

Emergency Plan
Beautiful Savior Lutheran Church
11313 North Riverland Road
Mequon, Wisconsin

Purpose

On June 19, 2018, the Church Council determined that Beautiful Savior Lutheran Church should create an emergency plan to reduce the risk of injury and property loss due to reasonably foreseeable events. The emergency plan should also aid in prompt recovery of operations following an event. The Council authorized the Ad-hoc Committee on Risk Mitigation to create such a plan and, as originally constituted, the Committee included individuals with emergency planning experience in education, manufacturing, and energy infrastructure.

To accomplish the Council's purpose, members of the Committee attended awareness briefings hosted by Hartford Police Department on March 7, 2018 and by Church Mutual Insurance Company (CMIC) on October 2, 2018. In addition, the Committee reviewed documents published by the Department of Homeland Security, including the FEMA Guide for Developing High-Quality Emergency Operations Plans for Houses of Worship as well as pamphlets and videos furnished by CMIC. The Committee met with officers of Mequon Police Department and Mequon Fire Department to understand local threats and hazards. Finally, the Committee consulted with the trustees of the church on operations and maintenance procedures. The Council was kept informed of progress as the Committee worked.

Scope

The Committee took an "all threats, all hazards" approach, considering multiple types of natural events, technological events, and intentional human-caused events to determine the hazards that the plan should anticipate. The result is a plan that addresses events that consider the enterprise in which our church is engaged, experiences of other religious institutions, our location, geography, climate, crime experience, neighboring enterprises, other infrastructure, and the adequacy of local government emergency services. The emergency plan is intended to be compatible with the National Incident Management System and to be subordinate to Mequon's implementation of the Incident Command System.

As part of the Committee's effort to write the plan, certain other documents were created that describe pro-active, preventive physical security measures, cyber security measures, maintenance procedures, and awareness training that, when combined with this plan, reduce the overall risk to the church and improve recovery results. Those documents include training plans for ushers, the Sunday school superintendent, and the church's administrative assistant. They are not published with this plan but are maintained in church files and followed by individuals in those roles.

Goals and Procedures

The goals and procedures which follow are those the Committee determined to be necessary following a risk assessment accomplished in late 2018. The risk assessment document is saved elsewhere for future reference and review.

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1. Tornado/Summer Storm

- 1.1. Goal - Reduce the risk to church members and staff by limiting exposure to this severe weather event.
- 1.2. Procedures
 - 1.2.1. When severe weather is forecasted to occur during the service, the pastor should make an announcement prior to the service that the members may have to take shelter during the service.
 - 1.2.2. During church services, ushers will observe the developing weather, monitor broadcast weather bulletins, and listen for local tornado sirens. If a tornado warning is issued in an area including the church, the ushers will act as follows:
 - 1.2.2.1. Interrupt the service to make a weather announcement and instruct members to take shelter.
 - 1.2.2.2. Guide members to the designated places of shelter. (The floor plans published with this emergency plan indicate shelter locations, and members will follow posted signage.)
 - Individuals with adequate mobility are directed to descend the stairwells to the lower level and shelter in rooms that are not exposed to exterior windows.
 - Individuals with limited mobility are directed to designated first floor shelter areas.
 - 1.2.3. The ushers continue to monitor weather and warnings to determine when an all-clear signal can be given.
 - 1.2.4. In the event severe weather strikes the building, the ushers will check with members for injuries and assess the building for damage. In the event there are injuries or damage, they will act in accordance with other sections of the emergency plan.
 - 1.2.5. The pastor determines whether to continue the service.

2. Blizzard/Winter Storm

- 2.1. Goal - Reduce the risk to church members and staff by limiting exposure to this severe weather event.
- 2.2. Procedures
 - 2.2.1. The pastor and the president of the congregation should consult and jointly determine whether to cancel a service due to the weather forecast. The determination should be made not later than three hours prior to the service.
 - 2.2.2. Upon making the determination to cancel a service, the pastor or designee should post a notice on the church's website and contact local media to request a notice on the television "crawler" that broadcasts closings.
 - 2.2.3. Should weather turn significantly worse during the service, or should a member be fearful of venturing out in a blizzard after service, the church should remain open and provide shelter to any members electing to stay.

