

I. Staff Response

The basic premise of an emergency response is that at any emergency incident **one** member of the Unity Church Unitarian staff will be present at the site of the emergency and will be in charge of the response to the situation.

Unity of Command

Each individual participating in the operation reports to only one person. This eliminates the potential for individuals to receive conflicting orders from a variety of sources, thus increasing accountability, preventing freelancing, improving the flow of information, helping with the coordination of operational efforts, and enhancing operational safety.

This is necessary so that an efficient, timely, and appropriate response is made. The Incident Command System model is the basis for this plan. Roles/responsibilities are described, will be understood, practiced and adhered to.

The Lead Staff (LS) will direct other staff, volunteers and church attendees in dealing with the emergency. Chain of Command to determine who will be in charge works in the following way. The highest ranked person on the list is in charge unless they are not on the site or unable to serve in this position, which would then move leadership to the next person on the list, and so on:

Chain of Command (This list will change with any change in personnel.)

1. Executive Director: Barbara Hubbard
2. Director of Religious Education: K.P. Hong
3. Minister of Congregational and Community Engagement: Rev. Lisa Friedman
4. The most senior staff person on site (program / facilities / administration)

All staff members will be trained in this Emergency Action Plan, additional trainings as necessary and emergency plan exercises. These staff will have the authority to direct all activities related to the emergency and assign other staff to specific duties that may be outside of job descriptions.

Co-ministers and other worship leaders are not assigned operational duties within this plan, with the exception of implementing the response as directed by the Lead Staff. Their primary role will be to provide emotional and spiritual care to persons in the emergency and to calm others who are standing by or attending an event at the church when the emergency occurs.

Co-ministers, and in their absence other Executive Team members, will act in coordination with the Lead Staff as information source to media requests.

II. Medical Emergency

Medical emergencies include persons on the church property who have dizzy spells, disorientation, pass out, have sharp chest pains and/or other pains, falls, cuts, difficulty in breathing, severe vomiting and other medical or life threatening emergencies. The lead staff person (as defined above) will do the following:

- a. Determine if 911 should be called (to 733 Portland) and assign a person to make the call and meet the responders at the 733 Portland entry.
- b. Determine if AED should be used and assign a person to bring it to the scene.
- c. Determine if CPR should be initiated and assign persons to begin compression-only CPR.
- d. Determine if the victim is under 18, assign a person to locate parents.
- e. Determine if injury requires limited movement.
- f. Determine if first aid kit is needed and assign person to bring it to the scene.
- g. Determine if person is or has recently vomited and turn person on their side.
- h. Determine if person needs warmth and comfort and assign persons to find appropriate materials.
- i. Turn the direction of the emergency over to 911 staff when they arrive.**
- j. Determine if help is needed to calm persons at the scene and assign persons to intervene and move persons away from the scene.

Defibrillators are located:

- Lower level - in the hallway near the elevator
- Main level – in the hallway near the DeCramer room

First Aid Kits are located:

- Lower level - in the hallway near the elevator & in the nursery
- Main level – in the hallway near the DeCramer room, by the front desk & in the kitchen with a burn kit
- Upper level – top of the stairs in the Eliot wing & near the Ames Chapel east entrance.
- First Aid Kits are reviewed and restocked monthly.

Body Fluid Clean-Up Kits are located:

- Main level – in the facilities office

III. Emergency Evacuation due to fire, gas, chemical, or water break

The building will be evacuated in the case of fire, gas leak or other event deemed necessary. All persons in the building will be evacuated. The LS and staff will advise people to leave immediately with no stops for personal belongings and will help those in need of assistance. Children will be accompanied out of the building by teachers and helpers in the rooms. The nursery personnel, along with additional resources as may be assigned, will carry the children out of the building as needed. **The elevator will not be used. Exit signs are in each hallway directing the way out.**

Everyone must be away at least 100 feet from the building in case of a fire. **The gathering place is in the House of Hope park to the west of the building. Families will be reunited there.**

Evacuation Chairs are located:

- Lower level - in the hallway near the elevator
- Upper level – outside of the Foote Room (west door)

The Sanctuary exits are at the SE corner leading to Portland Ave, the SW doors leading to the main Portland Ave entrance on the west, and the double doors leading to and across the Parish Hall to the chapel exit.

