

Concord Trinity United Methodist Church

Emergency Response Guide

This information is being disseminated to assist CTUMC employees and congregants in responding to a variety of emergency situations, which they may confront at CTUMC.

A printed copy of this manual should be maintained in an accessible area, information desks, the Welcome Center or other areas where the guide will be readily available should an emergency occur. Employees and members are encouraged to save this manual to their desktop for future reference.

Please become familiar with the contents of this guide. In the event of an emergency, it is designed to serve as a quick reference for effective action. New employees and members should be made aware of the manual during orientation.

(note: after October 24, 2021, all 10 digits must be dialed)

Emergency Phone Numbers

Fire – Police – Ambulance 911

St. Louis County Police (Non-Emergency) (636)529-8210

Mehlville Fire District (314)894-0420

AT&T (800)286-8313

Spire Natural Gas (Laclede Gas) 314)621-6960

Ameren UE (314)342-1000

(Administrator is automatically called if power fails)

Metropolitan Sewer District (314)768-6260

Missouri American Water (866)430-0820

Joel Stassel, Property Manager (314)603-4150

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The processes that follow do not vary per day of the week, however, the main point person for the listed process does depend on the day and the time of day.

- For Sunday mornings and other worship services (i.e. Christmas Eve), the Response Team are the primary point person(s) with the Connection Team as secondary.
- For weekdays during office hours, the Office Manager is the primary point person with any additional staff as secondary.
- For weeknights, Saturdays, and Sunday afternoons/evenings, the leader(s) of each group, whether church sponsored or an outside rental group, are the primary point person for their individual group.

Medical Emergencies

Whom to call: 911

DO NOT HANG UP UNTIL INSTRUCTED TO DO SO BY THE DISPATCHER!

What to do:

- Do not attempt to move a person who has fallen and appears to be in pain.
- If possible, provide the following information to the officer/dispatcher:

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- Your name
 - Your location
 - Description of medical emergency
 - Description of symptoms
 - Allergies
 - Medications
 - Major medical history (heart condition, asthma, diabetes, etc.)
 - The name(s) of the ill/injured person(s), if known
- Enlist help and stay with the injured person until help arrives.
 - Do not unnecessarily expose yourself to hazards including fire, electricity, chemicals, or bodily fluids.
 - While waiting for help, ask for proper medical procedures by phone. Render appropriate first aid for which you have been trained.
 - Remain at the scene after emergency personnel have arrived to provide information.
 - Non-acute injuries are not "medical emergencies."
 - On-the-job injuries should be reported to a supervisor.

Emergency protocols should not be initiated for non-acute (non-emergency) situations; personal physicians should be consulted for questions dealing with a medical problem or transport to a medical facility. Please fill out the accident report form located outside the church office.

Evacuation of Persons with Disabilities

- The first aspect of evacuating a person with a disability is to determine what their need for assistance is and the nature of the emergency. Persons who can evacuate a building with little or no assistance should be directed to the nearest exit. Persons with significant mobility impairments should be directed to an elevator if the integrity of the building is not compromised (severe weather, bomb threats, medical) or to stairwells if the building is or may be compromised (fire, explosion, earthquake).
- For persons directed to stairwells, evacuation assistance will be provided by the fire department or other trained personnel. If another person can wait with the person who is mobility impaired, that is helpful in maintaining order. It is imperative that arriving rescue personnel know the number of persons and their location so that appropriate evacuation assistance can be initiated.

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- In the event that immediate evacuation is necessary, it is helpful to ask the person with a disability how it would be best to effect the evacuation. Some persons may need to be carried while others may need some assistance walking. In any event, this should be a last resort and used only when an immediate threat is determined to be present.
- It is helpful to notify building users how to proceed during an emergency evacuation. Knowing the location of exits, stairwells and emergency telephones will greatly enhance your ability to safely evacuate persons with disabilities.

