



**SECURITY AND
EMERGENCY MANUAL**



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1. Introduction

This manual is intended to ensure that UUMtAiry members, friends, visitors, and staff feel secure and prepared for possible emergencies. A committee has created this manual by combining existing plans and procedures with materials obtained from the 1st UU Church of Wilmington, UU Church of Bloomington, the Unitarian Universalist Association, and the Church Mutual Insurance Co.

Preparing for a disaster may be difficult to put at the top of the list of a congregation's competing priorities. However, advance preparation can save precious time when moments count.

Disruptions, vandalism, and violent action targeted at houses of worship are increasing nationwide, and our prominent and active social justice program may attract attention from hostile and/or deranged people. Advance planning can help us to recover quickly so we can continue to care for our congregation and support those affected by the disaster, should any occur.

Prevention and emergency planning is everyone's responsibility with specific attention from leadership, educators, and specially trained congregants.

2. Committees and Responsibilities

Security/Emergency Committee (SEC)

Items to be reviewed:

- To review Security/Emergency Manual and update when necessary.
- To record and distribute new or revised copies when necessary.
- To have Board and new staff review this manual.
- To plan evacuation drills.

3. Security Measures and Controls

The first line of defense against unwelcome intrusions is the design and condition of the exterior of our building and grounds, the building security controls, and records of the contents of the building.

Physical Measures

These preventive security measures shall be maintained:

- Locks installed on all windows.
- Valuable objects cannot be seen through windows from the outside.
- Grade-level, basement windows, and entrance doors are kept free of shrubbery and other obstructions, which provide a hiding place.
- Exterior dusk-to-dawn lighting is used on all sides of the building.
- Security cameras are installed where needed.
- All emergency evacuation routes are clear of obstructions. (See evacuation routes in Appendix C)

Code and Key Controls

The Code and Key Administrator implements these building access control policies:

- Responsibilities are clearly posted and understood for keeping the buildings locked and alarmed when unoccupied. See Appendix B.
- Keys and alarm codes are given out in limited numbers to Staff, Board, and selected committee members requiring building access. An outside door key and temporary alarm code may be given to building maintenance contractors when warranted.
- Maintain a record of keys and codes that are issued.
- Keys are collected and codes are changed when an employee (Minister or other staff) has resigned or is discharged.

Inventory of Building Contents

A detailed written, photographic, or video inventory of building contents is to be maintained by B&G. Means of retrieving records of valuables shall be maintained. Receipts of purchased items should include brand name, model number, serial number, cost and date of purchase (if available). These documents are stored in the fireproof file cabinet.

4. Emergency Contact Information

A list of members of the church and local emergency services that should be contacted in an emergency is posted in the following locations:

- By the phone in the first floor kitchenette in Hale Hall,
- By the phone in the fellowship hall kitchen,
- On the wall between the Admin. Office and the Minister's Office,
- On the wall near the Religious Exploration Coordinator's (REC) office on the second floor of Hale Hall,
- In the narthex (the Sanctuary entrance),
- By the security keypad on the first floor of Hale Hall.

**CALL 911 in case of fire, medical emergency,
or evidence of criminal activity**

Fire and Burglary Alarm System

**Mike Foy
Cell: 215-740-1041**

**Alternates
Bruce Pollack-Johnson
Phone: 215-848-6246**

**Alternates
Jim Walters
Cell: 215-919-6259**

**Allen Radway
Phone: 267-254-1116**

**Tim Styer
Cell: 267-784-9071**

Community Contacts

**Electric
1-800-841-4141**

**Gas
215-235-1212**

**Water
215-685-6300**

**Security Alarm
215-886-7117**

**Office of Behavioral Health
Emergency Information Line
(for Suicidal Assistance)
215-685-6440**

**DBHIDS Hotline
(for Severe Mental Health Assistance)
215-685-6441**

Non-Emergencies

Call 311 for Philadelphia Police or Fire Department

Hospitals

**Chestnut Hill Hospital
8835 Germantown Ave. Philadelphia
215-748-8200**

**Abington Hospital
1200 Old York Road, Abington
215-481-2000**

**Unitarian Universalists of Mt Airy
6900 Stenton Avenue (Postal Address)
Stenton Avenue and E. Gorgas Lane (Cross Streets)
613 E. Gorgas Lane (City Records Address)**

5. Medical Health Emergency


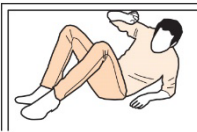

Physical Measures: A first aid kit is located in each of the three second floor classrooms, first floor duo room, and basement kitchen. A fire blanket is located in the basement kitchen.

