



**Disaster  
Response  
And  
Emergency  
Procedures  
2018**

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# Table of Contents

Introduction	
Emergency Response Plan Objectives	3
Section I – Communication	4
Section II – Who is involved?	4
Section III – General Principals	5
Section IV – Responses to Specific Emergencies	6
1. Medical emergency procedures	
2. What to do in a fire	
3. What to do during a tornado or damaging winds	
4. What to do in the event of an active shooter	
5. What to do during a bomb threat	
Hurricane/Disaster Preparedness	9
New Covenant United Methodist Church Facilities Use During a Disaster	10
Prepare in Advance – Don’t Wait till the Last Minute	11
Pandemic Procedures for New Covenant United Methodist Church	12
Section V – Training	14
Appendix A – Fire Extinguisher Locations	15
Appendix B – AED Locations	16
Appendix C – First Aid Kit Locations	17

# NCUMC Disaster Response Plan

## Introduction

Being prepared in the event of a disaster not only can reduce a loss, but can make the difference between life and death. In order to protect our facilities, personnel and visitors, the following Disaster Response Plan has been created. This plan is for New Covenant United Methodist Church. The document covers the duties of staff, risk assessment, emergency and evacuation procedures, communication, important contact information, gathering sites and shelter locations, and post emergency objectives. It is not intended to be exhaustive. Other areas not covered in this document must be considered, including but not limited to: computer systems, facility restoration, records recovery, etc.

## Emergency Response Plan Objectives

The Emergency Response Plan for New Covenant United Methodist church has as its primary objectives:

- To save lives and prevent injuries
- To promote fast, effective action in responding to emergencies
- To minimize loss of church property
- To restore conditions to normal and with minimal confusion

For the above objectives to be accomplished, it is vital that we be prepared to respond effectively in times of emergency. Therefore, the pastor, the pastoral staff, all employees and ministry leaders should:

- Familiarize themselves with the Disaster Response Plan
- Be prepared to activate it immediately, and
- Perform any duties to which they are assigned to assure its effectiveness

## **Section I –Communication**

1. Communication will begin with and channeled through the Disaster Coordinator.
2. It will be the responsibility of the Disaster Coordinator to provide periodic training and information updates to the congregation at large.
3. This plan will be reevaluated in October of each year. Changes may be made at other times as warranted through the Disaster Coordinator.
4. Review – An incident review will be conducted at the discretion of the Disaster Coordinator following the occurrence of an event.
5. All media requests and information will be referred to the Disaster Coordinator.
6. Contact numbers:
  - 911 - Fire, emergency services, gas leaks, police
  - Police – 352-569-1600 (non-emergency)
  - Fire – 352-205-8280 (non-emergency)
  - SECO – (power outage) 1-800-732-6141
  - Comcast – 1-877-543-3961
  - Church leadership – 352-750-4529
  - Florida Poison Information Center – 1-800-222-1222
  - Villages Regional Hospital – 352-751-8000
  - TECO – 352-750-0000
  - WVLG/640 AM – 352-753-1119
  - Larry Frum, NCUMC Disaster Coordinator – 352-638-0533

## **Section II – Who is involved?**

1. Disaster Coordinator
2. Staff
3. Lay Leadership
  - a. Early Response Team
  - b. Ushers
  - c. Others as assigned

## Section III – General Principles

General Principles for Responding to an Emergency:

- **Laminated instructions for specific types of disaster are strategically placed throughout the church.**
- Communicate: Should you observe suspicious behavior and/or something that appears out of the ordinary, but is not an obvious emergency, please dial the **Sumter County Sheriff's Non-Emergency Number: 352-569-1600**.
- In the event of an obvious emergency, you would dial 911. Remember to dial a 9 before the 911 from any church phone.
- For emergency situations only and to alert those in both buildings, please **dial 460** from any phone and announce, "Code Red Evacuate" several times. Your voice will be transmitted through the paging system and through the phones in both buildings. **It is extremely important that you only take this action in the event of an emergency that requires attention in both buildings.** This feature is not intended for making general announcements that are not an emergency requiring swift action. Note: We will be instructing our lay ministry leads to share with their teams what to do in that event.
- Stay Focused: Take all emergencies seriously and respond immediately. An attendance roster should be taken before any meeting /class is started. This can be used to establish accountability following an evacuation of the facilities from a disaster.
- Stay Calm: Remaining calm increases the likelihood that one will make the decisions required to cope with and resolve a crisis.
- Act promptly: Begin to execute the appropriate emergency procedures.
- Prevent Further Harm or Damage: Isolate the area of trouble. Evacuate or begin sheltering actions if appropriate.
- Coordinate: Direct others to areas of safety, first aid resources, medical resources and/or emergency personnel.
- Establish an Emergency Operations Center: Establish communication. Gather information. Keep a log. Activate notification system for families.
- Designate a Spokesperson: Designate someone to communicate with the emergency personnel, families, and the media as required.
- Execute Recovery and Follow up Activities: Continue to maintain the activities of the Emergency Operation Center and to cooperate with emergency personnel until the crisis has been fully resolved.

## Section IV – Responses to Specific Emergencies

Included in each of the following response plans is information on designated gathering site locations. Note that this information varies depending upon the type of emergency. Please make yourself familiar with the gathering site locations for each type of emergency.

### 1. Medical Emergency Procedures:

In the event that one of our congregants should fall ill during the worship service, the following procedures should be followed if possible:

- If you are near the stricken person, you and your partner should go to the person, one of you stays with the person and the other informs the head usher of the situation.
- If you are not near the stricken person, be alert to the situation and ready to help if called upon.
- The ushers near the stricken person should be available to help the head ushers by getting a wheelchair, the crash cart, or calling 911 (posted next to each phone is all the important information the 911 dispatcher needs). **Wait for instructions from the volunteer medical person or the head usher.**
- Make room by politely moving people away from the stricken person so that aid (volunteer medical persons or EMS) can safely get to the person. If needed, move chairs out of the way.
- If the person is removed from the service, return the moved chairs and reseal the people, thanking them for their cooperation.
- Above all, you should act as a calming agent during an emergency and seek to help restore order quickly.
- An incident report must be completed and returned to the Director of Church Administration.

### 2. What to do in a fire:

Custodian or person discovering the fire will:

- Call 911 to report the fire – from a church phone if there is time. If not, from a mobile phone outside of the building.
- Notify Pastors or leader in charge.
- Initiate Code Red procedures.
- Evacuate immediately by bringing class/participant list, maintaining order, and moving quickly and quietly. Follow the predetermined escape route as indicated on evacuation maps. Close doors and windows if possible.
- Do not open doors which are hot to the touch or have smoke coming from underneath them.

- If smoke is present in the room, stay low and crawl to safety. Pieces of cloth may be soaked in water and used to cover your nose and mouth.
- If clothing catches fire, drop and roll on the ground until the flames are extinguished.
- If escape route(s) becomes blocked, find another route.
- If trapped, stay low, yell or use a phone or cell phone to call for help. This will help firefighters locate you when they arrive.
- Search restrooms and other isolated areas.
- After evacuation, gather at the designated site.
- Check attendance at the place of gathering and report any missing person(s) to emergency response personnel as soon as possible along with the last known location of the individual(s).
- Notify Trustees/Pastors of the emergency (if not present at location).
- Do not reenter building until given permission by emergency personnel.
- Do not let person(s) get into their cars and leave the area.

**Primary Gathering Site:** Exiting East exits – meet at Southeast corner of property, back of Publix market. If exiting from West exits, meet at Northwest corner of property next to County Route 101.

### **3. What to do during a tornado or damaging winds:**

- Call 911.
- Facilities Staff or other individual identifying tornado will immediately inform Pastor or leadership in charge.
- Pastor-leader will direct those in attendance to congregate in Christian Life Center away from windows.
- Do not seek shelter in a car or try to outrun a tornado.
- Listen to a battery-powered NOAA Weather Radio, regular radio, or television for updated information.
- Get under a piece of sturdy furniture and hold on to it. This will help protect you from falling debris.
- Keep your head and neck covered at all times and stay low in the room.
- Stay away from windows. Do not open windows. (Opening windows will allow damaging winds to enter the structure. It is a myth that tornadoes cause houses to explode due to changes in air pressure.)
- For staff in Administration Building, stay in building and gather in center hallway office or break room and follow above safety procedures.

