



EMERGENCY PROCEDURES

WORKING TOGETHER,
WATCHING OUT FOR EACH OTHER

RISK
MANAGEMENT

Unitarian Universalist
Church of Spokane

ABOUT THIS BOOKLET

This Emergency Procedures handbook outlines specific procedures and guidelines for dealing with a variety of crisis situations that may occur here at UUCS. A crisis can be described as an abnormal, dangerous, or life-threatening situation requiring urgent action to protect people and/or property.

This booklet provides for specific actions by employees, attendees and other users of UUCS facilities. These procedures apply for all activities that take place inside the building or on the property/grounds. All users and renters of the UUCS facilities should have an administrator or supervisor who is aware of the Emergency Procedures discussed here.

ACKNOWLEDGEMENTS

The Risk Management (RM) Team relied on a range of sources for the procedures outlined in this booklet. These include:

1. Unitarian Universalist Church of Bloomington Emergency Procedures
2. United Church of Christ Church House Emergency Procedures Manual
3. Safe Congregation Unitarian Universalist Church of Huntington
4. Ohio University Chillicothe Emergency Procedures Manual
5. Central Michigan University Emergency Procedures Manual (Celani Hall)
6. The ADL: "Recognizing and Dealing With Suspicious People"
7. Department of Justice Bomb Threat Guidance Procedure

The RM Team would like to thank these churches and institutions for their guidance.

We would also like to thank the members of the RM Team and UUCS Staff who reviewed this booklet and contributed their feedback.

This booklet was produced May, 2019 by Elissa Lowe for the Risk Management Team. Please contact her at jnelowe@comcast.net for additional comments, edits or suggestions.

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CONTACT INFORMATION

LAW ENFORCEMENT/MEDICAL

Spokane Police Department	509-456-2233
Emergency	911
Spokane Fire Department	509-625-7000
Fire/EMS	911
WA Poison Center	800-222-1222
Medical Emergency	911
Behavioral Health Crisis Hotline	877-266-1818

OPERATIONS STAFF

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POWER OUTAGE

Power failures occur occasionally and normally do not prove to be hazardous situations. It is, however, important to be prepared should one occur. Darkness is often the result of a power failure and this can be a danger in a public facility.

The following procedures are to be used during a power failure.

1. If a power failure occurs during the day, vision should be satisfactory due to windows and doors providing outdoor light.
2. Should a power failure occur during an evening event, you should remain calm and stay where you are and contact an Operations Staff person, if not already present. Emergency lights across the top of the Friendship Hall and Sanctuary will come on. Do not move about the building unless instructed to do so: such movement can result in injury.
3. Do not use candles or lighters for additional lighting as they create the danger of fire and smoke. Designated staff or group representatives will retrieve flashlights if necessary to assist you and/or people in other areas of the building to exit safely.
4. To eliminate damage from a power surge once the power is restored, staff should turn off all electronic equipment.
5. Staff members should call Avista (800-227-9187) to report the outage.
6. When the power returns, staff should inspect the building and report any damage which may have occurred (vandalism, electronics damage due to a surge, etc.).

FIRE/EMERGENCY EVACUATION-1

INITIATION

1. Evacuation may be initiated by the Alarm system, or by verbally informing others if a fire or hazardous situation is discovered before the alarm system is triggered. In the event a dangerous situation such as a fire is discovered:
 - * Activate Alarm,
 - * Inform Others, and/or
 - * Call 911 from a safe location.
2. If Alarm is activated, alarms will sound, strobe lights will flash, and the alarm system will issue a verbal alert.

EVACUATION

3. Everyone is to immediately depart the church through the nearest exit (see next page for exit routes).
4. Instructions/directions will be given from the pulpit by the Minister or Lay Leader if a service is in session.
5. Assistance will be provided by the Ushers, Lay Leaders, Sextons and Board members who will be positioned at each exit and at the Assembly Area.
6. **Do NOT go to the Children and Family Ministries (CFM) Wing**—teachers and staff will escort all children and youth to the Assembly Area.

