

St. Benedict Church Emergency Operating Plan

Bases Document, Revision 01, May 3, 2021

1. Review of Guidance for Active Shooter

- a. Reviewer reached out to the references listed in the “power of hello guide for houses of worship” and referencing sources from these references. If you are not careful you can go on forever in terms of one reference referring to other references.
- b. The goal became more to calibrate what we had developed from existing guidance, most of which comes from the Department of Homeland Security and Federal Emergency Management Agency who, to their credit, have compiled similar information as lessons learned from noteworthy incidents: Columbia Mall Shooting, Congresswoman Gifford Shooting, Discovery Hostage Situation, Columbine School Shooting, Virginia Tech Incident, etc.
- c. For the active shooter scenario, much of the planning guidance is focused on mitigation through behavioral observation of employees. There is general guidance on behavioral observations for a “wondering suspicious individual” in the Church. This can be applied to Church staff and volunteers as there does not appear to be high probability of grievances on how the church operates and there the risk is perceived to be very low.
- d. The Safety Committee addressed terminology differences but this does not seem to be a big issue. We have a Plan, Sub-sections or Annexes for Fire, Medical, Security, and Functional Annexes dealing with Evacuation, Lockdown and Shelter Inplace.
- e. Hazards that were reviewed are appended (Appendix 4) and this was done in a qualitative not quantitative way. The main considerations are Fire, Medical, Adverse Weather, and Physical Security with special cases for Lockdown, Shelter in Place, and Evacuations
- f. In addition, for all events that follow an Emergency, we decided to keep the Recovery Plan short and brief. Based on Training, a lot of assistance will arrive from the Diocese the details of which are not specifically defined. General provisions address: service recovery, psychological and emotional recovery, and Event Debrief/children pickup.
- g. The following short term goals of Recovery are addressed:
 - i. Having a location to be safe for survivors
 - ii. Protection from the media
 - iii. Immediate psychological aide
 - iv. First Aide and being out of Heat and Cold
 - v. Being able to interface privately with law enforcement
 - vi. Being able to unite with loved ones.

NOTE: The rectory may be too close and too small for such a facility. An alternate will be the picnic grounds and in the case of bad weather an alternate church such as Robeson Lutheran may be used.

- h. For future consideration, the long term recovery goals are:
 - i. Mental health care – post traumatic symptoms help (what does church insurance cover)
 - ii. Workman compensation (not sure it is a big issue for the church)
 - iii. Support groups to deal with trauma
 - iv. If facility is in lockdown for more than a day or week where will services occur (agreement with another local church such a Robinson Lutheran) or normal business (rectory can be made into an alternate office but perhaps not on the day of the event).
- i. For future consideration, we may need to address Hostage Taking as a part of an active shooter who does not want to be confronted by Law Enforcement and then takes a Hostage or more. The plan was finalized after considerable interface, meeting and walkthrough of the facility, with the local fire and police departments.
- j. Training is addressed at all levels of responsibility in order to prevent “freezing.” It is a natural response to anxiety when the brain does not believe the reality.
- k. Food Safety is addressed in the briefing package for Hall Renters or Users from within the Parish.
- l. Intruder response appropriately and delicately deals with Run, Hide, Fight approach. More people than expected may be willing to stay and fight but it cannot be mandated nor will armed guards be mandated.

References:

<https://www.cisa.gov/active-shooter-emergency-action-plan-video>

<https://www.cisa.gov/publication/active-shooter-emergency-action-plan-guide>

2. Review of FEMA Guide for Developing High Quality Emergency Operations Plan for Houses of Worship:

- a. Plan should have the following essential Elements that can be scalable to the size of the organization:
 - i. Beforehand: Prevention, Protection, and Mitigation
 - ii. During: Response Actions
 - iii. After: Recovery Actions
- b. The Planning Process:



Figure 1: Steps in the Planning Process

- c. Prioritized list of Threats and Hazards:
 - i. Medical
 - ii. Fire
 - iii. Active Shooter
 - iv. Lightening and Power Outage
 - v. Adverse Weather: High Winds, Hurricane, Tornado

NOTE: Winter precipitation not considered as Church services would not be going on and there aren't a number of people working at the church for closures
- d. The guidance suggests that Goals and Objective be developed for High Risk Hazard. For St. Benedict Church, it does not appear that the risk from any of the listed hazards above are high but it is prudent to address needed actions for those hazards, thus the plans are being developed in three areas: Fire, Medical and Physical Security.
- e. The goals can be the organizing principles in the plan sections: Organization, Assessment Actions, Activation of Emergency Personnel, Notification Procedures, Facilities and Equipment, and Training.
- f. The objectives are the key principles within each goal.

