

# St. Paul's UMC Emergency Response Plan

## **911 General Instructions**

1. Tell the 911 operator the town you are calling from (county dispatcher).
2. Give your name and address (910 E. North St., Manteca) and your location on grounds (Sanctuary facing Powers Ave, east or south parking lot behind facility)
3. Briefly describe the emergency situation in several sentences.
4. Follow the directions of the emergency services dispatcher.

## **Emergency Procedure General instructions**

1. Notify emergency responders (fire, police).
2. Take action to ensure safety of everyone on grounds. Use enclosed checklists as appropriate.
3. Appoint one person to meet emergency responders on sidewalk, parking lot or driveway to give directions and information as needed.
4. If emergency becomes extended or involves serious injury or damage, initiate Emergency Response Coordinator policy.

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## **FIRE RESPONSE PLAN**

1. R – RESCUE ANYONE IN LOCATION OF FIRE  
A – ACTIVATE THE FIRE ALARM and call 911  
C – CONTAIN THE FIRE (CLOSE DOORS ETC)  
E – EXTINGUISH (IF SMALL FIRE USING FIRE EXTINGUISHER) OR EVACUATE building IF LARGE FIRE.
2. Assign a person to proceed to driveway on Powers to meet and direct fire department response team to fire location and provide any additional relevant information (size of fire, status of evacuation of fire area, location of injured persons and severity of injuries).
3. If fire is small and easily contained, use fire extinguisher by using PASS:  
P – PULL pin on handle  
A – AIM at base of fire  
S – SQUEEZE handle  
S – SPRAY base of fire moving nozzle from one side to other at base of fire.
4. Alert everyone in the building / grounds and immediately evacuate to a safe location.
5. Activate the emergency response team if needed.
6. Search for anyone else who may still be in the facility or children that may be hiding.
7. Document names of all persons present. Contact parents / care givers if needed. Document destination when leaving church grounds.
8. Use fire extinguisher if fire is contained and it is safe to use an extinguisher
9. Provide first aid for those who are injured, frightened etc.
10. Designate a person to meet and coordinate with the fire department.
11. Assemble persons on the church site in an area away from the smoke or arriving emergency personnel.
12. Be prepared to move everyone off site if needed. If moved off site, post a sign stating the location. Ensure everyone is evacuated safely and document.

## **PERSON WITH WEAPON OBSERVED ON SITE**

1. First responder will lock self in office / secured area and notify others via telephone / cell phone.
2. Call 9-1-1 immediately. Do not activate the emergency response plan until given approval by law enforcement to prevent placing additional people at risk.

3. Initiate lock-down i.e. lock doors and have everyone lie down or duck away from doors, windows, and skylights.
4. Use cell phones / 2 way radio to communicate with staff and others who are on grounds.
5. Do not move until given permission from police unless there is a imminent threat.
6. If evacuation is needed, keep everyone together and move away from the facility to a secure location. If time permits and safe to do, post a sign in a highly visible location with the site location and phone number.
7. The person in charge shall cooperate with law enforcement until spokesperson arrives.
8. Identify persons in distress and provide support, telephone calls etc.
9. Document all details of the incident for follow-up action.
10. Notify parents / care givers as soon as possible

#### **PERSON WITH A WEAPON IN CLOSED AREA**

1. Be alert to anyone with strange behavior i.e. clothing inappropriate for season / occasion, walking into middle of church in middle of service etc. If person does not respond to a friendly greeting and moves into area with determination, consider that this person may be a threat.
2. First person to recognize that the person is acting in a threatening manner will alert everyone present by stating in a loud voice **“CRAWL FOR COVER”**. Cover children and vulnerable persons by placing body over them.
3. Notify 911 immediately by cell phone / telephone. If possible, person nearest the door to escape and seek assistance.
4. Do not activate the emergency response team until given approval by law enforcement to prevent placing additional people at risk.
5. If person with a weapon asks for money / wallets etc, throw wallets and purses as far away from self as possible

#### **DO NOT ANTAGONIZE THE PERSON WITH A WEAPON AS THIS MAY PROVOKE IMMEDIATE VIOLENCE.**

6. If possible, several people in a coordinated motion will attack the person with a weapon from behind. **DO NOT ATTEMPT SUBDUING THE PERSON WITH A WEAPON WITHOUT ADEQUATE NUMBER OF PEOPLE OR DEVELOPING SIGNALS TO COORDINATE ACTIONS.**

7. Stay under cover until law enforcement arrives or person is subdued.

### **ANIMAL / PEST EMERGENCIES**

1. If an injured and / or wild animal appears on the church grounds, determine if the animal(s) pose a threat.
2. If animal is perceived as a threat, remove everyone from the immediate area to a safe location.
3. Call the appropriate officials or 911 for assistance and activate the emergency response plan if necessary. Manteca Animal Control 239-8480. After hours 239-8401 (Police Dispatch).
4. If the animal or pest has caused an injury, provide first aid and seek medical attention promptly.
5. Avoid area where animal / pest was seen until the area can be checked for safety.

