



GOOD SAMARITAN EMERGENCY PROTOCOLS AND POLICIES



JUNE 1, 2019

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This document was worked on by an ad hoc Security Committee created for the purpose of thinking through Good Samaritan's emergency response protocols:

Richard Zuch – chair
Sid Buck – School Administration
Kevin Gallagher – Insurance
Angela Linden – Mental Health Professional
Joan Lodge – Food Closet Leader
Dennis Rodrigues – State Trooper
Carol Sheffey – Food Closet Leader
Robin Smith – Food Safety
Richard Toland – Engineering
Louise Wennberg – Emergency Services
Dwight Wilson – HR

Additional Security Consultants: Susan Starke, parish nurse & Tad Turski, sexton

Good Samaritan Emergency Preparedness: Protocols and Policies

Our purpose is to be transformed by Christ to love God and our neighbor.

Our vision is to connect those who are here and not yet here to Christ and His church so that they grow in love of God and neighbor.

Objectives of the Plan

- 1) Provide action guidelines to Staff, Volunteers and Parishioners, through training and other communications, in an event as listed on the following pages.
- 2) Make any facility changes to further the security of the building and those in it.

This document provides protocols and policies for managing incidents that threaten personal safety or property and for communicating quickly and effectively with our community during a crisis or controversy. It is intended to help the Security Committee and all assisting them address difficult, often quick-evolving situations in a caring and professional manner in compliance with the church's mission.

Phone Numbers:

Police Department: 9-1-1

Fire Department/EMS: 9-1-1

Health Department: 610 344-6225

Paoli Hospital: 484 565-1000, ER: 484 565-1043

Tad Turski (Sexton): 610 644-4040 ext. 126; cell: 610 952-9242

Richard Zuch: 610 420-3119

Jeanne Lomanno: 610 644-4040 ext. 214 jeanne.lomanno@good-samaritan.org

Security Procedures and Protocols

Incident: **FALL**

Action:

Support the person where they are: **DO NOT** try to have them stand or sit up right away. **DO NOT** move or manipulate their neck or straighten deformed limbs.

Call 9-1-1 if there is concern of serious injury or if person has lost consciousness.

Incident: **FAINTING**

Action:

Position person on his/her back. If there are no injuries and person is breathing, raise person's legs above their heart. Loosen belts, collars or other restrictive clothing.

If person does not regain consciousness within one minute, call 9-1-1; follow their instructions.

If person is not breathing administer CPR and continue until breathing resumes or help arrives.

If person was injured in a fall associated with a faint, treat bumps, bruises or cuts appropriately. Control bleeding with direct pressure. If bleeding does not stop call 9-1-1.

Offer water if fainter is fully alert and able to voice own medical issues (diabetes, allergies, etc.).

Incident: **APPARENT HEART ATTACK** – (Complains of Chest Pain; Shortness of Breath; Extreme Perspiration; Dizziness; Nausea)

Action:

Call 9-1-1; follow their instructions.

If person is not breathing begin CPR.

Retrieve AED from Fellowship Hall. Open, turn on and follow verbal instructions.

Incident: **APPARENT STROKE** – (Face Drooping; Arm Weakness; Difficulty Speaking)

Action:

Call 9-1-1; follow their instructions

Incident: **SEIZURE**

Action:

Call 9-1-1; follow their instructions.

Ease person to floor to an open area.

Turn gently on one side.

DO NOT hold person down.

Incident: **BURNS**

Action:

Move person from burn source.

Cool Burn – Hold burned skin under cool (not cold) water.

Cover with sterile, non-adhesive bandage.

Incident: **DISRUPTIVE BEHAVIOR**

Action:

Minister or Group Leader should address situation. If needed, ask person to leave or suspend activity until safe to continue. If necessary, call 9-1-1.

Incident: **THEFT**

Action:

Call 9-1-1.

Notify Office Manager (Jeanne Lomanno).

Incident: **ACTIVE SHOOTER; HOSTAGE SITUATION**

Action:

Exit building if possible.

Call 9-1-1.

Text “**rhf**” to all staff.

Staff should aid those with physical limitations.

Lock and Barricade Room if unable to escape.

Incident: **FIRE OR SMOKE**

Action:

Activate Fire Alarm and evacuate building to safe area.

Close door when leaving a room but do not lock – leave lights on.

Do NOT use elevators.

Assist people with disabilities.

Once outside call 9-1-1.

Incident: **BOMB THREAT OR SUSPICIOUS PACKAGES**

Action:

Listen carefully to what caller is saying, write down as much as possible. DO NOT discontinue call.

Call 9-1-1.

Evacuate Building.

Notify a staff member of any suspicious packages.

Incident: **EARTHQUAKE**

Action:

Inside Building:

Drop down onto hands and knees. Cover head and neck with both hands. Get beneath table or desk. People in pews should bring their body into a position below the tops of surrounding pews. If no shelter is nearby, get down near an interior wall – preferably an interior corner.

Outside Building:

Move to a clear area away from buildings and trees. Drop down onto hands and knees.

