

## Emergency Plan

### 1.0 General

Natural Hazards (severe thunderstorms, tornado, winter storms, flooding), operation hazards (power outages, construction), and security hazards (vandalism, threat, kidnapping) can create potential emergency situations at Grace Lutheran Church.

Emergencies may be categorized by level of impact, ranging from a minor equipment failure to a damaging thunderstorm. The emergency with the lowest impact can be mitigated through actions of the church members. Other emergencies with a greater impact may require outside assistance. A major emergency that impacts a broad area and exceeds the capability of county agencies may limit the emergency service's ability to provide immediate response. Members of Grace Lutheran Church may be required to respond to emergency impacts without outside assistance for a number of hours.

This manual is designed to do the following:

- Guide you *during* emergencies.
- Inform you of potential emergency situations *before* an emergency occurs, and
- Help you to *avoid* and *anticipate* dangerous situations.

Emergencies, accidents, and injuries can occur at any time and without warning. The ability to handle an emergency is the responsibility of each individual as well as an organizational responsibility of Grace Lutheran Church. The better prepared you are, the more quickly you can take appropriate action and minimize confusion that may occur during an emergency. This manual includes some basic emergency instructions for specific hazards.

**Be Prepared** - **Read Now** - **Read Often**

### 2.0 Readiness

#### Preparedness Actions

Know the location of the following:

- **Emergency information** (manuals, telephone numbers)
- **Telephones**
- **Emergency evacuation routes**
- **Fire alarms**
- **Fire extinguishers**
- **First aid kits** (OFFICES & KITCHENS)
- **AED** (Automated External Defibrillator) On the wall in the coffee area.

Read the Emergency Manual several times. Be familiar with the building’s floor plan and evacuation routes. Participate in practice fire drills and safety training programs.

Extend this preparedness to your own home. Prepare yourself and your family at home so they will know what to do, where to go, and how to cope with emergencies in your home.

**Emergency Team**

Depending on the emergency, a core team of occupants may be assigned the responsibility for coordinating emergency activities until this responsibility is handed off to the emergency responders. The core team is comprised of an Emergency Supervisor, Emergency Team Members, and other church occupants.

The Emergency Supervisor is the central point of contact for all persons for emergency-related information and direction. This person will be responsible for reviewing the Emergency Plan and implementing any response actions required for the particular emergency. The role of Emergency Supervisor is determined by availability of experienced persons at the Church.

Emergency Team Members are responsible for conducting a sweep of their assigned areas to assure evacuation of personnel and then for advising personnel not to re-enter the building until declared safe or for directing personnel to the appropriate shelter-in-place location. These persons report to the Emergency Supervisor.

Other personnel will assist the Emergency Supervisor and emergency responders, as requested, in order to stabilize an emergency event.

**3.0 Emergency Telephone Numbers**

Type of Emergency	Agency/Contact	Number
Fire	1. Rural/Metro Fire Department	911
Assault/Threat/Bomb Threat	1. Knox County Sheriff	911
Strong Gas Order	1. Rural/Metro Fire Department	911
Major Medical or Accident	1. Rural/Metro Fire Department and EMS	911
Poison	1. Rural/Metro Fire Department and EMS 2. Poison Control Center	911 (800) 288-9999
Minor Illness-Injury-Animal Bite	1. Call Emergency Number	911
Theft	1. Board of Trustees 2. Knox County Sheriff	(865) 215-2444
Other Strong Odors (Non-Gas)	1. Board of Trustees 2. Rural/Metro Fire Department	(865) 675-4600
Utility Failure	1. Knoxville Utilities Board (Gas) 2. W. Knox Utility District (Water) 3. Lenoir City Utilities (Electrical)	(865) 524-2911 (865) 690-2521 (844) 687-5282
Fire Alarm System	1. Fleenor (Code: 22904)	(423) 282-1665
Fire Sprinkler Systems	1. Morristown Automatic Sprinkler	(865) 689-4480