- g. The integration of response comes with the implementing procedures – see composing guidance from the FEMA EOP document below.

<u>Basic Plan</u>	<u>Functional Annexes</u>
<ul style="list-style-type: none"> 1. Introductory Material <ul style="list-style-type: none"> 1.1. Promulgation Document/Signatures 1.2. Approval and Implementation 1.3. Record and Changes 1.4. Record of Distribution 1.5. Table of Contents 2. Purpose and Situation Overview <ul style="list-style-type: none"> 2.1. Purpose 2.2. Situation Overview 3. Concept of Operations 4. Organization and Assignment of Responsibilities 5. Direction, Control, and Coordination 6. Information Collection, Analysis, and Dissemination 7. Training and Exercises 8. Administration, Finance, and Logistics 9. Plan Development and Maintenance 10. Authorities and References 	<p>(Note: This is not a complete list; however, it is recommended that all plans include these functional annexes.)</p> <ul style="list-style-type: none"> 1. Evacuation 2. Lockdown 3. Shelter-in-Place 4. Recovery 5. Security <p><u>Hazard-, Threat-, or Incident-Specific Annexes</u></p> <p>(NOTE: This is not a complete list. Each house of worship's annexes will vary based on their threat and hazard identification and risk assessment.)</p> <ul style="list-style-type: none"> 1. Severe Storm 2. Earthquake 3. Tornado 4. Fire 5. Hazardous Materials Incident 6. Active Shooter

Figure 2: Sample EOP Format

- 3. Use Appendix 1 for recording the changes to the EOP Document itself use the blank on the next page.
- 4. Appendix 2 is Basis Information Related to making 9-1-1 calls and the second page of the attachment is other necessary information and protocol for notifying parish staff.
- 5. Appendix 3 is a sample Event Log to be completed for any incident on Church grounds related to the EOPs – must be done if the EOP are used and may be used for other events.
- 6. Attachment 1 through 5 constitute the Training Plan for these EOPs.
- 7. Attachment 6 is the Maintenance Program for Equipment needed to implement this plan other than for fire.
- 8. Attachment 7 is the action list developed during the construction of the EOP which are needed actions for completion or further evaluation after initial approval for the EOP.

APPENDIX 1 – Recording EOP Changes

See next page to copy for future use in EOP Document:

Revision 00, Approved April 2, 2021

New Issue, for Plan and Bases Document. Atts. 6 & 7 taken out of Bases Document as they will be dynamic and changing with safety committee meetings.

Revision 01, EOP Bases Document, May 3, 2021, Rev 00 of EOP not changed

Revision to Appendix 2 occurred for clarification and consistency, remove the account number and passcode to call the central alarm station to provided information on false alarms, instructions were added to a third page for putting the ventilation system in recirculation and for paging the gray phone intercom for an emergency.

APPENDIX 2 to EOP Bases Document

WHAT TO REPORT ON A 9-1-1 CALL

NOTES: On Gray Phones, you must dial "9" to get outside line, then 9-1-1.

If you call 9-1-1 even by mistake do not hang up the phone – report it was a mistake.
Prank calls to 9-1-1 waste time and can be viewed as illegal.

For a Fire Emergency:

Backup Alarm notification with a Call to 9-1-1, Fire Alarm Central Monitoring Station calls the Fire Department and Pastor and Parish Staff will be notified in a specified order to the protocol listed on the back of this sheet.