3. Building Fire

- 3.1. Goal - Reduce the risk to church members and staff and minimize building damage by early detection and prompt evacuation in case of a fire.
- 3.2. Procedures

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- 3.2.1. During the church service, the ushers maintain a fire watch to provide early detection of an incipient fire. A patrol through both kitchens and the boiler room prior to the start of the service and at least once during the service is recommended.
- 3.2.2. Upon discovery of an incipient fire, an usher should inform a second usher. The first usher may elect to fight the fire with water, fire extinguisher, blanket, or other means. The second usher should interrupt the service to announce an evacuation of the building. A third usher should call the Fire Department 911 emergency line.
- 3.2.3. A fourth usher should guide members to leave the building promptly via the closest doors. See the floor plans published with this emergency plan and follow exit signs.
- 3.2.4. Members exiting through the main south entrance doors should muster near the garage. Members exiting through the east entrance door and the fellowship hall doors should muster in the driveway of the pastor's home immediately north of the church.
- 3.2.5. If it can be done safely, ushers should be the last ones to leave the building making visual sweeps through the lower level, the fellowship hall, and the sanctuary to ensure no stragglers have been left behind.

4. Utility Electric Power Disruption

- 4.1. Goal - Avoid the inconvenience of unnecessary travel of church members in the event of cancellation of church services due to utility electric power disruption.
- 4.2. Procedures
 - 4.2.1. Upon discovery of a utility electric power disruption for the church in the three hours preceding the church service, the pastor should contact We Energies to report the outage and inquire whether there is an estimated time of restoration (ETOR). (The pastor, living next door to church, may have immediate awareness of this event.)
 - 4.2.2. If the church service is scheduled to start before the ETOR, the pastor and the president of the congregation should consult and jointly determine whether to cancel the service. Consideration should be given to whether the time remaining until the scheduled start of the service is too short to provide useful notice.
 - 4.2.3. Upon making a determination to cancel the service, the pastor or designee should post a notice on the church's website and contact local media to request inclusion on the television "crawler" that broadcasts closings.
 - 4.2.4. If the utility electric power disruption occurs as members are arriving or during the service, the pastor may elect to proceed with the service or to cancel the service. Consideration should be given to the weather conditions at the time, allowing members to depart to seek warmer or cooler comfort.

5. Building Related Failures

- 5.1. Goal - Avoid the inconvenience of unnecessary travel of church members in the event of cancellation of church services due to certain building-related failures. Cancellation of service should be done in accordance with the notification guidance provided in section 4.2.3 above
- 5.2. Procedures
 - 5.2.1. In case of a fresh water supply outage in which, for instance, toilets cannot be flushed, or there is an inability to discharge wastewater, the pastor should cancel the service as soon as possible.
 - 5.2.2. In case of a HVAC outage in which, for instance, either warmed air or chilled, dehumidified air cannot be circulated, the pastor should consider whether the ambient

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weather conditions are mild enough that unconditioned air would still be comfortable for most of the members, or the service should be cancelled.

- 5.2.3. In case of an interior electrical failure in which some circuits are open and cannot be reset, the pastor should consider which particular lights or devices are without power, and whether the service should be cancelled.
 - 5.2.4. In case of a roof failure that reveals itself in dripping water in areas which members are likely to frequent, the pastor may determine whether to cancel the service in consideration of the location and severity of the dripping.
 - 5.2.5. In case of a natural gas leak detected before the service, the service should be cancelled as soon as possible and We Energies should be notified. In case of a natural gas leak detected during the service, the building should be evacuated immediately in accordance with the fire evacuation procedure in section 3 above. We Energies should be notified using a mobile telephone call placed from outside the building.
 - 5.2.6. In case of a failure of landline telephone service, AT&T should be notified by placing a call from a mobile telephone. In case of an extended outage, a notice should be posted on the church's website
- 5.3. The pastor should notify the head trustee in each of these events to initiate repairs.

6. Active Shooter

- 6.1. Goal - Reduce the risk of multiple casualties in an active shooter event.
- 6.2. Procedures
 - 6.2.1. Run: Flee the shooter or sound of shots. Get outside the building and call 911.
 - 6.2.2. Hide: If flight is not possible, hide from the shooter.
 - 6.2.3. Fight: If confronted in close proximity with the shooter, use all available means to disable or defeat the shooter.
 - 6.2.4. Awareness Measures
 - 6.2.4.1. Ask the Mequon Police Department to teach active shooter survival tactics about every two years and post their presentation on the church's website.
 - 6.2.4.2. Do not prohibit members from arming themselves at church and do not post signs prohibiting weapons at church.
 - 6.2.5. Physical Security Measures
 - 6.2.5.1. The east door where the cypher lock is located must remain locked at all times. It should no longer be unlocked during services for the convenience of Sunday school children.