Fire

- If you discover a fire, remain calm.
- If possible, close the door to the room where the fire is located.
- Activate the nearest fire alarm pull station.
- Once the fire alarm is activated, **ALL PERSONS MUST LEAVE THE BUILDING!**
- Call 911 from a safe location.
 - Provide your name
 - Location: Concord Trinity United Methodist Church, 5275 S. Lindbergh Blvd., St. Louis, MO 63126
 - Nature of the emergency
- Do not hang up until you are instructed to do so by the dispatcher. Evacuate immediately! Use the nearest exit. Never allow the fire to get between you and the exit. Always keep your means of escape open.
- Alert other occupants who may not have heard the alarm or who are not responding to the alarm to immediately evacuate the building.
- The fire alarm may not sound continuously; continue to evacuate even if the fire alarm stops. Warn others who may attempt to enter the building after the fire alarm stops.
- Leave the lights on and do not lock the doors.

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- If the door is hot, do not open it
- Do not use elevators if the fire alarm is activated or in the event of an actual fire.
- Report to the designated evacuation area. Move a minimum of 100 feet from the building. Keep roads, parking lot and sidewalks clear for emergency responders. DO NOT GET IN YOUR CAR AND TRY TO LEAVE THE PARKING LOT.
- Do not re-enter the building until told to do so by officials.

Tornado

If severe weather is a possibility, one adult in the building should position themselves where warning sirens can be easily heard. They should also turn on and monitor the weather radios (see below for locations).

- When the warning sirens are sounded, all normal activities shall immediately cease and all shall seek shelter in the hallway downstairs and/or Trinity Hall.
- All building occupants should remain indoors, away from doors and windows and to go to the lowest level.
- Battery operated weather radios can be found at the following locations: church office, 208, and ushers closet, 210.

These radios should be used to determine when the “All Clear” signal has been given. All should remain in the “Safe Areas” until this “All Clear” signal has been received.

- If there is the possibility of severe weather during services, the lead usher and the pastors shall communicate this possibility amongst themselves. They should quickly review their roles and procedures.
- If there is a tornado warning issued for our area, the lead usher immediately interrupt the worship service and with the assistance of the pastor, ushers and greeters begin to move all those in the building to designated “Safe Areas”.

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- The lead usher shall be responsible for informing others in the building to seek shelter in the “Safe Areas”. That responsibility can be designated to others at the time of the severe weather.
- The sanctuary shall be evacuated by the two stairwells adjacent to the sanctuary.
- The use of the elevator shall be restricted to evacuating those with special needs.

Earthquake

Earthquakes are unpredictable and strike without warning. Most earthquake injuries are usually caused by falling debris, building collapse or damage, flying glass from broken windows, overturned furniture, ruptured gas lines and electrical lines.

Should an earthquake occur follow these precautions:

- **Keep Calm** – Resist the urge to panic
- **Stay where you are – DO NOT TRY TO ENTER OR EXIT** the building **DURING** the earthquake.
- Be aware that the fire sprinkler system may be activated, the fire alarms may ring and the electricity may go out.

If Inside the building during the earthquake:

- **Keep Calm** – Resist the urge to panic
- **DO NOT RUSH OUTSIDE**
- **Seek shelter immediately** under a heavy table – brace yourself inside a doorframe or against an inside wall and **HOLD ON**.
- When under the table, assume the “**Duck and Cover**” position protecting your head with your arms
- **Stay away from glass, windows** and anything that could fall and hurt you.
- **Expect to hear noise from broken glass, creaking walls and falling objects.**

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If outside the building during the earthquake:

- **Keep Calm** – Resist the urge to panic
- **STAY OUTSIDE**
- **Move as far away from the building as possible**
- **DO NOT** go near street lights, power lines, cars, fences or trees

Immediately after the earthquake:

- **Be prepared for aftershocks**
- **DO NOT USE THE TELEPHONES** unless in an **EMERGENCY**
Remain in the “safe” location for several minutes after the earthquake in case of aftershocks.
- **Check for ANY injuries.**
- **DO NOT attempt to move** any person who is seriously injured **UNLESS** there is the **imminent threat of death or further injury.**
- **DO NOT attempt to evacuate or leave your immediate area unless absolutely necessary or until instructed to do so.**
- **EARTHQUAKE EVACUATION PROCEDURES:** *(To be followed when instructed. Evacuation procedure will follow that of a fire evacuation).*
- **TURN OFF ALL** electrical equipment
- **DO NOT leave anyone behind, assist those with injuries**
- **Close all doors** behind you if possible
If possible, evacuate using the same halls/exits as outlined in the fire evacuation procedures
- **DO NOT** re-enter the building once outside

Active Shooter Response Guidelines

An active shooter scenario involves one or more subjects who participate in a random or systematic shooting spree, demonstrating their intent to continuously harm others. The overriding objective is usually inflicting serious bodily injury/death rather than other criminal conduct. These situations are dynamic and evolve rapidly, demanding immediate deployment of law enforcement resources to stop the shooting and mitigate harm to innocent victims.