The other first floor exits are the Holly Ave main door and the east parking lot double doorway .

The lower floor exits are the stairway from the Whitman lobby to the main lobby on Portland Ave, the stairs at the west end of the Jr. High hallway out the Ames Chapel doors, the north stairway by Spirit Play rooms to the Holly Ave entrance and the stairway by the restroom/shower room leading to the first floor and out the entrance to the parking lot.

On the second floor there are three stairways, one at the east entrance to the Ames Chapel leading to the parking lot, another at the southwest corner of the Ames Chapel leading to Grotto Ave. and the third stairway is outside the Foote room leading to the Holly Ave exit.

The church owns and employs a walkie-talkie system, with key staff and volunteers carrying these devices. There is a dedicated WT in the nursery for safety and emergency purposes. During times of worship, staff in the Sanctuary can change to channel 2 for segregation of messages.

To do an all-call intercom message throughout the phone system:

Infinity key (Crazy 8 on its side) 7 0

(Our evacuation plan needs to be computerized, reviewed by the SPFD, communicated to congregation (signs and articles), and exercised through drills.)

Fire pulls are located:

Upper level -

- At the entrance to the Ames Chapel from the hallway
- At the top of the stairs from the Holly Ave entrance

Main level -

- At the entrance of the Holly Ave doors
- Just outside the entrance to the Parish hall from the hallway
- The entryway from the parking lot adjacent to the building
- The southeast corner of the Sanctuary
- The Portland Ave. entryway
- On the west side of the kitchen by the convection oven

Lower level –

- No pulls on located on this level.

Fire Extinguishers are located in the following locations. **(Always call 911 first!)**

Upper level -

- In the Ames Chapel in the NW corner
- At the entrance to the Ames chapel in hallway
- At the top of the stairs at Holly entrance stairway

Main level -

- The hallway on the south end of the Eliot wing between the center room and kitchen
- The west wall of the kitchen
- In the hallway outside of the Parish Hall to the DeCramer Room
- The South East corner of the Sanctuary
- In the Balcony of the Sanctuary
- In the Bell Tower room

Lower Level –

- Across from Men's Bathroom
- Across from Women's Bathroom

The kitchen also has a wet chemical suppression system over the ovens in case of fire in this part of the kitchen.

Fire doors will automatically close with a fire alarm. They are located:

- In the hallway outside the NE door of the Parish hall

- at the west end of the kitchen in the hallway by the restrooms
- in the lower level hallway just south of the elevator and at the entrance to the Whitman Lobby

The building sprinkler system will only activate in areas of high heat.

In the event of a **gas leak**,

- Do not pull the fire alarm; alert occupants by word of mouth
- Do not turn on or off electrical switches
- Avoid using electrical device or telephone of any type
- Do not start up or shut down motor vehicles or any other electrical equipment
- Do not strike a match. Avoid open flames or other ignition sources.
- Move to a location a safe distance away.
- Call Xcel Energy (from outside) at **1-800-895-2999** or **911** in an emergency.
- Stay away until Xcel Energy or the emergency responders have told you it's safe to return.

IV. Weather Emergency

In the case of a storm emergency such as tornado, the person monitoring the situation will direct appropriate staff to **inform all persons currently in the building to seek shelter in the lower level of the building.**

The two sets of fire doors on the lower level will be closed and all persons will seek shelter in

- the hallway to the elevator,
- the hallway outside of the Shop and Dry Storage rooms,
- the Men's restroom,
- the hallway to the Mechanical room,
- the Shower bathroom,
- the Nursery bathroom,
- the northeast Junior High room.

