The fruit of the righteous is a tree of life; and he that winneth souls is wise

Proverbs 11:30
# Church
## Security Policies and Procedures

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The following is a list of policies and procedures for consideration by the church.

**Alarm codes, keys, cards**

The alarm codes to set and disarm any of the security systems, your access card or key fob and any keys are assigned to you and only you. Do not tell anyone your code or let anyone use your access card, key fob or keys. You will be held directly responsible for any problems or incidents that relate to your alarm code or keys including the cost of the new key or any re-keying that needs to be accomplished as a result of the lost key.

Report any loss of access cards, key fobs, keys or compromise of alarm codes immediately to Security. Security will reissue you a new codes or cards.

Mechanical keys will only be issued should electronic access control not be available.

**Background Checks Policy:**

All employees, both full and part time, should have background checks. Have the background check process built into the employment hiring process so, by default, everyone that it is a staff member will have a background check.

Volunteers:

- Anyone that has **anything** to do with minor children
- Anyone in a church leadership position:
  1. Pastors
  2. Members of the Security Team
  3. Chairmen of different committees
  4. Ministers
  5. Directors and spouses that are actively involved in the church.
- Anyone who has dealings with money - ushers, tellers and etc.
- Anyone working in the accounting or finance department
- Anyone who has access to confidential information
- Anyone working on the sound team

Anyone one leaving the church and returns will need a background check. Any of the major services that offer background checks basically use the same method to attain the information. So it's usually a matter of volume as to what company can do the same services for the least amount of money.

We suggest maintaining those background checks either electronically on a secured drive on your network or hard copy in a secure location. These background checks will have information that could make identity theft possible and convenient.
Who does them – Security Team?

**Church Carry in Policy:**
- Are bags of this type allowed in the sanctuary?

**Church “Backpack” Policy**

The following items are not to be left unattended in the main sanctuary during worship service hours:
- Back Packs
- Shopping bags
- Fanny Packs
- Brief Cases
- Shoulder Book bags
- Luggage of any type

Food or Drinks unless it is water.

**Policy enforcement:**
- Usher are to enforce the policy at the door when handing out programs.
- They are to tell the attendees that they cannot allow them in the sanctuary with the items and they need to take it back to their vehicle.
- Usher Team Leaders are to support the door ushers in the enforcement of policy.
- Any person not willing to comply should be asked to leave by the Usher Team Leader, supported by a Security team member.

Under no circumstances is anyone to offer to search bags and then the bags to be let into the service. Under no circumstances is anyone to offer to hold the bags in another location inside the church. All Ushers and Security team members are to be on constant alert for items that were missed at the door.

**Benevolence Policy:**
How/When is benevolence handled
Training for staff in the policy/procedure

**Benevolence Program Procedures**

All Benevolent needs should be handled by the Deacons. All Church Staff that may come in contact with someone requesting assistance should be made aware of this policy (Pastors, Security, Custodian). Usually the person in need will call the church first, but occasionally, there are people who will stop by the church requesting some type of assistance, i.e. money, food, shelter. Often times, those that just ‘walk in’ are not associated with the church in any way, and it is possible that individuals in this situation may have other behavioral, emotional, and physical issues that must be addressed as well. Churches should partner with local organizations who can conduct proper interviews to ascertain the person’s needs and provide a course of action to help this person and provide a long-term answer to their needs.
Procedure for assisting Callers with financial Needs:

1. All calls regarding financial assistance should be directed to the Deacon of the Week.
2. Generally, if the person is not active within the church, give them information to local agencies that may be able to help.
3. If the person is active within the church, get all of their current contact information and ask detailed questions about their situation:
   a. How they got in their situation?
   b. What they have done to resolve the situation?
   c. What their specific needs are currently – amount?
   d. Who is owed, why they are owed, and what have they done to ensure they do not fall into this same situation next month?
   e. Promise no funds during this first contact. Always call them back after evaluating the situation further and going over the options with the Deacons.
4. For those who qualify for assistance, follow procedures from the Finance Department on issuing a check. When possible, the check will need to be made out to the place where the payment will go (i.e. the utility company, rent or mortgage company, car finance company).
5. Make sure good records are kept of each person obtaining help from the church so that quick reference can be made as to whether not the person has been through the process before.

Use a Benevolence form for tax purposes that requires the person’s social security number, and keep the finance record of the Benevolence account handy which lists out each transaction by name.

Communication to Security

Via radio on channel # 5, Security

Criminal Convictions

Conviction of any felony or serious misdemeanor is grounds for immediate dismissal from employment.

Disaster Recovery

Alternate sites & Data Recovery

The church should formalize a site relocation plan in the case of building damage that would cancel services such as a local school.
Door Locking Policy

All doors are to remain locked. If you are issued keys to various areas of the campus, you are to assure that the doors are locked after your use of any room.

Emergency Procedures:

Separate procedures for:
- Prime Time
- Weekday – Staff/Admin

Emergency Action Plan

The following establishes Church’s emergency response program. It is designed to identify, evaluate, and control safety and health for all emergency response hazards.

Introduction
Chairman of the Security Team has been designated as the company person responsible for this emergency response plan. He will be our Emergency Response Coordinator, will have the authority to make decisions and implement changes when necessary, will identify all individuals and teams who will participate in emergency response and define their roles. A written notice thereof shall be posted and made readily available.

