



Sharon Presbyterian Church

**5201 Sharon Road
Charlotte, NC 28210
704-553-0869**

Emergency Response Guidelines

**Police / Fire / Ambulance
Call or Text 911**

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Purpose

The purpose of the Sharon Presbyterian Church (SPC) *Emergency Response Guidelines* is to provide the church community with guidance to ensure the safety and security of its staff, members, and campus partners. While no plan can be all inclusive, this document categorizes major events that could impact the church and outlines a standardized set of guidelines for effectively dealing with such events.

This plan has been developed to help SPC staff, members and campus partners respond to an emergency and communicate quickly and effectively during a time of crisis. Our primary goal is to protect the health and wellbeing of all people on campus, to protect our property, and to resolve issues which impact our ability to serve the community.

It is the responsibility of all staff and campus partners to become familiar with the *Emergency Response Guidelines* and be prepared to respond. In addition, church members are also encouraged to be familiar with these guidelines and be able to respond if needed. Please note that many of these situations could overlap and people should review this document in its entirety to be prepared to respond in an emergency. SPC will have these plans posted in various locations across the campus and they should not be removed.

The Session and Senior Pastor have a responsibility to ensure staff are prepared to respond appropriately during an emergency. In addition, members and campus partners must be made aware of the procedures they will be expected to follow, including building evacuation plans.

Things to Know Before an Emergency or Crisis

Staff, members and campus partners should report anything that seems problematic. Trust your instincts; it's better to be cautious than ignore potential issues.

In a crisis, avoid actions that endanger yourself or others. If you are not trained for the emergency, contact those who are by calling or texting 911.

After an incident is reported, the Senior Pastor or a designee will consult with Session or first responders to determine the next steps. They will decide if a Crisis Team needs to be assembled and what, if any, notification needs to be communicated to church members.

Crisis Team and Emergency Communication

Team:

Members of the Crisis Team will be selected by the Senior Pastor or designee based on the type and scope of the incident. This Team will be comprised of individuals who have been trained in the plan and have knowledge, relative to other members of the community, regarding an emergency response on campus.

When applicable, representatives from our campus partners shall be included to ensure their safety and continuity of operations.

When appropriate, the Crisis Team will develop the appropriate emergency communication based on the type and scope of the incident.

Crisis Team Members May Include:

- Senior Pastor
- Associate Pastor
- SPC Weekday School Director
- Union Theological Seminary Designee
- Presbyterian Psychological Services Designee
- Director of Christian Education
- Administrative Office Staff
- Others as deemed appropriate by the Senior Pastor

Method of Communication:

SPC has the capability to communicate with staff, members, and campus partners during an emergency or weather-related event in the following ways:

- SPC website
- Email
- In person
- Phone call
- Text
- Voicemail
- Social Media

Communication Points:

- Avoid danger areas and follow the instructions outlined in the communication message.
- During an emergency, people should monitor the SPC website for updated information. Please do not call or text church staff for updates.

Active Shooter / Violent Offender

A violent offender is any person perceived to be an imminent physical threat. It is up to each person to determine the most reasonable way to protect themselves and others.

Run

- Plan an escape route.
- If you can run from the area of danger, run as quickly as possible until you have reached a safe distance from the threat.
- Evacuate even if others do not agree to follow.
- Leave belongings behind.
- Assist others in escaping, if possible.
- Prevent people from entering the danger zone, if possible.
- Keep your hands visible for police/first responders as you exit. Remember, they do not know who the violent offender is.
- Do not attempt to move injured people.
- As soon as it is safe to do so, call or text 911.
- Follow all instructions given by the police.

Hide

- If you cannot run, look for a location that provides safe cover and concealment.
- Lock all doors, turn out lights, and silence cell phones, electronic devices and audio equipment.
- If doors are not locked, barricade them with desks, furniture, or other large and heavy items. Place as many barriers as possible between you and the violent offender.
- If an improvised locking device is available, such as a foot wedge or tie off, utilize it.
- Look for something solid to take cover behind, such as a concrete wall or post.
- Get down on the floor or under other solid furniture.
- Stay away from windows and doors.
- Remain in place and quiet. Try to stay as calm as possible.
- Do not sound the fire alarm. This would signal occupants to evacuate the building and thus places them in potential harm as they attempt to exit.
- Do not evacuate for fire alarms or any other reason unless your location becomes unsafe, or you are told it is safe to leave. Fire alarms may be activated or the “all clear” may be given by the violent offender to get you out in the open.
- As soon as it is safe to do so, call or text 911.
- Do not leave your hiding space until the police reach your location.

Fight

- As a last resort and when there are no other options, attempt to incapacitate the violent offender.
- You must be 100% committed to this action.
- Act as aggressively as possible against the offender. This is not a fair fight; you are fighting for your life and others.
- If you are in a location with two or more people
 - Coordinate your actions with others.
 - Make sure to spread out; do not huddle together for mutual protection as it is much harder to harm a group of people who are spread out.
 - Use improvised weapons such as fire extinguishers, chairs, pens, scissors and other furniture. Yell, scream, and throw items at the violent offender.
 - As soon as it is safe to do so, call or text 911.

Unattended or Suspicious Package

Unattended Package or Item – An unattended package is a bag, briefcase, or any other item left behind in a public space where there is no obvious owner or reason for it to be there.

Suspicious Package or Item – Anything (e.g., bag, package, vehicle, etc.) believed to contain explosives, an Improvised Explosive Device (IED), or other hazardous material that requires a bomb technician and/or specialized equipment to further evaluate it.

Examples of a suspicious package could be an envelope, bag, or backpack, which is left unexpectedly or sent by someone who is unfamiliar to you.

