# **INDEX**

Introduction 2

Facility Overview 3

Facility Risk Assessment 3

Off Site Risk Assessment 3

Fire

Auditorium 4

 KidCity Elementary 5

 KidCity Pre-K 6

 Video Cafe 7

 Outside, On Property 8

## Accident with Injuries or Medical Emergency

 Adult 9

 Child 10

Severe Weather 11

Bomb Threat 11

Threat Checklist 12

Suspicious Package (Delivered or Unattended on Property) 13

Active Shooter 14-15

Disruptive Guest 16

# Fire Drill Checklist 17

Incident Report 18

# **PURPOSE**

The purpose of this Emergency Action Plan (EAP) is to provide guidance in the event of an emergency situation. This plan will address events, which have the potential to impact the safety and security of all who work at and attend CityChurch - Bandera Road (CCBR).

# **MISSION**

To provide a safe and secure setting for the staff, members and visitors who work and worship at CCBR.

To evaluate any situation that could have an adverse impact on the facilities, staff, members and visitors to CCBR, and develop a plan to address those situations.

To update this plan, as needed, to include any evolving threats which could have an adverse impact on the facilities, or, to the staff, members and visitors to CCBR.

# **PLAN REVIEW**

This Emergency Action Plan will be reviewed for completeness at least once each year. Nothing precludes plan review more often if situations that could impact the church community are identified.

# **TRAINING**

All staff and volunteers who have a direct role in implementing this plan shall receive a copy of the plan, and be trained in, and understand their duties as they relate to the plan.

# **ASSUMPTIONS**

It is assumed, for the purposes of this plan that Fire, Police and Emergency Medical Services will be provided by the City of San Antonio (CoSA) under its standing tax funded community service in the event of an emergency at the CCBR.

**It is assumed, that all buildings to include one of the officers (on duty), lead personnel in each building, custodial staff and IT personnel (on duty) will have a properly working Walkie Talkie to communicate with others as needed.**

1. **Channel 1 will be used for communications to all.**
2. **Use Channel 2, 3 or 4 will be used for 1 on 1 short conversations – then immediately return to Channel 1.**

**Facility Overview**

CCBR is a place of worship, praise and service to God. It consists of:

* The CCBR Auditorium: Is equipped to hold approximately 1000 people and is classified as a place of assembly in accordance with NFPA 101, Life Safety Code.
* The KidCity Children’s Ministry: This building is equipped to hold approximately 200 persons and is classified as a place of assembly in accordance with NFPA 101, Life Safety Code.
* The Video Cafe: This building is equipped to hold approximately 800 persons and is classified as a place of assembly in accordance with NFPA 101, Life Safety Code.
* The CCBR Administrative Offices: This building is equipped to hold approximately 85 persons and is classified as a business in accordance with NFPA 101, Life Safety Code.

## Facility Risk Evaluation

1. There are no hazardous processes performed that would create, or contribute to, a high risk of emergency.
2. A small kitchen area is located in the KidCity building. It consists of an Ice Machine and coffee makers.
3. Use of a stage, with electrical equipment, and the use of catwalks containing stage lighting present the highest constant risk of accident or injury.
4. A storage building behind the Video Cafe building is used to store gasoline powered ground maintenance equipment. There is no electrical power in this storage building.

## Offsite Risk Evaluation

1. There are two vehicle fuel retailers, approximately 200 feet to the west, and 600 feet to the west/northwest of the main auditorium. The potential exists for an emergency involving flammable liquid, which could affect the church and require the implementation of the EAP.
2. There is a major, signal controlled intersection (Bandera Road and Braun Road) approximately 800 feet to the north/northwest of the main auditorium. The potential exists for a transportation accident to create an emergency that would require implementation of the EAP.
3. There is a major, four-lane roadway (Bandera Road / Highway 16) bordering the church property to the north. This roadway is not a designated Hazardous Materials route. The potential exists for a transportation accident to occur, which could impact the church to a point that would require implementation of the EAP.