Situation:

Medical Health	Action
Someone has sustained a severe injury or has become very ill	<ol style="list-style-type: none">1. Call 911 or designate a specific person to call 911.2. Notify the Minister, REC, or Person in Charge.3. Check to make sure the area around the person is safe to approach.4. Do not move a seriously injured person unless the person is in danger of further harm from staying in that location.5. If possible, seek medical professionals or persons trained in CPR/first aid to provide assistance.6. Send people to the curb at the front and side of the church to meet the ambulance crew and guide them to the injured person.7. Fill out an Injury/Incident Report. (Sample in Appendix D)

6. Active Shooter Emergency

Situation:

Active Shooter	Action
<p>Outside building - LOCKDOWN</p>	<ol style="list-style-type: none"> 1. Call 911. 2. Lock all entrance doors (Sanctuary, Hale Hall Front and rear doors, and Kitchen). 3. Keep away from windows. Turn off lights if possible and silence cell phones.
 <p>Inside building - RUN</p>	<ol style="list-style-type: none"> 1. Yell GUN, RUN 2. Evacuate regardless of whether others agree to follow. 3. Do not take your coat or belongings. 4. Encourage people to go with you but don't stop to talk. 5. Do not attempt to move wounded people. 6. As you run away from church, spread out in small groups. Run between objects and upon arriving at a safe location (behind trees, cars, and sheds), stay there. 7. Call 911 as soon as it is possible. 8. Keep hands visible, and follow instructions of any police officers.
 <p>Inside building - HIDE</p>	<ol style="list-style-type: none"> 1. YELL GUN, HIDE. 2. If you are in a Church Service. Get out of the active shooter's view. Immediately become horizontal in the pew, or on the floor. Do not become trapped or restrict your options for movement. Silence your cell phone. Law enforcement will tell you when to come out. 3. If you are in a classroom or hall, find a room that can be locked. Rooms-with dead bolt latches are: <ol style="list-style-type: none"> a. Lower Level: 2 restrooms b. First Floor Hale: 2 restrooms c. Second Floor Hale: large classroom overlooking the garth and 2 restrooms. 4. If you can, barricade the door. Turn off the lights, and silence your cell phone. If possible, hide between, behind furniture, or in corners or nooks where you are not visible from the door. Law enforcement will tell you when to come out
 <p>Inside building - FIGHT</p>	<p><u>FIGHT as a last resort and only if your life is in imminent danger.</u> If this is your only option, do it quickly and aggressively because lives do depend on it. Improvise weapons or throw items. Go for the weapon if possible. If you are in a group, attempt to overwhelm the intruder as a group.</p>
<p>Contained</p>	<p>Once contained, wait for law enforcement to handle the intruder. When law enforcement arrives, put your hands up in the air with palms facing them so the officers know you have no weapon. Their first order of business is to be certain the situation is contained.</p>

7. Mental Health / Unarmed Hostile Intruder Emergency

Observation: Trained Members should make eye contact with visitors and watch for persons exhibiting suspicious behaviors, such as:

- 1) Asking illogical questions,
- 2) Inconsistent behavior,
- 4) Exhibiting physiological signs of anxiety or aggression.

Situation:

Mental Health, Unarmed Hostile Intruder Situation	Action
Disrupts during the time of the Sunday Service	<ol style="list-style-type: none"> 1. Minister, leader or designated member should calmly speak to the individual from 2-3 feet away and at an angle, guiding them to a quiet place to talk. May take time to calm. Additional member should stay close. 2. Engage verbally and/or or ask for trained members to assist. 3. Courteously escort the intruder through to a hallway or to the front door. 4. May be desirable to allow intruder to “speak their piece” to the congregation briefly before leaving, or 5. May be desirable to evacuate everyone from the sanctuary. 6. Should the intruder become agitated or resist following the request, ask for assistance and inform the intruder that the police will be called. 7. If unable to calm, designate someone to call the Philadelphia 24-hr DBHIDS Hotline at 215-685-6440. 8. If dangerously aggressive, call 911 or designate person to call.
Someone is Suicidal suffering an acute mental health crisis	<ol style="list-style-type: none"> 1. Notify the Minister, REC, or Person in Charge. 2. Never leave person alone and take him/her to a secure location where he/she cannot be harmed. 3. If person appears to be suicidal, also Phone the Office of Behavioral Health, emergency information line at 215-685-6440 for immediate mental health assistance. 4. Call 911 or designate a specific person to call 911.
Someone is afraid due to domestic violence	<ol style="list-style-type: none"> 1. Connect person to the Domestic Violence Hotline at 1-866-723-3014. 2. Notify the Minister, REC, or Person in Charge. 3. Do not allow anyone access to the building that could cause harm to the person. 4. All armed intruder protocols should be at your organizations highest alert during a time like this.