Team Leaders –
- Deacons - Chairman of Deacons
- Maintenance - Buildings and grounds
- Facilities/ Setup - Building Custodial
- Landscape – Building & Grounds
- Hospitality - Chairman of Hospitality Department
- Finance - Chairman of Budget and Finance
- Technology - IT Chairman
- Media - IT Chairman
- Music - Chairman of Music Department
- Pastoral Care - Family Deacon
- Spiritual Development - Deacon
- Volunteers - Committee Chairman

Emergency Procedures

For emergency care, Senior Security Team member present is the responsible person and the following procedure will be utilized:

1. You are to call 911 for outside emergency care service requiring immediate treatment and transport to the Hospital Emergency Room.
2. Prepare to meet the emergency care team at the entrance to the campus and direct them to the injured person. Continue with the established safety team assignments and duties as listed below:

Emergency Phone Numbers:
Ambulance 9-1-1
Fire 9-1-1
Police 9-1-1

**Emergency Procedures**

Each employee on our premises will know an emergency when it happens as a result of prior experience, knowledge, training and common sense, the matters covered in this Program, and our implementation of established work rules, hazard communication, right-to-know, and similar programs. When a fire occurs, the air horn will sound for five seconds. For all other emergencies, the air horn will be sounded twice. The air horn can be heard everywhere on campus. Our alarm gives the same familiar signal that is used in schools, hospitals, movie theaters and other public places a combination of bell, gong, whistle, horn and siren. It can be heard everywhere in this facility.

When the alarm sounds, you must leave the premises at once by the safest, shortest route, unless you have emergency response duties that require otherwise. Do not try to complete what you are doing, perform any operations or try to save anything. Things can be replaced. People can't. After leaving the premises, you must move away from the exit doors and move to the East Parking Lot and avoid congregating in any area where it may hamper emergency operations. As soon as you have successfully escaped harm, make sure that your team leader knows. That will aid in accountability and avoid unnecessary rescue operations.

Everyone on the premises must be familiar with our emergency escape routes, and must use them when an emergency occurs. They are well marked in full compliance with applicable regulations. Everyone who works here now or in the future will be instructed in the location and use of the emergency escape routes before beginning work. There are no less than two emergency escape routes from every workstation. If fire or any other hazard prevents the use of one such route, use one of the others. Please refer to the emergency evacuation route maps for your building.

**Accountability Procedures**

Once the evacuation is complete, all employees must be accounted for. That is the only way missing persons that may need to be rescued can be identified.

Each team leader is responsible for the following:
- Make or obtain a head count of all employees in his/her unit as soon as an evacuation occurs.
• Make a report on the results to the next higher level of authority. If there is any possibility that an employee is missing or unaccounted for may still be in a danger area, the on-site rescue people must be notified at once.

Training for Emergencies

Because immediate, informed response is essential in an emergency, all personnel must have some level of emergency training. We have put into effect a training program that will:
• Be brief and repeated often
• Be realistic and practical
• Feature drills frequently (e.g., site-specific mock rescue operations).
• Ensure that training records are maintained

Personnel without defined emergency response roles will receive a level of training that includes at a minimum the following:
• Hazard recognition training will be held annually.
• Standard Operating Procedures
• Signaling the emergency alarm used:
  1. How to summon help
  2. Know what information to give and who to give it to.
  3. Evacuation routes and shelters
• The person or station to report to when an alarm sounds

Onsite emergency personnel, who have emergency roles in addition to their ordinary duties, must have a thorough understanding of emergency response. Their training will be directly related to their specific roles and include subjects such as:
• Emergency chain-of-command
• Communication methods and signals
• Emergency equipment and its use
• Removing injured personnel from enclosed spaces.
• Onsite emergency personnel should also obtain certification in first aid and CPR, and practice treatment techniques regularly.

Medical Treatment/First Aid:

In emergencies, toxic exposures and hazardous situations that cause injuries and illnesses will vary from one emergency situation to another. Medical treatment may range from bandaging of minor cuts and abrasions to life-saving techniques. In many cases, essential medical help may not be immediately available. For this reason, our onsite emergency personnel will be trained in on-the-spot treatment techniques, how to establish and maintain telephone contact with medical experts and how to establish liaisons with local hospitals and ambulance services. That training includes:
• NBC will ensure training of personnel in emergency treatment such as first aid and CPR. This training will be thorough, frequently repeated, and geared to site-specific hazards.
• NBC will establish a liaison with local medical personnel, medical specialists, local hospitals, ambulance service, and poison control center. We have
developed procedures for contacting them; and have familiarized all onsite emergency personnel with those procedures.

- Establishing on-site emergency first-aid stations and making sure that they are well supplied and restocked immediately after each emergency.

It is equally important that a telephone or two-way radio be available, along with the necessary phone numbers for medical and other emergency services (for example, local rescue squad, fire and police departments). Emergency first aid equipment and medical personnel, or someone who knows how to provide emergency first aid, must always be present and readily available.

**Rescue and Response Actions**

Based on the information available, the type of rescue/response action required should be decided and the necessary steps implemented. Some actions may have to be done concurrently. No one should attempt emergency response or rescue until backup personnel and evacuation routes have been identified. The following are our rescue and response rules:

1. **Enforce the buddy system**
   - Allow no one to enter a hazardous area without a partner. At all times, personnel in the hazardous area should be in line-of-sight or communication contact with stand-by personnel.

2. **Survey casualties**
   - Locate all victims and assess their condition. Determine resources needed for stabilization and transport.

3. **Assess existing and potential hazards to site personnel and to the offsite population.**
   - You need to determine whether and how to respond, the need for evacuation of site personnel and offsite population, and the resources needed for evacuation and response.

4. **Stabilize**
   - Administer any medical procedures that are necessary before the victims can be moved. Stabilize or permanently fix the hazardous condition. Attend to what caused the emergency and anything damaged or endangered in the emergency.

