EMERGENCY RESPONSE PROCEDURES
CONFRONTATIONAL PERSON

General Guidelines

Each church should have designated security personnel who will take charge of emergency situations. This person may be a staff member or the Head Usher. This person will be referred to as the Point Person.

Confrontational Person

In the event you witness a confrontation occurring, notify the Point Person of the situation. The Point Person will determine the degree of threat and will monitor the confrontation until the conflict is resolved.

The Point Person will explain to the involved parties that their conduct cannot continue on church property and ask them if the church could do anything to help. If assistance is requested from the church, a staff member will be contacted.

If others try to intervene, the Point Person will tell them that the incident is being resolved and thank them for their concerns.

If the confrontation becomes physical and there are no weapons involved, ask the persons involved in the confrontation to please stop, use calm clear commands. If the parties stop, separate them and assess for possible medical needs. Move them to a comfortable quiet area. If any of the parties involved are juveniles, contact a parent or guardian. A juvenile must be released to an adult. Complete an accident/incident report.

If any of the parties involved ask for Law Enforcement, the Point Person will contact the local police department and instruct them to meet at the Welcome Center. Then wait for the arriving officer. After the parties are separated, do not try to physically restrain them unless you fear for the safety of others or yourself.

If the confrontation continues, physically separate the parties involved after you have enough assistance to accomplish the task safely. Use calm clear commands and ask the parties to please stop. Communicate to the parties that you do not want them to hurt themselves.

If a weapon is observed, but is not involved in a confrontation do not approach the person with the weapon. Contact the Point Person and tell them what you saw and where.
Confrontation with a Weapon Involved

If a weapon is displayed in a confrontational situation, immediately call 911 and report the incident. Have ushers notify children’s classes and have the speaker notify people in the auditorium as follows: “We have an emergency (give location) please go into lock-down.”

Repeat the instructions twice.

Lock Down Procedures

Lock down will not occur in the room or area where the incident is occurring.

- **Point Person** – Obtain a copy of the building plans at the Welcome Center or designated area to give to the law enforcement officers. Proceed to the front door to meet the arriving police officers and direct them to the problem area(s). Notify the parking lot attendants that the church is in lock-down. Return to the front doors to warn anyone trying to enter the building of the emergency.

- **Speaker** – Read the following prepared statement,

  “Please listen carefully to the following instructions. We have an emergency and for your safety and the safety of others, please remain seated. Do not exit the building unless I instruct you to do so. Parents do not attempt to leave to get your children. They are locked in a protected area for their safety. When instructed, we will have you pick up our children as you normally do. You will need your ID tag to pick up your children. Please wait for further instructions. We will keep you advised as information becomes available.”

- **Head Usher** – Prepare the ushers for a possible evacuation.

- **Ushers** – Secure auditorium doors and prepare for possible evacuation. In the event of evacuation follow the evacuation plan.

- **Parking Lot Attendants** – Make sure driveways stay open for emergency vehicles.

- **Children’s Ministry** – Secure all children, teachers/leaders, and staff in your assigned room and lock classroom doors. Prepare the children for a possible evacuation. Keep the children away from the windows and in an area least visible from outside the room. Check the class roster and account for all children. Do not open the doors until directed to do so by the Point Person, a staff person, ushers, or Law Enforcement.
**Releasing Lock Down**

- When the emergency situation has been resolved, lock down may be released by having the Speaker read the following announcement:

  “We have investigated the emergency situation and have determined that everything has been resolved. We will now resume normal ministry activities.”

- Ushers will notify children’s leaders that the emergency situation has been resolved and normal ministry activities may be resumed.