

Emergency Operations Plan (EOP) for Life of Faith Bible Church, structured to align with insurance industry standards for risk management. This plan integrates the four security positions and recommended title updates for clarity

## Life of Faith Bible Church: Emergency Operations Plan (EOP)

### 1.0 Introduction and Purpose

This Emergency Operations Plan (EOP) has been established to ensure the safety and security of the Life of Faith Bible Church congregation, staff, volunteers, and visitors. Its purpose is to provide a comprehensive framework for prevention, mitigation, response, and recovery from security, medical, and safety incidents. This plan outlines the command structure, roles, responsibilities, and procedures to be followed during an emergency. The primary goal is to protect life and property while maintaining a welcoming environment for worship.

### 2.0 Command and Control

The security team operates under a clear chain of command to ensure efficient and coordinated responses.

- **Safety Director:** A church leadership-appointed individual who oversees the entire security ministry, including policy development, volunteer recruitment and approval, training coordination, and serves as the primary liaison with external agencies like law enforcement and EMS. **(Gordy Bullock & Security 1)**
- **Emergency Response Lead (On-Duty):** The designated on-duty leader responsible for directing the immediate actions of the security team during a declared emergency. This individual ensures procedures are followed correctly and provides clear guidance to the congregation and staff. **(Security 1, Gordy Bullock, & Walter Collins)**

### 3.0 Safety Team Positions and Responsibilities

To better align with industry standards and clarify roles, the "Safety Usher" titles have been updated. The following four positions form the core of the on-duty safety team.

#### 3.1 Position #1: Surveillance & Communications Officer

*(Previously: Security Usher #1)*

This officer is the central hub for monitoring and communication.

- **Post:** Security camera monitoring room.
- **Responsibilities:**
  - Actively monitor all interior and exterior security camera feeds.
  - Serve as the primary dispatcher for the safety team via radio. **(Security/ Safety Team?)**
  - Initiate contact with 911 upon direction from the Emergency Response Lead or as dictated by emergency protocols. **(Security person 1)**

- Observe for suspicious activity, including individuals in restricted areas or loitering.
- Document all security-related activities and incidents on the Security Report Sheet.
- Coordinate with other security officers regarding late arrivals with children.

### 3.2 Position #2: Interior Safety & Access Control Officer

*(Previously: Security Usher #2)*

This officer is responsible for securing the main gathering areas and controlling building access during services.

- Post: Positioned near the rear sanctuary entrance.
- Responsibilities:
  - Conduct pre-service facility checks, ensuring classroom and office doors are secured as required.
  - Lock and unlock designated foyer and sanctuary doors at scheduled times to minimize disruptions and secure the facility.
  - Monitor the sanctuary, observing entrances and attendee behavior for any signs of distress or suspicious activity.
  - Quietly guide late arrivals to available seating.
  - Act as the initial responder to incidents within the main sanctuary.
  - Monitor and adjust facility thermostats as needed to maintain a comfortable environment.

### 3.3 Position #3: Sanctuary Support & Exterior Officer

*(Previously: Security Usher #3)*

This officer provides support within the sanctuary and is responsible for post-service exterior safety.

- Post: Positioned in the rear of the sanctuary during service; monitors the parking lot post-service.
- Responsibilities:
  - Provide immediate backup and assistance to the Interior Security & Access Control Officer.
  - Maintain situational awareness of the congregation and exits during the service.
  - Securely collect and deposit classroom offerings, accompanied by another team member per church policy.
  - After the service, actively monitor the parking lot to deter unsafe activity and ensure the safety of departing attendees, particularly children and the elderly.
  - If an unattended child is found, bring them back inside immediately and locate their parent or guardian.

### 3.4 Position #4: Emergency Response Lead

*(Previously: Security Usher #4)*

This officer is positioned for rapid action and assumes tactical command during an active incident.

- Post: Positioned near the front of the sanctuary for high visibility and rapid response capability.
- Responsibilities:
  - Maintain constant radio awareness to receive alerts from the team.
  - Upon declaration of an emergency, take charge of the immediate response, directing team members and the congregation as needed.
  - Lead evacuation efforts, directing people to the nearest safe exits and the designated assembly area.
  - Provide clear, authoritative instructions to the congregation to reduce panic and ensure an orderly response.
  - Serve as the primary on-scene point of contact for arriving first responders (fire, EMS, police).

### 4.0 Communication Plan & Emergency Codes

Clear, concise radio communication is critical. All security personnel must use radios professionally.

- Radio Protocol: Identify yourself first, then the recipient. Keep messages brief and to the point. (e.g., "Response Lead to Surveillance Officer..")
- Emergency Codes:
  - Code Green: Normal operations.
  - Code Yellow: Suspicious individual or activity. Requires heightened observation.
  - Code Orange: Medical emergency. Fire emergency
  - Code Red: Active and immediate violent threat (e.g., active shooter).
  - Code Blue: Missing child
  - 5.0 Emergency Procedures

### 5.1 Code Red: Active Threat (**Run, Hide, Fight**)

1. Announcement: Any team member identifying a threat announces on the radio: "Code Red, Code Red, Code Red at [**Location 3x**]"
2. 911 Call: The Surveillance & Communications Officer immediately calls 911, provides the church address, threat location, and any known details.