5. **Evacuate**
   - Get out of harm's way as quickly and as safely as possible. Move personnel to a safe distance upwind of the incident. Monitor the incident for significant changes. The hazards may diminish, permitting personnel to reenter the buildings, or increase and require evacuation. Be alert to such changes and react accordingly.

Inform public safety personnel when there is a potential or actual need to evacuate the offsite population. Do not attempt large-scale public evacuation. That is the responsibility of government authorities.

**The following measures shall be taken as appropriate in order to maintain security during working hours:**

1. Maintain security in all buildings.
2. Establish an identification system to identify authorized persons and limitations to their approved activities.
3. Post signs to indicate restricted areas.
4. Guards must be fully apprised of the hazards involved and trained in emergency procedures.

The following measures shall be taken as appropriate in order to maintain security during off-duty hours:

- Implement the area video surveillance

1. Documentation

Whenever an emergency response activity has occurred, our Emergency Response Coordinator will initiate an investigation and documentation of the incident. That is important in all cases, but especially so when the incident has resulted in personal injury, onsite property damage, or damage to the surrounding environment. Documentation will be used to learn from experience, to help avert recurrences, as evidence in future legal actions, for assessment of liability by insurance companies, and for review by government agencies when appropriate. Methods of documenting will include photographs, tape recordings (video and audio), witness statements, a written transcript taken from tape recordings made during the emergency, and notes.

The documentation must be:

A chain-of-custody procedure should be used. Each person making an entry must date and sign the document. The number of documenters shall be kept to a minimum (to avoid confusion and because they may have to give testimony at hearings or in court). Nothing should be erased. If details change or revisions are needed, the person making the notation should mark a horizontal line through the old material and initial the change.

- Chronological history of the incident
- Facts about the incident and when they became available.
- Title and names of personnel.
- Actions: decisions made by whom; orders given: to whom, by whom, and when; and actions taken: who did what, when, where and how.
- Types of samples and test results; air monitoring.
- Possible exposures of site personnel.
- History of all injuries or illnesses during or result of the emergency.

Medical Emergencies:

If you have a medical emergency please make these calls in this order:

Call Security via Channel 5 on a radio.

Report the emergency and the building and room the emergency is in.

It is imperative that you call 9-1-1 to get help started on its way. However you also need to ensure security team if at all possible.

If possible, have one person stay with the person and send someone else out of the building to flag down the emergency response vehicle.
Medical Ministry Policy

POLICIES AND PROCEDURES FOR FIRST-AID PROGRAM

Need for Policy:

1. Recurring need

Nellis Baptist Church (“the Church”) has been blessed to have experienced dramatic growth in attendance over the past several years. As a result, many people come onto the Church’s property each week, and as can be expected, a certain number of those people experience medical problems which require some form of response from the Church. This Policies and Procedures Memorandum (“the Policy”) will describe those anticipated risks and create a structure to make sure the Church has adequate volunteers, both professional volunteers (like doctors or nurses), as well as non-professional volunteers, and to make sure there are standards to insure the volunteers are competent to provide assistance and follow certain guidelines.

a. Nature of problem

During services and other special events, literally many people come onto the Church property for several hours or even for a whole day. These people are from all walks of life, the full spectrum of ages, and in various states of health. Some people have persistent health problems, of which they are aware, who are being treated by a physician and may be on one or more medications. Other unexpected problems can occur while on Church property such as stroke, heart attack, embolus, or seizure. Aside from health issues, there could also be people who trip and fall or slip and fall while on the Church property, cut themselves, hit their head, or are injured in any number of other ways.

b. Current solution

Presently, the problem of dealing with medical problems and first aid situations is handled through the Church’s Security Department. Several medical personal who attend Church services have left their phone numbers with the Security Team and Leader Ushers. When someone appears to be in need of medical help, they are taken to an unoccupied room and one of the medical volunteers is summoned. As the Church grows, it needs to establish a consistent, planned response to these medical problems to be the best, efficient service to those in need and for liability purpose.

2. Statement of Policy
Based upon the obvious need for a responsive medical and first-aid capability at the Church and in light of the Church’s available resources and volunteer base, it is the policy of NBC to have a First Aid Assistance Program (the “Program”) whereby the Church will structure and implement policies and procedures consistent with providing first aid and emergency care to the people who may need such help while on Church property.

3. Security Department to run program

The First Aid Assistance Program shall be administered and supervised by the Church’s Security Team. The Program shall be run in conformity with the Policy set out herein and shall not be deviated from unless a written change is made to this Policy by the Security Team.

4. Organization of Staff and Volunteers

The Chairmen of the Security Team shall act as Supervisor of the First Aid Program. The Chairman shall make use of certain people, at his discretion, to operate the Program, including:

a. Professional Volunteers: The Program will create a system to let members of the congregation who are employed as paid medical, nursing, or other health care providers know that the Church needs their help on a volunteer-basis.

b. Non-Professional Volunteers: The Program will also create a system to let members who are not employed as medical care providers volunteer their services.

5. Registration and Qualifications:

No person shall participate in the Program without being registered and qualified. That process shall include the following:

a. Registration: All persons participating in the Program, whether paid staff, professional volunteer or non-professional volunteer shall be registered with the Director by filling out either the Release for Professional or Release for Non-Professional. Said forms shall be kept in a book by the Director and reviewed at least once a year to determine if there is any need for updated information. Paid staff shall fill out the Non-Professional form unless they are medical professionals.

Qualifications:
All Professional Volunteers shall have the existence and continuing validity of their license checked or any other investigation that tends to prove their qualifications to provide first aid or medical treatment.