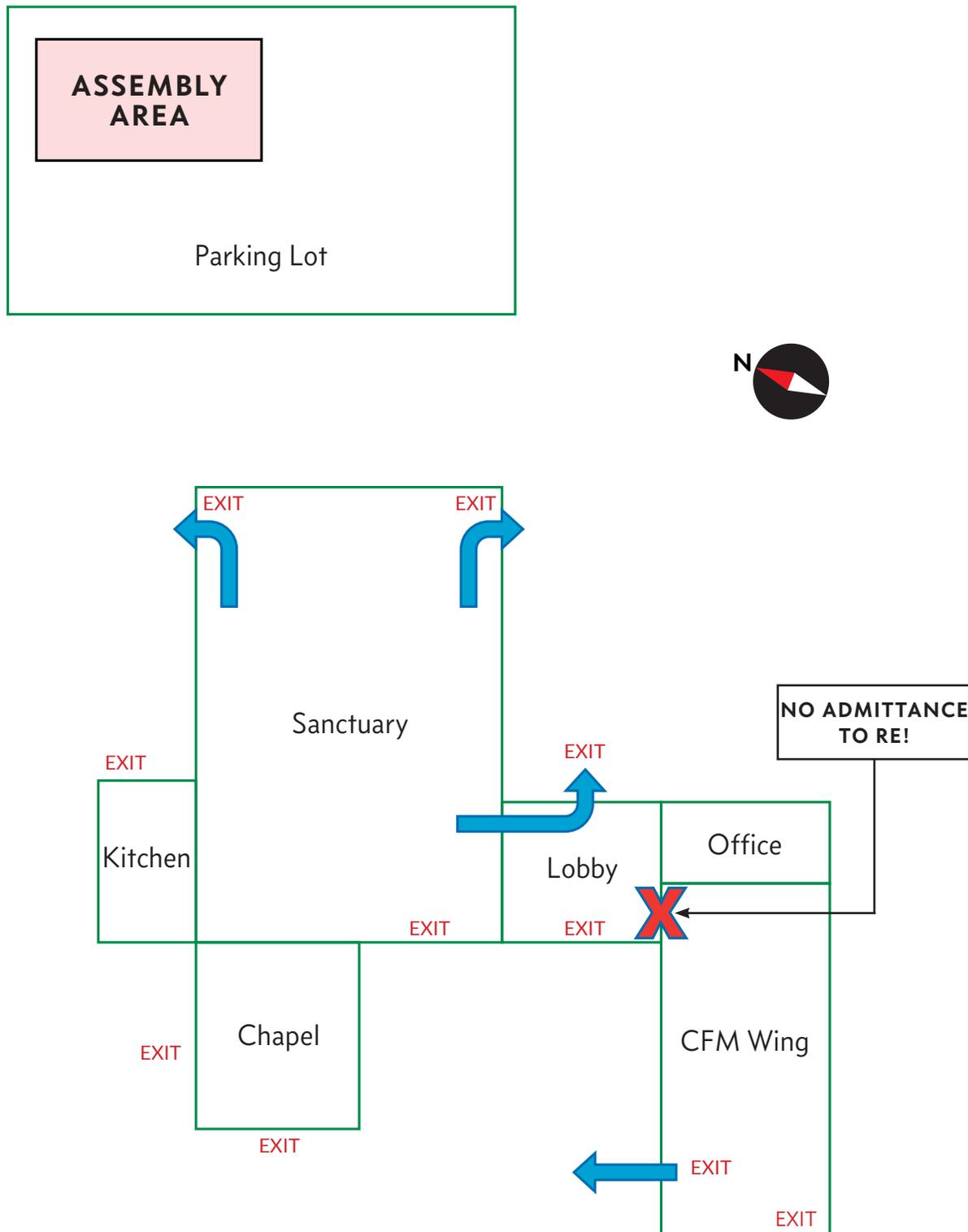
ASSEMBLY

7. Everyone is to meet in the Assembly Area in the northeast area of the parking lot, away from the church building and away from the street.
8. Wait for the “All Clear” before returning to the building or leaving the site.

FIRE/EMERGENCY EVACUATION-2

EVACUATION

Parents and Guardians: Children and Family Ministry (CFM) Staff and Teachers will evacuate children. NO ADMITTANCE TO RE!