7. Bomb Threats and Suspicious Packages

- 7.1. Goal - Ensure appropriate handling of suspicious packages and reduce the risk to church members and staff and minimize building damage in the event of of bomb threats, whether received by telephone, letter, or email.
- 7.2. Procedures
 - 7.2.1. Follow the instructions in the "Bomb Threat Procedures" and "Suspicious Mail" documents published by the Department of Homeland Security attached at the end of this emergency plan. Notify the Mequon Police Department when instructed to contact local authorities. This would be a 911 call.

8. Other Conventional Crimes

- 8.1. Goal - Reduce the risk to church members, staff, property, and assets by promptly notifying the Mequon Police Department of crimes occurring on church property.

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8.2. Procedures

- 8.2.1. Church staff arriving at church should make an initial inspection of the church building and valuable assets to determine whether any have been tampered with or damaged in a burglary or theft. Be wary that the actors may still be on premises.
- 8.2.2. Do not unnecessarily touch any surface or move any object on which there might be trace evidence or fingerprints.
- 8.2.3. Promptly notify the Mequon Police Department of any apparent crimes. This would be a 911 call.

9. Medical Emergency

9.1. Goal - Ensure timely assistance to an individual experiencing a medical emergency at church. A medical emergency includes heart attack, stroke, fainting, diabetic shock, seizure, fall or another condition in which an individual becomes unresponsive or unable to walk.

9.2. Procedures

The ushers observe the members as they arrive, worship and depart, noting whether any appear to be experiencing a medical emergency as defined here.

9.2.1. Medical emergency of a member during service:

- 9.2.1.1. Upon detecting a medical emergency in the sanctuary during service, the usher interrupts the pastor with a signal or announcement of the emergency. Note that the pastor from his vantage point may first notice the medical emergency before the usher.
- 9.2.1.2. The ushers retrieve the AED or First Aid kit and bring it to the individual, call Mequon Fire Department at 911 from the landline in the entrance area, wait at the carport for the ambulance to arrive and direct them to the individual in need.
- 9.2.1.3. Any medically skilled individual present should be allowed to render assistance until arrival of the ambulance.
- 9.2.1.4. If the medical emergency occurs before the sermon and the individual remains in the pews, the pastor may say a prayer, and direct the members to move to the fellowship hall to continue the service.
- 9.2.1.5. If the medical emergency occurs during or after the sermon, the pastor may say a prayer, close the service and dismiss the members. No music is to be played.

9.3. If the pastor, himself, experiences a medical emergency during service, follow the same procedures as above except as follows:

- 9.3.1. An elder says a prayer, closes service and dismisses the members. No music is to be played.

9.4. If the medical emergency occurs elsewhere in the church or not during service, ushers are not likely or expected to notice. It is expected that members will bring it to the attention of individuals who are able to render aid or call for an ambulance in a manner similar to that described above.

10. Training plans

10.1. Goal - Establish and maintain training plans for individuals and roles identified in this emergency plan to ensure awareness sufficient to implement the measures herein effectively.

10.2. Procedures

- 10.2.1. Training for ushers is described in a separate document.
- 10.2.2. Training for the pastor is accomplished by his personal, annual review of the emergency plan and following any revision.

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- 10.2.3. Training for the president of the congregation is accomplished by his personal, annual review of the emergency plan and following any revision.
 - 10.2.4. Training for members is accomplished in an awareness briefing on those sections in which the members are directly involved. This is usually accomplished during the annual rally event in September each year or on another day as determined by the elders. Sections of the plan may be published periodically in the monthly newsletter to build awareness among the members. This plan is also published on the church's website.
 - 10.2.5. Training for the Sunday school superintendent is described in a separate document.
 - 10.2.6. Training for the administrative assistant is described in a separate document.
- 11. Plan Implementation, Maintenance, and Communication**
- 11.1. Goal-Ensure that the emergency plan is implemented, remains up to date, and is appropriately communicated.
 - 11.2. Procedures for the Risk Management Committee
 - 11.2.1. Every Year
 - 11.2.1.1. Ensure that the ushers, pastor, administrative assistant, president, and Sunday school superintendent are being trained appropriately, as indicated in the previous section.
 - 11.2.2. Every Other Year
 - 11.2.3. Update the risk assessment to determine any new threats or hazards which should be evaluated for mitigation.
 - 11.2.4. Update the emergency plan to determine whether the existing mitigations remain adequate to address the threats or hazards confirmed or discovered through the risk assessment.
 - 11.2.4.1. Update training plans as necessary.
 - 11.2.4.2. Submit the updated documents to the Council for approval.
 - 11.2.5. After Significant Events
 - 11.2.5.1. Review the plan following an actual emergency to assess whether the plan was adequate and to incorporate lessons learned.
 - 11.2.5.2. Review the plan when new construction or significant remodeling requires a change in the plan and to ensure the floor plans published with this document remain accurate. Review posted signage to ensure it remains accurate.
 - 11.3. Procedures for Others
 - 11.3.1. Upon initial publication and upon each significant revision, the president of the congregation should communicate to church members that the plan has been issued or revised. Announcement at a regular Sunday and Saturday service is recommended. Additional notice of the changes should be published among the announcements in the service bulletin and in the monthly newsletter. The announcement should name the areas of significant change and briefly describe any changes that will be required of the members.
 - 11.3.2. Updated copies of the plan are posted on the church's website and distributed to the individuals and roles named below. Previous versions are archived in the church office.