All Non-Professional Volunteers shall be trained in First Aid and Cardio Pulmonary Resuscitation (CPR) through the American Red Cross or other legitimate organization. Certain Non-Professional Volunteers shall also be trained in Automated External Defibrillation (AED) and Infant and Child CPR. The Director shall designate which persons should receive the extra training and shall attempt to create a system where these extra-trained people are at every major service or activity. Proof that each non-professional volunteer has taken and completed this training shall be maintained by the Director. Each volunteer may be asked to take a refresher course or additional training from time-to-time.

All Non-Professional Volunteers will become familiar with the specific layout of the Church, with all rooms by name and number, with all hallways and non-public spaces so as to be able to get to a designated location quickly and to be able to lead other volunteers or ambulance or emergency personnel to the location. The Director will implement training or other learning aids to assist the volunteers in gaining this knowledge.

5. **General Protocols:**

   a. During all services and activities on Church property, the Security Team shall have sufficient volunteers on the property to adequately deal with reasonably anticipated first aid and emergency issues. Depending upon the length of activity and projected number of people, one or two volunteers may be sufficient in some instances whereas numerous volunteers may be called for in other instances.

   b. The Security Team Chairman, or his designee, shall make telephone calls in advance of events and otherwise make reasonable efforts to insure there will be an adequate number of volunteers at each service or activity. A written schedule will be maintained.

   c. Volunteers will be encouraged to present themselves to a designated location at the Church at least fifteen minutes before each service and thirty minutes before any special event. The volunteers will be assigned a task or be advised to be available, if summoned. The Program shall always have at least one volunteer stationed at all times at the designated location thirty minutes before, during, and thirty minutes after each planned service or event. There shall also be at least one other volunteer who stays at the designated station, but who can come and go to investigate calls for help or to obtain information. These volunteers should not be stationed at the central information kiosk or any other location where they might be asked non-first-aid questions that would tend to divert them from their purpose. These volunteers shall keep a detailed
drawing of the Church and especially the sanctuary. Other volunteers who are going to attend the service or activity shall give the stationed volunteers a specific idea of where they will be in the sanctuary or room so it can be noted and provide any pager information. As it relates to Professional Volunteers, an effort should be made to have a stationed volunteer actually go with them into the sanctuary before the service and observe where the Professional Volunteer sits. The Director will also investigate getting the Program integrated into the Church’s internal pager system currently used for the children’s programs and revise this section to have pagers issued to the volunteers.

d. The Security Team Chairman shall implement an awareness campaign so that prospective volunteers are encouraged to join the Program, people with health problems will make themselves known to the Program, and the congregation at large will have some understanding of the Program. This information should be conveyed to all new members as part of the welcoming materials and conveyed to all congregants from time-to-time as a reminder. Also, other staff and non-involved volunteers will be advised to bring any situations requiring first aid or emergency assistance to the attention of one of the volunteers.

e. The volunteers shall only assist people who need first aid and people who are having a medical emergency. First aid means assisting people who have suffered an injury such as a cut, fall, burn or choking that requires some level of help to prevent the problem from becoming more serious. A medical emergency shall mean a condition affecting the health or safety of the person involved that arises suddenly and unexpectedly and which calls for immediate action without time for deliberation.

f. The Security Team Chairman or his designee shall make sure the place designated to receive the people in need of help is stocked with appropriate supplies and equipment as he determines to be needed and with consultation with the Professional Volunteers.

g. When one or more volunteers are present at a first aid or emergency scene, if one of the volunteers is a Professional, then that person shall be in charge of the scene and in determining what to do, even if the Professional was not the first to arrive at the scene. If all volunteers are non-professional, then the first volunteer to arrive on the scene shall be in charge. If one or more of the volunteers are Professional, then they shall decide between themselves who shall be in charge.

6. Procedure for Handling First Aid and Emergency Medical Incidents

a. As soon as someone either displays the need for assistance or asks for help, one of the volunteers will go to the person to determine the nature of the problem.
b. The volunteer will determine the nature of the problem and also decide if the problem is one that requires first aid or emergency care. If it does not, the volunteer will advise the person to consult with a doctor or medical provider of their own choosing and will fill out an incident notice.

c. If the volunteer determines that the person needs first aid or emergency care, he/she will next determine if the person can or should be moved to the location designated for first aid and emergency care. If it appears to be acceptable, then the person should be moved to the designated area. Otherwise, the volunteer should administer first aid or emergency care at the scene. The volunteer shall not leave the person until either (1) first aid has been given and the person is no longer in distress, or (2) the person has been removed from the premises by ambulance, or (3) a more qualified volunteer, such as a Professional, assumes responsibility and needs the volunteer to go get help or perform a task.

d. If there is more than one volunteer at the scene, the volunteer in charge shall stay with the person and the other volunteer shall go and advise the volunteer at the designated location of the situation so that a decision can be made whether to call an ambulance, summon other volunteers, get supplies and equipment ready, or any other appropriate action.

e. If there are other volunteers who are on call, they may be summoned by pager or, if there are enough volunteers, one may go to look for them, as long as there is always a volunteer with the person and another volunteer in the designated location.

f. If there are three or more volunteers present and ambulance service is required, one of the volunteers will go outside to await the ambulance and direct the emergency workers to where the person is being kept.

g. If it is determined that ambulance service is required, that fact will be communicated to the volunteer assigned to the designated area who will make the call.

h. Once the identity of the person in distress is determined, the volunteer assigned to the designated location will check with the Church’s Information Directory to see if the person filled one out. The volunteer will review the sheet and advise any treating volunteer or emergency worker of any relevant information.

i. The volunteer who is in charge of the person in distress shall ask that person to complete Consent for Treatment and Waiver form. The volunteer shall ask for this even if the person has previously filled out the information sheet.

j. Once the person in distress has either been treated or removed from the property, the volunteer in charge shall fill out an Incident Report.

k. The Director shall be promptly notified of all incidents.