8. Child Protection Emergency

Situation:

Missing Child/Person	Action
Child is missing	<ol style="list-style-type: none"> 1. Notify responsible personnel e.g., REC, RE/Nursery staff, Minister, board member, 2. Calmly notify the child's parent(s) or guardian(s). 3. Get an accurate description of the child — name, clothing the child is wearing, who the child may have been with, place the child was last seen, etc. 4. Alert any ushers, and any other adults present in the church. 5. Conduct a church wide search. <ol style="list-style-type: none"> a. Entrances/Exits: Appoint one adult to cover each entrance/exit. b. Outside: Ask two people to check outside facilities including the playground, and to walk around the exterior of the building in opposite directions. c. Upstairs: Have someone walk through the upstairs of the building starting at one end and working to the other being sure to check the bathrooms and closets. Be sure to walk fully into each room and look behind, under, around anything the child might be able to hide behind, in, or under. d. Downstairs: Have someone walk through the downstairs floors, being sure to check the bathrooms and closets. Be sure to walk fully into each room and look behind, under, around anything the child might be able to hide behind, in, or under. 6. If the child is not found, call 911.

9. Bomb Threat Emergency

Physical Measures: Evacuation routes must be clearly marked and clear of obstacles, and gathering places identified on the Building Evacuation Plan diagrams – Appendix C.

Situation:

Bomb Threat	Action
You receive a phoned threat.	<ol style="list-style-type: none"> 1. Remain calm and listen carefully to the caller's voice and manner. 2. Stay on the line as long as possible; signal someone nearby to call 911, or surreptitiously call with your cell phone and leave it on. Ask questions – where is the bomb, when will it explode, what does it look like, where did you place it, your name? 3. If the threat is imminent, pull a fire alarm by one of the exit doors and exit the building. 4. Do not touch anything suspicious while exiting. 5. Wait at the curb to assist the police. 6. As soon as possible, write down what you heard, and give it to an Emergency Contact Person. See Homeland Security Checklist: Appendix E)
You open a letter or email that contains a bomb threat.	<ol style="list-style-type: none"> 1. Call 311 the police non-emergency number. 2. Notify an Emergency Contact Person. 3. Save the document for the police. 4. The Emergency Contact Person will work with the police to determine the next steps.
You see a suspicious package.	<ol style="list-style-type: none"> 1. Do not touch it. 2. Notify an Emergency Contact person. 3. Call 311 the police non-emergency number. 4. The Emergency Contact Person will work with the police to determine the next steps.

10. Fire Emergency

Physical Measures: Evacuation routes must be clearly marked and clear of obstacles, and gathering places identified. Fire alarms must be clearly marked, and regularly inspected to ensure they are operational. (See Appendix C) Smoke alarms must be regularly inspected to ensure they are operational.

Situation:

Fire	Action
Fire and/or smoke observed	<ol style="list-style-type: none"> 1. Pull one of the fire alarm boxes located next to the exit doors. 2. As soon as possible, call 911. 3. Instruct people to exit through the appropriate exit door(s). Crawl low under any smoke on the way to your exit. 4. Instruct parents to meet their children outside in the playground area or upwind of smoke. 5. All other people move to the open area adjacent to the playground or upwind of smoke. 6. Assist any disabled people to evacuate. 7. Meet the fire department and provide them with whatever information is available about the source/location of the fire.