- The postmark city and state may not match the return address.
- May be marked “personal,” “confidential,” or “do not X-ray.”
- Words may be misspelled.
- It may be addressed to someone who no longer works for or attends the church.
- It may not have a return address, or it may not be addressed to a specific person.
- Suspicious packages are sometimes marked by unnecessary packing material, threatening language, inappropriate or unusual labeling, or excessive postage.
- The package may also have protruding wires, aluminum foil, a strange odor, or leakage.
- It may also have an unusual weight based on its size.

If You Find A Suspicious Package:

- Do not try to open or move it. If possible, isolate it. Try to limit handling or investigating a suspicious item.
- Notify church staff immediately who will determine when or if to call 911.
- If you find a suspicious package or materials that have been tampered with containing a powder, or a foreign substance, do not sweep, brush, or clean it up. Move to a safe distance and do not create any airborne dust.
- Block off the area by locking the doors and/or posting signs to restrict access.
- Exit the building, move away from the windows, doors, or other potentially hazardous areas, and proceed to a safe place far enough away from the suspicious item.
- If skin contact has been made, wash thoroughly with soap and water.
- Do not re-enter the building until you are instructed by church staff, police or fire officials.
- Any individual(s) that comes in close contact with the item should stay at the scene to answer questions of police, fire or church officials.

Bomb Threat

Actions to be taken if you receive or are notified of a bomb threat:

- Remain calm.
- Keep the caller talking to learn as much information as possible. Try to ask the following questions:
 - When is the bomb going to explode?
 - Where is the bomb located?
 - What kind of bomb is it?
 - What does it look like?
 - Why did you place the bomb?
 - Who is calling please? In some instances, the caller may unthinkingly reply with their name.
- If possible, try to determine approximate age and gender of caller or any other potentially helpful information such as background noises, accent, nationality or emotional state of caller.
- Do not hang up even if the caller does.
 - If your phone has caller ID, write down the number and the time of the call.
 - If your building is the target, alert all persons in the threatened area to evacuate the building.
- As you exit the building, briefly inspect the area for suspicious objects. If an object is found, do not handle it. Report it to the police.
- Make yourself available to first responders. They may need your help to identify items that are out of place or do not belong to someone occupying the space.
- Only return when the area is cleared by SPC staff, police or fire department.

Campus or Building Lockdown

A lockdown involves staying inside a secure location and not evacuating until instructed to do so by police or church staff. A lockdown is announced when an incident occurs where there is a potential or actual loss of life or serious personal injury inside or near the campus buildings.

There are several types of situations that may warrant a campus lockdown—a violent individual, hazardous material exposure, fire, or severe weather.

Campus and/or Building (Limited) Lockdown:

- Notifications will be made using cell phones, sanctuary PA system and in person communication.
- If possible, lock exterior doors.
- Avoid the identified danger area.
- Lock yourself in your room or office.
- Stay away from windows.
- Silence cell phones but monitor them for updates from SPC staff.
- Church staff and members should help guide guests in following emergency protocols.
- Do not leave your location until the police or church staff confirm it's safe to do so.

Areas of Refuge:

- Worship Building – Restrooms and/or hallway, Sexton closet, office restrooms, narthex closet, Sacristy, Choir Room closet.
- Chapel – Basement, hall between chapel and classrooms.
- Charles Little Activity Building (CLAB) – Women's restroom, toddler room closet, kitchen storage area.
- Price Outreach Center – Interior bathrooms and hallway, gym storage room.
- Boy Scout Building – Lower Level.

Evacuation

A campus-wide evacuation is likely to be caused by a natural disaster, fire, hazardous material incident, or infrastructure failure.

As with any emergency, SPC Communication methods will be used for updates.

Actions to be taken for a campus evacuation:

- Evacuate the building or area upon activation of a fire alarm or emergency notification.
- The area of evacuation will vary depending on where the emergency is located.
- Exit through the closest marked exit and alert others to do so as you leave.
- If it can be done safely, assist people with hearing, visual, or mobility loss when exiting.
- If it cannot be done safely, notify emergency personnel of their location.
- Priority would be to get outside of the building or area and proceed to a predetermined Assembly Area or location which is a safe distance from the incident. You should remain at that location or area until further instruction from the police or fire officials.
- Return to the building when advised by church staff, police or fire officials.
- From a safe location, call or text 911.

Assembly Areas:

- Large parking areas in front of Price Outreach Center and Union Theological Seminary.

Fire or Fire Alarm

Always be aware of all emergency exit locations and fire extinguishers in areas you occupy. Be familiar with your quickest exit route and have an alternative if that one is not available.

Any fire on campus, regardless of size and not part of a planned event (fire pit, bonfire) shall be reported to the Charlotte Fire Department by calling or texting 911. They will investigate and be the final authority for safe occupancy of the area.

Treat every fire alarm as a signal of a real fire, unless as outlined in the Violent Offender section, until cleared by the fire department or church staff.

Fire or Fire Alarm Activation:

- Exit the building immediately by using the designated exit doors.
- Activate the fire alarm and/or enact the Emergency Communication plan upon exiting.
- If possible, the last person to leave an area should turn off the lights, close windows and the door.
- Use the fire extinguisher for escape purposes only. Pull the pin, aim at the base of the fire, squeeze the lever slowly, and sweep from side to side.
- Church staff or campus partners are responsible for dismissing any classes in session and directing people to evacuate the building. Staff or campus partners should take attendance as soon as practical and quickly notify a staff member or first responder of anyone unaccounted for.
- Proceed to the Emergency Assembly Area noted on the evacuation map at the end of this document.
- Keep streets, fire lanes, hydrants, and walkways clear for first responders.
- Assist mobility impaired persons in exiting the building or notify first responders of their location immediately upon arrival.
- If you observe or smell something which could indicate a fire, immediately move to a safe location and call or text 911.
- If you are unable to evacuate, return to a room above ground level, preferably with a window and take the following actions:
 - Call or text 911, so you can be rescued.
 - Stay near the floor, where the air will be less toxic.
 - Block all entry points as much as possible, such as under the door or vents. If possible, use a wet towel to seal gaps between the door and the floor. Do not open a window if you are still able to breathe. If it becomes difficult to breathe, then open a window, which may require breaking it. Where possible, one should stay away from the windows.
 - Shout at regular intervals to alert emergency crews of your location.
- Return to the building only when advised by church staff or fire department.
- Evacuation route/plans are posted in various locations within each building. See evacuation maps in Appendix.