#

# **FIRE**

**Auditorium**

**Initial Action**

* Activate the fire alarm system
* Effect a calm and orderly evacuation of the building using the nearest exits.
	+ To Fords Landing grassy area east of Auditorium or grassy area behind Video Cafe
* Designate someone to call 911 and report the fire from a safe location.
* Notify all POCs by radio of the incident.
* Evacuate Pre-K children with attendance rosters to the designated safe spot (grassy area between parking lot and the Ford’s Landing street).
* Attempt to account for all persons. Ask if anyone knows of someone, whom they saw inside, that did not get out or has not been seen outside. Ensure **NO ONE GOES BACK IN**.
* Technical crewmembers will account for all working crewmembers as soon as they reach the evacuation area.
* Welcome Team leader account for all team members. They should make every effort to check the restrooms to ensure no one is left in them. **This should only be done if there is no immediate risk to the searchers.**
* Report team accountability to Campus Lead POC by radio
* Campus Lead POC meet the first arriving Fire Department vehicle and give a brief account of the situation as you know it at that time. If anyone is thought to still be inside, report this to the firefighters. Give the possible location of the person if it is known.
* Attempt to remain calm, and keep others calm. Assist with keeping everyone clear of the parking lot and out of the danger area.
* Stay out of the firefighter’s way unless asked to assist in some manner.

### Secondary Action

* Continue to remain calm, and keep others calm.
* Contact any senior leadership not present at the church.
* Consider sheltering evacuees at KidCity Elementary and Video Cafe buildings in the event of bad weather.

## FIRE

## KidCity Elementary

### Initial Action

* Activate the fire alarm system.
* Take the sign-in roster and evacuate the children out the nearest fire exit.
	+ To grassy area behind the Video Cafe near the picnic tables well off the parking lot.
* Security and/or Front Desk staff will make every effort to check restrooms before leaving the building. **This is to be done ONLY if the risk to life is small or non-existent**.
* Designate someone to call 911 from a safe location to report the fire.
* Notify all POCs by radio of the incident.
* Classroom Lead Teachers account for all children and volunteers by classroom. Match each child’s tag with the roster. Report accountability to the Lead KidCity worker.
* Report team accountability to Campus Lead POC by radio
* Meet the first arriving Fire Department vehicle and give the location of the fire and a brief account of the situation, as you know it. Report either:
	+ All children and workers are accounted for, or
	+ How many are missing and their last location in the building.
* Attempt to remain calm, and keep others calm.
* Stay out of the way of firefighters unless asked to assist in some manner.

### Secondary Action

* Re-accomplish accountability of all the children and staff.
* Consider sheltering evacuees in the Video Cafe in the event of bad weather.
* Remain clear of the area where the firefighters are.
* Notify senior leadership not already at the church.
* Consider incident stress intervention using small group leaders and counselors. The most well trained individual available should deal with extreme reaction to stress.

## FIRE

## KidCity PreK

### Initial Action

* Activate the fire alarm system.
* Take the sign-in roster and evacuate the children out the nearest fire exit.
	+ To grassy area between the parking lot and Ford’s Landing street.
* Security and/or Front Desk staff will make every effort to check restrooms before leaving the building. **This is to be done ONLY if the risk to life is small or non-existent**.
* Designate someone to call 911 from a safe location to report the fire.
* Notify all POCs by radio of the incident.
* Classroom Lead Teachers account for all children and volunteers by classroom. Match each child’s tag with the roster. Report accountability to the Lead PreK worker.
* Report team accountability to Campus Lead POC by radio
* Meet the first arriving Fire Department vehicle and give the location of the fire and a brief account of the situation, as you know it. Report either:
	+ All children and workers are accounted for, or
	+ How many are missing and their last location in the building.
* Attempt to remain calm, and keep others calm.
* Stay out of the way of firefighters unless asked to assist in some manner.

### Secondary Action

* Re-accomplish accountability of all the children and staff.
* Consider sheltering evacuees in the KidCity Elementary building and/or the Video Cafe in the event of bad weather.
* Remain clear of the area where the firefighters are.
* Notify senior leadership not already at the church.
* Consider incident stress intervention using small group leaders and counselors. The most well trained individual available should deal with extreme reaction to stress.

**FIRE**

## Video Cafe

### Initial Action

* Activate the fire alarm system.
* Designate someone to call 911 from a safe location to report the fire.
	+ Evacuate to the grassy area behind Video Cafe well off of the parking lot.
* Notify all POCs by radio of the incident.
* Video Cafe Lead POC account for all team members.
* Report team accountability to Campus Lead POC by radio
* Meet the first arriving Fire Department vehicle and give the location of the fire and a brief account of the situation, as you know it. Report either:
	+ All children and workers are accounted for, or
	+ How many are missing and their last location in the building.
* Attempt to remain calm, and keep others calm.
* Stay out of the way of firefighters unless asked to assist in some manner.