Weather Related

As survey of the safest places to shelter-in-place should be taken and documented.
Security should be tasked with monitoring severe weather during prime time.

Notification up the chain of command will decide to stop the services and take shelter.

**Power outages – Evacuation**

Testing of Emergency lighting needs to be conducted quarterly and signed off with security.

Flashlights are needed for ushers and all security team members.

**Evacuation Plan during Prime Time**

There may be a case where an evacuation of the church is necessary. We will need everyone on staff and key volunteers to be familiar with the plan contained in the Emergency Action Plan which is part of our Safety Plan (see evacuation plan).

General Evacuation Procedure:
At the time an evacuation is deemed necessary, the word will go out via radio or telephone from the Security Team to all the departments on their respective communication device.

In the worship center a prepared note will be read from on pulpit and slides shown on the screens as to the evacuation paths. People will be instructed to NOT go and get their children. Staff and volunteers will take all children to the (see evacuation diagram).
EMERGENCY PROCEDURES:

1. FIRE OR EMERGENCY: In case of fire or emergency evacuations, exit your classroom or the Fellowship Hall through the nearest door exit. You will then proceed to the North or East parking lot. Teachers are to make sure all persons have exited the classrooms or fellowship hall and keep everyone together. Teachers will take roll call once in either North or East parking lot and wait for further instructions.

2. LOCKDOWN: In the case of a LOCKDOWN, ensure that none of the students or teachers exit the building. During a LOCKDOWN process, nobody is to enter or exit the building. Teachers will also ensure all the outer doors are locked and wait for further notice from the Police, Safety/Security Team or their designee.
Evacuation Announcement

Emergency Evacuation Announcement

(READ)

It has come to our attention that we need to exit the Worship Center. All of the Nursery, Children and Youth are being moved to secure locations on the campus. It is important for your safety and the safety of everyone in the building that you follow my specific instructions.

Please look at the side screens to see how you are to exit the building. It is imperative that you exit in an orderly fashion and do not attempt to pick up your children before leaving the building. The ushers are ready to direct you to the nearest exit.

(Say with reassuring tone after initial announcement.)

We need everyone to remain calm and quiet as we exit the building.

All children are being moved to the East Parking Lot (Unless another safe location is announced).

We are in contact with the Nursery, Preschool, Children's Church and Youth. Your children are being evacuated.

We need you to move quickly and quietly and follow the Ushers' directions.

We have planned for just this kind of situation.

Please remain calm as we handle this situation.

All children are being moved to the East Parking Lot (Unless another safe location is announced).

Bomb Threats

WHAT ABOUT THE DANGER OF BOMBS PLACED AT OUR OFFICE?

Since the majority of explosive devices are placed, not mailed, it is imperative that your security plan includes sound controls over those that can physically gain access and move about your
facility and the immediate surroundings. Such steps can reduce much of your risk.

**Physical Security**

Consider the following suggestions:

- Restrict access to the facility or office through locked entryways.
- Keep storage rooms, boiler rooms, telephone & utility closets, and similar hiding places locked or "off-limits" to visitors.
- Consider using the services of a Security Professional or Las Vegas Metropolitan Police Department to evaluate your church personnel and physical security safeguards in detail.

**WHAT ABOUT BOMB THREATS?**

Your church's bomb threat response plan must address the possibility of receiving bomb threats in writing or by telephone. While all threats should be taken seriously, your firm's response may depend on the circumstances present at any given time.

Each bomb threat presents three basic options:

1. Evacuate everyone immediately and search;
2. Evacuate some employees while a search is undertaken; or
3. Evacuate no one and search.

A fourth option, to ignore the threat, is not generally considered viable. It is better to judge the credibility of each threat individually. The decision to evacuate all or part of the facility should be made by the command center-working group. Whatever the policy, it should not be publicized.

Written threats provide physical evidence which must be protected from contamination. Written threats, and any envelopes, in which they are received, should be placed under clear plastic or glassine covers. All the circumstances of their receipt should be recorded. Telephone threats offer an opportunity to obtain more detailed information, perhaps even the caller's identity. For that reason, telephone receptionist or others who take calls from the public should be trained to remain calm and to solicit as much information as possible. They should keep the caller on the line, asking him to repeat the message several times, and attempt to gather additional information, such as caller ID information, etc.

Telephone receptionists should be trained to remain calm and ask the following questions:

- What kind of bomb is it?
- What does it look like? Please describe it.
- Where is it located? Can you give us the office and building location?
- What will cause it to detonate?
- Many innocent people may be hurt. Why are you doing this?
- What is your name and address?

The bomber's intentions may be to damage property, not injure or kill anyone. If so, the person receiving the call may be able to obtain useful information before the caller ends the conversation. Under no circumstances should the person taking the call hang up if the caller is still on the line.

The person taking the call should write down the threat verbatim, in the caller's own words, and record any additional information. Once the threat has been received, security must decide on the proper response such as evacuation procedures. Police and fire departments should be notified.
immediately.

Searches may be conducted by individuals from within the church who have volunteered for such duty, but they must be trained for this purpose. Remember, police agencies often will not conduct searches of private facilities. You and your employees know your facility and are more likely to observe unusual items that police and fire personnel could overlook.

**Search Team Deployment:**

If your local police and fire departments will not assist in the search for an explosive device, security search teams will have to be deployed.

For best results, the individuals conducting the search should be very familiar with all the sights, sounds and smells of the area to be searched.