The goal is for all persons to be in rooms with NO windows and NO exterior walls. If the numbers of people exceed what is deemed to be safe, the staff in charge will unlock other rooms in the area such as the mechanical room and other storage rooms. The end of the emergency will be determined by the staff.

- a. What prompts a weather emergency? Sirens or weather alerts on radios and phones.
- b. Who calls it? The Lead Staff.
- c. Everyone needs to get inside and downstairs.

V. Loss of Power

If in the elevator during a loss of power, call 911 from cell phone or elevator phone. Decisions will be made based on the estimated length of outage, the time of day regarding sunlight and what is happening in the building at the time.

VI. Persons showing inappropriate behavior

Unity Church – Unitarian, through active outreach, community partnerships, and signage, has chosen to take explicit actions on political and social issues. It is incumbent on our congregation to be prepared for negative reactions from those that don't share the church's views. To that end the following policies and processes will be put into place.

Inappropriate Behavior

Recognizing there is a spectrum of inappropriate behavior that ranges from mild annoyance to active shooter it is important that all "Initial Contact/Front Line" volunteers and staff be trained in how to recognize and react correctly to inappropriate behavior in and around Unity Church.

Much of what may be considered unsuitable behavior by groups today is organized and conducted thru social media. A staff member is assigned to consistently monitor regional and local social media sites, for "negative chatter" relating to Unity Church.

Acknowledgment of the role of initial contact

There must be recognition that not everyone may be emotionally or substantially able to take on the task of making the initial judgment and reacting to inappropriate individuals.

Staff assigned and people volunteering for these positions should be candidly evaluated as to their ability to function in what, on occasion could quickly escalate into an uncomfortable or dangerous situation. Individuals not willing or able to respond properly should not be in these first contact situations.

Planning not profiling

Sometimes a situation calls for having mental scripts, or slides in your memory banks to allow for a rapid assessment of the situation and formulation of a plan. These may be mental short hand in the sense that *"I've seen this behavior before and it led to this kind of reaction"*. What we need to do is quickly understand the totality of the situation and behavior – not who is or isn't exhibiting that behavior.

Spectrum of potential Inappropriate Behaviors

There is no hard and fast definition of inappropriate behavior in relation to Unity Church. Behaviors could range from simply disruptive to an active shooter. There is no model of Inappropriate Behavior and it is usually situational, therefore there is not an all purpose response.

The key message is that Initial Contact or Front Line situations will need to have people who are trained and able emotionally and physically to react to inappropriate behavior with appropriate behavior.

Examples of the spectrum of behaviors:

- Passive aggressive
- Intoxication
- Mental illness
- Political demonstrations
- Active threat
- Active shooter
- Theft and vandalism

Risk Frequency Analysis

Over reaction may be as harmful as under reaction. Most of the time dealing with inappropriate behavior at Unity Church will be in the low risk/low frequency quadrant.

Recognizing Violent or Threatening Behavior

Engage! “Welcome to Unity. What brings you here today?”

Violent behavior includes, but is not limited to:

- Any physical assault, with or without weapons.
- Behavior that a reasonable person would interpret as being potentially violent, such as throwing things, pounding on a desk or door, or destroying property.
- Specific threats to inflict harm, such as a threat to shoot a named individual.
- Use of any object to intimidate and/or attack another person.

Threatening behavior includes, but is not limited to:

- Physical actions short of actual physical contact and/or injury, such as moving closer aggressively, waving arms or fists, yelling in an aggressive or threatening manner.
- General oral or written threats (in any medium, including email and social media) to people or property, such as, “You better watch your back” or “I’ll get you” or “I’ll ruin your car.”

- Threats made in a “joking” manner.
- Stalking behavior.
- Implicit threats, such as, “You’ll be sorry” or “This isn’t over yet.”

Reporting Violent or Threatening Behavior

If you are aware of a situation that has indicators of concern like the ones listed above, please share what you know with a member of the Unity Church Executive Team, so that others may be notified as appropriate.