1. What exactly is on fire? To what extent?
2. Were flames observed or just smoke?
3. What color is the smoke?
4. Is anyone inside the building?
5. Do we know how the fire started?
6. Are there other items near the fire that it can spread to? (e.g. other buildings, trees, dry grass, etc)

Medical Emergency:

1. Is a person hurt or in danger – do you need the police, fire or ambulance or combination.
2. Is CPR being given.
3. Do your best to stay calm and answer all questions.
4. Help the 9-1-1 Call Dispatcher help you.
5. Know the location of the emergency.

Security Event:

If there is an active shooter and you are in safe location (locked classroom out of view of door window) and shooter not in hall (sound), call 9-1-1 (dial 9 for outside line on gray phones):

1. Location of the active shooter
2. Number of shooters if more than one.
3. Physical Description of shooter(s).
4. Number and type of weapons (if known) held by shooter
5. Number of potential victims

For All Reports to 9-1-1 or Police:

1. See Basic Information – BELOW (also in information folder in Gather Space Conference Room).
2. When it is safe to do so, follow-up the call to Key Parish Staff- Contact Protocol – NEXT PAGE (also in information folder in the Gather Space Conference Room

Basic Information:

Address: 2020 Chestnut Hill Road, Mohnton, PA 19540
Main Phone No. 610-856-1006 (Pastor's Number in the Rectory also)

If you know why a Fire Alarm was activated contact the Central Station and Fire Protocol below.

- Affiliated Central – 1-800-434-4000
- Account number [REDACTED]
- Passcode [REDACTED]

FOR ACCOUNT AND PASSCODE, WILL BE PROVIDED IN TRAINING.

APPENDIX 2 to EOP Bases Document (cont'd)

Suspicious Behavior:

If you see something suspicious or unusual behavior by individuals, please do or say something. Inform the Pastor or Parish Staff using the protocol below.

Call local law enforcement (Robeson Township Police, 610-582-4276). When reporting suspicious activity, it is helpful to give the most accurate description possible, including:

1. Brief description of the activity
2. Date, time and location of the activity
3. Physical identifiers of anyone you observed
4. Descriptions of vehicles
5. Information about where people involved in suspicious activities may have gone
6. Your name and contact information (optional) – Inform police that a call back to the gray phone (610-856-0986) will go directly to the office or rectory in an auto transfer to 610-856-1006 – Provide personal cell phone if needed and available.
7. Calls from Director of Religious Education Office will dial out as 610-856-5146 and a call back may be received but it rings only in that office.

CAUTION: Do not report to authorities based solely on protected activities such as:
Race, Religion, Gender, Sexual Orientation, or a combination thereof

KEY PARISH CONTACT STAFF INFORMATION FOR EVENTS (Protocol in Sequence):

PERSON	PHONE	FIRE	MEDICAL	SECURITY	OTHER
Father Phil, Pastor (Off or Rec)	610-856-1006	Yes	Yes	Yes	Yes
Patrick Buechley, Fire Alarm	610-927-7411	Yes	NO	NO	NO
John Bergandino, Prop. Com.	610-960-4318	Yes	Yes	Yes	Yes
Jeanie Hauck, Contract Rep.	610-856-7575	Yes	Yes	Yes	Yes
Susan Teaford, Secretary	610-286-3013	Yes	NO	NO	NO
Mike Mider, Security Rep.	717-951-2320	NO	NO	Yes	NO
Scott Brunner, Security Rep.	619-964-0096	NO	NO	Yes	NO
Sue Hodgins, Parish Nurse	610-698-5510	NO	Yes	NO	NO

APPENDIX 2 to EOP Bases Document (cont'd)

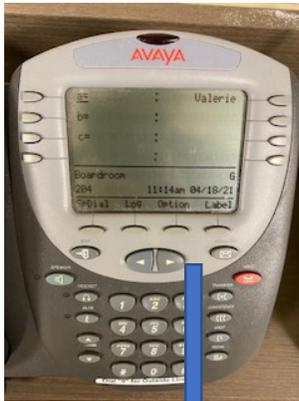
SHIFTING THE VENTILATION TO RECIRCULATION FOR SHELTER IN PLACE:

1. Go to a wall thermostat as shown on picture to the right.
2. Locate "System" square on bottom of screen
3. Keep hitting the button below until it reads "Off" as shown (it will scroll through "Heat", "Cool" and "Auto")