### Secondary Action

* Re-accomplish accountability of all the children and staff.
* Consider sheltering evacuees in the KidCity of the Auditorium in the event of bad weather.
* Remain clear of the area where the fire fighters are.
* Notify senior leadership not already at the church.
* Consider incident stress intervention using small group leaders and counselors. The most well trained individual available should deal with extreme reaction to stress.

## FIRE

## Outside, On Property

### Initial Action

* Call or designate someone to call 911 from a safe location to report the fire.
* Notify all POCs by radio of the incident.
* Meet the first arriving Fire Department vehicle and give the location of the fire and a brief account of the situation, as you know it. Report either:
	+ All children and workers are accounted for, or
	+ How many are missing and their last location in the building.
* Attempt to remain calm, and keep others calm.
* Stay out of the way of firefighters unless asked to assist in some manner.

### Secondary Action

* Maintain accountability of all the children and staff.
* Keep all persons away from the fire.
* Remain clear of the area where the fire fighters are.
* Notify senior leadership not already at the church.
* Consider incident stress intervention using small group leaders and counselors. The most well trained individual available should deal with extreme reaction to stress.

## ACCIDENT with INJURIES or MEDICAL EMERGENCY

## ADULT

#### Initial Action

* Instruct TWO people to call 911. Give the address, type of accident/injury and where the person is in or around the facility.
* Use basic First-Aid procedures to care for the injured person.
* Do not move the person
* Put on gloves before touching the person
* Stop any bleeding
* Keep the person calm
* Keep bystanders back at least 15 feet to reduce anxiety on the patient.
* Have someone go out in front of the building and meet the ambulance to direct the crew to the person.
* Calmly describe the cause of the accident to the ambulance crew. Answer any questions the ambulance crew has if you know the information.

#### Secondary Action

* Attempt to contact a family member for the person if asked.
* Remain calm. (Confidence instills confidence) Keep the person as calm as possible.
* Check the person for injuries not obvious.
* Notify senior church leadership of the accident if they are not present.
* Gather information about the accident for a church incident report. (See page 18)

(*This should be done away from the patient, and only after the person is being cared for by ambulance personnel*.)

* Notify Human Resources to file the incident for insurance purposes.
* Have witnesses write a brief narrative statement about the events of the accident. This should be done while events are fresh in the person’s mind.

(NOTE: This information will aid in starting any needed corrective safety action that contributed to the accident.)

## ACCIDENT with INJURIES or MEDICAL EMERGENCY

## CHILD

#### Initial Action

* Instruct **TWO** people to call 911. Give the address, type of accident/injury and where the person is in or around the facility.
* Use basic First-Aid procedures to care for the injured person.
* Do not move the person
* Put on gloves before touching the person
* Stop any bleeding
* Keep the person calm
* Contact the child’s parent or guardian using Parent Notification System or phone number.
* **DO NOT** further upset the child. Treat injuries as best you can with the cooperation of the child.
* Keep bystanders back at least 15 feet to reduce anxiety on the patient.
* Have someone go out in front of the building and meet the ambulance to direct the crew to the person.
* Calmly describe the cause of the accident to the ambulance crew. Answer any questions the ambulance crew has if you know the information.

#### Secondary Action

* Attempt to contact a family member for the person if asked.
* Remain calm. (Confidence instills confidence) Keep the person as calm as possible.
* Check the person for injuries not obvious.
* Notify senior church leadership of the accident if they are not present.
* Gather information about the accident for a church incident report. (See page 18)

(*This should be done away from the patient, and only after the person is being cared for by ambulance personnel*.)

* Notify Human Resources to file the incident for insurance purposes.
* Have witnesses write a brief narrative statement about the events of the accident. This should be done while events are fresh in the person’s mind.

(NOTE: This information will aid in starting any needed corrective safety action that contributed to the accident.)