Gas Leaks or Hazardous Material Spill

- Evacuate the building/area.
- Alert others to evacuate and avoid the area.
- Call or text 911.
 - Give the location, material(s) involved and the extent of injuries, if known.
 - Always move uphill or upwind to avoid contamination or exposure.
- Immediately remove any contaminated clothing and wash any part of the body contaminated by chemicals. Do not spread the contamination to clean areas.
- Do not return to contaminated areas.
- When first responders arrive, direct them to the area of the leak.
- Do not return to the area until cleared by fire officials or church staff.

Building Infrastructure Disruption or Outage (Power, Water and Gas)

An infrastructure failure occurs when there is a loss of power, water, or gas utilities.

If it is determined there will be a long-term outage, additional information and instructions will be sent as outlined in the *Emergency Communication* guideline.

Actions to take for an infrastructure outage:

- Report an outage of all building infrastructure to the church Sexton and Sr. Pastor. One of these people will then contact the appropriate vendor for repair or replacement:
 - Electrical – Duke Energy
 - Water – Charlotte Water
 - Gas – Piedmont Natural Gas
- When there is a power outage, do not utilize open flame candles, gas fueled lanterns or heaters.
- If there is a gas leak, do not light any flammable objects and evacuate the building.
- Do not turn lights on or off.
- Do not insert or remove any plugs from electrical outlets.

Medical Emergency/Sudden Illness

In case of a severe medical emergency, call or text 911. Be prepared to give the victim's name, age, gender, symptoms, and location.

Stay on the phone with the dispatcher for medical instructions.

Actions to be taken for a Medical Emergency:

- Administer the level of first aid care you are trained for or as directed by the emergency dispatcher.
- Do not move the person unless you must do so for their safety and without endangering yourself.
- Stay with the person until the police or ambulance arrives.
- If trained, administer first aid/CPR, or yell for someone that might be qualified.
- If an Automated External Defibrillator (AED) is available, have someone retrieve, power it on and follow the verbal instructions given by the AED.
- Keep victim still and comfortable.
- Once the emergency has been stabilized, an *Incident Report Form* should be completed and returned to the church office.

Actions to be taken for Alcohol Intoxication / Poisoning:

- Call or text 911 if the emergency is severe.
- Do not allow someone who drank too much to "sleep it off." This could be fatal.
- Take note if the person cannot be roused or is incoherent and vomiting (keep the person from lying on their back).
- Watch for other symptoms like shallow breathing, cold clammy skin, and blue or pale skin color.
- A head injury or mixing other medications/drugs with alcohol is also a cause for concern.
- Once the emergency has been stabilized, the Senior Pastor or designee should be notified by email and phone.

Location:

- See Emergency Evacuation Maps

Severe Weather

Severe weather such as hurricanes, tornados, floods, winter storms, earthquakes, etc. can happen at any time.

The church will remain open unless weather conditions make it difficult to protect the safety of staff, members, and campus partners. If the church does not open, opens late, or closes early, an announcement will be sent through the various methods listed in the *Emergency Communications* section.

Actions to be taken during severe weather:

- Track the storm via weather apps or local news outlets.
- Follow all emergency instructions issued by the church and/or Emergency Management officials.
- When a tornado warning is issued, all individuals should move to the nearest Area of Refuge:
 - Worship Building – restrooms and/or hallway, Sexton closet, office restrooms, narthex closet, Sacristy, choir room closet.
 - Chapel – Basement, hall between chapel and classrooms.
 - Charles Little Activity Building (CLAB) – Women’s restroom, toddler room closet, kitchen storage area.
 - Price Outreach Center – Interior bathrooms and hallway, gym storage room.
 - Boy Scout Building – Lower level.
- If caught outdoors during severe weather, be familiar with and prepared to move to campus Areas of Refuge as listed in this document.
- Report downed wires, power outages, or fallen trees/limbs to the church Sexton or Senior Pastor. If these are causing a safety or fire hazard, call or text 911.

Suspicious or Emotional Behavior

A person may be identified as suspicious based on their behavior. A person going door-to-door or wandering in a campus building, parking lot or open area may be a cause for concern. If it is safe to do so, take a photo, but do not put yourself in harm's way to assist them.

If encountering a person exhibiting these characteristics, do not allow them to enter a secure building.

Church staff, members and campus partners are responsible for making the campus a safe environment by being alert to suspicious behavior and promptly reporting it to a church staff member, police or fire personnel.

Actions to be taken for suspicious or emotional behavior:

Move to a safe location and call or text 911, regardless of the type of suspicious activity. Be prepared to provide the following information:

- Location of incident
- Description of event
- Time of incident
- Description of person(s) involved to include clothing
- Types of weapons or hazards (if any)
- Direction of travel
- Mode of travel (vehicle description, if applicable)

Weapons on Campus

Possession of a weapon or dangerous instrument on church property is prohibited.

Weapon – Any firearm, including a BB gun, whether loaded or unloaded, any knife (excluding a small pen or pocketknife), including a switchblade or other knife having an automatic spring release device, a stiletto, any police baton or nightstick or any martial arts weapon or electronic defense weapon.

Dangerous Instrument – Any instrument, article or substance that, under the circumstances, is capable of causing death or serious physical injury.