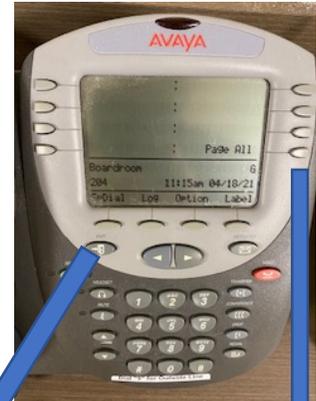


EMERGENCY USE - PAGE ALL PHONES FROM GRAY PHONES:

1. Hit the right pointing arrow to flip through the menu screens until you see the Page All button in the bottom right corner of the display (right picture)
2. Pick up the handset.
3. Depress the corresponding button for "Page All" and speak your announcement into the handset. Your announcement will transmit immediately out of the speaker on all gray phones in the building.
4. When done, hang up the handset.



The right arrow button



The "Page All" button

"Exit" button

Listing of Room and Extensions for Gray Phones:

Extension	Location
201	Office – Fr. Phil
202	Office -Susan Teaford
203	Office – Finance
204	Boardroom
205	Office – Andrew Angstadt
206	Office – Valerie Christo
211	FLC Kitchen
212	FLC Hall
301	Classroom # 1
302	Classroom # 2
303	Classroom # 3
304	Classroom # 4
305	Classroom # 5
306	Classroom # 6
307	Classroom # 7
308	Classroom # 8
309	Classroom # 9

APPENDIX 3 – EVENT LOG

Check Type of Event:

FIRE MEDICAL SECURITY OTHER

DATE/TIME: _____

DURATION: _____

WHERE ON CHURCH GROUNDS DID THE EVENT OCCUR:

WHO WAS INVOLVED: _____

WHAT HAPPENED (describe in detail use extra sheets to complete in needed):

PRELIMINARY ASSESSMENT OF HOW/WHY:

(describe your perspective on developments leading to the event, proximate or root causes)

FOR PARISH SAFETY STAFF IN REVIEW:

1. Obtain copy of police report if they were involved.
2. Obtain any photos that may have been taken.
3. Interview Those Involved
4. Conduct review for proximate and root causes for lessons learned and measures to prevent.