The ideal search team usually consists of two volunteers. The team conducts the search under the direction of the security. Volunteers should be trained in basic search and building clearance techniques by private security professionals.

Search techniques should be kept confidential and training should be limited to team members with a "need to know."

Search teams should be outfitted beforehand with a few elementary tools, such as screw-drivers, crescent wrenches, pry bars, and flashlights. Remember to have the necessary keys or a custodian available to open storage rooms, boiler rooms, telephone, and utility closets.

A complete building search should begin with the areas most accessible to the public. Typically, this means beginning with the building’s exterior and moving indoors through the main entrance or lobby to waiting rooms, rest rooms.

Once inside, the security team should begin its search at the same point and work in opposite directions around the room or office back to the center of the room.

They should begin at floor level and work their way up in four-foot increments. The search patterns should overlap somewhat. This process should be repeated in a methodical manner from office to office and from building to building throughout the facility. If a suspicious item is found, the area should be cordoned off and the police called. Once cleared, the search should continue throughout the facility until the entire area is declared safe for re-entry. This precaution is necessary because a bomber may plant more than one device.

Under no circumstances should volunteers attempt to handle or remove suspicious devices.

**WHAT IF A SUSPICIOUS PARCEL OR DEVICE IS FOUND ON OUR PROPERTY?**

We recommend incorporating procedures into your bomb threat response plan for dealing with suspicious placed devices. These devices have been handled in the delivery system and are not likely to explode merely by moving them to a safer location.

Therefore, some of these actions differ from recommended tactics concerning mailed devices or those delivered by courier.

For suspicious items found placed on your property:

- Do not touch the suspicious device. It may "trigger" a detonation.
- Report the situation to your security office immediately.
Evacuate and cordon off the immediate area to prevent inadvertent exposure to the danger. Vibration from movement near the suspect item may cause an explosion or a timing mechanism may be set to activate the device within minutes of placement.

If possible, open windows to minimize the effect of any concussion caused by detonation.

**Church Secretary policies/procedures:**

Emotionally distraught visitors/callers

**Emotionally Distraught**

The information below is to be followed for people who are emotionally distraught only, needing immediate assistance. For normal prayer requests that are called in, those can go to Deacon of the Week or Family Deacon.

In the event that someone calls, stating they are in an emotionally desperate situation and thinking of suicide, simply say: ‘I need to transfer you to the crisis line’ then transfer them to 972-123-4567 immediately before they have a chance to respond.

If someone walks in stating that they are thinking of suicide, let them know they need to be at a medical facility, and they can be given directions or we can call the Police to make sure they get there safely. If they choose to wait, call security to wait with them (away from the reception area) until the police arrive.

The reason for this is that we do not have professional counselors on site to be able to assist with the above mentioned emotional crisis.

**Angry or Upset Visitors:**

- Try to calm the person down as best as possible and determine what you can do to help them
- In the event that you cannot calm the person down or need backup help, call 9-1-1.

Please use your digression in each situation

**Angry or Upset Caller:**

- Try to calm the person down as best as possible.
- Locate the party they need to speak to - NOT voicemail.
- If the person becomes violent or calls multiple times alert security
- If the person has been asked not to call the church, transfer them to the Security Director and alert the Security Director of the problem.

ALWAYS remember to use common sense in each situation, if at any point you see any suspicious activity please report it to security immediately.
It is of utmost importance that all security situations remain strictly confidential.
Personal information - Please be mindful of any information that is given to callers. We don’t give out any personal information on anyone, staff or members.

Media Policy:
Who talks to them - Pastor, Chairman of the Deacons or a Designee?

Office/Restricted access Doors
Do not let anyone that is not a staff member into any office area or building doors. Do not prop any normally locked doors open at any time.

Do not let anyone who is not staff into any door that is typically locked and that you had to use your key to enter the door. This means all exterior doors to the Main building or other buildings and interior locked doors into other areas. Do not prop any doors open at any time.

Parking
Parking is only allowed in marked parking places. Ask for assistance if it is dark outside or you see suspicious activity.

Security
The Church maintains security for its property, employees, and authorized visitors.
However, security is the responsibility of all employees.

All Committee Chairpersons / Co-Chairmen are charged with the responsibility for safety and security of all property in the area. All Committee Chairmen / Co-Chairman are charged with the responsibility for safety and security in their assigned areas.

Anyone taking church property off the premises is required to obtain authorization and signed form from department chairman. Employees are responsible for the proper care of all Church property assigned to their possession.
The Church reserves the right to conduct searches on its property or authorize searches by law enforcement on its property without the employee being present. The Church may also use video surveillance equipment and other security devices to monitor various areas of its facilities.

Privacy of Packages/Deliveries

When the Church accepts personal packages and deliveries for an employee, it does so as a matter of convenience, not an obligation.

Public Protest/Demonstration

Public Protest Demonstrations

NBC properties including church parking lots are private property.

Any legal protest would have to be held on public right of way but without illegally hindering traffic of vehicles or pedestrians. This would commonly be the area from the street curb to the sidewalk. There is also the right to legally park on the public roadway as long as it does not violate laws. Protestors on church property are subject to be considered trespassing.

Church leadership will discourage the gathering of a crowd in response to the protestors. Any interaction with the protesting group during the protest will be discouraged.

Security will:

- Maintain a presence at the protest location.
- Provide church leadership with information on purpose of protest.
- Collect information, photograph, recording that might be used for future legal or informational needs.
- Determine if the protesting group has any required city permits.
  - Such as: PA system use, parade, etc.
- Alert proper authorities to the protest and advise them of any known violations.
- Advise protesting group of church position on trespassing.

