. A void will therefore be found under the ceiling next to the standing wall.



In a **V collapse**, both sidewalls remain standing while the ceiling collapses to the inside of the building. This gives an 'M' shape from the outside or a 'V' shape on the inside caused by the collapsed ceiling. Voids will be found here along the outer walls under the collapsed ceiling.

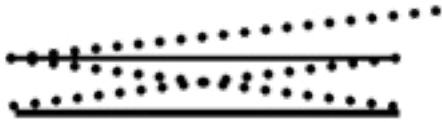


A **Pancake collapse occurs** when both walls and the ceiling fall and become stacked on top of each other and the floor. This is the most dangerous type of collapse and causes the most deaths. Duck and cover in this case is deadly as objects are squashed under



F Appendix 2

the weight of the building. Voids in such a collapse are most likely to be found next to and not under large objects.



In a **Cantilever collapse**, part of the building collapses while the remainder of it remains intact, as if the building was cut in half from top to bottom. Survival in the collapsed portion will be haphazard. In reasonably tall buildings (5 to 10 stories high) it is generally safer to be situated on the upper floors in cases of earthquakes since the lower floors become more completely crushed under the weight of the upper floors, however you can not depend on a void upholding itself during a multiple level collapse.



Incident Report

Date of Incident: Date of Report:

Time of Incident:

I –Type of Incident (mark all that apply):

- | | | |
|---|--|--|
| <input type="checkbox"/> Injury,
Non-Emergency | <input type="checkbox"/> Fire Alarm,
False | <input type="checkbox"/> Theft |
| <input type="checkbox"/> Injury, Emergency | <input type="checkbox"/> Actual
Fire | <input type="checkbox"/> Prop. Damage, Person |
| <input type="checkbox"/> Loss of Life Onsite | <input type="checkbox"/> 911 Call | <input type="checkbox"/> Prop. Damage, Weather |
| <input type="checkbox"/> Lockdown | <input type="checkbox"/> Police Dispatch
Call | <input type="checkbox"/> Violence/Assault |
| <input type="checkbox"/> Vehicle Damage | | |
| <input type="checkbox"/> Other | <input type="text"/> | |

II –Location of Incident:

III –Details of Incident:



Incident Report

**IV – People
Involved, Witnesses
(full names and contact
information):**

**V – Action Taken Once
Incident Identified:**

**VI – Photos/Video
Taken of Injury/
Location:**

**VII – Follow Up (if
needed):**

Staff Member/Volunteer Signature:

Clergy/Senior Warden Signature:



Emergency Evacuation Maps

(Copy of this appendix in each room in the building - with directions to "evacuation location/shelter in place locations")

Insert Evacuation Location/Shelter in Place maps here.

Be sure to include labeling of the following:

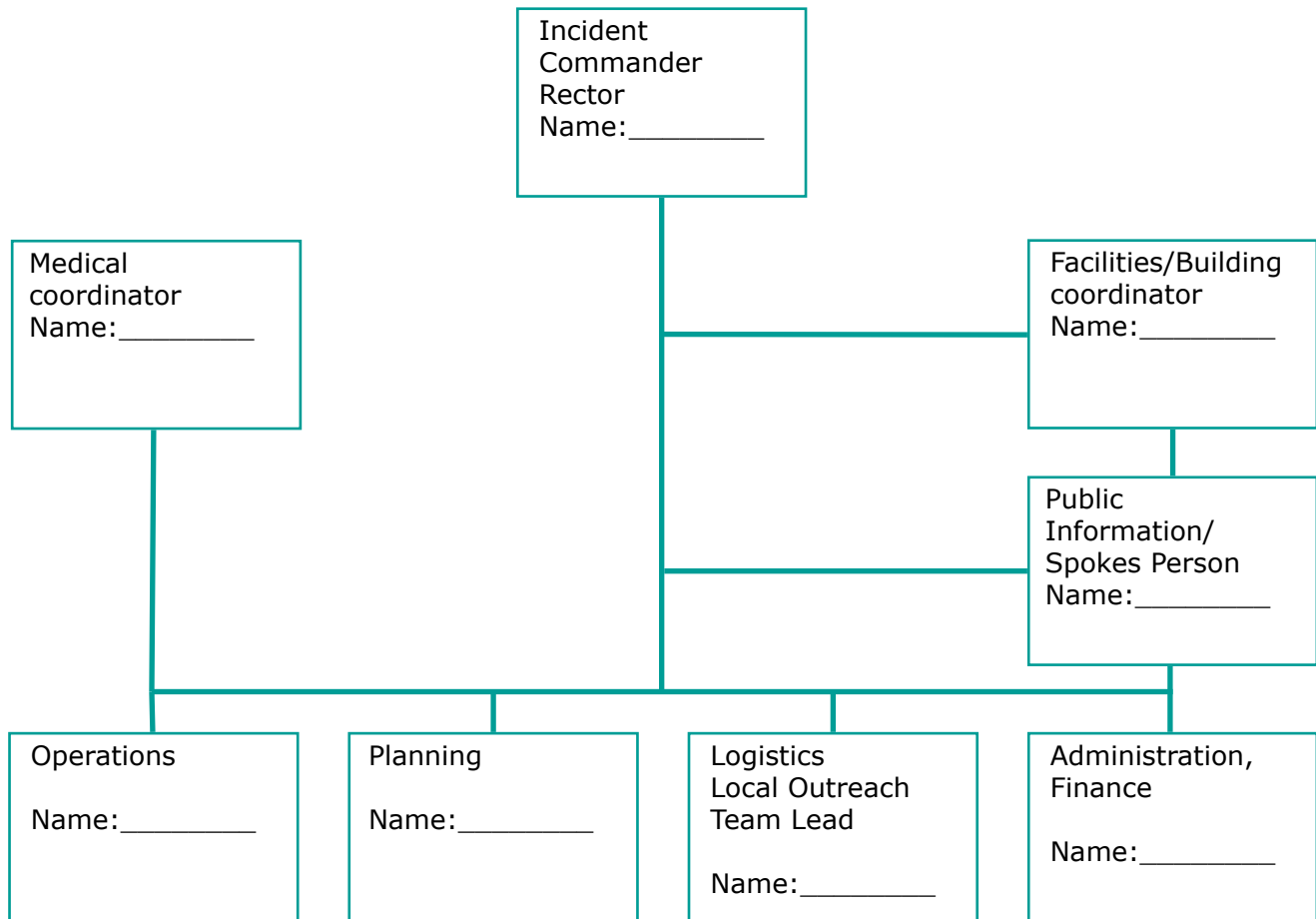
- AED (Include in addendum who is trained, and policy related to AED)
- First Aid Kits
- NOAA Radio
- Smoke Detectors and Carbon Monoxide Detectors
- Fire Extinguishers
- Emergency Kits (To Go Kits)



Emergency Contact List

[illegible]

Org. Chart



*Note: The initial staffing of the primary roles will be assumed by the church staff on duty. Additional support will come from church members responding to the church from their homes or jobs. It is understood that additional staffing will only come once the individuals' priorities of taking care of their own family first has been accomplished. The goal will be to have at least three levels of people trained to support the various functions.