APPENDIX 4 to EOP Bases Document

ANALYSIS OF HAZARDS

HAZARD	PROBABILITY	MAGNITUDE	WARNING	DURATION	RISK
<u>Earthquake</u>	4 Highly Likely 3 Likely 2 Possible 1 Unlikely	4 Catastrophic 3 Critical 2 Limited 1 Negligible	4 Minimal 3 6-12 Hrs. 2 12-24 Hrs. 1 >24 Hrs.	4 12 + Hrs. 3 6-12 Hrs. 2 3-6 Hrs. 1 < 3 hrs.	High Medium Low
<u>Fire</u>	4 Highly Likely 3 Likely 2 Possible 1 Unlikely	4 Catastrophic 3 Critical 2 Limited 1 Negligible	4 Minimal 3 6-12 Hrs. 2 12-24 Hrs. 1 >24 Hrs.	4 12 + Hrs. 3 6-12 Hrs. 2 3-6 Hrs. 1 < 3 hrs.	High Medium Low
<u>Natural</u> Lightening Severe Wind Hurricanes Tornado Winter Precip [Medical] [Pandemic]	4 Highly Likely 3 Likely 2 Possible 1 Unlikely	4 Catastrophic 3 Critical 2 Limited 1 Negligible	4 Minimal 3 6-12 Hrs. 2 12-24 Hrs. 1 >24 Hrs.	4 12 + Hrs. 3 6-12 Hrs. 2 3-6 Hrs. 1 < 3 hrs.	High Medium Low
<u>Other Natural</u> Flooding Tsunamis Wildfires Volcanic Erupt Land Slide Mud Slide	4 Highly Likely 3 Likely 2 Possible 1 Unlikely	4 Catastrophic 3 Critical 2 Limited 1 Negligible	4 Minimal 3 6-12 Hrs. 2 12-24 Hrs. 1 >24 Hrs.	4 12 + Hrs. 3 6-12 Hrs. 2 3-6 Hrs. 1 < 3 hrs.	High Medium Low
<u>Tech Hazards:</u> Highway Hazard	4 Highly Likely 3 Likely 2 Possible 1 Unlikely	4 Catastrophic 3 Critical 2 Limited 1 Negligible	4 Minimal 3 6-12 Hrs. 2 12-24 Hrs. 1 >24 Hrs.	4 12 + Hrs. 3 6-12 Hrs. 2 3-6 Hrs. 1 < 3 hrs.	High Medium Low
<u>Other Tech Haz.:</u> LT Water Fails LT Power Fails Explosion Acc. Release Radiological	4 Highly Likely 3 Likely 2 Possible 1 Unlikely	4 Catastrophic 3 Critical 2 Limited 1 Negligible	4 Minimal 3 6-12 Hrs. 2 12-24 Hrs. 1 >24 Hrs.	4 12 + Hrs. 3 6-12 Hrs. 2 3-6 Hrs. 1 < 3 hrs.	High Medium Low
<u>Human Caused:</u> Active Shooter Arson	4 Highly Likely 3 Likely 2 Possible 1 Unlikely	4 Catastrophic 3 Critical 2 Limited 1 Negligible	4 Minimal 3 6-12 Hrs. 2 12-24 Hrs. 1 >24 Hrs.	4 12 + Hrs. 3 6-12 Hrs. 2 3-6 Hrs. 1 < 3 hrs.	High Medium Low
<u>Other Human:</u> Gang Violence Dom. Dispute Bomb Cyber Attacks	4 Highly Likely 3 Likely 2 Possible 1 Unlikely	4 Catastrophic 3 Critical 2 Limited 1 Negligible	4 Minimal 3 6-12 Hrs. 2 12-24 Hrs. 1 >24 Hrs.	4 12 + Hrs. 3 6-12 Hrs. 2 3-6 Hrs. 1 < 3 hrs.	High Medium Low

EOP Bases Document
Attachment 1 – Briefing for Parishioners

Applicability:

1. For Parishioners who attend in person Weekend and Holy Day Mass
2. Dry run for the Pastoral Council upon initial review and approval (consider annual presentation as a reminder)
3. New Parishioners upon introductory briefings

Purpose:

1. With a lot of details in the St. Benedict EOP, the purpose of this brief is to address what is the essential information Parishioners need to know in addressing the following hazards: Fire, Medical, and Intruder.
2. This information presents the highlights gleaned from Attachments 2-4, Training for Various Implementers (different levels of knowledge and ability) of this EOP.

Objectives:

1. Have knowledge on where to review the entire Church Emergency Operating Procedure on the website or locally for information on an as needed bases (essential information will be linked in the parish bulletin)
2. Have the knowledge on where to locate gray telephones (posted on evacuation postures) and be able to make a 9-1-1 Call (Dial 9 for outside line will be posted on the phone). See information sheet in EOP information package in the Gather Space Conference Room.
3. Have knowledge on where to locate the nearest first aid kits and defibrillator.
4. Be able to manually initiate the fire alarm system.
5. Be knowledgeable of Evacuation Routes and Assembly areas based on posted signs.
6. Be knowledgeable of when and how to use the local small fire extinguishers.
7. Be knowledgeable to “say something, if you see something unusual” on behavioral patterns on people. The definition of unusual is based on one’s own perspective.
8. Have knowledge that a Parish Safety Committee exists, a lead person is assigned (noted in parish bulletin) and have general knowledge of their responsibilities. They should know the lead contact in order to raise safety issues for resolution.
9. See also Additional Training for making 9-1-1 Calls (Attachment 5 EOP Bases Document).
10. For an intruder event and evacuating, be knowledgeable on how to interface and communicate with arriving police – Security Annex, section G.1.d.
11. For an intruder event and hiding, be knowledgeable on best practices for hiding in a locked room – Security Annex, section G.1.e.

SEE NEXT PAGE FOR
LISTING OF RESPONSIBILITIES FOR PARISH SAFETY COMMITTEE

RESPONSIBILITIES FOR PARISH SAFETY COMMITTEE

With the approval of this Plan, the Parish hereby establishes a "Parish Safety Committee" with the below listed responsibilities. Routine reporting will be through the Parish Presidents Organization. For immediate safety measures, the Committee will report directly to the Pastor and inform the President's Organization.