Weapon Found on Property

- Do not handle the weapon unless it's necessary.
- If necessary to move the weapon for safety reasons, attempt to find a person who has familiarity and training with that weapon. At all times, handle it as if loaded and with caution.
- The Senior Pastor or designee will notify police if necessary.

Weapon on Person

The safety of all people on campus is the top priority. The apprehension of an armed person and retrieval of the weapon is second. All actions should be planned with this in mind.

- If a person is suspected of being in possession of a dangerous weapon or displaying it in a threatening manner, you should call or text 911 immediately.
- Treat all weapon-related information (rumor) to be accurate and respond accordingly, until verified otherwise.
- Information about the person which is helpful to police responding:
 - Description (clothing, height, weight, race, gender, age).
 - Weapon type and where it's located.
 - Mental state of suspect.
 - Any previous encounters you've had with the person.
- Do not attempt to stop the suspect if attempting to flee the building.
- If in direct contact with the person and unable to walk away safely, in a non-confrontational way, attempt to isolate the situation for the safety of others.

Media Communication

The Senior Pastor or designee will be responsible for drafting and communicating all messages regarding this Emergency Response Guideline to media.

When applicable, they should collaborate with the appropriate agency before releasing any information which could jeopardize an active law enforcement or fire investigation.

Emergency Response Phone Numbers

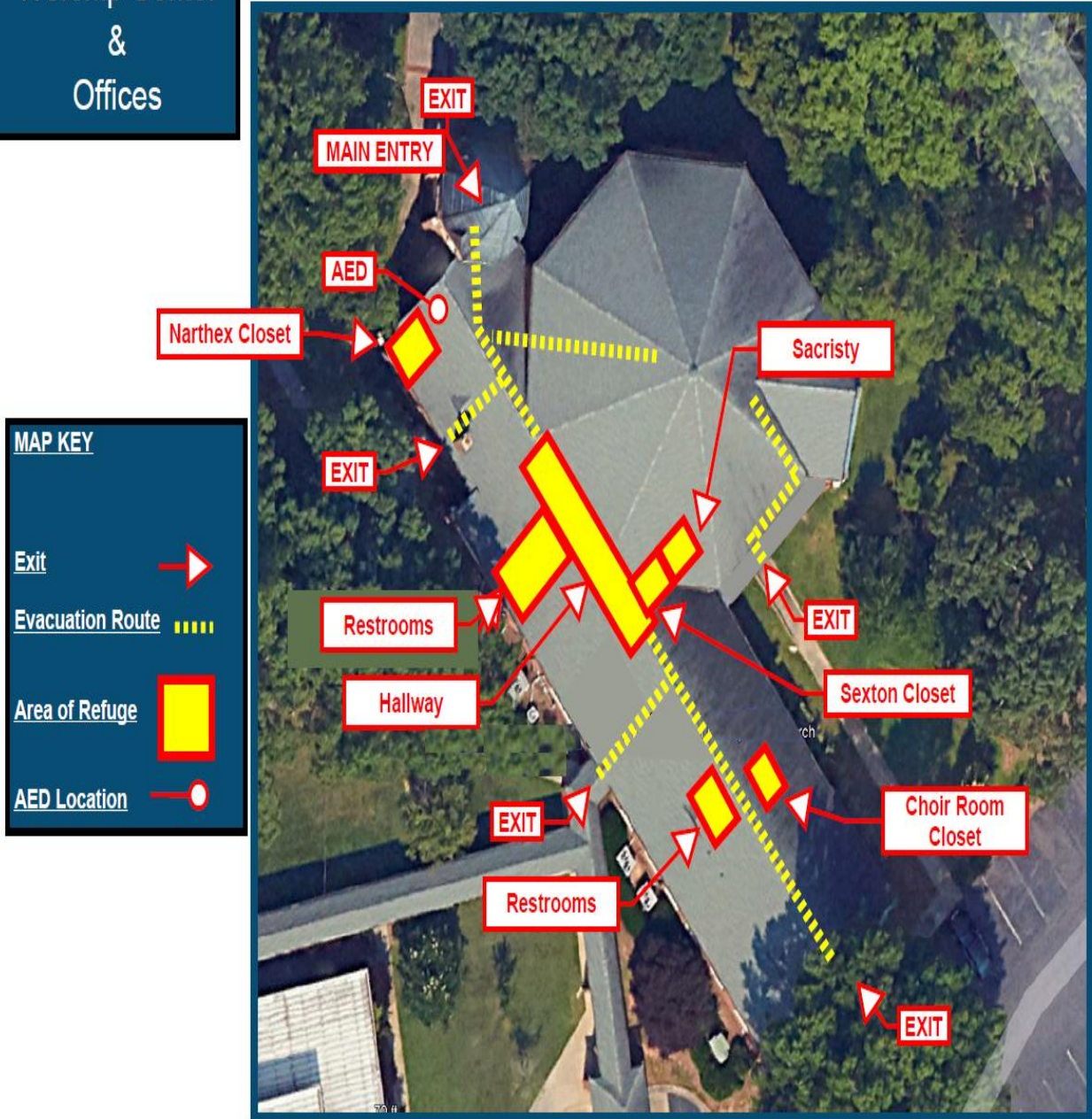
Charlotte-Mecklenburg Police, Charlotte Fire or MEDIC	911
Senior Pastor, Julie Walkup-Bird	803-394-0405 (Cell)
Associate Pastor, Ron Nelson	704-771-8315 (Cell)
Office Administrator	704-553-0869
Sharon Presbyterian Church	704-553-0869
Sharon Presbyterian Church Weekday School	704-554-0882
Church Sexton, Bill Holyfield	704-906-7598
CMPD South Division – Non-Emergency Call	704-336-3030
Charlotte Water	311 or 704-336-7600
Duke Energy	800-228-8485
Piedmont Natural Gas	800-752-7504
Poison Control	704-355-4000