1) If the shooter is outside your building:

- a) Remain calm
- b) Turn off all lights, close and lock windows and doors, close blinds
- c) Barricade doors if not lockable
- d) Warn others, if possible and safe to do so
- e) Get yourself and others on the floor and attempt to hide behind/under something
- f) If safe to do so, move to a core area of the building and lock/barricade yourself in a room
- g) Silence radios, cell phones and other devices; remain silent
- h) Call 911 as soon as safely possible
- i) Remain in place until given the all clear by identifiable police officers

2) If the shooter is inside your building:

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- a) Remain calm
- b) If safely possible, flee the area
- c) If not safe to flee, lock/barricade yourself in a room
- d) Turn off lights and hide under/behind furniture – stay low to the floor
- e) Silence radios, cell phones and other devices; remain silent
- f) Call 911 as soon as safely possible
- g) Remain in place until given the all clear by identifiable police officers

3) **If the shooter enters your office/room:**

- a) There is no right answer for this scenario – response must be based on variables related to the situation, shooter and your own intuitions and common sense.
- b) Remain calm
- c) If possible, flee area
- d) Negotiating may work
- e) “Playing dead” may work
- f) Attempting to overcome the suspect with force is always the last resort which should only be considered in extreme circumstances. Only you can decide if this is something you should do.
- g) Call 911 as soon as safely possible

4) **If you are outside:**

- a) Remain calm
- b) Move away from the active shooter and/or sounds of gunfire
- c) Warn others to take immediate cover
- d) Look for appropriate cover/protection (brick walls, retaining walls, large trees, parked cars, etc)
- e) Remain silent; silence cell phones
- f) Call 911 as soon as safely possible

5) **Points to remember:**

- a) There may be more than one shooter
- b) Do not touch anything in the area, as it is a crime scene
- c) Prepare a plan of action in advance – predetermine possible escape routes for yourself, and always know where exits are located
- d) When fleeing, get as far away from the shooting scene as quickly as possible – do not take/carry anything with you

6) **Police response and you:**

- a) Police will quickly respond to the area in which shots were last heard and attempt to immediately engage/contain the active shooter
- b) First responding officers will not stop to assist the injured, or evacuate personnel
- c) Remain calm
- d) Do exactly as police tell you
- e) Keep your hands empty and visible at all times
- f) If you know where the shooter is, quickly tell the officer
- g) Do not get in the way of officers

Bomb Threat

- Bomb threats usually occur by telephone.
- The person receiving the BOMB THREAT call should remain calm and attempt to obtain as much information as possible from the caller by using the checklist on the following page.
- Call 911, giving your name, location and telephone number. Inform the dispatcher of the situation including any information you may have as to the location of the bomb, time it is set to explode, and the time you received the call.
- Inform your supervisor or department head.
- Church staff will be responsible for building evacuations.
- DO NOT pull the fire alarm to evacuate the building.

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- If you should observe a suspicious object, package, etc., report it to the Property Manager or Office Administrator, but under no circumstances should you touch it, tamper with it or move it in any way.
- If instructed to evacuate, move a safe distance from the building (a minimum of 100 yards). Do not re-enter an evacuated building until instructed it is safe.

Bomb Threat Checklist

- If you receive a bomb threat, REMAIN CALM and write down the exact wording of the threat.
- Keep the person on the line as long as possible and ask the following questions:
 - When is the bomb going to explode?
 - Where is it right now?
 - What does it look like?
 - What kind of bomb is it?
 - What will cause it to explode?
 - Did YOU place the bomb?
 - Why?
 - If not, how do you know about it?

CALL 911 IMMEDIATELY TO REPORT THE BOMB THREAT.