1. To ensure proper implementation of this Plan by having the necessary expertise in the following areas: Fire, Medical, Security with focus on Intruder Events for Houses of Worship, and Emergency Response [minimum of three (3) and maximum set by the Pastor].
2. To meet no less frequently than Annually (just prior to the First Pastoral Council Meeting of the new fiscal year (July to June) to review or update this plan and process any needed recommendations. It will also meet on an as needed basis in order to review any recommended changes referred to it by the Pastoral Council. More frequent meeting may be needed in the first year of the plan in order to manage action items from the development period.
3. To ensure equipment under this jurisdiction is properly maintained and kept up to date (exceptions are: Fire Equipment which is maintained by the Property Committee, and telephone system maintained by Parish Information Technology Expert).
4. To ensure proper adherence to implementing procedures of this plan through training of Designated Personnel. Responsibility for Training may be delegated to the necessary expertise.
5. To ensure a core group of staff with necessary expertise is formed into a Recovery Committee to assist the Pastor in recovering the facility from a significant hazard event such as for fire or intruder.

EOP Bases Document
Attachment 2 – Training Objectives for Designated Persons for Security

Applicability:

1. Mass and Holy Day Designated Persons for Security (may be an usher but does not have concurrent usher duties).
2. All PREP Security Detail Members (will also be trained as DP for Fire and they must also have Protecting God's Children review and training)

Objectives:

1. Have the knowledge on where to located gray telephones (posted on evacuation postures) and be able to make a 9-1-1 Call (See EOP information package in the Gather Space Conference Room).
2. Have knowledge on where to locate the nearest first aid kits, defibrillator and wheel chair for use by those assisting in a medical emergency.
3. Be able to implement the pre-Mass & post-Mass Checklist attached to the Security Safety Plan.
4. Be aware and able to quickly located an air-horn in the event of an intruder.
5. Be knowledgeable of the Security Annex operating goals and objectives along with the associated implementing procedure.
6. Be knowledgeable of where to obtain the Door Master Key (will be provided at training) for locking those doors that will be designated for locking at a service.
7. Be knowledgeable of OHNO (Observe, Initiate Hello, Navigate the Risk, and Obtain Help) Approach.
8. Be able to oversee the implementation of the Functional Annexes dealing with Evacuation, Lockdown or Shelter in Place.
9. Have a general knowledge of the Medical and Fire Annexes in order to assist the Designated Person for Fire.
10. See also Additional Training for making 9-1-1 Calls (Attachment 5 EOP Bases Document).

EOP Bases Document

Attachment 3 – Training Objectives for Designated Persons for Fire

Applicability:

1. Ushers designated for the position at services for Weekend and Holy Day Services (may have other usher duties).
2. PREP Security Detail.

Objectives:

1. Have the knowledge on where to locate gray telephones (posted on evacuation posters) and be able to make a 9-1-1 Call (See EOP information package in the Gather Space Conference Room).
2. Have knowledge on where to locate the nearest first aid kits, defibrillator and wheel chair for use by those assisting in a medical emergency.
3. Be able to manually initiate the fire alarm system.
4. Have the knowledge and be able to operate in accordance with the Plan Implementing Procedure the Fire Alarm System Panel when an alarm is sounded or if there is a power failure and the alarm needs to be reset.
5. Be able to determine if a false alarm exists by acknowledging the alarm and reading the alarming sensors in conjunction with the project layout list and drawings.
6. Be able to shift the ventilation system into the recirculation mode if needed during a “lockdown” or “shelter-in-place”
7. Be able to oversee the implementation of the Functional Annexes dealing with Evacuation, Lockdown or Shelter in Place.
8. Have a general knowledge of the Security Annexes in order to assist the Designated Person for Security.
9. See also Additional Training for making 9-1-1 Calls (Attachment 5 EOP Bases Document).

