

HOW TO USE THIS MANUAL

This manual is intended as a general guidance tool. It may not always be applicable to your situation and should not replace sound judgement. It is important to have designated responders periodically review your procedures to better assure there is a clear understanding of everyone's responsibilities. A practice drill involving designated responders may also be appropriate to assist with implementing Emergency Response Procedures.

During any Liturgy or Sacrament where ushers are present, parishes often look to them for assistance if an emergency occurs. With that understanding, a separate tab, "*Emergency Procedures for Ushers*", has been provided which complements other parts of this manual.

Additional space and pages are available to add information specific to your facility, operations and staffing. For any emergency, the safety of responders and those present, is always the most important.

Note: Keep the manual in an easily accessible location. All appropriate individuals should know where it is located.

Page 2 ... **Code Blue** (Medical Emergency)

Page 3 ... **Code Orange** (Bomb Threat)

Page 4 ... **Code Purple** (Gas Leak / Utility Failure)

Page 5 ... **Code Red** (Fire)

Page 7 ... **Code Gray** (Severe Weather)

Page 9 ... **Code Black** (Armed intruder / Menacing Person / Active Shooter)

Page 12 ... **First Aid**

Page 17... **Emergency Procedures for Ushers**

BOMB THREAT

Bomb Threat

Steps of Action

1. If threat is received by telephone, obtain as many details as possible to give to the administrator and to the police. If received by mail or discovered, do not handle or move unnecessarily.
2. **DO NOT** allow the use of two-way radios, walkie-talkies, cell phones or turn on/off any electrical switches. These transmissions and actions can set off a bomb.
3. On a **LAND-LINE**, notify the police by calling 911.
4. Evacuate the building and move to designated area:

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5. After the building is evacuated and safe to do so, notify those on the Emergency Contact List.

Use Bomb Threat Checklist located on back page to capture as many details as possible.

GAS LEAK / UTILITY FAILURE

Gas Leaks

Steps of Action

If a gas leak has occurred or a gaseous smell is detected:

- Call **911**.
- Evacuate the building, using the fire alarm if necessary.
- Notify the designated individuals on the Emergency Contact List. (See side panel.)
- Call the gas company.
- **DO NOT** operate any electrical devices or electrical switches. Do not light matches during this time. These actions could cause a catastrophic explosion.
- **DO NOT** re-enter the building until advised it is safe to do so.

Note any other special information that may be needed in case of a power outage here: _____

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 911
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call 911
- 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

- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Female
- Laughter
- Lisp
- Loud
- Male
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

Background Sounds:

- Animal Noises
- House Noises
- Kitchen Noises
- Street Noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long distance

Threat Language:

- Incoherent
- Message read
- Taped
- Irrational
- Profane
- Well-spoken

Other Information:



Homeland Security

FIRE

Fire

Signals: Fire Alarm

It is important that everyone evacuate the building any time the building's fire alarm sounds. If the building is not equipped with a fire alarm system, have a plan in place to notify occupants of a fire emergency.

Steps of Action if You Discover Fire or Smoke:

- If available, pull the nearest fire alarm to initiate a building evacuation.
- Evacuate immediately while assisting others. Maintain order and move quickly and quietly. Close doors and windows, if possible.
- Do not use elevators.
- If smoke is present, stay low to the ground.
- Before opening any door, feel the door with the back of your hand and do not open any door that feels hot.
- If your clothing catches fire, **STOP, DROP AND ROLL** on the ground until the flames are extinguished.
- Once outside the building, call **911** to report the fire, if not already reported.
- **DO NOT** go back into the building. Re-enter only when instructed by Police/Fire Department officials.

Fire Extinguisher Use

Use fire extinguisher only if the fire is limited and there is no additional danger to yourself or others.

When using a fire extinguisher, remember the acronym

P.A.S.S.

PULL the pin from the extinguisher.

AIM the hose or nozzle horn at the base of the fire.

SQUEEZE the handle to discharge the entire contents of the extinguisher.

SWEEP (from side to side) the extinguisher agent across the base of the fire.

Note any other special information that may be needed in case of a fire here: _____

SEVERE WEATHER

Severe Weather

Tornado

Definition

Tornado Watch: Conditions are favorable for a tornado or severe weather. Make Emergency Contact Persons aware of the watch and when it will expire but take no further action.

Tornado Warning: Tornado has been sighted; take shelter immediately.

Pre-planned Shelter

Area: _____

Steps of Action

1. When severe weather is forecast, a designated person should monitor the situation on the radio, television, or a weather radio, if available.
2. When a tornado warning is issued, everyone in the building should proceed to the pre-planned shelter area.
3. People should be discouraged from leaving the building during a tornado warning.
4. Close windows and doors.