Incident: **TORNADO**

Action:

Move all people to interior “Safe Areas” – Choir Room, Choir Robing Rooms, Rest Rooms – All on ground.

Incident: **UTILITY FAILURE**

Action:

Report failure to sexton. Elevator Failure – if someone is stuck call 9-1-1.

Supporting Documentation and Additional Steps

After **ANY** incident an **Incident Report** must be filled out and turned in to Jeanne Lomanno. Incident Reports can be picked up from the front desk or Jeanne Lomanno.

Fall

If fall is due to ice or a problem with sidewalk or pavement, notify maintenance department or staff so problem can be rectified.

Disruptive Behavior

We need to provide a biblical framework for a holistic view of mental health issues that does not shame sufferers, but instead encourages them to pursue spiritual, emotional and physical health. We want a safe and welcoming environment. The Church of the Good Samaritan strives to be an inclusive community, affirming our differences in beliefs, opinions and life experiences. However, concern for the safety and well-being of the congregation as a whole must be given priority over the privileges and inclusion of the individual. To the degree the disruptive behavior compromises the health of this congregation, our actions as people of faith must reflect this emphasis on security.

Situations not requiring immediate response should be referred to an ad hoc committee consisting of the Office Manager, a member of the clergy and an additional staff member (clergy or lay). The committee will respond in terms of their own judgement observing the following:

- 1) Persons identified as Disruptive will be dealt with as individuals. Stereotypes will be avoided.
- 2) To aid in evaluating the problem, these points will be considered:
 - a. Dangerousness – is the individual a threat or perceived threat to self, others or property?
 - b. Disruptiveness – how much interference with church or other functions is going on?
 - c. Offensiveness – how likely is it that prospective or existing members will be driven away?
- 3) To determine the necessary response, these points will be considered:
 - a. Causes – why is the disruption occurring? Is it a conflict between the individual and others in the church? Is it due to a professionally diagnosed condition of mental illness?
 - b. History – What is the extent, if any, of disruption in the past?
 - c. Probability of change – How likely is it that the problem behavior will diminish in the future?
- 4) The committee will decide on the necessary response on a case by case basis. Three levels of actions/responses are recommended:
 - a. Level One – the committee shall inform the rector of the problem and he will either meet with or assign another clergy person or ministry head to meet with the offending person to communicate the concern.
 - b. Level Two – The offending person is excluded from specific church activities for a limited period with reasons and conditions of return written and made clear. The offending person and the church office shall each get a copy of the letter.

- c. Level Three – The offending individual is permanently excluded from church premises and all church activities. Before this is carried out, the committee will consult with the Rector who will gain the consent of the wardens before moving forward. If it is agreed that the expulsion take place, a letter will be written and sent by the Rector to the individual outlining the expulsion, the person’s right, and any possible recourse. The decision may be appealed in writing to the Vestry within thirty days of the letter of notification. An ad hoc committee will be appointed by the Vestry to hear the appeal. This committee shall be composed of two vestry members, two additional committee members (who may be but do not have to be vestry members) and a fifth active church member chosen by the removed individual. If the person has no member to choose, the fifth person will be appointed by the other four members. The decision of the appeal committee shall not be subject to further appeal.
- 5) Any person who believes that they have witnessed or experienced disruptive behavior, or who has had a disruptive incident reported to them should report it to either a member of the clergy or a full time paid church staff member.
- 6) If required by law, ordinance or similar regulation, the rector or designated staff member will immediately report the incident to the proper authorities.
- 7) The church will NOT retaliate against anyone who brings forward a complaint. All church leaders and staff are required to immediately inform the rector and Office Manager of any knowledge of disruptive behavior, harassment, abuse or misconduct.
- 8) The church will make every reasonable effort to maintain confidentiality by disclosing the identity of individuals involved only on a “need to know” basis and as necessary to investigate and resolve the complaint.

For further information on Mental Health see page 10.

Active Shooter; Hostage Situation

Our situation is a clear soft target scenario, where our desired environment is to be welcoming to strangers, including people experiencing difficulties in their lives. We intend to be a safe-haven from the hurts of the world, which ironically makes it especially difficult to implement the types of security available to schools and typical workplaces.

The US Department of Homeland Security published a template to structure planning for active shooter-type situations. To the degree applicable, it serves as a guide for considering the factors we should plan for.

Generally, there are four types of people who may be threats of violence:

- 1) Criminals who have no connection with the church
- 2) Attendees and people provided services by the church
- 3) Present or former Staff and volunteers
- 4) Those with a relationship to Staff and parishioners

The threat in Types 3 and 4 is low in our environment and preparedness for all Types is the same:

- a) All Staff and Volunteer Leaders will be trained to call 9-1-1 and when presented with a threat and to react with *Run-Hide-Fight*.
- b) All should carry a cell phone at all times in order to call 9-1-1.