## SEVERE WEATHER

The National Weather Service has developed a method of identifying storm conditions that foster the development of tornadoes. A tornado is wind spouts spawned by several thunderstorms or hurricanes. Winds may approach 300 miles per hour. Their usual direction of travel is from the southwest to northeast. The weather service uses a two stage system to alert people to a tornado danger:

**WATCH:** Atmospheric conditions are conducive for tornadoes although none have been sighted.

**WARNING:** A tornado has been spotted, visually or on radar.

* In the event of severe weather or a tornado warning, the following procedures should be followed:
* Usher/Staff members will monitor the weather conditions. They will communicate the need to take cover if appropriate.
* If a tornado threat is present, all occupants should gather in the center of the building and stay away from windows.
* All doors should be closed.
If a tornado were to hit the building, everyone is to crouch on their elbows and knees and put their hands over the back of their head.

## BOMB OR HOSTILE THREAT

Any individual receiving a bomb threat should take the following actions:

#### Phone Call Threat

* Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record/write down as much of the conversation as possible. (See Checklist page 12)
* Signal someone close to call 911 and report that you are taking a bomb threat phone call.
* If the caller does not indicate the location of the bomb or time of detonation, ask them for this detail.
* Advise the caller that the building is occupied and an explosion could result in death or serious injury to innocent people.
* Pay particular attention to background noises, such as motors running, music or any other sounds, which may indicate the location of the caller.
* Listen closely to the voice to determine voice quality, accent, speech impediments, gender, or unusual characteristics and note that on the threat information form.
* If the caller can be kept talking, ask specific questions as indicated on the attached Bomb Threat Checklist (page 12).
* It is desirable but not always practical to have more than one person listen in on the bomb threat call.
* Initiate evacuation using the Quiet Evacuation Plan

Threat Checklist

In the event you receive a threatening telephone call (i.e. bomb threat, armed assault, custody issues), **REMAIN CALM.**

**Do not hang up!** Obtain as much information as possible:

Call received by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Exact time of call: \_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_
Exact words of caller:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Caller’s voice: (circle) Male Female Adult Youth

Estimate Age: \_\_\_\_\_\_\_

Black White Hispanic Asian Other \_\_\_\_\_\_\_\_\_

Calm Nervous Disguised Rapid Angry Nasal

Sincere Slurred Crying Loud Giggling Stressed

Excited

If voice is familiar, whose did it sound like? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Background Noise: (circle)

Music Children Typing Airplanes Machinery Cars/Trucks

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Do not hang up! Obtain as much information as possible:**

When is the bomb going to explode? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Where is the bomb? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What does it look like? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Method of activation, mechanical, clock, movement/chemical action? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Method of deactivation? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Did you place the bomb? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Why? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Where are you calling from? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is your address? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is your name? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## SUSPICIOUS PACKAGE

Delivered or Found Unattended on Property

A suspicious package is any package that is found, that cannot be readily identified as belonging to someone or belonging in the area. These can be any of the following:

Box Letter Briefcase Bag Backpack Cooler

#### Initial Action

* Do not handle and never open a suspicious package. If not readily identified as belonging to a known individual, do not disturb it.
* If necessary, immediately cordon off a safe area around the package.
* Attempt to verify the owner of the package, and/or if it’s legitimately where it is (ask people if they know who it belongs to)
* It the package remains suspect, call the police (**DO NOT USE A CELL PHONE TO MAKE THIS CALL**).
* Initiate Quiet Evacuation procedures as quietly and quickly as possible.
* Notify the other buildings and the parking team of the event and the evacuation.
* Notify any church leadership not already present.

## Active Shooter

**Important:** Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Good practices for coping with an active shooter situation…

* Get **Time** and **Distance** between you and the shooter
* Be aware of your environment and any possible dangers
* Take note of the two nearest exits in any facility you visit
* If you can get away, exit away from the gun fire
* If you can’t and in an office, stay there and secure and block the door
* If you are in a hallway, get into a room and secure the door
* As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her. **Fight dirty!!!**

**CALL 911 WHEN IT IS SAFE TO DO SO!**

**ADD: AVOID ~ DENY ~ DEFEND**

1. **AVOID**

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

* Have an escape route and plan in mind (Use Fire evacuation routes if clear)
* Evacuate regardless of whether other adults agree to follow
	+ If shooter is in Children’s Buildings – lock the doors and evacuate **ALL** children away from threat
	+ If you can’t get out – lock doors, close shades, turn off lights, get out of sight, stay quiet
* Leave your belongings behind
* Help others escape, if possible
* Prevent individuals from entering an area where the active shooter may be
* Call 911 when you are safe
* Keep your hands visible when police arrive
* Follow the instructions of any police officers
* Do not run towards police officers
* Do not attempt to move wounded people