Earthquake

Steps of Action

1. If a tremor strikes when you are inside:
 - a. Stay inside. Turn away from windows. If possible, people should get under a sturdy table, desk or other furniture, or stand/sit against an inside wall away from windows and glass.

ARMED INTRUDER / MENACING PERSON / ACTIVE SHOOTER

Armed Intruder/Menacing Person / Active Shooter

If there is a dangerous or potentially dangerous person in your area:

- Call **911** when it is safe to do so. Explain your situation and give your specific location.
- Remain calm and cooperate with the person(s). Make no sudden movements.
- If safe to do so, quietly evacuate the area.
- If individual is outside, lock all entrances and exits. Move to a non-visible location and alert others in the facility.
- Notify those on the Emergency Contact List (see side panel) or other designated person(s).

Robbery

- Stay calm.
- Give up money and valuables. Any life lost is not worth the money or valuables you are trying to protect.
- Consider your well-being and that of your co-workers/volunteers as the highest priority.
- Don't escalate the incident into a violent confrontation in which someone may be injured or killed.
- Make a conscious effort to recall an accurate description of the robber(s): approximate age, height, weight, type and color of clothing.
- After the robber leaves, call **911** immediately and those on the Emergency Contact List (see side panel). Do not discuss the event with anyone else

Active Shooter

Call **911** as soon as it is safe to do so.

Provide as much of the following information as possible:

- Number of shooters
- Location of shooters
- Physical description of shooters
- Number of victims and potential victims
- Types of weapons held by shooters

Run – Hide – Fight

1. **Evacuate the Area** – If you can safely leave the area, do so.

- a. Have an escape route and plan in mind.
- b. Leave your belongings behind.
- c. Keep your hands visible.

2. **Hide** – If you are unable to leave the area safely, hide.

- a. Hide in an area out of the shooter's view. **Give critical priority to areas you can best secure.**
- b. Block entry to your hiding place.
- c. Lock the doors, if possible.
- d. Move objects in front of doors, if possible.
- e. Silence cell phones.
- f. Remain in place until released by law enforcement officer.

3. **Take Action** – If unable to leave the area or hide, take action only as a last resort.

- a. Attempt to incapacitate the shooter.
- b. Act with physical aggression.
- c. Look for items to throw at the shooter or to use in an attack.

*As part of your Active Shooter response plan, it is recommended to first review **Take Action – Back Fight** measures with local law enforcement.

When law enforcement arrives, their first priority will be containing the shooter, not helping victims. Do not stop officers to ask for help or direction when evacuating. Evacuate the premises as quickly as it is safe to do so.

- Remain calm and quiet.
- Follow instructions.
- Keep your hands visible at all times.

Fill out the checklist below as soon as possible:

1. Height: _____
2. Weight: _____
3. Sex: Male ___ Female ___
4. Glasses: No ___ Yes ___ Color/Style _____
5. Approximate Age: _____
6. Scars, Tattoos, Distinguishing Marks: _____
7. Clothing: _____
8. Departure (How and Where): _____
9. Accomplices: _____
10. Vehicle: _____
11. Other Info: _____

FIRST AID

First Aid

In the event that First Aid is needed, refer to the list of trained individuals for First Aid or CPR. (See side panel.) All designated **FIRST RESPONDERS** should be aware of potential bloodborne pathogens when administering First Aid or CPR.

Assess an injured person before providing First Aid. Remain calm and try not to panic. **DO NOT** move injured person unless the situation is life threatening.

Get professional medical help quickly.

REMEMBER: This information is to be used only as a guide.

Always seek medical assistance when in doubt.

Bleeding

First aid for bleeding is intended to stop the bleeding, prevent infection, and prevent shock. Whenever possible, exercise **UNIVERSAL PRECAUTIONS**. This may include protective gloves, mask and safety glasses.

- Act quickly. Have victim lie down. Elevate injured limb higher than heart unless you suspect a broken bone.
- Control bleeding by applying direct pressure on the wound with gauze pad or clean cloth. If bleeding is controlled by direct pressure, bandage firmly with rolled gauze to protect wound.

Strains and Sprains

Strains involve a partial tear of muscle. Sprains involve a partial tear of ligaments (which connect two bones) or tendons (which connect muscle to bone). What to expect with strains and sprains: pain, difficulty moving the injured part, decreased strength, and swelling.

- Stop activity right away.
- Think **R.I.C.E (Rest, Ice, Compression, Elevation)** for the first 48 hours after the injury.
- After 48 hours, apply a heating pad or moist heat three to four times a day.