3. Congregation Response: The Emergency Response Lead and other officers will direct the congregation to Evacuate if a safe path exists or Shelter-in-Place (lockdown) if evacuation is unsafe.
4. Children's Ministry: Teachers will immediately lock classroom doors, turn off lights, move children to the most secure corner away from doors/windows, and remain silent until an "all clear" is given by a security officer or law enforcement.

#### 5.2 Code Orange: Medical Emergency

1. Announcement: "Code Orange at [Location]." **(3X)**
2. Response: The nearest security officer responds to assess the situation. The Emergency Response Lead will direct another member to retrieve the nearest medical kit/AED.
3. 911 Call: The Surveillance & Communications Officer calls 911 and provides details of the medical issue. One officer should be assigned to meet arriving EMS at the entrance,
4. Care: Provide care to the level of training until EMS assumes control.

#### 5.3 Code Blue: Missing Child/ Supervised Adult

1. Announcement: "Code Blue, Code Blue. Code Blue. "(Everyone at this point will cease all discussion on any walkie. Description of child should be given with as much detail as possible along with last known location) Only communication is when the child is found and a cancel code blue is given when the child is reunited with the parent/guardian.
2. Lockdown: All exterior doors are immediately secured to prevent egress. No one enters or leaves. (Ushers assigned at door to enforce this policy)
3. Search: The security team conducts a systematic search of the entire facility, including restrooms, classrooms, offices, and hallways.
4. Containment: The parent/guardian should be moved to a quiet, separate area with a security member to gather information while the search is conducted. (Do not let Parent/Guardian run around the building as this causes more confusion)

#### 5.4 Fire and Evacuation (Meeting Point Or a way for the church to say they are clear of building?)

1. Announcement: "Fire confirmed at [Location]." Activate the building's fire alarm system.
2. 911 Call: The Surveillance & Communications Officer immediately calls 911.
3. Evacuation: The Emergency Response Lead directs a full building evacuation. Officers assist in clearing all rooms and guiding people to the pre-designated outdoor assembly area. Teachers escort their classes as a group.
4. Clearance: No one re-enters the building until it is cleared by the fire department.

## 6.0 Incident Reporting

Following any incident (Code Yellow, Orange, Red, or Blue), the involved officers must complete a formal Incident Report. The report should detail the date, time, location, persons involved, a factual description of events, actions taken, and the outcome. These reports must be submitted to the Safety Director and stored securely as official church records. This documentation is critical for liability purposes and post-incident review.

### **Summary Recommendations:**

To further strengthen the church's safety posture and meet the rigorous standards of an insurance underwriter, the following actions are recommended:

1. **Formalize a Medical Response Team:** Designate and train a team of congregation members with professional medical experience (e.g., doctors, nurses, paramedics) to respond to Code Orange events. Equip them with clearly marked vests (to be used during emergency) and a dedicated medical bag.
2. **Mandate Background Checks:** Implement a policy requiring comprehensive, national background checks for all staff and volunteers serving in security and children's ministry roles. This is a standard requirement for most insurance carriers.
3. **Conduct and Document Regular Training Drills:** Schedule and conduct quarterly drills for different emergency scenarios (fire, active threat, medical). Document all drills, including dates, attendees, and lessons learned. This demonstrates proactive risk management.
4. **Establish Formal Training Partnerships:** Engage local law enforcement or certified private security firms to provide professional training in de-escalation techniques, active shooter response (e.g., CRASE), and use of force. Document all training certifications.
5. **Legal and Insurance Review:** Have the finalized EOP and all related security policies reviewed by both the church's legal counsel and its insurance provider. This ensures compliance with state laws and policy requirements, potentially leading to reduced premiums.
6. **Enhance Physical Security:** Consider upgrading to high-security locks on exterior doors and key-card access for restricted areas like the children's wing and church offices. Install floor locks on sanctuary doors that can be quickly secured in case of emergency. Install lock on security door, black out all windows that provide visibility to classrooms, and install a security light in each classroom (red light that can be switched on from the security room) to alert teachers to shelter and not open the doors.

By implementing this refined plan and considering these recommendations, Life of Faith Bible Church will be well-positioned to protect its congregation and demonstrate a serious commitment to safety and preparedness.

All ushers/greeters should be trained in de-escalation techniques.

The 4 'E' of Safety – Never Block these:

- Emergency Doors – These need to be cleared out immediately. Let's speak to Pastors about the curtains.
- Electrical panels – Why is this locked? Where is the main key located? Change the lock to a code or finger recognition
- Eye-wash stations – sinks? Do we need eyewash stations?
- Extinguishers – How many do we have of these, are they marked and highly visible? Robert and I did a walk through and these need to be marked and made visible. We need more.