MEDICAL/MENTAL HEALTH

MEDICAL EMERGENCY

1. Call 911 or designate a specific person to call 911. The church address is 4340 W Fort George Wright Dr.
2. Check to make sure the area around the person is safe for you to approach if you do not know how they were injured or the cause of the situation.
3. Do not attempt to move a seriously injured person unless they are in danger of further harm from staying where they are.
4. If medical professionals or persons trained in CPR/First Aid are available send someone to go get them or to ask others in the church if they are trained. First Aid kits are located:
 - * Kitchen
 - * Children and Family Ministries (CFM) Wing
5. Send someone to the front doors of the church to meet the ambulance crew and guide them to the injured person.

MENTAL HEALTH CRISIS

Most of the above actions would also apply to someone having an acute mental health crisis as well. However, if someone does not seem to be at the level of needing emergency care but causes concern for you please inform the Minister, a Staff member, or an Usher, and we will attempt to determine how the person can best be assisted.

When interacting with someone who is experiencing a mental health crisis during a service or church event, please keep in mind the following points:

1. Stay calm. The majority of mentally ill persons are not dangerous, but can be difficult to manage.
2. Give the person plenty of personal space. Don't touch the person unless it is necessary and if you do, let the person know you are going to touch him/her. If possible, the person should not be physically or verbally coerced to leave the building.
3. Stay calm until the Minister, Staff member or Usher intervenes. Be attentive and listen: avoid any attempts to challenge or argue with what may seem to be irrational remarks.
4. If the person states intent to harm her/himself or another person, call 911 immediately. Give explicit directions where police should enter UUCS to find you and the person.

MISSING CHILD/PERSON

1. Get an accurate description of the child/person—name, clothing they are wearing, who they may have been with, place they were last seen, etc.
2. If Children and Family Ministry (CFM) staff are working, ask them to contact the other CFM staff/teachers and alert them. (Also notify Sextons, Ushers and any other staff members who are present.)
3. Ask Sextons or other volunteers to stand at the main entrance, doors exiting the CFM wing, kitchen exit, and the west door by the offices.
4. Ask two people to walk around the exterior of the building starting at the main parking lot entrance and going in opposite directions around the building checking the parking lot and surrounding grounds, including the area on the north side of the parking lot.
5. Have someone check the bathrooms and closets. Be sure to walk fully into each area and look behind, under, around anything the child/person might be able to hide behind, in, or under.
6. Have someone walk through the CFM wing. Be sure to walk fully into each room and look behind, under, around anything the child/person might be able to hide behind, in, or under.
7. Have someone check the Sanctuary, Chapel, the kitchen and any unlocked storage areas. Be sure to look behind, under, around anything that child/person might be hide behind, in, or under.
8. If the child/person is not found. Notify the Spokane Police Department via 911. (There is no “waiting period” for a missing person report.)

DISRUPTIVE PERSON(S)

If you encounter a disruptive person:

- * Remain calm.
- * Do not ignore disruptive behavior.
- * Tell the disruptive person that such behavior is inappropriate.
- * Set limits and explain that disruptive behavior has consequences.
- * Explain clearly and directly what behaviors are acceptable.
- * Allow the disruptive person to voice what is upsetting him/her.
- * Acknowledge the disruptive person's feelings.
- * Maintain eye contact.
- * If an immediate threat is perceived, call 911. Be prepared to give your name, the name of the disruptive person (if known), your location, and a brief description of the incident.

If multiple disruptive people (group) are present:

1. Avoid provoking or obstructing them. Do not engage or escalate the situation.
2. Call 911. Be prepared to give the following information:
 - * The name of the group, if known.
 - * The exact location of the group.
 - * The size of the group.
 - * Weapons involved, if any.

BREAK-IN/THEFT

1. If you just entered the building and found signs of criminal activity, immediately go back outside and call 911. Do not stay in the building in case the perpetrator is still in the building.
2. Do not touch anything or attempt to determine what was stolen or damaged. Let the police come and document the scene first.
3. Call the contact persons listed in this book and notify them.
4. Please be sure to write down the police report number.
5. As soon as you get a chance, please document (on paper or email) what time you arrived, what you saw, and the police report number and give it to a staff member.
6. If the damage makes the building no longer secure (completely broken external window, etc.) that will require immediate maintenance work to make the building secure again, please make sure you tell the emergency contact people when you call them.
7. If your activity in the church requires you to work in the area where the criminal activity has taken place and you have to clean it up or rearrange things, please take a note of where you put things (and document the scene beforehand with a camera or camera phone, if possible.) This will help keep the church from reporting things stolen that may have actually just been moved.