Broken Bones

You may have a broken bone if: you hear a “snap” or grinding noise during the injury; there is swelling, bruising, tenderness, or a feeling of “pins and needles”; it’s painful to bear weight on the injured area or to move it.

What to do if you have a broken bone:

- Remove clothing from the injured part without affecting the injured area.
- Apply a cold compress or ice pack wrapped in cloth.
- Seek medical care immediately.

Burns

The severity of a burn depends upon its size, depth, and location. Burns are most severe when located on the face, neck, hands, feet, and genitals. Burns can result in pain, infection, and shock. They are most serious when the victims are very young or old.

- **1st DEGREE** burns are the least severe and are characterized by redness or discoloration, mild swelling, and pain of the 1st layer of skin (epidermis). Overexposure to the sun is a common cause of 1st degree burns. First aid for 1st degree burns:

- Flush with cool running water. **DO NOT** put ice directly on a burn because it can cause frostbite, further damaging skin.

- Apply moist dressing and bandage loosely.

- **2nd DEGREE** burns are more serious and affect the 2nd layer of skin. They look red, splotchy, swollen, and blistered. 2nd degree burns are usually the most painful because nerve endings are usually intact.

- Apply dry dressings and bandage loosely. **DONOT** use water as it may cause shock. Bandaging keeps air off the burned skin, reduces pain and protects blistered skin. **DO NOT** break blisters.

- If the burn is greater than 3-inches or in an area such as hands, feet, face, groin, buttocks, or over a knee or elbow, seek medical attention immediately.

3rd DEGREE burns are the deepest, most serious, and may look white or charred, extending through all skin layers. Victims of 3rd degree burns may have severe pain or no pain at all, depending if the nerve endings are destroyed.

- Call **911** and seek medical attention immediately.
- **DO NOT** remove burned/charred clothing.
- Check for signs of circulation. If there is no breathing or signs of circulation, begin CPR.
- If possible, raise burned area above heart level.
- If available, lightly cover burns with moist, sterile bandage or clean, moist cloth or towel.

Stroke

A stroke occurs when there's bleeding into your brain, or normal blood flow to your brain is blocked.

THIS IS A TRUE EMERGENCY! Contact 911 immediately and those on Emergency Contact List (see back page).

Sudden signals of stroke (**think F.A.S.T**):

Face – Weakness on one side of the face. Ask the person to smile.

Arm – Weakness or numbness in one arm. Ask the person to raise both arms.

Speech – Slurred or trouble getting the words out. Ask the person to speak a simple sentence.

Time – Note the time, signals first observed.

Heart Attack

A heart attack happens when the heart does not get enough blood supply for a period of time. Part or all of the heart muscle dies. A heart attack may have warning signs. It can occur without signs, too. This is called a "silent" heart attack. If you believe a person is having a heart attack:

- Call **911** right away. **DO NOT** wait to see if the pain goes away.
- If the person uses and has nitroglycerin, place one tablet under the tongue. Give as many as 3 tablets in 10 minutes.
- Loosen clothing around the neck, chest, and waist. Don't let the person lie down, especially if he or she has breathing problems. A half-sitting position is better. Put the legs up. Bend them at the knees. Put a pillow or rolled towel under the knees. Support the back.
- Contact individual(s) on Emergency Contact List who can perform CPR and First Aid (see side panel).

- Reassure the person that you have called for medical help and will stay with him or her until it arrives. If you can't call 911, immediately drive the person to the hospital. If you are experiencing heart attack symptoms, don't drive yourself, unless you have no other choice.

Common Warning Signs

- Feeling of pain (may spread to or be felt in the arm, neck, tooth, jaw, or back), tightness, burning, squeezing, or heaviness in the chest. This lasts more than a few minutes or goes away and comes back.
- Chest discomfort with fainting, feeling lightheaded, nausea, shortness of breath, sweating.

Other Warning Signs

- Unusual chest, abdominal, or stomach pain.
- Dizziness, nausea, trouble breathing, jaw or arm pain without chest pain.
- Fast or uneven heartbeat or pulse.
- Sweating for no reason, pale, gray or clammy skin.
- An uneasy feeling in the chest with unexplained or extreme anxiety; unusual fatigue or weakness; fluttering heartbeats; or severe indigestion that doesn't go away with an antacid.

AED

NOTE: AEDs are NOT for use on trauma patients, children under the age of 1, or victims that HAVE a pulse.

If you see someone collapse:

- Call 911 right away.
- Check the victim's respirations and airway. If the victim is not breathing, rescue breathing and chest compressions should be started.
- Locate an AED. • Attach the AED, following the instructions and diagram provided by the AED. Note: CPR should not be interrupted while the adhesive pads are being applied.
- Turn on the AED.
- Stop CPR and say, "CLEAR!" Ensure that no one is touching the victim and push the "analyze" button on the AED machine.
- Follow the instructions provided by the AED machine.