11. Criminal Activity / Theft / Vandalism

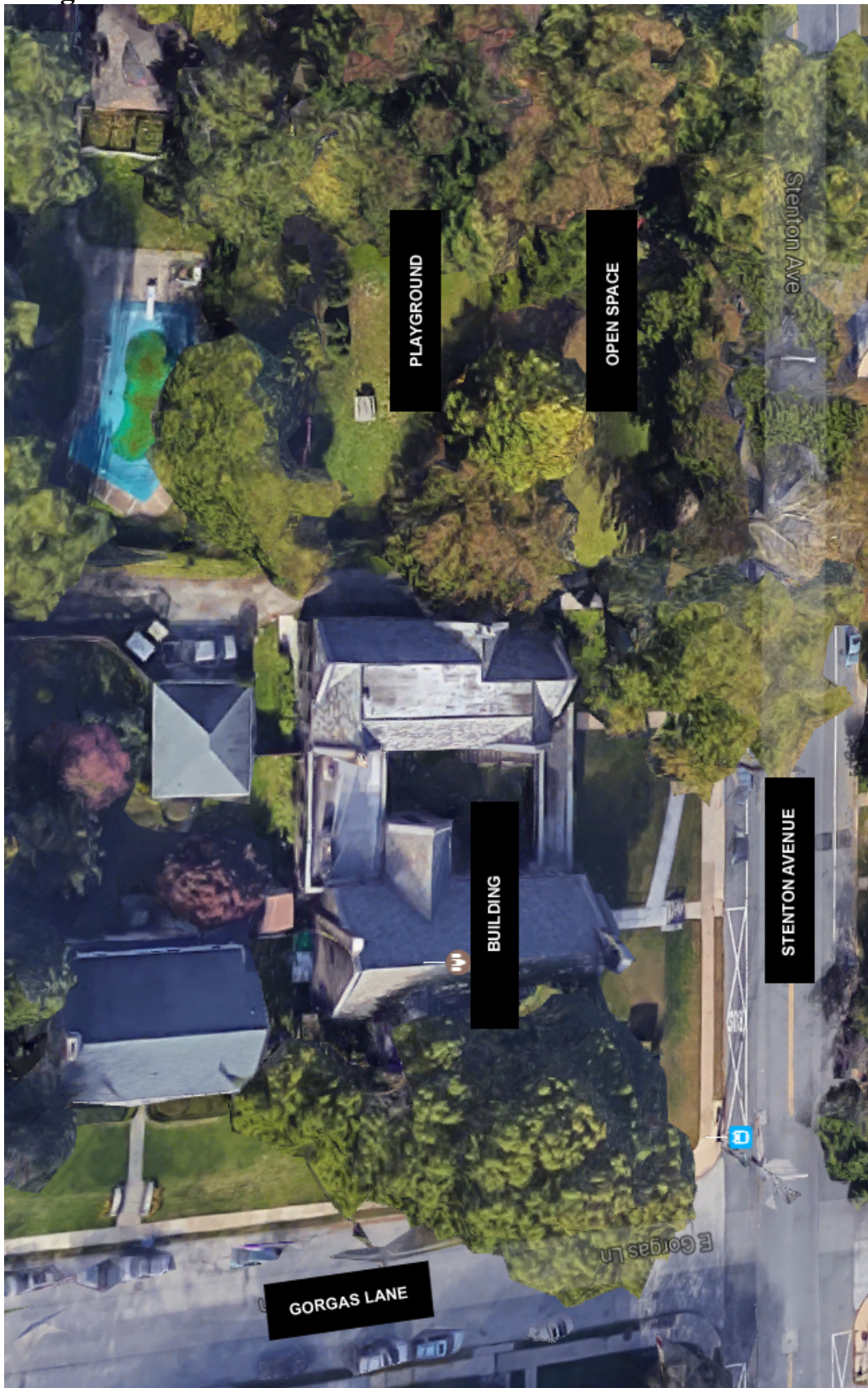
Physical Measures: The procedures in place regarding exterior doors, authorizing entry, lighting, and security cameras serve as deterrents.

Situation:

Criminal Activity	Action
You notice criminal activity in progress.	<ol style="list-style-type: none"> 1. If you feel threatened, leave the building quickly and quietly with everyone you can gather. 2. Call 911 and wait to assist the police as directed. 3. As soon as possible, contact the Emergency Contact Person. 4. Write down what you saw, when you saw it, the police report number, and give it to-an Emergency Contact Person.
You discover evidence of theft or vandalism.	<ol style="list-style-type: none"> 1. Do not touch anything or attempt to determine what was stolen or damaged. 2. Call an Emergency Contact Person or 311 for police non-emergency 3. As soon as possible, photograph damage, write down what you saw and when you saw it, and the police report number; and give it to the Emergency Contact Person.