## 4.0 911 Procedures

### When to Call 911:

- Fire
- Major medical emergency (life threatening)
  - o Severe Bleeding
  - o Head Injuries
  - o Broken/dislocated joints or bones (other than fingers or toes)
  - o Heart attack/sever chest pains
  - o Unconscious and/or not breathing
- Crime in progress
- Hazardous Condition – Gas Leak

### Information to Give:

- **What** – Type of problem or injury?
- **Where** – Location of emergency
  - o Grace Lutheran Church  
9076 Middlebrook Pike (Middlebrook Pike and Chert Pit Road)  
Floor and Room Number
- **How** – Describe the emergency.
  - o How did it happen (step-by-step)?
  - o Is the area safe/secure?
- **Who** – Victim information.
  - o Number of ill/injured/threatened.
  - o Age(s)
- **Contact** – Telephone number.
  - o Give the telephone number to be used to call you back. Stay on the phone until instructed otherwise or it is unsafe to do so.
- **Send** – Someone to meet emergency responders in front of the building.

## 5.0 Fire

### General

Smoke, heat, and toxic gases from a fire are the most common cause of fire-related deaths and injuries. Be aware that these deadly fire elements rise and collect at ceiling levels. Cooler and cleaner air will be near the floor. Rising smoke may cover and hide exit signs above the doorway. If you must exit through smoke, crawl low on your hands and knees toward your exit.

## **Readiness**

Locate building exits, fire extinguishers, and the manual fire alarm pull stations nearest the room you are occupying.

Identify at least two building evacuations routes that lead safely to the outside.

Locate your Assembly Place outside the building.

Participate during fire drills to become familiar with primary and secondary routes for your area.

When visiting other buildings, always note the nearest fire exit.

## **Safety Precautions**

If you must exit through smoke, crawl on your hands and knees toward your exit, keeping your head in the “safety zone” one to two feet above the floor.

“Stop, Drop, and Roll” if your clothing catches on fire.

Keep hallways clear.

DO NOT prop fire doors open.

## **Response Actions: Person Discovering the Fire**

- **Notify the Fire Department immediately.** Pull a fire alarm and dial 911 if it is safe.
- **Isolate** the area by closing all doors and windows.
- **Use a portable fire extinguisher** to control a small fire, if it is safe to do so.
- **Evacuate** the building and report to the Assembly Place.
- **Inform** Emergency Supervisor of location and type of emergency.

## **Response Actions: Persons in Building when Fire Alarm Sounds**

- **Follow Evacuation Route** out of the building.
- **Close** all doors and windows along the evacuation route to isolate the fire hazard.
- **Proceed** to the outside Assembly Place.

## **Response Actions: Adults Supervising Children when Fire Alarm Sounds**

- **Account** for and coordinate evacuation of children.
- **Follow Evacuation Posted Route** out of the building.
- **Close** all doors and windows along the evacuating route to isolate the fire hazard.
- **Proceed** to the outside Assembly Place **COLUMBARIUM PLAZA.**
- **Maintain Accountability** of children until turned over to responsible parent.

### **Response Actions: Designated Emergency Supervisor**

- **Organize** and designate Emergency Team.
- **Ensure** all persons in the building if safe to do so.
- **Coordinate** search of building if safe to do so.
- **Meet and brief** emergency service unites on arrival.

### **Response Actions: Designated Emergency Team**

- **Search** all building areas to make sure ALL occupants have evacuated.
- **Direct** occupants to the Assembly Place.
- **Close** doors of vacated areas.
- **Prevent** re-entry during evacuation until the “all clear” is given.

## **6.0 Major Medical Emergency**

### **General**

A **major medical emergency** is considered a life-threatening event that requires immediate hospital care:

- Severe Bleeding
- Head Injuries
- Broken/dislocated joints or bones (other than fingers or toes)
- Heart attack/ severe chest pains
- Unconscious and/or not breathing

A **serious injury or illness** requires treatment beyond first aid (stitches, fracture), but there is time to get to the hospital or emergency room. An ambulance is not necessary.

A **minor illness or injury** may be treated by a trained medical professional or self-treated (minor first aid).

