

Guest Services Emergency Procedures

From time to time, situations arise that are **true emergencies**. They demand your attention and affect the safety of one or more of our guests. It is during these times, and these times only, that the word “emergency” should be used to communicate the situation. Please never use the word “emergency” unless it truly describes the situation. Some of these situations include:

MEDICAL EMERGENCY

*If the situation obviously deserves a call to 911, call 911 immediately (our address is _____) **BE SURE** to indicate the church entrance closest to the emergency.*

- Contact your Coach and/or your ministry area Pastor/Director and let them know there’s an emergency that needs a medic. They will then page the safety team. The team will be notified by text which location needs their help and a team member will report directly to that location.
- Provide the location and a description of the situation to the medical professional upon arrival
- A staff member and medical professional will then take over the situation
 - Two wheelchairs are available on Sunday mornings
 - Our AED (Emergency Defibrillator) is located inside the north entrance doors.
 - The medical supply bags are located in the prayer room.

SUSPICIOUS PERSON

- Contact your Coach and/or the Help Center Team
- Provide the location of the person, the description of the person, and their suspicious behavior
- Keep an eye on the person until someone arrives
- Do not confront the person

MISSING CHILD

- Contact your Coach and/or the Help Center Team
- Provide any important details (i.e. your location, description of child, etc.)
- Your Coach and the Help Center Team will provide further instructions

FIRE

- Pull the nearest fire alarm
- Contact your Coach and/or the Help Center Team
- Assist all guests in following our evacuation plan