VII. Demonstrations

The First Amendment of the U.S. Constitution states *“Congress shall make no law respecting an establishment of religion, or prohibiting the free exercise thereof; or abridging the freedom of speech, or of the press; or the right of the people peaceably to assemble, and to petition the government for a redress of grievances.”*

With that in mind Unity Church – Unitarian must also be prepared to react to demonstrations that may occur within or near the church. Our current political climate fosters strong reactions across the spectrum. All viewpoints should be considered within the guidelines of the First Amendment

Some guidelines as to the church’s appropriate response are essential and should be incorporated into policy. With strong belief in and support for the First Amendment, our collective obligation to protection of the congregation and church property is primary.

Before the storm: Risk Management

Understand the risk fully. Often, but not always, demonstrations at the church may be predicted by the ongoing monitoring of the Internet by staff.

The staff needs to think through all the risks that might be involved in any event, including a mental walkthrough of possibilities and appropriate responses. “What if?” Then based on findings, develop a plan making sure there is an emergency policy that everyone knows. It should be a known part of the culture that is reviewed frequently.

During the storm: Crisis Management

The Lead Staff will either interact with the demonstrators, or will delegate this to another staff person, explaining that the public areas e.g sidewalks, boulevards may be used as long as entrances and exits to the church are not blocked.

Signs and other objects of disruption may not be brought into the church, and while all are welcome to enter, any disturbance of the sanctioned activity will not be tolerated. If needed, the police will be called to intervene.

Individuals in the congregation need to be informed of what is going on and what appropriate behavior is expected.

After the storm: Debrief

A debrief should be carried out as soon as appropriate. Three questions need to be addressed: What was planned? What actually happened? What do we need to do differently next time?

VIII. Suspicious Package / Bomb Threat

A. Suspicious Package

Letter and Parcel Bomb Recognition Checklist, What to Look For

- Foreign mail, air mail, and special deliveries.
- Restrictive markings such as “CONFIDENTIAL” or “PERSONAL”.
- Excessive postage.
- Handwritten or poorly typed address.
- Incorrect titles.
- Misspellings of common words.
- Oily stains or discoloration on package.
- Strange odor.
- Strange sounds.
- Excessive weight.
- Rigid, lopsided, or uneven envelopes.
- Excessive tape or string.
- Visual distractions.
- No return address.

Handling Suspicious Packages – **DON'T!**

- DO NOT open or shake it.
- DO NOT carry or show to others.
- DO NOT bring to the Police Department.
- DO NOT sniff, touch or taste.

Handling Suspicious Packages – **DO!**

- DO place on stable surface, in the COPY ROOM or another confined room or area near the point of delivery.
- DO alert others in the area.
- Leave the area, close doors and prevent others from entering by using signs or guarding.
- Distance and separation are the safest precautions to take.
- Wash hands with soap and water.
- Call 911
- Take note of what courier delivered the package.
- Create a list of persons in the room where the package was received.

Other Packages / Items at the Holly Avenue reception desk

- When items are left at the Holly Ave desk for someone to pick up, attach a note identifying the date that the item was left, who will be picking it up and when.
- An alternative is to leave items for pick up in the Copy Room.

B. Bomb Threat

A good majority of bomb threats are benign, but all **must** be taken seriously. 911 responders will determine the need to evacuate the building.

If a bomb threat is received by handwritten note:

- Call 911
- Handle note as minimally as possible so as to preserve any evidence e.g DNA, fingerprint.
- Notify others in the building.

If a bomb threat is received by e-mail:

- Call 911
- Do not delete the message.
- Notify others in the building.

If a bomb threat is received by phone:

- Keep the caller on the phone, and ask a lot of questions using the check list below.
- Contact 911 during or immediately after receiving the call.
- Notify others in the building.

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
- If yes, why?
- What is your name?

Document:

- Responses to above questions
- Exact words of threat
- Where is the caller located?
- Estimated age?
- Is the voice familiar? If so, who does it sound like?