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Emergency Plan Revision History

Date	Revision Summary	Revision #
09/17/2019	Initial plan issuance	0

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BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

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 immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

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

*** Refer to your local bomb threat emergency response plan for evacuation criteria**

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- **911**
- **Follow your local guidelines**

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



Homeland Security

2014

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/level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

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

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National Protection and Programs Directorate
Federal Protective Service

H.I.T.S.

Hazardous Information Training Sheet

Safe Mail Handling Procedures. *It is important that every employee handling or receiving mail can identify a suspicious letter or parcel. Although occurrences are extremely rare, it is essential to know what to do when suspicious mail is received. All staff must remain alert for the tell-tale signs of potentially dangerous mail and packages.*

How to Recognize Suspicious Packages and Mail

One indicator of a suspicious package or piece of mail includes inappropriate or unusual labeling, such as:

- ✓ Excessive postage
- ✓ Misspelled common words
- ✓ No return address or strange return address
- ✓ Unusual addressing, such as not being addressed to a specific person or the use of incorrect titles or titles with no name
- ✓ Restrictive markings, such as “personal,” “confidential,” or “do not x-ray”

Other indicators include an unusual or inappropriate appearance, including:

- ✓ Powdery substances felt through or appearing on the item
- ✓ Oily stains or discolorations on the exterior
- ✓ Strange odors
- ✓ Excessive packaging material, like tape or string
- ✓ Lopsided or bulky shape of envelopes or boxes
- ✓ Ticking sounds, protruding wires, or exposed aluminum foil

Procedures for Handling to Suspicious Packages and Mail

- ✓ Stay calm.
- ✓ Do not open the letter or package (or open any further), do not shake it, do not show it to others, or empty its contents.
- ✓ Leave the letter or package where it is or gently place it on the nearest flat surface.
- ✓ If possible, gently cover the letter (use a trash can, article of clothing, etc.).
- ✓ Shut off any fans or equipment in the area that may circulate the material.
- ✓ Alert others nearby to relocate to an area away from the site of the suspicious item.
- ✓ Take essential belongings, like cell phones, keys, purse, etc. with you in case return to your office is delayed.
- ✓ Contact the Federal Protective Service immediately at 1-877-437-7411.
- ✓ Leave and close the door to the space containing the suspicious letter or package, cover the threshold area under the door with a towel or a coat if possible, and section off the area (keep others away).
- ✓ To prevent spreading any powder or hazardous substance to your face, wash your hands thoroughly with soap and water.

For further information contact your local FPS Inspector, Regional FPS Hazmat Inspector, or the FPS Hazardous Response Branch (202-732-8012). **FOR OFFICIAL USE ONLY** WARNING: This document is FOR OFFICIAL USE ONLY. It contains information that may be exempt from public release under the Freedom of Information Act (5 U.S.C. 552). This document is to be controlled, handled, transmitted, distributed, and disposed of in accordance with DHS policy relating to FOUO information and is not to be released to the public or other personnel who do not have a valid “need-to-know” without prior approval of the Hazardous Response Branch.

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

- **Stop. Don't handle.**
- **Isolate it immediately.**
- **Don't open, smell, or taste.**
- **Activate your emergency plan. Notify a supervisor.**



If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

- **Isolate area immediately**
- **Call 911**
- **Wash your hands with soap and water**



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POSTAL SERVICE



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