Appendix

A. Building Plan



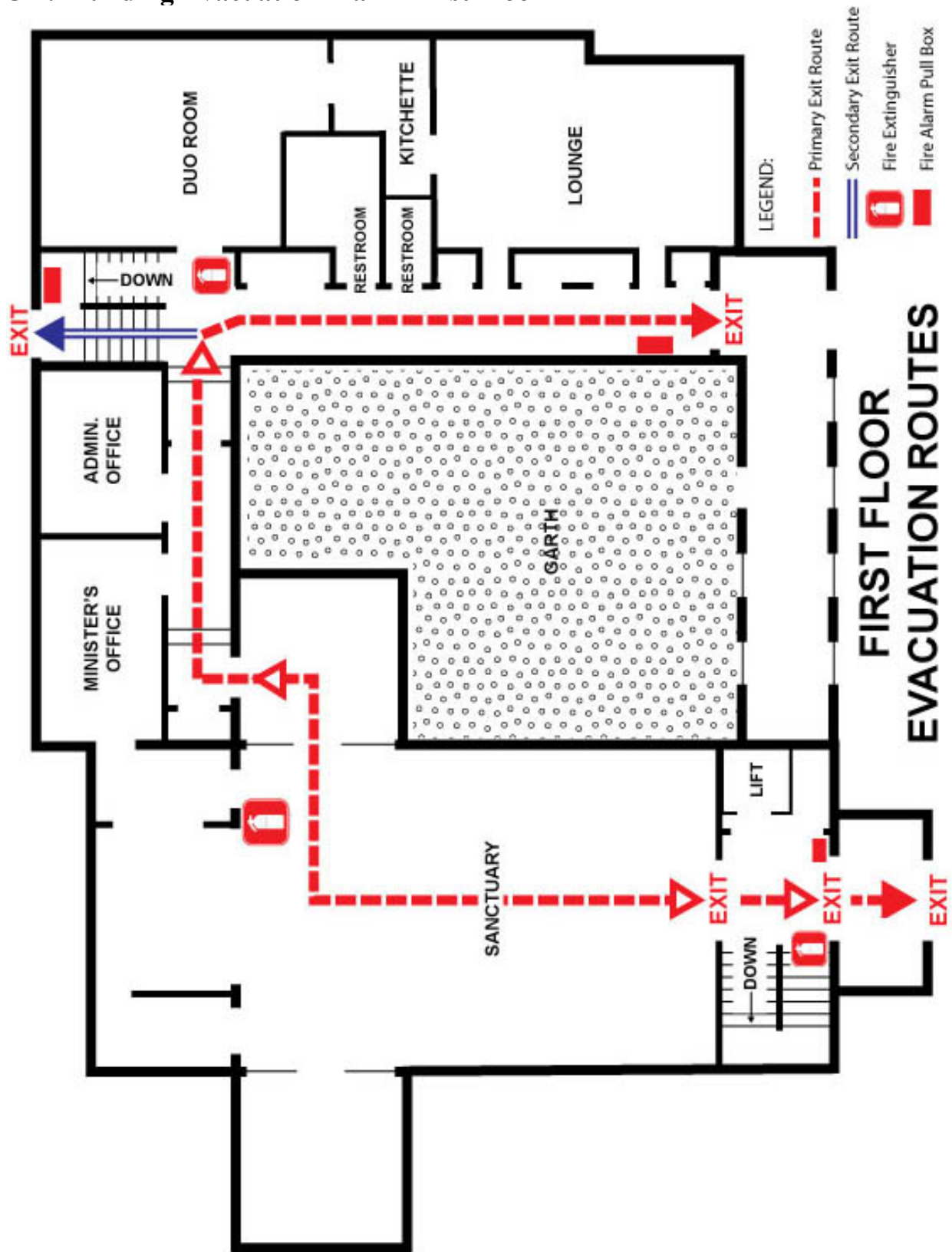
B. Building Exit: Security Procedure

This sign is posted by the security keypad in the Hale building hallway.