Facilities will provide convenient trash receptacles to encourage proper disposable of any material handed out by the protest.
The Church does not condone the infringement on the rights of protesters who operate within the laws setup to protect both them and the Church.

The street (Las Vegas Blvd) is public property and may be used by anyone in a lawful manner. This is also true of easement right-of-way, normally the area from the street curb to the non-street edge of adjacent sidewalk.

Typical the area legally allowed for protesters is the easement right-of-way. By Clark County ordinances protesters are not normally allowed in the street or allowed to block pedestrian path. This is enforceable by Clark County laws and ordinances and not church policy.

The Enforcement of county ordinances by Las Vegas Metropolitan Police Department concerning permits, signs, sign poles, sound systems, etc. may be useful attempts to control protesting.

Whenever possible, the Las Vegas Metropolitan Police Department in the employment of the church will be stationed where there is protesting. They are there to ensure that order is maintained and that the rights of both church and protesters are guarded. A representative of the church should also be there whenever possible; this is typically a member of the Security Team.

The preferred public response at the protest site is to ignore them and continue programs as normal. Attempts at 'discussion' at the site will normally gain nothing for the church and are likely to encourage the protesters.

If legal action is taken against protesters, it is preferred that it be for violations of county ordinances and not church incited action such as trespassing all though that can be used when protester come on to church owned property.

Security Team Manual

What do Security personnel do and where are they located?

Security:

Security responsibilities include:

1. Handling distractions/emergencies during the services. These are both medical and security in nature. Distractions come in different categories: Distractions involving the pulpit (someone rushing the pulpit), distractions during worship (banners, instruments, etc.) and distractions during the sermon (crying babies, cell phones constantly ringing, people speaking out [such as someone speaking out in tongues]).

   - Scenario 1: Someone rushes the pulpit during praise and worship or during the sermon.
• **Response:** The first security person to see the person must respond to stop the person. Be as polite as you can but firm in asking them what their need is. Try to escort them out of the sanctuary, if the Pastor says it is OK to let them come up then go with them.

• **Scenario 2:** Crying Babies, Ringing Cell Phones, Someone answering their cell phone.

• **Response:** The Deacons will assist Security in this scenario. Approach the person as close as you can and politely ask them to take their baby, conversation out of the service. If it is a mother with a baby, please direct them to the crying room.

• **Scenario 3:** Someone stands up during the sermon and speaks out in tongues.

• **Response:** If the Pastor does not directly address the situation, please approach the person and ask if they will go out with you into the lobby. This is a very sensitive area. If someone interprets the tongue then it is biblical, if not the person has disrupted the service and should be treated as any other disruption. *(your policy should go along with your church’s beliefs in this area)*

2. Deacons are responsible for protecting the speakers on the platform. Deacons will escort the speaker to and from the platform and stays close during times they are in the other areas of the church.

• **Scenario:** Someone rushes the pulpit or rushes up to the speaker after service on the way to his office.

• **Response:** The Security person should stop the person and inquire as to their need. The other security person should continue with the Pastor to his office. If the pastor allows the person to continue, the Deacons should be open to that but stay close enough to hear what is said and watch the person’s mannerisms.

3. Responding to Panic Alarms from the Children’s ministry.

• **Procedure:** the Security team member notified will not respond to the alarm, they will notify the Senior Security Team member present, medical personnel, and all available to respond to the location of the panic alarm.

The positions for Security personnel are as follows:

• Hot seats-located in the sanctuary for protection of the platform area and the speaker.
• The treatment area for any medical emergency in the sanctuary (if the patient can be moved) will be the first unoccupied class room. The other areas will be on a need by need basis.
• Roamers-monitor the hallways, nursery, and fellowship hall and the parking lot for any suspicious activity.
Requirements:

- You are asked to serve one or both services on the day you serve.
- Please arrive fifteen minutes prior to service starting.

CHAIRMAN

Position Responsibilities -

Security Related -

Church facilities security manages all aspects of security for church facilities. This includes fire and theft alarm systems, premises security, security vendor relations and contract administration, security systems administration, insurance vendor relations, etc.

Pastoral staff protection will coordinate the movement and safety of the senior pastor and others as needed.

Work with various church ministries to develop and implement security procedures to minimize inherent risk in ministries. Example: Children’s ministries have unique concerns.

Documentation of security policies and procedures:

Church staff security training holds training seminars for church staff on various safety aspects of travel and personal safety.

Access control system is responsible for all physical locking mechanisms.

Risk and Threat assessment will conduct documented risk assessments of premises for burglary, robberies and fire.

Video surveillance systems will design implementation and administration of video surveillance systems.

Incident investigations will work with law enforcement to investigate theft, bomb threat and other criminal incidents.

Security will act as first respondent to emergency situations within directive established by church management. Work with management to document those directives.

Safety Related –
Develop, document and implement an Emergency Action Plan to deal with emergency situation including emergency evacuation, robbery and bomb threat procedures as well as emergency weather plans. Conduct drills on periodic basis.

Disaster Recovery Planning – Work with church departments to plan and document Disaster Recovery Plans to carry on vital church functions in the event of disaster that prohibits the use of any part of the church campus of vital assets including information technology as well and physical location.

Develop, document and implement an ongoing Safety Program

Review and interpret safety regulations and work with the safety and operations professionals in the field.

Coordinate and provide ongoing on-site safety training and education sessions for new and existing employees and church leaders in all functional areas.

Conduct safety and accident investigations. Investigate, control, report and follow up on all accidents.

Promote Safety awareness through training sessions, seminars, publication, and posters.

Oversee the fire safety program; conducting annual fire safety inspections.

Correct areas of concern and coordinate fire extinguisher maintenance and fire inspection programs.