**2. DENY**

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 closed and locked door)
	+ Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

* + Lock the door
	+ Blockade the door with heavy furniture

If the active shooter is nearby:

* Lock the door, turn off lights, stay quiet
* Silence your cell phone
* Turn off any source of noise (i.e., radios, televisions)
* Hide behind large items (i.e., cabinets, desks)

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. DEFEND (AGAINST THE ACTIVE SHOOTER)**

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

* + Act as aggressively as possible against him/her
	+ Commit to your actions
	+ Throw items and improvise weapons. (Chairs, books, fire extinguishers, belts, hot water, anything)
	+ Yell, scream and fight dirty. **THIS IS ABOUT SURVIVAL!**

**HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES -** Law enforcement’s purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

* Officers usually arrive in teams of four (4). However, they train to go in solo.
* Officers may wear patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
* Officers may be armed with rifles, shotguns, handguns
* 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 safety
* How to react 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
	+ **Keep hands visible at all times**
	+ Avoid making quick movements toward officers such as holding on to them for safety
	+ Avoid pointing, screaming and/or yelling
	+ Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises slowly

**NOTE:** 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.

**If Concealed Carry Licensed:**

* Put your weapon down and step away from it
* Keep hands up
* Do not try to assist police with gun in hand (They don’t know you and will see you as a threat)
* You may get handcuffed until the officer can assess you as a friendly. Stay calm.

NOTE: These types of situations will generate a lot of media attention. All media communications and inquires will be made by the PASTOR or designated spokes person.

## DISRUPTIVE GUEST

## General Office Security

All exterior office doors are to remain locked. Main entry door will be used to enter and exit the offices. If the reception office is not yet open, you may enter Suite 136 or 140 through the entry door and ensure the door is secured behind you.

## Visitor Issues

An individual who is unruly presents a threat to staff and visitors at CCBR. Every effort should be made to remain calm and approach the person(s) who are angry, and/or making threats.

## Initial Actions

* Do not corner or crowd the person. This can make people angrier if they perceive they are being threatened.
* Speak to the person in a calm voice. Allow them to talk, even though their language may not be appropriate, words will not harm us physically.
* Have someone call 911 and report the incident. This will sometimes make people think about their actions.
* If possible, have the individual step outside the building so others are not disturbed or frightened.
* Ask senior leadership to assist in talking to the person.
* If the person will not cooperate and the Police arrive, allow them to handle the situation in whatever manner they see fit.

## FIRE PREVENTION TRAINING AND EVACUATION DRILL

A FIRE EVACUATION DRILL WAS CONDUCTED ON \_\_\_\_\_\_\_\_\_\_\_ AT \_\_\_\_\_\_\_\_\_.

#####  DATE TIME

A TOTAL OF \_\_\_\_\_\_\_\_\_\_\_\_ PERSONS WERE EVACUATED FRON THE BUILDING IN \_\_\_\_\_\_\_\_\_\_\_\_\_\_ MINUTES.

Were alarms activated? YES NO

Was evacuation orderly? YES NO

Was accountability conducted correctly? YES NO

Was a 911 caller assigned? YES NO

Were proper exit routes used? YES NO

Were evacuees assembled at the proper spot? YES NO

Were restrooms searched? YES NO

Were all procedures followed? YES NO

Comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Person Conducting Drill Building Representative

**INCIDENT REPORT**

Church Incident Report

Name of Injured Person (print) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Age\_\_\_\_\_ Sex\_\_\_\_

Parent/Guardian of Minor Child:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone: Home \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Mobile \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Injury: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_\_\_ AM \_\_\_\_\_\_ PM \_\_\_\_\_\_\_\_\_\_

Nature of Injury: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Part of Body: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Exact Location of Accident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cause (s) of Accident (unsafe acts and conditions) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Was Medical Assistance Required? YES \_\_\_\_\_ NO \_\_\_\_\_

Was injured transported by Ambulance? YES\_\_\_\_\_NO\_\_\_\_\_

Witnesses (Include Name, address, home and mobile phone number) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Additional comments: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of individual preparing report: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone number of individual preparing report: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**NOTE: Report to be turned into CCBR – HR department no later than next business day.**