- As is necessary and you are able, contact individual(s) on Emergency Contact List who can provide First Aid and CPR. There are many different AED designs, but all are created with simplicity in mind. All models will provide specific instructions. Most models will audibly and specifically instruct the rescuer during each step of the process (i.e. “stand back” and “check breathing and pulse”).

EMERGENCY PROCEDURES for USHERS

Emergency Procedures for Ushers

listed below are instructions for assisting when unexpected circumstances arise. Your assistance helps the presiding priest maintain a sense of order in the church, as well as maintaining the safety of those present.

Medical Emergencies

Ushers should scan the congregation as people arrive – know who has medical training (physicians, nurses/CPR) and note their location. Should a medical emergency come to your attention, first assess the situation to see if the ill person is in danger to themselves or anyone else. If available, summon a Health Care Provider from the attending congregation to begin medical care. Know the location of the First Aid Kit and Automated External Defibrillator (if available). If further assistance is necessary, call 911 using a cell phone. Station one usher outside the church to direct paramedics to the patient's location.

Hidden Illness

- If a person has a seizure, do not attempt to restrain them or put anything in their mouth. Move objects away to prevent injury. Loosen clothing, especially around the neck. Make the person feel comfortable after the seizure, perhaps by helping them to a comfortable place to rest and by offering assurance. Immediately summon a Health Care Provider from the attending congregation and call 911 using a cell phone.
- In the event of a sudden attack (a seizure, a stroke, or a reaction to medication), immediately find a Health Care Provider from the attending congregation and call 911 using a cell phone.
- Check for any medical alert tag the person may be wearing (necklace, anklet, bracelet, etc.).

Disturbances and Distraught Individuals

On occasion, an unknown/conspicuous person may enter the church seeking assistance. First, welcome them and offer to find them a seat. If not interested, usher them to the entryway (vestibule) of the church and inquire what assistance they might need. Should the person be in need of money, food, or clothing, assist as you wish or invite them to wait until the priest is available. People with mental illness or certain addictions, could be disruptive and/or present a risk of injury to themselves or others.

- Behavioral clues include rocking, rolling eyes, irrational movements, constant mumbling, talking to one's self, staggering, pacing or wandering.
- **Such people may be extremely unstable and ushers should intervene immediately.**

- Find one or two ushers, Health Care Providers, or members of the congregation who are willing to approach the person quietly and ask them to accompany you to a quiet area in the church. Do your best to be respectful and make the person feel comfortable.
- Walk away from the person if there is any indication of violence and call 911. In the event that someone becomes unruly and begins to cause a disturbance –
- **Again, ushers should immediately intervene in a reasonable manner.**
- If safely able, escort the person outside to discuss their intentions.
- If the disturbance occurs near the front altar, ushers should enter the sanctuary to assist the priest.
- If the unruly person becomes aggressive, call 911 immediately for police assistance. Once the person is ushered outside, unless concerned for safety and 911 has been called, do not lock the doors as this could restrict emergency exiting. If necessary, station ushers at every door to prevent the person from re-entering the church.

Ushers should never act alone when dealing with disturbances or distraught individuals. Always ask other ushers to assist you.

Ushers should take the initiative to step in when a disturbance occurs. The priest will not inform you.

Weapons

Any usher who is aware of a weapon brought into the church should:

- Call **911** immediately, if reasonably suspected and follow their instructions.
- If able to still maintain calm with those attending, notify the presiding priest, informing him of the suspected person who brought the weapon, where it is located, whether the suspect has threatened anyone, and give any other details that might prevent the suspect from hurting someone or themselves.

Fires

Ushers need to be familiar with exit routes and their assigned area if evacuation is required. Fires in the church will require evacuation. The presiding priest will give instructions from the microphone that evacuation is necessary. Evacuation will require strong direction with calmness and authority. All ushers shall stand by the exits. People should leave by their nearest exit. Assure disabled persons in your area are assisted, as needed. Once the church has been evacuated, ushers should clear people away from the building (until an “all clear” can be called). One or two assigned ushers should report to the presiding priest for further instructions after the church is cleared.

Call 911 and notify the fire department of the emergency. Ushers should know the locations of the fire extinguishers in their worship site and how to use them. They are to be used for minor fires only.

Tornadoes

Tornadoes are usually seasonal and may give us warning. If a tornado siren is heard, the presiding priest will direct people in an orderly and calm manner to the pre-planned shelter area. Assist disabled persons in your area, as needed.

Safer areas of refuge are:

- Interior hallways and stairways.
- Basements and areas away from windows and glass.