**Know** who in the Parish has completed first aid training and where the first aid kit is located.

### **Response Actions: Medical Emergency (Life Threatening)**

- **Call 911** and state that you need medical aid. The caller should have as much information as possible. Stay on the telephone with the dispatcher until emergency services arrive. Be sure someone stays with the injured person.
- **Provide** the following information to the 911 dispatcher:
  - o Name: Grace Lutheran Church
  - o Address: 9076 Middlebrook Pike (Middlebrook Pike and Chert Pit)
  - o Room number and floor.
  - o Type of illness or injury.

- Individual's present condition.
- Sequence of events leading to the emergency.
- Medical history (if known)
  - Medic-alert bracelet/necklace)
- **Send** someone to meet emergency responders at the front entrance.
- **Administer First Responder Care** if trained and equipped to do so.
- **AED** (Automated External Defibrillator) Located in the Coffee Area.

## 7.0 Power Failure

### Response Actions: Power Failure

- **Turn "OFF"** electrical and office equipment, including computers, light switches, printers, monitors, etc. When service is restored, power surges may occur that can damage electrical equipment. If uncertain that the equipment is off, unplug it.
- **Follow** appropriate emergency response procedures if fire or other emergency caused power failure.
- **Locate** flashlights (never use an open flame such as a match or lighter for a light source.)
- **Call** the utility company and report the power outage.

### Readiness

- Know the location of flashlights and batteries.

### Response Actions: Power Failure Evacuation

- **Use** flashlights.
- **Use** stairs and hallways to exit. Avoid use the elevator.
- **Stay** to the right side of the stairs and hallways at all times and use stair handrails.
- **Proceed** to Assembly Place outside the building.
- **Do not** re-enter building until instructed to do so.

### Response Actions: Main Utility Disconnects/Shutoff Locations

- See floor plans for location of utility shutoff locations.

## 8.0 Bomb or Suspicious Item Found – Bomb Threats

### Response Actions: Suspected Bomb or Suspicious Item

- If you **SEE** a package or a foreign object **LEAVE IT ALONE. DO NOT TOUCH.**
- Make a **QUICK VISUAL STUDY** of the **SIZE AND LOCATION** of the object.
- **START** Response Actions for Bomb Evacuation.
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## General

Bombs can be received in the mail or be planted in the building. Be especially careful if a bomb threat has been received by note, letter, e-mail, or telephone. Look for mail that appears out of place, unusually wrapped, or otherwise suspicious. Note any package, foreign object, or odd device located in an unusual place. If a bomb threat has been received, carefully survey your work area and inspect mail before opening.

### Response Actions: Bomb Threat by Telephone

- **STAY** on the telephone.
- **REMAIN** calm.
- **COLLECT** as much **INFORMATION** as possible.
- **FILL OUT THE BOMB THREAT INFORMATION CHECKLIST.**
- **REPORT** the **THREAT** immediately to the Knox County Sheriff's Department. If possible get someone else to do this while you continue talking to the caller.
- **SURVEY** your **WORK AREA** for unusual packages or foreign objects in an unusual place. If found, do not touch.

### General Information

Bomb threats are usually received by telephone or sometimes by note or letter. Most bomb threats are made by callers who want to create an atmosphere of general anxiety or panic, but all such calls must be taken seriously and handled as though an explosive is in the building.

If you receive a threat by telephone, do not hang up. It is important that you remain calm, try to prolong the conversation and get as much information as possible. The longer the telephone connection is in place, the better chance authorities will have to identify the call and to trace the call.

If you receive a bomb threat by note, letter, or e-mail, immediately contact the Knox County Sheriff's Department.

### Response Actions: Bomb Evacuation

- **EVACUATE** the building immediately when instructed.
- **NOTE SIZE AND LOCATION** of unfamiliar, strange, or suspicious objects on your way out.
- Upon exiting, **REPORT TO THE ASSEMBLY PLACE.**
- If Assembly Place is located near parked cars or other structures, relocate the Assembly Place.
- **CALL 911** from outside the building using a hardwired telephone from another business.