### **SEVERE WEATHER**

1. Move everybody indoors if heavy wind, lightning or other severe weather is observed and keep away from doors and windows.
2. Shut off electronic equipment i.e. computers which may be sensitive to electrical surges.
3. If there is a serious injury, call 911 and activate the emergency response plan.
4. Access emergency kit with flashlights, extra electric cords, batteries, blankets etc).
5. Monitor local (battery) radio and TV.
6. Provide regular updates to persons in the building and provide instructions regarding emergency plan.
7. Do not allow people to leave the building until it is determined that it is safe to exit.

### **EARTHQUAKES**

1. When first quake is felt, tell everyone to duck, cover and hold (doorways or under tables). Stay away from windows and unsecured objects (file cabinets, book shelves, dishes falling from kitchen cabinets).
2. When shaking stops, check for injuries and provide first aid and check for building damage. If there is a smell of natural gas, evacuate area, then get help in turning off natural gas at meter and turning off electricity to damaged building.

3. If building damage is noted i.e. cracked walls, spilled chemicals, broken gas, water or sewer lines, or other damage evacuate immediately to a safe area and do not allow anyone back into the building until everything has been checked.
4. Monitor local radio and television if possible.
5. Activate emergency response plan if injuries or property damage occurs. Immediate response by emergency responders may not be possible depending on the damage community-wide. Be prepared to provide extended first aid.

### **BOMB THREAT**

1. Notify law enforcement at 911 as soon as threat arrives and evacuate people from buildings threatened.
2. If bomb threat was received by telephone, the person receiving the telephone call shall complete the Bomb Threat Report.
3. When law enforcement arrives follow provide officers with map of facility and offer assistance. Activate the emergency response team to act under the direction of law enforcement.
  - Report any suspicious characters observed or who might have been seen in the area or around the church.
  - Obtain emergency kit with flashlights and building maps. Obtain a roll of masking tape to secure areas that have been searched.
  - Avoid using cell phones, hand-held radios and other electronic devices that may set off a bomb.
  - **DO NOT TOUCH!** any suspicious objects and remain calm.
  - Assist with building search as directed by law enforcement. Pay particular attention to any public areas or areas where bomb threat suspect(s) may have had access including: public rest rooms, entry ways, meeting rooms, trash receptacles; furniture, plans and planers.
  - Search all areas, rooms, closets, corridors, trash/linen receptacles, lockers, bathrooms, plants, storage containers, and under beds, and other such objects.
  - Use of flashlights is recommended as the turning on of lights can be used to trigger an explosive device.

- Search behind movable objects and in unsecured counters and shelves. Be especially careful in moving objects during the search because an object can be rigged to set off an explosion if moved.
- Observe for any ceiling tiles that look like they may have been disturbed.
- Place masking tape on the door of each room or area searched and document rooms searched.
- Areas that are normally kept secure do not need to be searched unless it is believed that the bomb threat suspect may have had access to those areas.
- Grounds search may start at the perimeter of the church going from center to edge of lot back and forth in a crisscrossing sweeping pattern.
- Search around the buildings looking under and around the plants and bushes.
- Search under cars, especially any parked close to the hospital.
- **BOMB IDENTIFICATION** - Look for any container that is suspicious or looks out of place.
- **DO NOT MOVE** any suspicious container(s).
- Immediately report the location of all suspicious containers to law enforcement for further identification.
- Document searched areas and secure per law enforcement instructions.
- **NOTE:** Bomb Threat search participants should be instructed to keep the search and information about the incident confidential to avoid alarming patients and encouraging more Bomb Threats.

### **MISSING CHILD**

1. When a child is reported missing, begin an immediate search in areas where the child may be located including buildings and grounds. The child may be hiding or injured and not respond to verbal calls of his / her name..
2. Talk to other children and staff to obtain further information.
3. Obtain assistance from staff members / teachers in completing a thorough search. Attempt to retrace when the child was last seen.

4. Once it is determined that the child is not on site call, the parents to see if they picked up the child. Advise the parent what you have done and what actions are in process. If not able to reach the parents, go to primary residence.
5. If suspected that the missing child is a victim of a crime or may have been abducted, call the police immediately and activate the emergency response plan.
6. Provide a detailed description including what they were wearing, hair color, name, size, gender, etc.
7. Send a responsible adult to any place where the child may have gone.
8. Document everything known about the situation i.e. where the child was last seen, clothing worn, who last saw child etc.
9. Provide additional supervision and reassurance for all children. Notify parents as soon as possible.
10. Assist law enforcement in any way possible.