SUSPICIOUS PACKAGE/LETTER-1

Mailings that may contain a bomb or harmful substances have some unique characteristics which may help you to identify them without opening them first. It is important to know the type of mail typically received by the church when applying the following characteristics:

- * **Feel and Balance:** letters that feel rigid, appear uneven or lopsided, or are bulkier than normal. Is there any springiness or undue pressure that can be felt through the package? Contents of a parcel make a sloshing sound. Warning: examine mail gently!
- * **Foreign Packages:** if the item is from another country, ask yourself if it's expected.
- * **Excessive Postage.**
- * **Oily stains or discoloration.**
- * **Place of Origin:** is it a familiar one? Note the delivery postmark; does it show a city or state in the postmark that does not match the return address?
- * **Unrequested deliveries:** Is correspondence from the sender expected? Do the characteristics of the envelope or package resemble the expected contents? Be cautious if the addressee normally doesn't receive personal mail at the office.
- * **Unusual addressing or delivery instructions:** there are unusually restrictive endorsements such as "Personal" or "Private". Unprofessionally wrapped parcel is endorsed "Fragile Handle with Care" or "Rush—Do not Delay". Name and title of addressee are not accurate. The sender is unknown. There is no return address.
- * **Smell:** mailing emits a peculiar odor. There is a smell of almonds or any other strange smell coming from the package or letter.
- * **Sender's writing:** any mail should be treated with caution if it features a foreign style of writing, not normally received, on the address. This goes along with the place of origin.
- * **Protruding wires:** are there any protruding wires, tinfoil, or strings present?
- * **Sound:** if there's any unusual sound or noise coming from the package such as a buzzing or ticking noise, the package should be treated with caution.

SUSPICIOUS PACKAGE/LETTER-2

If a suspicious package or letter arrives through the mail or by any other means, the following procedures should be followed:

If the letter or package has not been touched:

1. Do not handle the package or letter, or attempt to take it outside. Do not allow anyone else to touch it.
2. Evacuate the room and surrounding rooms immediately. Leave windows and doors open. Keep others out of the area.
3. Call Spokane Police (911) and explain that there is a suspicious package that has just been received. Give the location of the package or letter, and when and how it arrived as well as any other information that they request. Do not place the call in the same room as the package or letter.
4. Do not place the package or letter in water.
5. Follow any instructions that are given by the Spokane Police or 911 dispatcher.

If a package or letter is suspected during handling:

1. Place the suspicious package or letter in a corner of the room, handling it very gently and making sure not to turn it over or unbalance it.
2. Make sure the device is placed away from windows and that the windows are open.
3. Evacuate the room and surrounding rooms, leave windows and doors open. Keep others out of the area.
4. Call Spokane Police (911) and explain that there is a suspicious package that has just been received. Give the location of the package or letter and when and how it arrived as well as any other information that they request. Do not place the call in the same room as the package or letter.
5. Do not attempt to take the package or letter outside.
6. Follow any instructions that are given by Spokane Police or 911 dispatcher.

SUSPICIOUS OBJECT/PERSON

SUSPICIOUS OBJECT

If you find a suspicious object, such as an abandoned backpack, bag or box in the Sanctuary or other common area of the church:

1. Do not attempt to probe or investigate the object and warn others to keep away.
2. Retreat to a safe distance from the suspicious object and call 911.
3. Write down all the details you can remember about the suspicious item and the person who left it there.
4. Be prepared to relay this information to law enforcement.
5. Follow the instructions given by law enforcement or fire personnel.
6. If instructed to evacuate, move at least 300 feet from the building.
7. Do NOT re-enter the building until instructed to do so by Fire or Police personnel.