Give them your name, location and situation. If a bomb is alleged to be in your location, scan the area briefly for suspicious items, touch nothing, advise other occupants in the area to leave the area, BUT DO NOT use cell phones, DO NOT turn lights on or off, then leave immediate area and meet responding officer OUTSIDE the location.

UNDER NO CIRCUMSTANCES SHOULD YOU TOUCH OR TAMPER WITH A SUSPICIOUS ITEM.

After reporting the call, fill out a copy of the following page:

Bomb Threat Report

Your name: _____

Your Address: _____

Sex of caller: _____ Age of caller: _____ Race/Ethnicity: _____

Description of Caller's Voice: (check all that apply)

- Calm Laughing Lisp Disguised Angry
- Crying Raspy Loud Accent Excited
- Normal Deep Slow Distinct Ragged
- Stutter Cracking Familiar If familiar, who did it sound like?

Breathing:

- Soft Nasal Deep

Background Sounds: (check all that apply)

- Street noise House noise Clear crockery/dishes Motor Static
- Voices Office machinery Local PA systems Factory machinery
- Music Booth Long distance Animal

(Continued)

Bomb Threat Language: (check all that apply)

- Well spoken (educated) Foul Irrational
- Incoherent Taped Message read by threat-maker

Crime in Progress


In the event you witness a crime in progress or are a victim:

1. In the event of a robbery, DO NOT RESIST.
2. In the event of a physical attack upon your person or that of a friend or family member, try to remain passive; defend yourself or others if necessary to protect a human life. Remember that sometimes submission is your only viable option. Resort to physical force only if absolutely necessary to save lives.
3. As soon as possible, and when you feel safe, call 911. Be prepared to give them the following information:
 - o location of the incident;
 - o a description of the person or person's clothing and physical features; and
 - o observe the person's direction of travel and description of vehicle.
4. While police are en route stay calm, render any assistance you are qualified to perform, locate and fill out this form before discussing the incident with anyone, and turn the form over to church staff when completed.

Be alert, be observant — features that you remember regarding the physical characteristics can greatly assist your Police Department in their apprehension. .

FILL OUT AS BEST YOU CAN
GIVE TO THE FIRST POLICE OFFICER ON THE SCENE

GENDER	RACE	AGE	HEIGHT	WEIGHT	WEAPON TYPE
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HAIR		HAT (color, type)
GLASSES TYPE		TIE
COMPLEXION		SHIRT
SCARS/MARKS		COAT
TATTOOS		TROUSERS
		SHOES

AUTO LICENSE, MAKE, COLOR	DIRECTION OF TRAVEL
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ADDITIONAL INFORMATION:

Hostage Situation

If you hear or see a hostage situation:

- Immediately remove yourself from any danger.
- Immediately notify St. Louis County Police Department at 911 or (314) 889-2341.
- Be prepared to provide the following information:
 - a. Location and room number of incident.
 - b. Number of possible captors.
 - c. Physical description and names of the captors, if possible.
 - d. Number of possible hostages
 - e. Any weapons the captors may have.
 - f. Your name
 - g. Your location and phone number

If you are taken hostage:

- Remain calm, be polite and cooperate with your captors.
- DO NOT attempt escape unless there is an extremely good chance of survival. It is safer to be submissive and obey your captors.
- Speak normally. DO NOT complain, avoid being belligerent and comply with all orders and instructions.
- DO NOT draw attention to yourself with sudden body movements, statements, comments or hostile looks.
- Observe the captors and try to memorize their physical traits, voice patterns, clothing or other details that can help provide a description later.
- Avoid getting into political or ideological discussions with the captors.
- Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you.
- If forced to present terrorist demands to authorities, either in writing or on tape, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.
- Try to stay low to the ground or behind cover from windows or doors, if possible.

In a rescue situation:

- DO NOT RUN. Drop to the floor and remain still. If that is not possible, cross your arms, bow your head, and stand still. Make no sudden moves that a tense rescuer may interpret as hostile or threatening.
- Wait for instructions and obey all instructions you are given.
- Do not be upset, resist, or argue if a rescuer isn't sure whether you are a terrorist or a hostage.
- Even if you are handcuffed and searched, DO NOT resist. Just wait for the confusion to clear.

You will be taken to a safe area, where proper identification and status will be determined.