EOP Bases Document
Attachment 4A – Training Objectives for those being Briefed

Applicability:

1. Lead or assigned for Hall Renters and for Parish In-house Volunteer Organizations
2. PREP Religious Education Director and assigned Teachers and Assistants
3. Daily Mass Minister or as assigned (such as Sacristan or Daily Reader)
4. All Ushers Not Assigned for Security or Fire

Objectives:

1. Have Knowledge on where to locate a telephone and be able to make a 9-1-1 Call (see EOP Information package in the Gather Space Conference Room - gray phone outside line is "9")
2. Have knowledge on where to locate the nearest first aid kits, defibrillator and wheel chair for use by those assisting in a medical emergency.
3. Have knowledge of where the central fire alarm station is and be able to acknowledge the alarm only (obtain key in conference room across the hall, turn box on and push Acknowledge" button before exiting, if time).
4. Have knowledge to direct people to evacuation on a fire alarm and secure a safe place to wait for the Fire Chief, Pastor, and/or Property Committee members for a debrief on the event.
5. Be knowledgeable of Evacuation Routes and Assembly areas based on posted signs.
6. Be knowledgeable that the Pastor or Parish Staff will initiate the lockdown or shelter-in place annexes.
7. Be knowledgeable of when and how to use the local small fire extinguishers.
8. Be knowledgeable to ensure doors are closed and windows shut in the area potentially effected by a fire.
9. Be knowledgeable of where the manual fire alarms are should a fire occur (at all door exists, follow posted instructions).
10. Be knowledgeable of Diocesan rules, if in effect, for Flu Season or Pandemic Response (summary should be in briefing book).
11. Be knowledgeable on how to lock doors when needed. Access for events in the hall should be limited to the Bell Tower Door and Back Education Wing Door.
12. Be knowledgeable to "do something, if you see something unusual" on behavioral patterns on people. Call the contract representative.
13. Be knowledgeable for armed intruder event to locate an "air-horn" and able to sound it and yell "Guns, Get Out"

EOP Bases Document

Attachment 4B – Essential Information for Outside Organizations or Hall Renters/Users (In-house Organizations)

General Information

1. Locate the nearest gray phone for 9-1-1 call – dial “9” for an outside line.
2. Locate the nearest First Aid Kit, defibrillator, and Wheel Chair.
3. Locate Manual Fire Alarm Boxes at the Exits of the Hall or other areas of use.
4. Located the posted Evacuation Signs in the area for nearest Evacuation Routes and Assembly Areas.
5. Locate the Central Alarm station in the Vestibule in order to Acknowledge a Fire Alarm after turning the Key Clockwise. Obtain key in conference room across the hall from the station.
6. Locate nearest Fire Extinguishers for a small fire (small classroom trash can).
7. Read Pandemic or Flu Season restriction provided by the Church and be ready to comply.
8. Be aware to “do something, if you see something unusual” on behavioral patterns on people. Call the contract representative.
9. Locate nearest “air-horn” for an intruder event and be ready to voice the alarm by “Guns, Get Out”

Response to Fire or Fire Alarm

1. If the fire is small enough extinguish with a local fire extinguisher and call the contract representative.
2. For a bigger fire or if there is a fire alarm, notify everyone at the event to evacuate the building using the posted signs. [If time, acknowledge the alarm at the Central Alarm Station.]
3. Have attendees go the evacuation areas (rectory area or picnic ground area) avoiding being on the down side of the wind and flames.
4. Key Parish Contact Staff will be automatically notified.
5. Be available to direct or debrief with arriving Fire assistance or Parish Personnel.

Response to Medical Event

1. Solicit help from the crowd (doctor, nurse, EMT or some trained in first aid or CPR).
2. Direct those assisting to the nearest First Aid Kit, defibrillator, and Wheel Chair.\
3. Call 9-1-1 from any gray phone – see posted see response card for needed information (Appendix 2 of EOP Bases Document – copy posted).
4. Be available to direct or debrief with arriving medical assistance or Parish Personnel (second page of Appendix 2 noted above).