#### POISONING

1. Call 911.
2. Call Poison Control Center at 1.800.222.1222 and be prepared to give the following:
  - Age and approximate weight of the person.
  - What was ingested? Have the container with you.
  - How much was taken. This will help determine the severity of the incident.
  - How the person is feeling or acting right now.
  - Your name, phone number, etc.
4. Isolate the incident area and have everyone leave the immediate area.
5. Notify parent of child and other parents as soon as possible.
6. Search for additional poisons / hazardous materials and secure in a safe location.

#### **ELECTRICAL OUTAGE**

1. Assure that everyone stays in place in rooms without adequate illumination until lighting is established by opening doors, curtains, flash lights, emergency lights etc..
2. Evacuate people to a safe lighted area until the outage can be evaluated.
3. Check lights outside of church grounds to see if there has been a loss of power in the general area. Call PG&E (1-800-743-5000) and notify them of the outage and for any details on what is the cause.

4. Shut off any electrical devices that may be damaged by electrical surges, mainly Heating and Air Conditioning units at the thermostat.
5. If the outage lasts more than a few minutes, determine if the area should be evacuated. If children are present without their parents, the parents should be notified to pick up their children.
6. Notify Pastoral staff and Chair of Trustees (or other member of Trustee's if not available) if they are not present.

## **OUTBREAK OF INFECTIOUS DISEASE / PANDEMIC**

1. In the event of a pandemic influenza outbreak or threat of an infectious disease outbreak, a team will be appointed to implement a preparedness and response plan.
2. The team leader will check Center for Disease Control (CDC) website on a regular basis for updates. Updates will be posted on email notices, the Epistle and weekly church bulletins. Information may also be presented during church services, public meetings, trainings and small group meetings.
3. Preventive measures i.e. flu shot clinics will be posted and attendance will be encouraged for persons meeting the criteria for immunization.
4. Identify persons at high risk of and provide transportation to flu clinics and health care as needed.
5. Post flyers regarding hand hygiene, cough etiquette, signs and symptoms of infectious disease and when to seek help for symptoms of disease.
6. Hand hygiene, disposable tissues and other protective products will be readily available in public areas.
7. Communion will be served by persons who have washed their hands and wear clean disposable gloves when passing the elements.
8. All persons preparing food shall wash hands with antimicrobial soap and water prior to touching food.
9. Food shall be served using tongs, serving spoons or gloves.
10. All counter tops, telephones, bathrooms etc. shall be cleaned on a regular basis with an approved disinfectant.
11. Anyone with signs of illness shall be encouraged to stay home. Return to work or church shall occur when symptoms have resolved and the person is physically ready to return.

12. In the event of an impending outbreak, communication shall be distributed via the church website, emails, telephone tree.

13. Persons who meet with the sick for spiritual support during the outbreak shall practice hand hygiene and wear protective masks as appropriate. Clothing should be changed after close contact with person affected by the flu and prior to contact with small children or persons at high risk i.e. immunosuppressed, chronic illness etc.

## **General Emergency Response Procedures**

### **Emergency Response Coordinator**

The person who is highest on list and present on grounds will be in charge of the emergency response. Overall coordination will be handed off in a common sense fashion as someone higher on the list arrives (if you know someone at the top of the list will arrive shortly then you may want to delay handing off to someone higher who is just arriving).

Pastor

Head Usher (around time of worship service in sanctuary)

Lay Person (first on scene, if more arrive, can defer to other lay person)

Chair, Trustees

Chair, Staff/Parish Relations

Chair, Finance

Chair, Ad Council

Another person present who may have knowledge or experience in handling emergencies.

Person who observes emergency

In any change of coordinator, the outgoing coordinator is responsible for briefing the incoming coordinator on steps taken, actions currently undergoing and actions that are needed. The coordinator's job is to delegate specific and general response procedures as appropriate and as additional resources become available.

### **Evacuation**

Evacuation maps are posted throughout the facility. Maps show exit routes and locked and unlocked doors. If one building is involved, the building should be evacuated to the far side of the nearest parking area. In the case a full evacuation is required, notify the receiving site as soon as possible. Post a sign for parents in a highly visible location with the relocation site location and phone number. Provide assistance for persons with disabilities. Activate the emergency response plan.

### **Notification of Next of Kin**

In case of severe injury and absence of kin, identify as quickly as possible who needs to be notified, who will make the notification and make the notification as soon as possible to avoid kin finding out by informal means.