SUSPICIOUS PERSON

Suspicious people may often be identified by their behavior. While no one behavioral activity is proof that someone is planning to act inappropriately (and many of the following behavioral indicators are perfectly consistent with innocent behavior), these factors can help you assess whether an unfamiliar visitor poses a threat. Behavioral factors to watch for include:

1. Nervousness, nervous glancing or other signs of mental discomfort/being ill-at-ease. This may include sweating, "tunnel vision" (staring forward inappropriately), or muttering. This may also include repeated entrances and exits from the building or facility.
2. Inappropriate, oversize, loose-fitting clothes (e.g., a heavy overcoat on a warm day).
3. Keeping hands in pockets or cupping hands (as in holding a triggering device).
4. Constantly favoring one side or one area of the body as if wearing something unusual/uncomfortable (e.g., a holster). Pay attention to a person constantly adjusting waistbands, ankles, or other clothing. Projected angles under clothing may also be indicative of a firearm, e.g., at the waist or the ankle.
5. Carrying packages, backpacks or other large bags that could conceal weapons or explosives.

If a visitor to the church exhibits one or more of these suspicious behaviors, let an Usher, Staff member, Sexton or the Minister know immediately. In their absence, call the Spokane Police Crime Check line at 509-456-2233 to report your observations.

BOMB THREAT

PHONE THREAT

1. Remain as calm as possible. Keep the caller talking. **DO NOT HANG UP THE PHONE**, even if the caller does.
2. Signal another staff member, Sexton or other person to call 911 to inform them of the threat, providing as much information as possible, particularly if the caller gave a time for the bomb to explode (see below).
3. Evacuate the church and wait outside for police to arrive. **Do not touch or handle anything suspicious while exiting the church.**
4. Be aware that the police may ask for information about the church while searching the church since they do not know what does and does not belong in the church.

Questions to ask the caller (see bomb threat report form for more details):

1. When is the bomb going to explode?
2. Where is the bomb at right now?
3. What does the bomb look like?
4. What will cause the bomb to explode?
5. Did you place the bomb? Why?
6. What is your name?

Describe the caller in as much detail as possible:

- * Did the caller sound male or female? Did the caller have an accent?
- * How old did the caller sound? Time/Date of the call.
- * The number the call was received at.
- * Was the caller's voice calm, angry, excited, slow, rapid, nasal, stutter, lisp, raspy, or deep?

WRITTEN THREAT

1. Handle a physical note as little as possible. If electronic (email/social media), leave the computer on and take a screen shot, print and/or copy the message (including email message headers).
2. Preserve the threat (note) or access to the location where it was discovered.
3. Call 911 and follow dispatcher instructions.

HOSTILE INTRUDER

During church services Security Sextons will be patrolling the church parking lot and grounds. If someone is approaching the church or has entered the church intending to do harm to others via weapons or physical violence, time is of the essence.

- * If the Sexton spots a hostile intruder heading toward the church, the Sexton will give one long blast on an air horn. If s/he is able to do so safely, the Sexton will also use a two-way radio to contact Ushers or Staff inside with additional information on the intruder.
- * Ushers should lock the Sanctuary doors, RE Staff should lock the doors to the CFM Wing and teachers should put the window covers in place on classroom doors. Everyone should stay behind locked doors until given the ALL CLEAR. From a safe position, 911 should be called.

If an armed intruder gains entry, decide which of the three options—**RUN, HIDE, FIGHT**—is your best option based on where the intruder is and where you can go.

1. **RUN:** do not attempt to take belongings with you (although if you can grab your cell phone quickly, do that.) Encourage others nearby to leave with you. Do not stop until you are safely to the tree line, behind the sheds, or across the street from the church. Then call 911 and report what information you know about the situation. Try to prevent others from entering the church.
2. **HIDE:** choose a location where the door can be locked and you can not be seen through any windows in the door or elsewhere. Barricade the door if possible. Silence your cell phone (Sextons should also silence their two-way radios). Turn out the lights. Be as quiet as possible. Call 911 and whisper to them or just leave the phone line open if the intruder is close by. Law Enforcement will let you know when it is safe to come out.
3. **FIGHT:** do so swiftly and very aggressively. Your life depends on it. If you are with a group attempt to overwhelm the intruder as a group. See what objects are around you that might be used as improvised weapons.

When the police arrive, they will not stop to assist you. They will be moving to stop the intruder. Do not grab at the officers and keep your hands visible so they know you are not the intruder. If you know the direction of the intruder or a description of the intruder, give it to the officers. Follow their directions to stay put or evacuate.