Response to Intruder Event

1. For a person acting strangely or in an unusual way: “Do something, if you see something unusual.”
Call the Contract Representative or the Church Contact List
2. Upon entry of one or more intruders (assumed to be armed) while an event is being conducted, the Designated Person for the Event shall:
 - a. Shall initiate an Air Horn signal (this uniquely identifies as an intruder situation); the event **MUST STOP**. State loudly: “Guns, Get Out.”
 - b. Direct people to evacuate church in the opposite direction of the intruder.
 - c. Direct attendees to follow the Assembly Area guidance on the posted signs.
 - d. Follow up the emergency with a 9-1-1 call to inform police of the situation with as much detail as possible. This person should seek shelter and stay around for police to arrive and if time call the Contract Representative.

NOTES:

If you are able, offer assistance to those injured (if they can be moved), to elderly needing assistance, and for the disabled.

Various methods can be used to obstruct or secure the intruder: throwing books or using a fire extinguisher as a weapon, or attacking from behind, use of participant concealed weapon.

KEY PARISH CONTACT STAFF INFORMATION FOR A ALL EVENT:

See Appendix 2 of the EOP Basis Document – Posted at each Gray Phone.

EOP Bases Document

Attachment 5 – OTHER 9-1-1 INFORMATION FOR TRAINING PURPOSES

What is your name?

Please don't be insulted if we ask you to clarify, or spell your name. There are many spelling variations when it comes to names and it's important we obtain correct information.

Tell me exactly what happened.

- Be as concise as possible. Tell us what the problem is NOW, not what led up to the problem. "My father is having chest pain"
 - "My mother just collapsed"
 - "The neighbor is punching someone in his front yard"
 - "I just witnessed an accident"
 - "I see smoke coming out of my neighbors house"

All the details leading up to the emergency can be filled in later in the conversation after the initial information has been gathered.

For medical calls, you will be asked the following questions

- How old is the patient? (approximate age will do)
- Is the patient conscious?
- Is the patient breathing?

Your answer to the question about "what happened" will help us determine what the situation is. Based on that, we will ask you more specific questions and give you instructions about what to do while you wait for help to arrive.

For fire calls, you may be asked the following questions

- What exactly is on fire? To what extent?
- Were flames observed or just smoke?
- What color is the smoke?
- Is anyone inside the building?
- Do we know how the fire started?
- Are there other items near the fire that it can spread to? (e.g. other buildings, trees, dry grass, etc)

In a police situation, you may be asked the following questions

- Vehicle description which may include: License plate number and state
 - Make
 - Model (sedan, SUV, 4-door, convertible, etc)
 - Color
 - Direction of travel

Suspect description which may include: Suspect, or involved person's name (last, first, middle name)

- Suspect, or involved person's date of birth, or approximate age
- Description of suspect, or involved person**work from head to toe**
- Race (white, black, Hispanic, etc)
- Male/female
- Height (if you can't guess, try judging by your own height)
- Weight, or build (again, if you can't guess, judge by your own weight /or think in terms of thin, medium, or heavy build)
- Hair color and length
- Facial hair
- Distinguishing characteristics (glasses, limp, bad teeth, tattoos, etc)
- Description of the suspect's, or involved person's clothing Hat (baseball cap, stocking hat, etc)
 - Jacket
 - Shirt
 - Pants
 - Shoes
 - Carrying anything?
 - Did you see any weapons? Did you hear anyone talking about weapons?

For both police and medical calls, you may be asked about

- Your relationship to the patient, or involved parties.
 - Example: nurse, caregiver, sister, neighbor, friend, passerby, etc.
- A description of the involved house, apartment building, etc. Is it one or two story?
 - Is it a duplex, apartment, house converted into apartments, manufactured home?
 - Are there multiple buildings at the location? If so, give directions that pinpoint the exact location.
 - What color is the building?
 - Is there a vehicle in the driveway, or parking lot?
- Will you be standing by?
 - We need to know if you're going to be at, or near the scene when we arrive because responders may need to talk to you, or we may need you to point out the exact location, or who's involved. We may also ask:
 - Will you be standing by in a vehicle? If so, what kind?
 - Will you be returning home for contact? How long will it take you to reach your residence?
 - Will you be on foot in the area? If so, be prepared to give us your clothing description.

Just as every situation is different, so is every 9-1-1 call. If you call 9-1-1, you may not be asked every question listed above, but this information should help you be better prepared to make this important call.