Campus Building Maps

Bldg. 1 - Worship Center & Offices

Bldg. 1
Worship Center
&
Offices

Evacuation, Refuge and AED Location Map



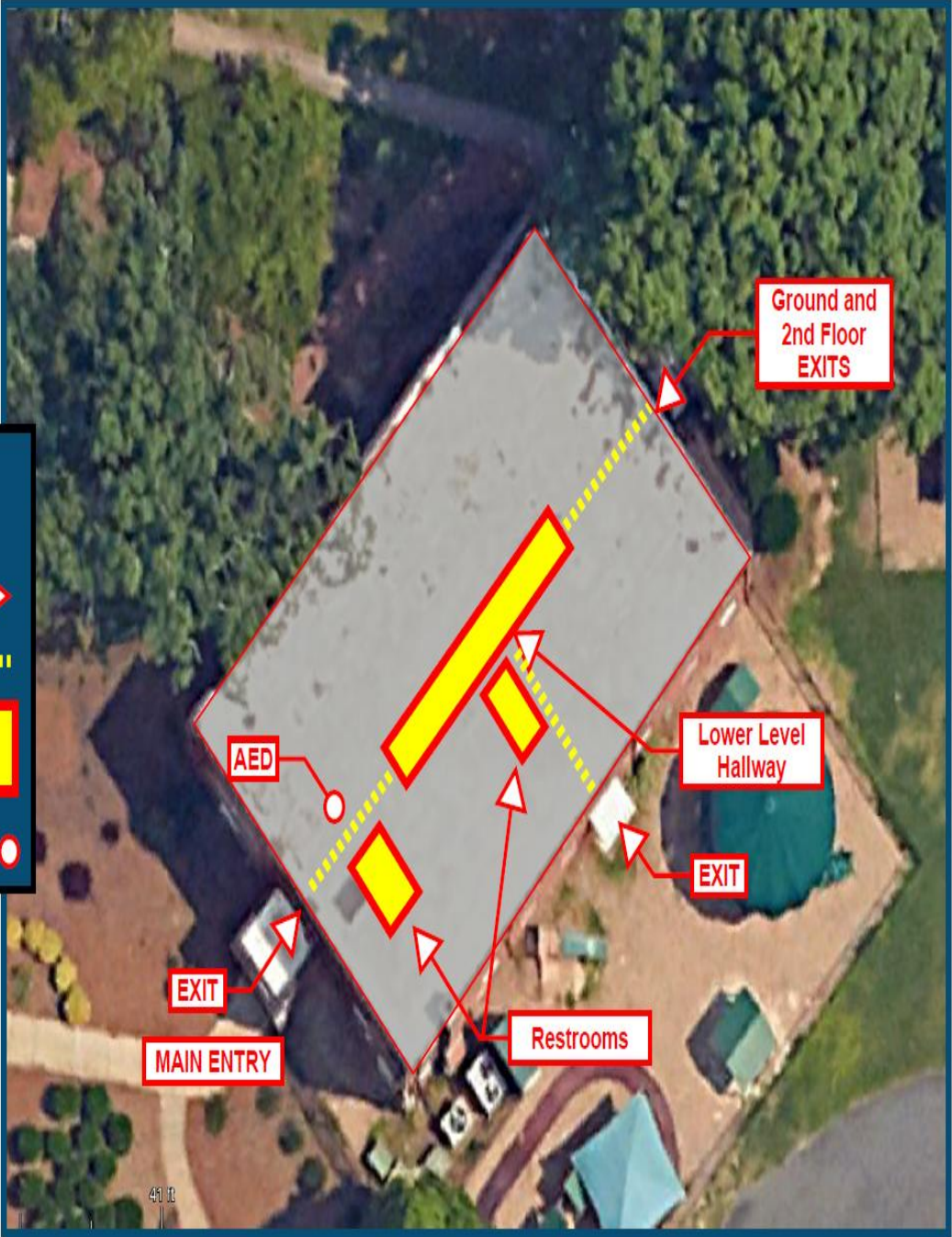
Bldg. 2 – Education / Sharon Weekday School