Caller's Voice:

- | | |
|-------------------|------------|
| • Female | • Excited |
| • Male | • Laughter |
| • Accent | • Lisp |
| • Angry | • Loud |
| • Calm | • Nasal |
| • Clearing throat | • Normal |
| • Coughing | • Ragged |
| • Cracking voice | • Rapid |
| • Crying | • Raspy |
| • Deep | • Slow |
| • Deep breathing | • Slurred |
| • Disguised | • Soft |
| • Distinct | • Stutter |

Background Sounds:

- | | |
|------------------|---------------------|
| • Animal noises | • Motor |
| • House noises | • Clear |
| • Kitchen noises | • Static |
| • Street noises | • Office machinery |
| • Booth | • Factory machinery |
| • PA system | • Local |
| • Conversation | • Long distance |
| • Music | |

Threat Language:

- | | |
|--------------------|---------------|
| • Incoherent | • Irrational |
| • Message read | • Profane |
| • Recorded message | • Well-spoken |

IX. Active Shooter Event

An active shooter is an individual actively engaged in attempted mass murder. The weapons may be firearms, explosive devices, chemical or biological agents.

- Victims are selected individuals or a group at random.
- Event is unpredictable and evolves quickly.
- Those in the vicinity must make a rapid decision based on the situation at hand.
- Knowing what to do will save lives.

When an active shooter is in your vicinity you have three options: Run, Hide, Fight.

RUN - This is **always** the preferred option. **Trust your instincts and don't delay. Get away as quickly and as far as possible.**

- Always maintain good Situational Awareness. Have an escape route and plan in mind.
- Do not sound the fire alarm. A fire alarm will signal to occupants to evacuate the building and thus potentially expose them to the shooter(s).
- Leave your belongings behind.
- Evacuate regardless of whether others agree to follow.
- If possible, help others escape.
- Do not attempt to treat or move the wounded.
- Prevent others from entering an area where the active shooter may be.
- When encountering Police or other First Responders be aware they don't know you or what is happening in a very dynamic and dangerous situation. Listen closely to and **follow their commands exactly**. Keep your hands visible, fingers spread apart.

HIDE - If you can't flee, hide. But this is only temporary – your best option is always to flee. Hiding is temporary and you should always be focused on escape. Hide only until you have a clear path to getting away from an active shooter situation.

- Obstruct or deny the active shooter from accessing your area. Relocate as needed as quickly as possible.
- Remain out of the shooter's view.
- Lock door and/or barricade entry to your area. Turn out all lights.
- Silence your cell phone (including vibrate mode) and remain still and quiet. Be prepared to defend yourself if needed.

FIGHT - When all else fails...

- Fight as a last resort and only when your life is in imminent danger. If others are with you, work together as a group.

- Commit to your actions ... your life and those of others depends on it. Act with as much physical aggression as possible.
- Attempt to incapacitate the shooter. This is not a movie, there are no rules; scream, kick, improvise weapons or throw items (hymnals!) at the active shooter - do whatever you can. Eyes, shins, genitals are all targets.

Call 911 as soon as it is safe to do so.

Information to Provide to Law Enforcement

- Location of the active shooter, as precise as possible.
- Number of shooters.
- Physical description of shooters.
- Number and type of weapons held by the shooters.
- Number of potential victims at location.

How to Respond When Law Enforcement Arrives on the Scene

- Remain calm and follow instructions.
- Drop items in your hands (e.g., bags, jackets).
- Raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid quick movements toward officers, such as holding on to them for safety.
- Avoid pointing, screaming or yelling.
- Do not ask questions when evacuating.

The first officers to arrive on scene will not stop to help the injured. Expect rescue teams to follow initial officers. These rescue teams will treat and remove the injured.

Once you have reached a safe location, you likely will 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 the area until law enforcement authorities have instructed you to do so.

Signatures dates

Following annual training all staff, volunteers, anyone covered by this plan will sign off on their refresher training and commitment