Develop building exit plans for fire evacuation and disaster response.

Manage Medical Ministry, including all volunteer agreements, scheduling, and waiver release forms.

Provide CPR and Standard First Aide Program.

Medical emergency preparedness –
- Develop medical emergency preparedness program.
- Including CPR training, first aid, emergency oxygen, etc. Act as first respondent to medical emergencies.

**PPOs**

**PPO Worship Service Emergency Procedures**

**Purpose:**
This procedure has been developed to address the possibility that a disturbance happens during a worship service that merits the evacuation of the front or back pulpit areas. It will give specific instructions to team members as to what to do in the case of specific scenarios.

**Scenarios addressed:**

1. Audience member stands up in front rows or runs forward in the isle and begins shooting at the pastor or team members on pulpit.
2. Audience member starts shooting at pastor or team members out of immediate visual range.
3. Audience member attempts to run up on pulpit or actually makes it on the pulpit or comes from behind pulpit toward the pastor or team member.
4. Audience member begins psycho tirade from the audience.
5. Audience member throws something on pulpit.
6. Fire breaks out on pulpit.
7. Explosion on or near pulpit.
8. Shots fired, or explosion, anywhere within earshot.

**Preventative measures:**

Preventative measures should entail full security sweeps of the pulpit and worship center area, as well as prevalent security measure to ensure that the pulpit and worship center, “the areas”, are not compromised during non-service times.

Adequate measures to keep non-authorized persons from entering the areas will be maintained. It is important that all members are aware of, and cooperate with, these security measures.

Other measures entail the communication and assessment of any threats perceived or received. Pictures of known threats (persons) should be posted to security personnel for identification. Any hearsay should also be communicated to security personnel.

**Protection considerations:**

In all cases the life and safety of the pastor and members are of primary importance since they are the targets in these scenarios.

Security personnel are needed to carry out the protective details of all of these scenarios.

A perimeter of security must be in effect to adequately protect the principals.

Proper advance work must be done to ensure safety.
Manpower recommendation:

A Deacon will be stationed in the sanctuary in close proximity to the pastor.

A Deacon will be seated near the pastors at all times.

Immediate Action for various scenarios:

All Security personnel should be trained to react to the above listed scenarios should they occur. If any of the above should occur, it is recommended that the following action be taken:

1. An alert should be given by the first individual to witness the threat. The alert should contain the type of threat and the direction of the threat in relation to the pulpit.
2. The Deacon should move to and evacuate the Pastor to the designated safe area. The Deacon evacuating the Pastor will issue an alert to other security personnel indicating that he’s evacuating the Pastor and the location of the evacuation.

Security will move to the location of the threat to assist.

Other considerations:

1. Notify local authorities
2. Location of first aid equipment and treatment of wounded
3. Custody of offender
4. Emergency vehicle access
5. Location of witnesses and evidence
6. Additional offenders in area
7. After action reports

Security Guards

Security Officer SOPs:

- Incident Reports
- Cell Phone use
- Standard SOPs

Unattended Vehicle

No vehicles left unattended at entrances at any time.
Victim / Witness Assistance Center Numbers

AIDS Hotline - 800-342-2437
Alcoholics Anonymous - 702-598-1888
Boulder City Police Department - 702-293-9224
Catholic Charities of Southern Nevada - 702-385-2662
Civil Self Help Law Center - 702-671-3970
Clark County Child Abuse Hotline - 702-399-0081
Clark County Senior Advocate Program - 702-455-7051
Clark County Social Services - 702-455-4270
Crossroads Family Shelter - 702-385-2777
Department of Juvenile Justice Services Victim Assistance Program - 702-455-5285
Family and Child Treatment of Southern Nevada (FACT) - 702-258-5855
Family Law Self-Help Center - 702-455-1500
Families of Murder Victims - 702-873-5696
Family Violence Intervention Program (Protective Orders) - 702-455-3400
Gamblers Anonymous - 855-222-5542
Giving Life Ministries - 702-565-4984
HELP of Southern Nevada - 702-369-4357
Henderson Police Department - 702-565-8933
Hope Link of Southern Nevada - 702-566-0566
Human Trafficking Resource Center - 888-373-7888
Las Vegas Metropolitan Police Department - 702-828-3111
Las Vegas Rescue Mission - 702-382-1766
Legal Aid of Southern Nevada - 702-386-1070
National Domestic Violence Hotline - 800-799-SAFE (7233)
Neighborhood Justice Center - 702-455-3898
Nevada Child Seekers - 702-458-7009
Nevada Crisis Call Center - 800-273-8255 or 211
Nevada Disability and Law Center - 702-257-8150
Nevada Legal Services - 702-386-0404
Nevada Suicide and Crisis Hotline - 800-784-2433
North Las Vegas Police Department - Non-Emergency (702) 633-9111
Planned Parenthood - 702-878-7776
The Rape Crisis Center - 702-366-1640
Safe House - 702-451-4203
Salvation Army - 702-870-4430
Shade Tree Shelter - 702-385-0072
Southern Nevada Adult Mental Health - 702-486-6000
Southern Nevada Center for Independent Living (Shelter Directory) - 702-889-4216
Southern Nevada Senior Law Program - 702-229-6596
State of Nevada Victims of Crime - 702-486-2740
State of Nevada Parole and Probation - 702-486-3001
State of Nevada Department of Corrections - 775-887-3285
STOP DUI - 702-456-7867
Temporary Assistance for Domestic Crisis/Safe Nest - 702-646-4981
Transitional Housing - 800-334-8893
Victim Information Notification Everyday (VINE) - 888-268-8463
Westcare Adult & Youth Services - 702-385-2020