Bldg. 2
Education
Building
&
Weekday
School

Evacuation, Refuge and AED Location Map

MAP KEY

- Exit →
- Evacuation Route - - - -
- Area of Refuge
- AED Location ○



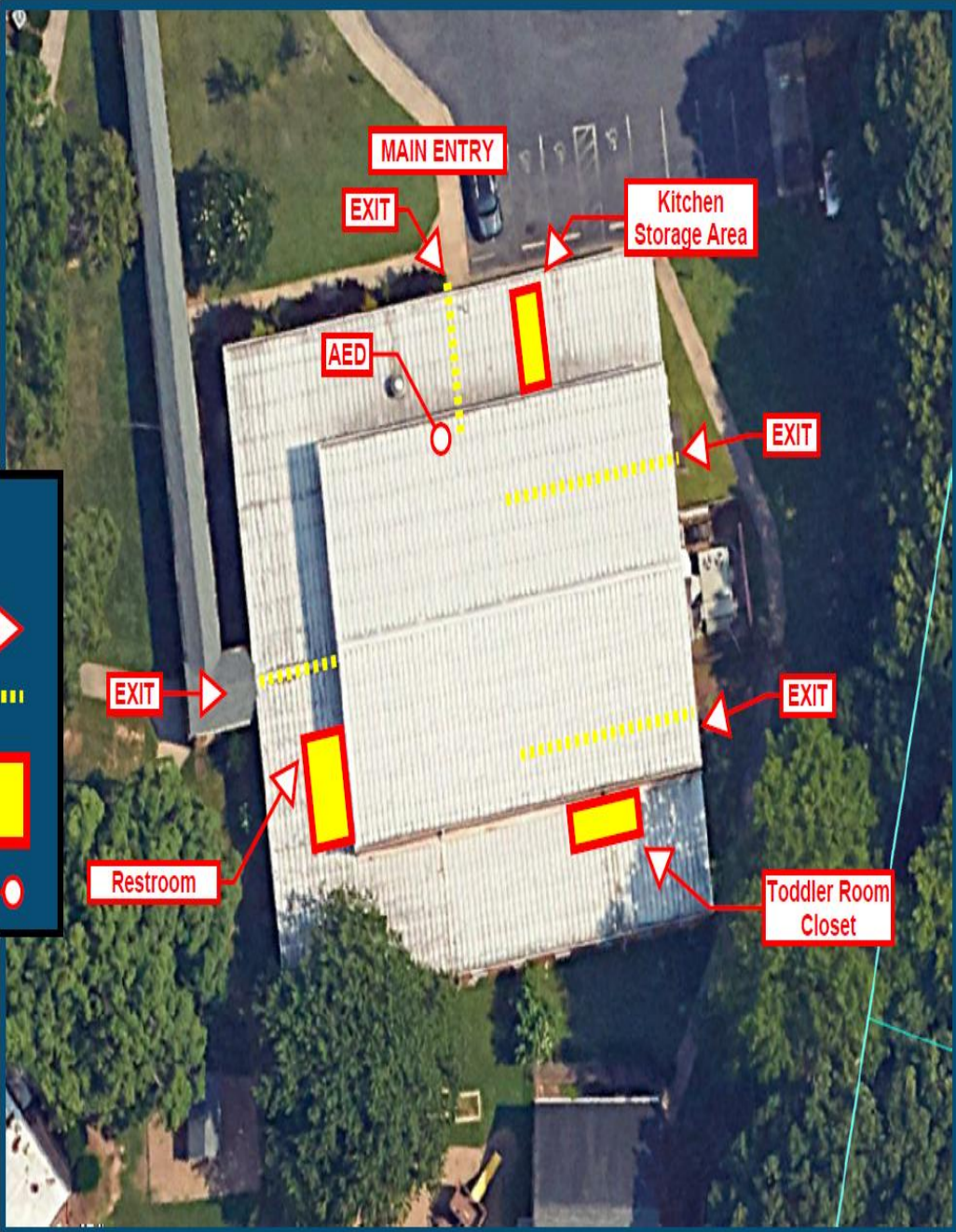
Bldg. 3 – Charles Little Activity Building (CLAB)

Bldg. 3
Charles Little
Activity
Building
(CLAB)

Evacuation, Refuge and AED Location Map

MAP KEY

- Exit →
- Evacuation Route - - - -
- Area of Refuge [Yellow Box]
- AED Location ○



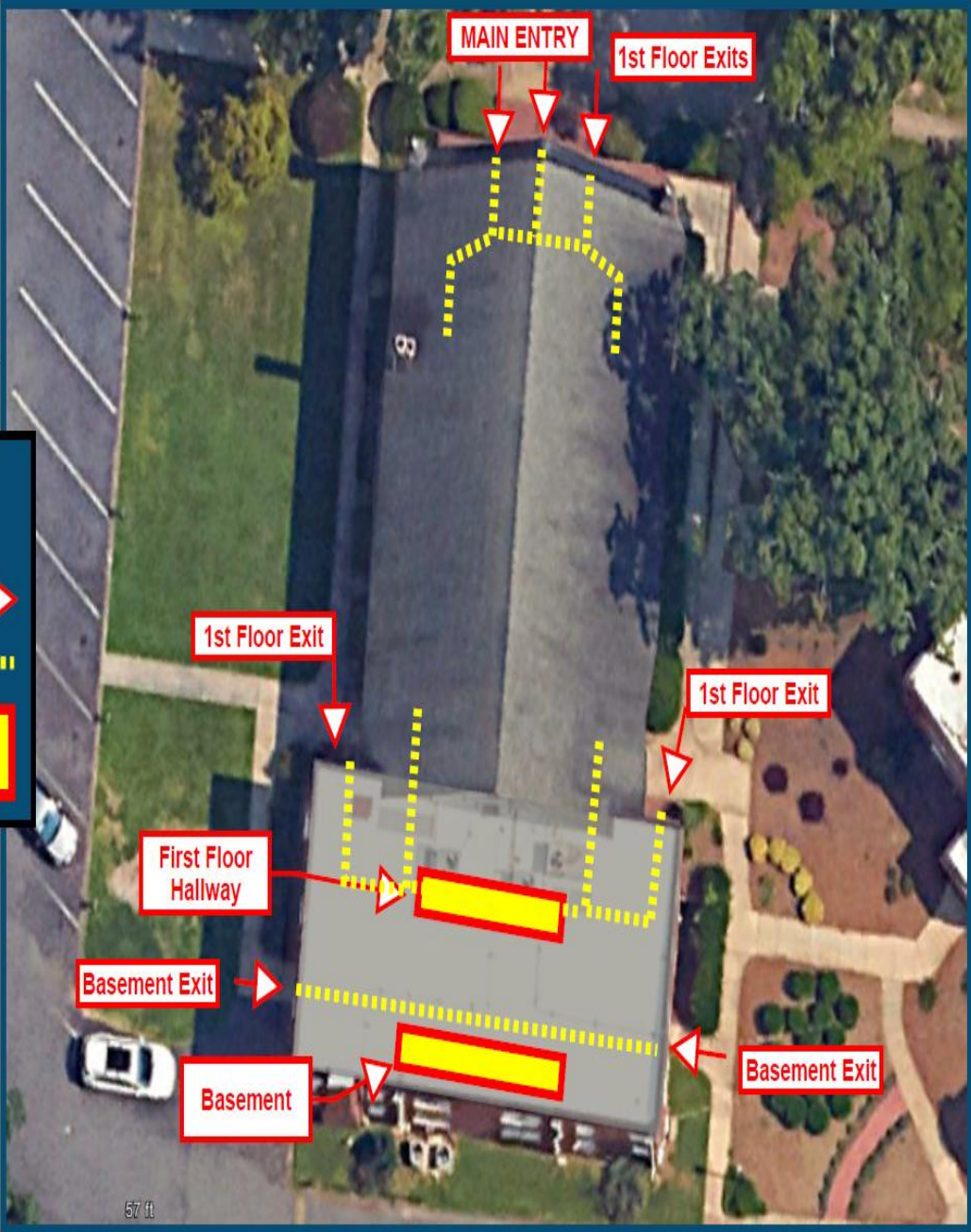
Bldgs. 4 & 5 – The Chapel & Barbara Ward Building

Bldgs. 4&5
The Chapel
&
Barbara Ward
Building

Evacuation and Refuge Location Map

MAP KEY

- Exit →
- Evacuation Route - - - -
- Area of Refuge



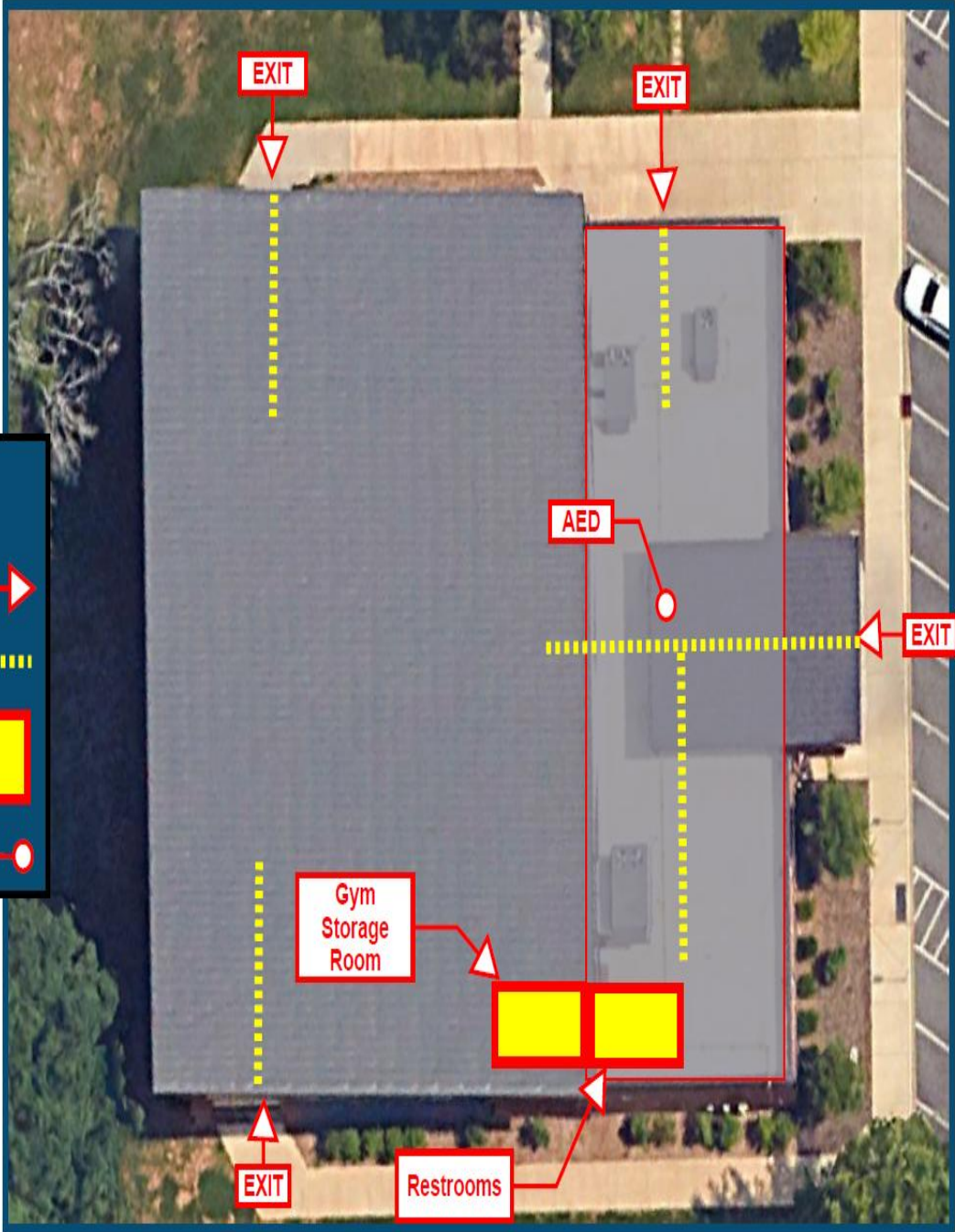
Bldg. 6 – Price Outreach Center

Bldg. 6
Price
Outreach
Center

Evacuation, Refuge and AED Location Map

MAP KEY

- Exit →
- Evacuation Route - - - -
- Area of Refuge □
- AED Location ○



Bldgs. 7 & 8 – TBD

Bldg. 9 – Scout Hut

Bldg. 9
Scout Hut

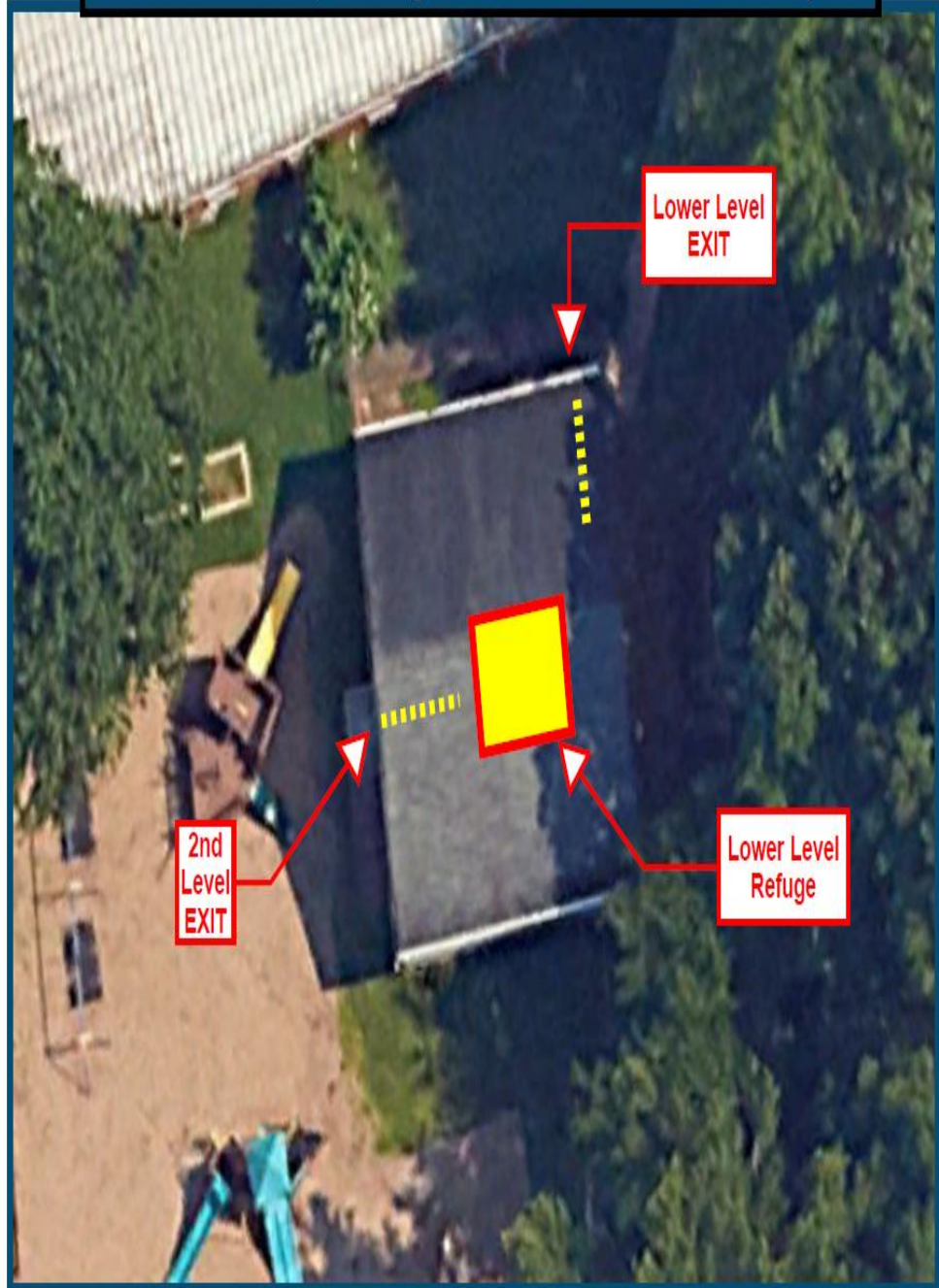
Evacuation, Refuge and AED Location Map

MAP KEY

Exit →

Evacuation Route - - - -

Area of Refuge



Campus Buildings – Numbering System



Worship Center
& Offices



Education
Building



Charles Little
Activity Building



Chapel



Barbara Ward
Building



Price Outreach
Center



Scout Hut

Sharon Presbyterian Church Building Numbers

Fire Extinguisher Locations

SPC Portable Fire Extinguisher Locations		
	Location	Special Type
Sanctuary Wing		
	Narthex – Right Side	
	Sexton Closet	CO2
	Boiler Room	
	Nursery	
	Wi-Fi closet across from the Sacristy	CO2
	Back Left of Sanctuary	
	Back Right of Sanctuary	
	AV Table Left of Sanctuary	CO2
	Balcony Left	
	Balcony Right	
	Choir Hallway	
Office Wing		
	Office – mid hall	
	Office – back door	CO2
	Office – front room	
Charles Little Activity Building		
	Kitchen – by ice machine	Class K
	Side Door - Hall	