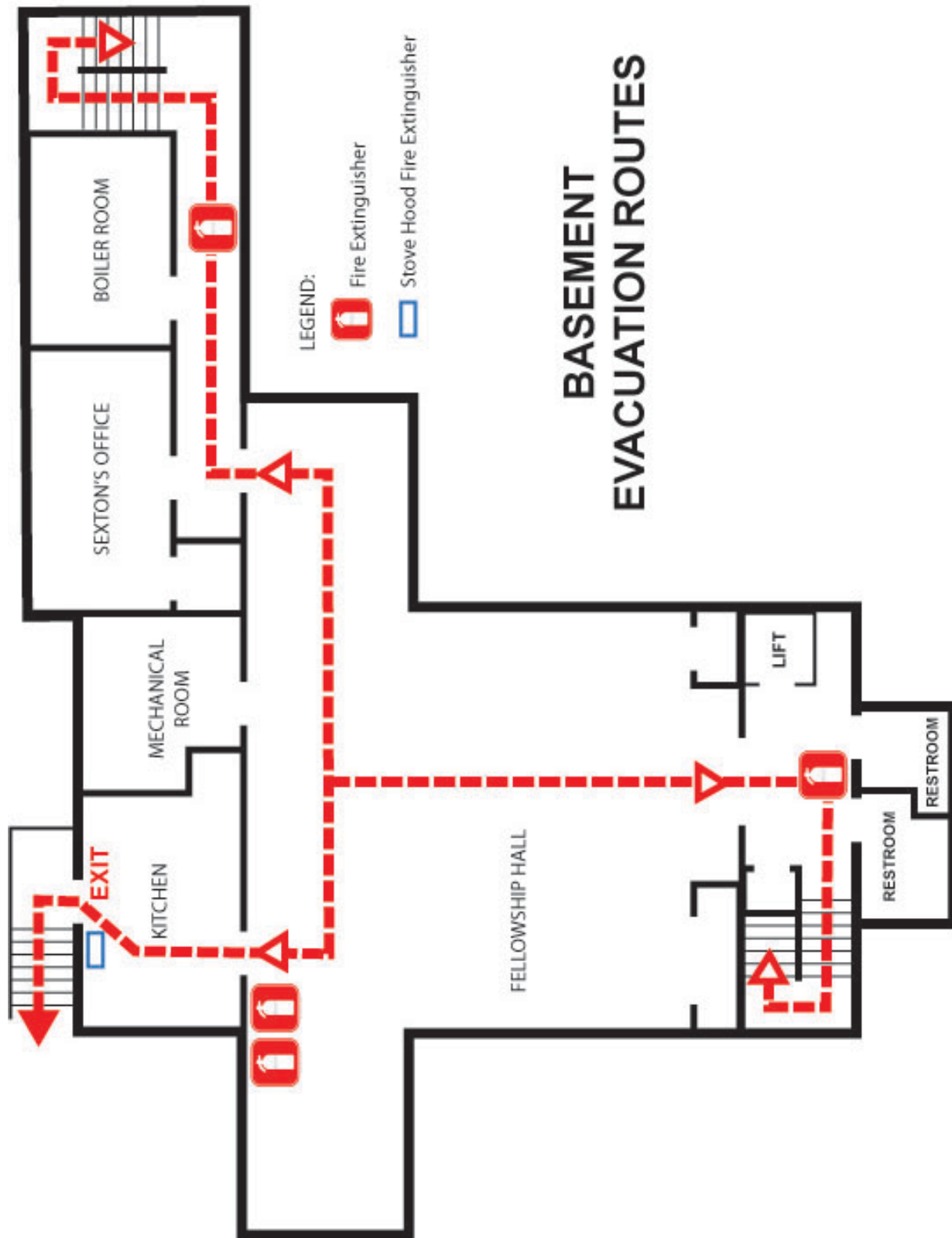
Setting Alarm – Security Procedures

- 1. Before setting alarm, make sure everyone has left the building, including the sexton and all office staff. Confirm that there are no children remaining on Hale’s second floor or other RE venues.**
- 2. Outside doors: Check if you are unsure if any may not be locked**
They are the kitchen, the glass and wood doors to the sanctuary, the rear exit door and the 2nd floor board room exit door in Hale Hall.
- 3. Windows on the 1st and 2nd floors of Hale Hall: Check if you are unsure if any may not be closed from recent activities.**
- 4. Office and Duo Room doors to be closed and locked.**
- 5. Turn off interior lights, including those in the hallway. Those with switch guards are to remain on.**
- 6. Enter the code to set the alarm. A green light will acknowledge it is set correctly and you can leave the building. Make sure the exit door latches behind you.**
- 7. If there are any problems setting the alarm, please contact one of the persons listed on the Emergency Contact List.**

C-1. Building Evacuation Plan – First Floor



C-3. Building Evacuation Plan – Basement



D. Sample: Injury/Incident Report

The following form is a sample that may be helpful should an injury occur during an evacuation or other emergency procedure. It is important to maintain accurate records of any injuries incurred during an emergency in case of insurance or liability questions.

Date: _____

Injured Person: _____

Completed by: _____

Where were you when injury occurred:

Description of injury and how it occurred: (Use back if more space is needed)

Witnesses:

Action Taken/Medical Treatment Provided:

E. Homeland Security Bomb Threat Checklist

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: Time:

Time Caller Hung Up: Phone Number Where Call Received:

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
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice	Background Sounds:	Threat Language:
<input type="checkbox"/> Accent	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Angry	<input type="checkbox"/> House Noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Calm	<input type="checkbox"/> Kitchen Noises	<input type="checkbox"/> Taped
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Coughing	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Crying	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Deep	<input type="checkbox"/> Music	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Motor	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Clear	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Static	_____
<input type="checkbox"/> Excited	<input type="checkbox"/> Office machinery	_____
<input type="checkbox"/> Female	<input type="checkbox"/> Factory machinery	_____
<input type="checkbox"/> Laughter	<input type="checkbox"/> Local	_____
<input type="checkbox"/> Lisp	<input type="checkbox"/> Long distance	_____
<input type="checkbox"/> Loud		
<input type="checkbox"/> Male		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information: _____



F. Communicating During a Crisis

COMMUNICATING DURING A CRISIS

IN THE EVENT OF A CRISIS, WHAT SHOULD YOU DO?

Determine who is in charge. CEO? Board member? That person must give clear direction.

Ask yourself "why" five times before every communication. "Why now?" "Why contact the media?"

Know that most of what you learn in the first 24 hours will be wrong or factually incorrect.

Document media calls, but do not return the calls.

Make sure all employees know there is only one spokesperson. Provide employees (who are not spokespersons) a talking point: "I am not an authorized spokesperson for the company. I would be happy to take your information and pass it on."

Anticipate, in the event of injuries/fatality/criminal act, that first responders will take control of scene.

Determine who will interface with first responders.

Stick to themes, home bases and message maps.

- + **We will not be defined by this event.**
- + **We will invent the future.**
- + **We will embrace the victims.**

Develop a "victim" strategy. The victim's family has a huge impact on the overall consequences your organization will suffer.

- + **Appoint** 24/7 family representatives. Have backups.
- + **Clear** all communications with the victim's family, whenever possible. If the family does not want you to discuss the situation, that gives you basis for not releasing early communications.

IN THE EVENT OF A CRISIS, WHAT SHOULD YOU AVOID?

DON'T talk through the media or communicate through a third party. Communicate directly.

DON'T give phone numbers, dates or times. Don't fall into a numbers game.

DON'T put anything in writing. Meet face to face or telephonically if possible. (This recommendation does not apply to life-safety situations.)

DON'T explain. When you are explaining, you are losing.

DON'T forget someone important (donor, regulator, shareholder). Identify ALL constituents.

DON'T turn over any documents/computers (to law enforcement, etc.) until directed by counsel.

DON'T take ownership of someone else's grief.

DON'T characterize someone else's feelings or what the loss must mean to that family.

DON'T talk about how the loss/incident makes you feel. No word you choose will measure up to what the family would expect you to say. Instead, focus on the family: "Our thoughts and prayers are with the family."

Don't reply to anything on social media, at least initially.



G. Additional Government References Concerning Active Shooters

A Guide for Developing High-Quality Emergency Operations Plans for Houses of Worship

https://www.fbi.gov/file-repository/developing_eops_for_houses_of_worship_final.pdf/view

Active Shooter Event Quick Reference Guide

https://www.fbi.gov/file-repository/active-shooter-event-quick-reference-guide_2015.pdf/view

Developing Emergency Plans for Houses of Worship

https://www.fbi.gov/file-repository/developing_eops_for_houses_of_worship_final.pdf/view

Church Mutual's Safety Resources

<https://www.churchmutual.com/98/Safety-Resources>