- c) A text message group will be created for all staff to text “**rhf**” to the group (Run, Hide, Fight)
- d) Leaders for all events should have a plan for escape or lock and barricade for their event room and will assist those with physical limitations.
- e) Leaders should be trained to observe threatening behavior and how to respond.

In all circumstances, lives are the priority, not money or property

Fire or Smoke

All Staff and Volunteer Leaders should know where the closest exit is as well as the closest alternate exit in case the closest is blocked. All staff and volunteer leaders should also know where fire alarm pull boxes and fire extinguishers are located.

Do NOT waste time getting personal belongings!

If a person with disabilities cannot be moved out of the building, inform emergency responders where person is located.

When evacuating rooms, close door behind you but do not lock. Leave lights on.

Once outside, move a safe distance from building (at least 100 feet).

Have a meeting area for your ministry. Take a count to make sure all in your area are out.

Be aware of emergency vehicles arriving as you exit the building.

Do not return to building until the “all clear” is provided by the Fire Department.

Earthquake

After an earthquake a designated person will take a headcount and determine if injuries resulted. If so, appropriate measures will be taken (treat or call 9-1-1).

Determine if the building needs to be evacuated.

It should be established if building is safe to enter before anyone does so.

Tornado

Although they are rare in this area, data shows that tornados up to EF3 (Enhanced Fujita Scale) have occurred in this region. The EF3 can collapse exterior walls as well as most interior walls on a second floor. Airborne missiles can be created.

The local source of this information is Chester County Emergency Services through their ReadyChesco alert service. Clergy, Security Chair, Office Manager and Head of Maintenance should all be recipients of the alerts which comes in on their cell phones.

There are two advanced warning levels

- 1) Tornado Watch – The National Weather Service issues a Tornado Watch when conditions exist that are favorable for tornado development.
 - a) The responsible staff will immediately alert all staff (including Day School faculty) of advisory.

- b) Advise people outside the building and in rectories to move inside church building.
- 2) Tornado Warning – The National Weather Service issues a Tornado Warning when a tornado has been sighted or indicated by weather radar.
 - a) The responsible staff will immediately alert all staff to be prepared to move their charges to their assigned “Best Available Refuge Area”.
 - b) Notify people outside the buildings and in the rectories to move into the church and closest “Best Available Refuge Area”.

The “Best Available Refuge Areas” are rooms that have no windows and are on the first floor or lower. The rooms that have been identified as “Best Available Refuge Areas” are:

- Choir Room
- Choir Robing Rooms
- Rest Rooms (1st floor)
- Choir Library

If there is no time to move downstairs from the second floor, the best options are the restrooms and Rooms 258 – 259.

Receptionist Responsibilities

The receptionist should have incident reports to give to a person who has dealt with a problem.

After an incident there is a chance that the church will receive calls from the Press asking information. The Receptionist should never talk to the press but refer them to either the clergy, office manager or other person designated to speak with them.

Maintain a call log for all incoming calls regarding the incident.

General Overview

Clergy, Staff and Volunteer Leaders have the potential to become the focus of an incident for the church, therefore, we need to be prepared and proactive.

Always remain calm.

In cases involving a Priest or staff injuries or death, the clergy will notify the families before any information is released.

After a serious incident the Safety Committee should meet as soon as possible to assess how it was handled and continue to tweak protocols and training.

Additional Mental Health Information

Every year 1 in 5 adults, or approximately 42.5 million Americans, struggle with mental health according to the National Alliance on Mental Illness.

The World Health Organization estimates that anxiety and depression cost the global economy 1 trillion dollars per year.

Risk factors in institutions are inadequate health and safety policies, poor communication and management practices, low levels of support and unclear organizational objectives.

There are warning signs of a mental health episode. Mental Illness doesn't have an off button and episodes can occur anytime, even with prevention methods in place. The symptoms of mental health episodes come in many forms. However, it is important to realize that a person's behavior usually reflects what is happening in his/her mind. Common symptoms to look for include changes in emotional behavior, extreme mood swings or outbursts, changes in concentration or motivation, changes in eating habits, social isolation and lack of personal hygiene.

It is very important to realize that the police and other emergency responders are trained to handle people with mental health problems. Responders will know how and where the person will be helped.

Incident Report

(to be completed by the initial reporter of the incident)

Date of Event:

Time:

REPORTER:

Last Name:

First Name:

Contact Information:

Type of incident: (fall, medical emergency, fire, etc.)

Circle all events that apply:

Police Called? Y N

EMS Called? Y N

First Aid Given? Y N

First Aid Refused? Y N

Property Damage? Y N

Location of Incident:

VICTIM(S) INFORMATION:

Last Name:

First Name:

Contact Information:

SUSPECT(S) INFORMATION:

Last Name:

First Name:

Contact Information:

Race/Ethnicity

Gender

Hair/Eye Color

Height

Identifying Marks

DESCRIPTION OF INCIDENT (continue on back)

WITNESSES:

Last Name:

First Name:

Contact Information:

PERSON FILING REPORT:

Last Name:

First Name:

Contact Information:

DATE AND TIME REPORT PREPARED: