Emergency Procedures

1st Unitarian Universalist Church of Wilmington
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FIRST UNITARIAN SAFETY/SECURITY PLANS

Introduction

This manual is intended to ensure that First U members, friends, visitors, and staff feel safe and secure while in and on its property. A special committee created the manual by combining existing plans and procedures with material obtained from the UU Church of Bloomington, the Unitarian Universalist Association, Church Mutual Insurance Company and Delaware law enforcement agencies.

Background

While rare, disruptions, vandalism, and violent action targeted at houses of worship are increasing nationwide, and our prominent and active social justice programs may attract attention from hostile and/or deranged people. A recent seminar sponsored by the Delaware State Police highlighted the potential dangers; and they, and other law enforcement officials, are eager to help churches plan for contingencies. We have had only a handful of emergencies like the ones we are planning for. There have been two intruder situations – one during a service and one in the Religious Education (RE) wing. In the 1960s when we were very active in the local civil rights struggles, a cross was burned on our lawn; more recently, we’ve had two burglaries, one during the day, one at night, and signs on Route 202 vandalized. Also, the Wilmington area has experienced a few tornados and minor earthquakes; all of which can cut off power, heat, communications, damage property, and injure people. While we do have serious snowstorms and hurricanes, there is nearly always enough warning so that staff can cancel church events and avoid emergencies stemming from these storms.

Ushers and greeters are trained once a year, but the more serious potential situations are not covered. Children’s Religious Education (CYRE) has more comprehensive procedures that include volunteer and staff emergency training. The Executive Team commissioned this work to expand, combine and upgrade the existing procedures, and bring them all under one umbrella.
FIRST UNITARIAN SAFETY/SECURITY PLANS

Emergency Contacts

Your primary contacts for most building issues are:

Marina VanRenssen  
office: 302/478-2384  
cell: 610/745-3674  
E: marina@firstuuwilm.org

Building & Grounds Team, Phil Krape  

cell: 302/290-3452

Alternate contacts are:

Rev. Roberta Finkelstein  
office: 302/478-2384  
cell: 703/508-1336  
E: roberta@firstuuwilm.org

Board Co-Presidents

Bill Hardham  Tracy Spinka-Doms  

cell: 302/740-8592  cell: 610/291-5402  
E: bhardam@comcast.net  E: tlspinkadoms123@icloud.com

Paul Pinson, Member living in Sharpley  

cell: 302/ 354-5429  
E: paul@thepinsons.org

CALL 911 in case of fire, medical emergency, or ongoing criminal activity

New Castle County Police Department’s Non-Emergency 302/573-2800  
Talleyville Fire Department’s Non-Emergency 302/478-1100  
Christiana & Wilmington Hospitals 302/733-1000

The church address is 730 Halstead Road | Wilmington | DE | 19803
**Prevention**

The first line of defense against unwelcome intrusions is the design and condition of the exterior of our building and grounds.

**Physical Measures** – The maintenance staff and Building & Grounds (B&G) team are responsible for insuring that these items are regularly inspected and in good working order.

- All exterior doors are equipped with non-removable hinges, have deadbolt locks with a 1-inch throw, and are solid-core with jimmy-proof frames.
- Locks are installed on all windows.
- Valuable objects cannot be seen through windows from the outside.
- Shrubbery and other greenery are trimmed so as not to provide sheltered or hidden access to doors.
- Grade-level and basement windows are kept free of shrubbery and other obstructions, which provide a hiding place.
- Trees near the building are pruned back, so branches don’t provide second story access.
- Storage sheds are protected with lighting and casehardened padlocks.
- Exterior dusk-to-dawn lighting is used on all sides of the building.

**Administrative Controls** – The Executive Team (ET) ensures that staff and volunteers implement these access control policies.

- Responsibilities are clearly assigned and understood for keeping the buildings locked when unoccupied.
- Keys to the building are marked “Do Not Copy.”
- Keys or access cards given out in limited numbers (Staff and Board Members).
- A record is kept of individuals who have a key or access card.
- Locks and safe combinations are changed when employees who have had access are discharged.
Administrative Controls (Cont’d)
  • The digital pushbutton lock combination (RE entrance) is changed on a monthly basis.

  • The security camera views are available and used by personnel admitting visitors.

If Deterrence Fails

A detailed written, photographic or video inventory of building contents and valuables is maintained (includes brand, model number, serial number, cost and date of purchase when possible. Receipts for new purchases are kept.)

Training

Once each year, all staff, office volunteers, B&G volunteers, and Board members should receive a copy of the prevention plan and discuss it with either their supervisor, or with the ET member responsible for safety and security.
**FIRST UNITARIAN SAFETY/SECURITY PLANS**

**Medical / Mental Health**

**Prevention**

**Physical means:** First Aid kits are located in all classrooms, the kitchen, library, office, and music room. Blankets (for smothering out fire or treating shock) are located in the Warner Room. An Automated External Defibrillator (AED) is located in the Warner Room (next to the kitchen and the Parish Hall). Periodic safety inspections and proper lighting as detailed in pages 3 and 4 will eliminate tripping hazards and sharp edges.

**Observation:** If anyone notices early signs of mental illness or abuse, notify the minister.

**Responses**

<table>
<thead>
<tr>
<th>Medical/Mental Health Situation</th>
<th>Who</th>
<th>Action</th>
</tr>
</thead>
</table>
| Someone has sustained a severe injury or has become very ill | Anyone | 1. Call 911 or designate a specific person to call 911. The church address is 730 Halstead Rd, Wilmington, DE 19803  
2. Check to make sure the area around the person is safe for you to approach if you do not know how they were injured or the cause of the situation.  
3. Do not attempt to move a seriously injured person unless they are in danger of further harm from staying where they are.  
4. If medical professionals or persons trained in CPR/1st Aid are available send someone to go get them or to ask others in the church if they are trained.  
5. Send someone to the corner of Halstead & Whitby to meet the ambulance crew and guide them to the injured person.  
6. Notify the church emergency contacts |
| Someone is having an acute mental health crisis | Anyone | 1. If they are extremely upset, get them to a calm environment and do not leave them. Options: If they are suicidal or threatening call 911; if there seems to be little imminent danger, get them immediate mental health attention from Delaware’s 24/7 Mobile Crisis Intervention team 800/652-2929  
2. If they are afraid due to domestic safety concerns, then consider connecting them to the Delaware Coalition Against Domestic Violence 302/762-6110  
3. Notify the contact persons. |
| Either of the above during a service or public meeting | Minister or event leader | 1. Ask for ushers to help them to a calm environment and proceed as above  
2. If appropriate, ask for assistance from medical professionals in the house. |
Training
A training session should be offered annually to ushers, greeters, and other interested parishioners, which includes Basic Cardiac Life Support including use of the defibrillator and First Unitarian specific procedures for health and mental health emergencies. First Aid Kits should be inspected annually, at the time of the training.
**FIRST UNITARIAN SAFETY/SECURITY PLANS**

**Hostile Intruder**

**Prevention**

**Physical means:** The procedures in place regarding exterior doors, authorizing entry, lighting, and security cameras serve as deterrents.

**Observation:** Everyone, but especially greeters and ushers should make eye contact with visitors and watch for persons exhibiting suspicious behaviors, such as: 1) asking illogical questions; 2) probing you for intelligence about church business, 3) inconsistent behavior, 4) wearing inappropriate, bulky clothing, and 4) exhibiting physiological signs of anxiety.

**Responses**

<table>
<thead>
<tr>
<th>Hostile Intruder Situation</th>
<th>Who</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>You notice suspicious behaviors or sounds</td>
<td>Greeters, ushers, or congregants</td>
<td>Discreetly notify the Head Usher, minister, and other staff, and try to engage in conversation</td>
</tr>
<tr>
<td></td>
<td>Head Usher</td>
<td>Seek help from other congregants and/or ushers and/or call 911</td>
</tr>
<tr>
<td></td>
<td>CYRE Volunteers</td>
<td>Notify DRE, Ushers and other staff. Call 911 if needed and/or possible.</td>
</tr>
</tbody>
</table>
| Armed hostile intruder(s) enter                         | All present                             | 1. **RUN (from the Sanctuary).** There are four exits from the Church Sanctuary:  
|                                                          |                                          |   • Adjacent to the handicapped bathroom in the front of the Sanctuary  
|                                                          |                                          |   • The main church entrance                                           
|                                                          |                                          |   • In the far corner of the kitchen behind the Warner Room          
|                                                          |                                          |   • At the bottom of the stairs to the Church office.                 
|                                                          |                                          | **If you can run,** do not take your coat or belongings but do take you cell phone. Encourage people to go with you but don't stop to talk. Run either to Concord Pike or the houses across Halstead Street. As you run, spread out in small groups. Run between objects and upon arriving at a safe location (behind trees, cars, and sheds), stay there. Call 911.  
|                                                          |                                          | **1A. RUN (from the Religious Education Building)** into the back parking lot of the Church. At the very back of that lot is a bridge to a parking lot leading to Concord Pike. Run together, separating into groups, and end up at a safe location (in stores, behind cars and sheds). Call 911.  |
### Hostile Intruder (Cont’d)

<table>
<thead>
<tr>
<th>Hostile Intruder Situation</th>
<th>Who</th>
<th>Action</th>
</tr>
</thead>
</table>
| Armed hostile intruder(s) enter (Cont’d)   | All present   | **2. HIDE*. If you are in a Church service,** immediately become horizontal in the pew, or on the floor. If you can run from the pew, find a room (see appendix, PP 19-20) with no window to hide and lock or barricade the door. Turn off the light and silence your cell phone. Law enforcement or a member of the security team will tell you when to come out. If possible, lead people to hide between or behind furniture. Ask people not to huddle together.  
**2A. HIDE*. If you are in a classroom or hall** lock and (if possible) barricade the door. Turn off the lights, air conditioner, any noise making items and silence your cell phone. If possible, hide between, behind furniture, or in corners or nooks where you are not visible from the door. If possible, do not to huddle together. Do not unlock doors or attempt to leave until church staff or emergency workers unlock your door and indicate you should exit.  
**3. FIGHT if you are close to the intruder.** (All law enforcement agencies recommend the “Run, Hide, Fight” sequence. The church does not expect anybody to fight if you are not comfortable with this option.) If this is your best option, do it quickly and aggressively. Go for the weapon if possible. If you are in a group, attempt to overwhelm the intruder as a group, look around for objects that might be used as improvised weapons.  
**4. Once contained, wait for law enforcement to handle the intruder.** When law enforcement arrives, put your hands up in the air with palms facing them so the officers know you have no weapon. Their first order of business is to be certain the situation is contained. |
| Those on the dais                           | Run out the side door or duck into the Chancel Anteroom, lock doors. Minister/Ushers notify RE wing contacts to lockdown and why. |
| Intruder (unarmed) disrupts a service      | Minister      | Engage verbally and/or ask for ushers to escort from sanctuary                                                                          |
|                                            | Ushers        | **1. Courteously escort the guest into the parish hall or to the front door.**  
**2. Should the guest become agitated or resist following the usher’s request, ask congregants/ushers nearby for assistance and inform the guest that the police will be called.** |
## Hostile Intruder (Cont’d)

<table>
<thead>
<tr>
<th>Hostile Intruder Situation</th>
<th>Who</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intruder (unarmed) disrupts a service (Cont’d)</td>
<td>Congregants</td>
<td>Remain calm, let minister and ushers handle</td>
</tr>
</tbody>
</table>
|                                                                | CYRE Volunteers                  | 1. Contact DRE, Ushers, Volunteers and Staff  
2. Engage verbally and escort to Parish Hall or exit if possible.  
3. Should the guest become agitated or resist following requests, ask other CYRE Volunteer, Staff and ushers for assistance and inform the guest that the police will be called. |
| Intruder (unarmed) disrupts before or after service activities | Church leaders (preferably) and/or ushers, or anyone | 1. Courteously escort the guest to the front door.  
2. Should the guest become agitated or resist, ask congregants nearby for assistance and inform the guest that the police will be called. |

### Training

Once each year, all staff, ushers, greeters, CYRE volunteers, and Board members should receive a copy of this document and discuss it with either their supervisor, or with the ET member responsible for safety and security. Congregants’ roles should be discussed at the annual meeting and semiannually in church publications. County and/or State Police will be invited to assist with training from time to time.

*HIDE - See appendix for details on safe havens/rooms within the church.*
**FIRST UNITARIAN SAFETY/SECURITY PLANS**

**Missing Child / Person**

**Prevention**

Physical means: N/A

Observation: CYRE teaching volunteers should log children in and out of classes Sunday morning.

**Responses**

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<tr>
<th>Missing Child/Person Situation</th>
<th>Who</th>
<th>Action</th>
</tr>
</thead>
</table>
| Your child is missing         | Parent/Guardian, CYRE Staff, CYRE Volunteer | 1. Get an accurate description of the child—name, clothing they are wearing, who they may have been with, place they were last seen, etc.  
2. Get Help. Alert any CYRE staff present, ushers, and any other adults present in the church. Notify the CYRE Director or her stand-in. |
| CYRE Director or head for the day |                       | 1. Conduct a church wide search.  
• Entrances/Exits: Appoint 1 adult to cover each entrance/exit.  
• Outside: Ask two people to check outside facilities including the playground, and to walk around the exterior of the building in opposite directions.  
• Upstairs: Have someone walk through the upstairs of the building starting at one end and working to the other being sure to check the bathrooms and closets. Be sure to walk fully into each room and look behind, under, around anything the child/person might be able to hide behind, in, or under.  
• Downstairs: Have someone walk through the downstairs floor starting at the Youth Center, being sure to check the bathrooms and closets. Be sure to walk fully into each room and look behind, under, around anything the child/person might be able to hide behind, in, or under.  
2. If the child is not found, call 911. |
FIRST UNITARIAN SAFETY/SECURITY PLANS

Training

As part of annual training for CYRE instructors the missing child procedure will be reviewed and each teacher will receive a copy.

Bomb Threat

Prevention

Physical means: Evacuation routes must be clearly marked and clear of obstacles, and gathering places identified.

Observation: N/A

Responses

<table>
<thead>
<tr>
<th>Bomb Threat Situation</th>
<th>Who</th>
<th>Action</th>
</tr>
</thead>
</table>
| You receive a phoned threat.                 | Staff member or office volunteer | 1. Remain calm and listen carefully to the caller’s voice and manner. (See checklist in Appendix, P. 25)  
2. Stay on the line as long as possible; signal someone nearby to call 911, or surreptitiously call with your cell phone and leave it on. Ask questions – where is the bomb, when will it explode, what does it look like, did you place it, your name?  
3. If the threat is imminent, pull a fire alarm  
4. Do not touch anything suspicious while exiting.  
5. Stand by as directed to assist the police.  
6. As soon as possible, write down what you heard, and give it to a staff member. |
| You open a letter or email that contains a bomb threat. | Staff member or office volunteer | 1. Call the police non-emergency number.  
2. Notify the contact persons.  
3. Save the document for the police.  
4. The contact person(s) will work with the police to determine the next steps. |
| You see a suspicious package.                | Anyone                   | 1. Do not touch it.  
2. Call the police non-emergency number.  
3. Notify the contact persons.  
4. The contact person(s) will work with the police to determine the next steps. |

Training

The ET ensures that once each year, all staff and office volunteers should receive a copy of this document and discuss it with either their supervisor, or with the ET member responsible for safety and security. Evacuation drills should be regularly scheduled.
Criminal Activity / Theft / Vandalism

Prevention

Physical means: The procedures in place regarding exterior doors, authorizing entry, lighting, and security cameras serve as deterrents.

Observation: Staff and volunteers should immediately inform the emergency contact people of any suspicious behavior, sounds or odors.

Responses

<table>
<thead>
<tr>
<th>Criminal Situation</th>
<th>Who</th>
<th>Action</th>
</tr>
</thead>
</table>
| You notice criminal activity in progress.              | Staff member or congregant | 1. If you feel threatened, leave the building quickly and quietly with everyone you can gather.  
|                                                        |                          | 2. Call 911 and stand by as directed to assist the police.              |
|                                                        |                          | 3. As soon as possible, write down what you saw and when you saw it, and get it to a contact person. |
|                                                        | Contact person           | Contact the Church’s insurance agent                                    |

| You notice evidence of criminal activity.               | Staff member or congregant | 1. Do not touch anything or attempt to determine what was stolen or damaged.  
|                                                        |                          | 2. Call the police non-emergency number.                                    |
|                                                        |                          | 3. Call the contact persons and notify them.                               |
|                                                        |                          | 4. If the building is no longer secure due to damage that requires immediate repairs, inform the contact people when you call them. |
|                                                        |                          | 5. As soon as possible, write down what you saw and when you saw it, and the police report number; and give it to a staff member. |
|                                                        |                          | 6. If your activity in the church requires you to work in the area where criminal activity has occurred, and you must clean up or rearrange things, photograph the area first and take notes of where you put things. This will prevent the church from reporting things stolen that may have been just moved. |
|                                                        | Contact person           | Contact the Church’s insurance agent                                    |

Training

Once each year, all staff and volunteers should receive a copy of this document and discuss it with either their supervisor, or with the ET member responsible for safety and security.
FIRST UNITARIAN SAFETY/SECURITY PLANS

Fire

Prevention

Physical means: Evacuation routes must be clearly marked and clear of obstacles, and gathering places identified. Fire alarms must be clearly marked, and regularly inspected to ensure they are operational. Smoke alarms and sprinkler systems must be regularly inspected to ensure they are operational. Evacuation routes and gathering places must be clearly marked and posted.

Observation: N/A

Responses

<table>
<thead>
<tr>
<th>Fire Situation</th>
<th>Who</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire and/or smoke observed on Sunday morning or during a major event</td>
<td>Minister, staff, Board members</td>
<td>1. Instruct the people in the meeting room to exit the room out the appropriate door(s).&lt;br&gt;2. Instruct parents to meet their children outside at the rear of the Halstead Rd. parking lot.&lt;br&gt;3. Identify anyone needing assistance with the evacuation.&lt;br&gt;4. Call 911 and pull a fire alarm.&lt;br&gt;5. Go to the corner of Halstead and Whitby to meet the fire department and provide them with whatever information is available about the fire’s source/location.</td>
</tr>
<tr>
<td>Congregation and guests</td>
<td>Quickly and calmly evacuate as instructed, cross Whitby Drive and stand on the sidewalks on the other side. Crawl low under any smoke on the way to your exit.</td>
<td></td>
</tr>
<tr>
<td>Director of Religious Exploration and CYRE Volunteers</td>
<td>1. Evacuate the children: from 1st floor out the doors at the end of the wings; from 2nd floor, down the fire well stairs and out the same doors. Take the attendance notebook with you.&lt;br&gt;2. Walk the children to the farthest side of the Halstead Road parking lot away from the church.&lt;br&gt;3. CYRE Groups organize from youngest age group to oldest age group right to left when facing the building. Take attendance immediately.&lt;br&gt;4. Notify emergency workers if someone is missing.&lt;br&gt;5. Children may not be released to their parents until you are notified to begin releasing children or youth by church staff.&lt;br&gt;6. Parents must sign the attendance form next to their child’s or youth’s name in order for the child to be released, after permission is given to the Guides or Advisors to release children or youth.</td>
<td></td>
</tr>
</tbody>
</table>
**FIRST UNITARIAN SAFETY/SECURITY PLANS**

*Fire (Cont’d)*

<table>
<thead>
<tr>
<th>Fire Situation</th>
<th>Who</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire and/or smoke observed on Sunday morning or during a major event (Cont’d)</td>
<td>Ushers</td>
<td>Drop whatever you are doing, separate and sweep the building including the Sanctuary, parish hall, library, offices, bathrooms, and safe rooms ensuring that people are evacuating via the nearest door. Close all doors behind you. Assist the handicapped. If ushers encounter the fire or a dangerous situation, they will exit via the nearest door and not proceed further. Find emergency responders and communicate your observations.</td>
</tr>
<tr>
<td></td>
<td>Business Mgr.</td>
<td>Contact the insurance company for instructions on protecting the property, conducting inventory and contacting for fire damage restoration.</td>
</tr>
<tr>
<td>Fire and/or smoke observed at times other than Sunday mornings or major events</td>
<td>All present</td>
<td>1. Evacuate (using stairs from the 2nd floor) via the nearest emergency exit door(s). Crawl low under any smoke on the way to your exit. 2. Pull a fire alarm, and on the way out, look for others who have not heard the alarm. 3. Identify anyone needing assistance with the evacuation. 4. Call 911. 5. Gather at the far side of the Halstead Road parking lot. 6. Designate someone to meet the fire department at the corner of Halstead and Whitby and provide them with whatever information is available about the fire’s source/location. 6. Notify the Emergency Contacts</td>
</tr>
<tr>
<td></td>
<td>Business Mgr.</td>
<td>Contact the insurance company for instructions on protecting the property, conducting inventory and contacts for fire damage restoration.</td>
</tr>
</tbody>
</table>
Earthquake

Prevention

Physical means: Secure items that could fall and cause injuries (e.g., bookshelves, mirrors, light fixtures).

Observation: Look around places where you spend time. Identify safe places such as under a sturdy piece of furniture or against an interior wall where you can and, Drop, Cover, and Hold On when the shaking starts.

Responses

<table>
<thead>
<tr>
<th>Earthquake Situation</th>
<th>Who</th>
<th>Action</th>
</tr>
</thead>
</table>
| You feel sudden rolling or shaking motions during a Sunday morning service or during a major event | Everyone in the building           | 1. Stay where you are until the shaking stops. Do not run outside. Do not get in a doorway.  
2. Drop down onto your hands and knees.  
3. Cover your head and neck with your arms.  
• If you are in danger from falling objects, and you can move safely, crawl for additional cover under a sturdy desk or table.  
• If there is low furniture or an interior wall or corner nearby, and the path is clear, these may also provide some additional cover.  
• Stay away from glass, windows, outside doors and walls, and anything that could fall, such as light fixtures or furniture.  
4. Hold On to any sturdy covering so you can move with it until the shaking stops. Stay where you are until the shaking stops.  
5. If getting safely to the floor to take cover won’t be possible, identify an inside corner of the room away from windows and objects that could fall on you and get as low as possible to the floor. People who use wheelchairs or other mobility devices should lock their wheels and remain seated until the shaking stops. Protect your head and neck with your arms, a pillow, a book, or whatever is available. |
Earthquake (Cont’d)

<table>
<thead>
<tr>
<th>Earthquake Situation</th>
<th>Who</th>
<th>Action</th>
</tr>
</thead>
</table>
| When the movement stops               | Everyone in the building   | 1. When the shaking stops, look around and check for injuries. Administer first aid if needed. Do not move seriously injured individuals unless in immediate danger.  
2. Attempt to help anyone trapped by furniture or other items that may have fallen on them.  
3. If someone is trapped, in the building or under something call 911.  
4. If you are trapped:  
  • Do not move about or kick up dust.  
  • If you have a cell phone with you, use it to call 911 and/or text for help.  
  • Tap on a pipe or wall or use a whistle, if you have one, so that rescuers can locate you.  
5. If there is a clear path out, leave the building and go the rear of the Halstead Rd. parking lot.  
6. Once safe, monitor local news reports via battery operated radio, TV, social media, and cell phone text alerts for emergency information and instructions.  
7. Designate someone to meet emergency personnel at the corner of Halstead and Whitby and provide them with whatever information is available about anyone trapped/injured.  
8. Notify the Emergency Contacts  
9. Be prepared to “Drop, Cover, and Hold On” in the likely event of aftershocks. |
| Business Manager                      | Contact the insurance company for instructions on protecting the property, conducting inventory and contacts for damage restoration. |

Training

The ET ensures that once each year, all staff, Board members, and CYRE volunteers receive a copy of this document and discuss it with either their supervisor, or with the ET member responsible for safety and security. The “Drop, Cover, and Hold” concept should be emphasized.
FIRST UNITARIAN SAFETY/SECURITY PLANS

**Tornado**

**Prevention**

**Physical means:** Secure items that could fall and cause injuries (e.g., bookshelves, mirrors, light fixtures). Label safe havens.

**Observation:** Look around places where you spend time. Identify how you would get to one of the safe havens (see appendix).

**Responses**

<table>
<thead>
<tr>
<th>Tornado Situation</th>
<th>Who</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>You hear of a tornado watch.</td>
<td>Minister, staff</td>
<td>Remain alert for approaching storms. Watch the sky and stay tuned to NOAA Weather Radio, commercial radio or television for information.</td>
</tr>
</tbody>
</table>
| You receive a tornado warning, hear a loud roar, similar to a freight train, or staff alerts you. | Everyone in the building | 1. Take shelter immediately in one of the safe havens described in the appendix.  
2. **Drop** down onto your hands and knees.  
3. **Cover** your head and neck with your arms.  
   - If you are in danger from falling objects, and you can move safely, crawl for additional cover under a sturdy desk or table, and use your arms to protect your head and neck.  
   - Stay away from glass, windows, outside doors and walls, and anything that could fall, such as light fixtures or furniture.  
4. If getting safely to the floor to take cover won’t be possible, identify an inside corner of the room away from windows and objects that could fall on you and get as low as possible to the floor. People who use wheelchairs or other mobility devices should lock their wheels and remain seated. Protect your head and neck with your arms, a pillow, a book, or whatever is available. |
**Tornado (Cont’d)**

<table>
<thead>
<tr>
<th>Tornado Situation</th>
<th>Who</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>When tornado passes</td>
<td>Everyone in the building</td>
<td>1. Look around and check for injuries. Administer first aid if needed. Do not move seriously injured individuals unless in immediate danger.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Attempt to help anyone trapped by furniture or other items that may have fallen on them.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. If someone is trapped, in the building or under something call 911.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. If you are trapped:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Do not move about or kick up dust.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• If you have a cell phone with you, use it to call 911 and/or text for help.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Tap on a pipe or wall or use a whistle, if you have one, so that rescuers can locate you.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. If there is a clear path out, leave the building and go to the rear of the Halstead Rd. parking lot.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6. Designate someone to meet emergency personnel at the corner of Halstead and Whitby and provide them with whatever information is available about anyone trapped/injured.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7. Notify the Emergency Contacts</td>
</tr>
<tr>
<td></td>
<td>Business Mgr.</td>
<td>Contact the insurance company for instructions on protecting the property, conducting inventory and contacts for damage restoration.</td>
</tr>
</tbody>
</table>

**Training**

The ET ensures that once each year, all staff, Board members, and CYRE volunteers receive a copy of this document and discuss it with either their supervisor, or with the ET member responsible for safety and security. The location of safe havens should be emphasized and publicized at least once a year in Church publications.
FIRST UNITARIAN SAFETY/SECURITY PLANS

Appendix

A: Church Building Plan (slightly elongated to fit the page)

← Halsted Road →

A = Fire Alarm
E = Fire Extinguisher

First Unitarian Church of Wilmington
730 Halsted Road
Wilmington, DE 19803

September 2018
B: Church Plot – Aerial View
C: Safe Havens – Hostile Intruder

If you shelter in one of these areas:

• Turn off the light and silence your cell phone
• If possible, barricade the door
• Hide between or behind furniture
• Spread out as much as possible, do not huddle together
• Maintain silence

Law enforcement or a member of the security team will tell you when to come out.