In case of a fatality, use the Emergency Response Coordinator list to determine who will notify next of kin if notification is responsibility of the church. Notification should be made in a timely manner before the next of kin is told by an unofficial source.

### **Leadership notification**

The Emergency Response Coordinator is responsible for calling the church Pastor and Staff/Parish. The Staff/Parish representative is responsible for calling the remainder of the leadership team (Ad Council).

### **Media Relations**

All inquiries from media for information are to be referred to the Senior Pastor or the designated spokesperson. The identified spokesperson should review Emergency Media Contact Guide prior to answering inquiries from media.

### **Notification of Congregation**

The Ad Council will decide the best manner and time in which to inform the congregation of situation.

**APPROVED:** AD Council 8/09

## APPENDIX

### **Emergency Broadcast Radio Stations:**

KISTNA 1420 AM or 107.3 FM – Stockton  
JOY 99.3 FM – Stockton  
FB 1530 AM – Stockton  
KWG 1230 AM – Stockton

### **Hospitals:**

Kaiser Permanente	825-3700/825-3500 (Switchboard) 825-3561 (Emergency Room)
Doctors Hospital	823-3111 (Switchboard) 823-4260 (Emergency Room)
Dameron Hospital	944-5550 (Switchboard)
San Joaquin General	468-6000 (Switchboard) 468-6323 (Urgent Care)
Sutter Tracy Hospital	835-1500 (Switchboard) 832-6018 (Emergency Room)

### **Emergency Services:**

County Office of Emergency Services 468-3962  
S J County Hazardous Materials 468-3969  
City of Manteca 239-8461 (Public Works) After business hours call police dispatcher.

### **Other Contacts:**

Environmental Health, County            468-6000

## BOMB THREAT CHECK LIST

Pretend difficulty with hearing – keep caller talking – if caller seems agreeable to further questions ask:

When will it go off? Hour \_\_\_\_ Time Remaining \_\_\_\_\_

Where is it located? Building \_\_\_\_ Area \_\_\_\_\_

What kind of bomb? \_\_\_\_\_

How do you know about bombs? \_\_\_\_\_

Where are you now? \_\_\_\_\_

What is your name and address? \_\_\_\_\_

Write out exact words said: \_\_\_\_\_

Your name: \_\_\_\_\_ Time: \_\_\_\_\_ Date: \_\_\_\_\_

Caller's Identity: Male \_\_\_\_ Female \_\_\_\_ Adult \_\_\_\_ Juvenile \_\_\_\_ Approx. Age \_\_\_\_\_

Origin of Call: Local \_\_\_\_ Long Distance \_\_\_\_ Phone Booth \_\_\_\_ Other \_\_\_\_\_

Voice: Loud \_\_\_\_ High Pitched \_\_\_\_ Raspy \_\_\_\_ Intoxicated \_\_\_\_ Soft \_\_\_\_ Deep \_\_\_\_

Pleasant \_\_\_\_ Other \_\_\_\_\_

Speech: Fast \_\_\_\_ Distinct \_\_\_\_ Stutter \_\_\_\_ Slurred \_\_\_\_ Slow \_\_\_\_ Distorted \_\_\_\_\_

Nasal \_\_\_\_ Lisp \_\_\_\_ Other \_\_\_\_\_

Language: Excellent \_\_\_\_ Fair \_\_\_\_ Foul \_\_\_\_ Good \_\_\_\_ Poor \_\_\_\_ Other \_\_\_\_\_

Accent: Local \_\_\_\_ Foreign \_\_\_\_ Race \_\_\_\_\_ Not Local \_\_\_\_ Region \_\_\_\_\_

Manner: Calm \_\_\_\_ Rational \_\_\_\_ Coherent \_\_\_\_ Deliberate \_\_\_\_ Righteous \_\_\_\_\_

Angry \_\_\_\_ Irrational \_\_\_\_ Incoherent \_\_\_\_ Emotional \_\_\_\_ Laughing \_\_\_\_\_

Background Noises: Factory Machines \_\_\_\_ Bedlam \_\_\_\_ Music \_\_\_\_ Office Machines \_\_\_\_ Mixed \_\_\_\_

Street Traffic \_\_\_\_ Trains \_\_\_\_ Animals \_\_\_\_ Quiet \_\_\_\_ Voices \_\_\_\_ Airplanes \_\_\_\_

Party Atmosphere \_\_\_\_ Other \_\_\_\_\_

**Be calm. Be courteous. Listen. Do not interrupt the caller. Notify a co-worker by prearranged signal while caller is on the line. If co-worker is not available take information then immediately call 911 and activate emergency response plan. Do not talk to others until instructed by team leader. Be available for interview by law enforcement.**