## General

Evacuation may be necessary following a bomb threat, the identification of a potential bomb, or following an explosion of any type. Personnel should be familiar with the primary and secondary evacuation routes. These routes are marked on the building evacuation plans.

## Bomb Threat Checklist

Time:	Date:	Sex of Caller:	Race:	Age:
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## Questions to ask:

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

## Caller's Voice:

Calm	Nasal
Angry	Stutter
Lisp	Excited
Slow	Raspy
Rapid	Deep
Soft	Ragged
Loud	Clearing Throat
Crying	Cracking Voice
Normal	Disguised

## Threat Language:

Well Spoken
Incoherent
Foul
Taped
Irrational
Message read by threat maker

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**Background Sounds:**

Street noises	Factory machinery
Restaurant noises	Animal noises
Voices	Clear
PA System	Static
Music	Local call
House noises	Long distance
Motor	Booth
Office machinery	Other

Length of Call:	
Your Name:	
Your Position:	

**Exact wording of the Threat**

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**9.0 Severe Thunderstorm/Tornado**

**Response Actions: Severe Thunderstorm Warning/Tornado Watches**

- **DESIGNATE** a storm monitor. The monitor should have access to a radio for weather service alerts and should observe changing weather conditions outside.
- **SHUT DOWN** and unplug all high value computer and electrical equipment.
- **ACCOUNT** for all persons working or visiting the church facilities. Know their locations so they can be contacted if further sheltering is necessary.

## General Information – Tornadoes

Peak time for tornadoes to strike varies from region to region. In some southeastern states, early morning tornadoes are almost as common as late afternoon ones. In western and northern states, peak hours are from 3 to 7 p.m.

Be alert to what is happening outside. Here are some of the things that people describe when they tell about a tornado experience:

- A sickly greenish or greenish black color to the sky.
- If there is a watch or warning posted, then the fall of hail should be considered as a real danger sign.
- Hail can be common in some areas, however, and usually has no tornadic activity along with it.
- A strange quiet that occurs within or shortly after the thunderstorm.
- Clouds moving by very fast, especially in a rotating pattern or converging toward one area of the sky.
- A sound like a waterfall or rushing air at first, but turning into a roar as it comes closer. The sound of a tornado has been likened to that of both railroad trains and jets.
- Debris dripping from the sky.
- An obvious “funnel-shaped” cloud that is rotating, or debris such as branches or leaves being pulled upwards, even if no funnel cloud is visible.

If you see a tornado and it is not moving to the right or to the left relative to trees or power poles in the distance, it may be moving towards you! Remember that although tornadoes usually move from southwest to northeast, they also move towards the east, the southeast, the north, and even the northwest.

## Response Actions: Sheltering-In-Place during Severe Thunderstorms/Tornadoes

- The **EMERGENCY SUPERVISOR** shall initiate a Shelter-In-Place Order when directed to do so by the National Weather Service or when conditions outside indicate possible structurally damaging conditions.
- The **EMERGENCY SUPERVISOR** will identify **EMERGENCY TEAM MEMBERS** to search and notify persons in each of the five Search Zones to Shelter-In-Place.
- Persons in the building shall **REPORT** to the Family Life Center and line up in an orderly fashion filling the following areas by order of safety:
  - o **Chair and Table Storage Room**
  - o **Men’s and Women’s Restroom**
  - o **Janitor’s Office**
  - o **Main Corridor between Family Life Center and Restrooms.**
- Stay away from glass, both in windows and doors.
- Crouch down, and make as small a “target” as possible.
- The **EMERGENCY TEAM** shall continue to monitor conditions until an “all clear” can be given and persons are allowed to resume normal activities.

- **RESPOND** to other emergencies that may have resulted from the storm as discussed in the Grace Lutheran Church Emergency Plan.

## **20.0 Fire Protection Features**

- Fire extinguishers are located at all building exits.

## **20.1 Fire Alarm System**

- Smoke detectors are located in the Family Life Center and the Fellowship Hall kitchens.
- Smoke detectors are also located in the building hallways.