	Front Lobby – Right Side	
	Gym – Back Left by Exit	
	Gym – Wall Near Room #2	CO2
	AFEX auto system in the kitchen	6-month reinspection
School		
	Entrance - Lobby	
	Back Entrance - Hallway	
	2 nd Floor – Entrance Side	
	2 nd Floor – Back Stairs	
Ward Building		
	100 Floor – School Side Door	
	100 Floor – Parking Lot Side Door	
	100 Floor – Closet by AC Units	
	200 Floor – Parking Lot Side Door	
	200 Floor – School Side Door	
	300 Floor – Center Hallway	
Chapel		
	Front Door Corner by Stairs	
	Balcony Top of Stairs	
Christine Price Outreach Center		
	Hallway to Bathrooms – Right Side	
	Gym – Back Left	
	Gym – Back Right	

Incident Report Template



INCIDENT REPORT

Name of Group: _____ Date of Incident: _____

Names of group leader(s) involved: _____

What happened? _____

Where did it happen? _____

List the building and exact location

Was anyone hurt, or was something damaged? If so, please share details.

Actions taken: _____

Were there any witnesses? Did anyone take pictures? If so, please list their names and phone numbers. _____

What else needs to be done, such as pastoral care, cleaning, repair, etc.?

Group Leader: _____ Date: _____

Name (print)

Signature

Anything else we should know? Please use the back to tell us more.

END OF DOCUMENT
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