Cover and Concealment on the Basement Level (doors are marked with a chalice symbol*)

There are two locations in the basement that have metal doors: a small storage closet (beside the plastic ‘donation storage’ shelving, across from the restrooms) that could hold perhaps 4 people; it locks from the inside. Photos are below.

There is a large storage room in the basement, opposite the boilers, that could hold many people and locks from the inside. To the right of that door is a metal door (with ventilation louvers) that opens to the outside and leads to stairs. That door is secured with a sliding bolt. These are also shown below.

Cover and Concealment for the Office Staff (doors are marked with a chalice symbol*)

If egress via the front or back hallways is not on option, the room containing the IT equipment is windowless and has a metal door that can be locked from the inside.

The Balcony (doors are marked with a chalice symbol*)

The balcony represents a unique situation. If an assailant is not familiar with the church, he may be unaware of its existence, at least until he makes his way down the sanctuary and looks back. Entry/egress is provided by one set of narrow stairs that are not particularly obvious. There is an interior door at the top of the stairs that locks from the inside (balcony side). This could provide some concealment.

Further, there are two interior doors, one on each end of the balcony that provide access to mechanical equipment. The doors can be locked from the inside and could conceal several people each.

The Dais in the Sanctuary (doors are marked with a chalice symbol)

Duck into the Chancel Anteroom, using the door at the back of the dais. Lock both doors.

Classrooms

All classrooms can be locked from the inside. Lock the door, and assemble on the hall side of the rooms, out of sight from the door windows.
FIRST UNITARIAN SAFETY/SECURITY PLANS

Safe Havens – Hostile Intruder (Cont’d)

Basement Level Havens

<table>
<thead>
<tr>
<th>Small storage closet:</th>
<th>Basement/Boiler room door:</th>
</tr>
</thead>
</table>

Doors Opposite Boilers: Storage and Outside Louvered Door:  

Outside access to louvered door:
**FIRST UNITARIAN SAFETY/SECURITY PLANS**

**D: Safe Havens – Tornado**

If there is time, the basement offers the best shelter, specifically, the two large storage rooms described on the previous two pages.

If there is no time or not enough space in the basement, go to the center of a small interior room on the first floor away from corners, windows, doors, and outside walls. Get under a sturdy table if available, and use your arms to protect your head and neck. The best options are:

- Bathrooms
- Part of the storage closet in the Parish Hall without windows
- Hallways of the office wing and the first floor of the RE wing.
- Interior offices – the print room, custodian’s office

**E: 9-1-1 Call Protocol**

1. Describe the problem and indicate if it has just happened or is still in progress.
2. The location is First Unitarian Church at 730 Halstead Rd, or the corner of Halstead and Whitby Rds.
3. Give the phone number you’re calling from. Once you have placed your call to 911, leave your cellular phone turned on in case the 911 operator needs to recontact you for more information.
4. Give your name and any information on who is involved.
5. Answer all other questions as quickly and accurately as possible and follow all of the directions given to you by the 9-1-1 operator.
6. Stay on the phone as long as it is safe to do so.
F: Bomb Threat Checklist

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 __________________________
• Handle note as minimally as possible.

If a bomb threat is received by email:
• Call __________________________
• Do not delete the message.

Signs of a suspicious package:
• No return address
• Excessive postage
• Stains
• Strange odor
• Strange sounds
• Unexpected delivery

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 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

September 2018