\*Gather only after storm has subsided at the direction of emergency personnel:

### **4. What to do in the event of an active shooter:**

#### **BEFORE**

- Be alert and aware of your surroundings.
- Be aware of and report conspicuous or unusual behavior to church leadership or call

911 for assistance.

- Do not accept or bring packages from strangers into church buildings.
- Identify all emergency exits.

## **DURING**

- **RUN . . . . HIDE . . . . FIGHT**
- Call 911 as soon as possible. Texting 911 is appropriate if hiding in a secure location.
- Report attack to Pastor/leader in charge, who will direct those in attendance.
- Instructions to Pastor/leader in charge:
  - If the threat is **inside the building**, evacuate immediately, maintain order, and move quickly and quietly. Follow the predetermined escape route as indicated on evacuation maps if possible.
  - If the threat is **outside the building**, remain inside and begin sheltering activity. Lock doors, close windows, shut off ventilation systems.
  - Move away from the area of danger or any dangerous person(s) if possible.
  - Wait until Emergency Personnel has secured premises and dismissed you. Follow their instructions implicitly.

## **AFTER**

- Try to remain calm.
- Follow the instructions of emergency personnel.
- Convey any important information to law enforcement and medical personnel.
- As appropriate, make available counseling services to staff and congregants.

\*Once crisis is over, please gather in the parking lot behind the Publix shopping center adjacent to the church. This will allow us to account for staff and congregants.

### **5. What to do during a bomb threat:**

- Call 911 to report the threat if not already reported. Give exact details of the threat to the dispatcher.
- Treat all bomb threats as credible.
- Do not touch any suspicious mail, packages, or unclaimed objects.
- Evacuate immediately maintaining order, and moving quickly and quietly. Follow the predetermined escape route as indicated on evacuation maps.
- Do not smoke. Do not light matches or candles.
- Do not touch any power switch.
- After the initial call, discontinue using the telephones, cellular phones, or two-way radios. Move to another facility before making calls.

- Check attendance at the place of gathering (see below) and report any missing person(s) to emergency response personnel as soon as possible along with the last known location of the individual(s).
- Request a search of the building by law enforcement.
- Notify church leadership.
- Do not reenter building until given permission by law enforcement.
- If an explosion occurs, continue to maintain a safe distance from the building as secondary explosive devices may be present.

**Primary Gathering Site:** Exiting East exits – meet at Southeast corner of property, back of Publix market. If exiting from West exits, meet at Northwest corner of property next to County Route 101.

## **Hurricane/Disaster Preparedness**

Those in our congregation who are among the elderly, single, live in manufactured homes, or may have special medical needs, please call your Disaster Prep & Response Area Rep if you have need of assistance prior to a hurricane heading our way or after one hits: Moving outside items to inside beforehand, or damage assessment assistance, for example. Please refer to the following information and if you still have questions, please call the Care Ministry Office, Ext. 239 and we will assist or re-direct you according to your needs.

The following are **Tips from Florida’s Emergency Management website to jumpstart one’s planning process**—the bottom line is: **Have a place to go!**

1. **Develop a family hurricane preparedness plan before an actual storm threatens your area.**  
If your plan includes evacuation to a safer location, it is important to consider the following:
  - If ordered to evacuate, do not wait or delay your departure. If possible, leave before local officials issue an evacuation order for your area. Even a slight delay in starting your evacuation will result in significantly longer travel times as traffic congestion worsens.
2. **Select an evacuation destination that is nearest to your home, preferably in the same county, or at least minimize the distance over which you must travel in order to reach your intended shelter location.**
  - In choosing your destination, keep in mind that motels and other sheltering options in most inland metropolitan areas are likely to be filled very quickly in a large, multi-county hurricane evacuation event.
3. **If you decide to evacuate to another county or region, be prepared to wait in traffic.**
  - The large number of people in this state who must evacuate during a hurricane will probably cause massive delays and major congestion along most designated evacuation routes; the larger the storm, the greater the probability of traffic jams and extended travel times.
4. **If a hotel or motel is your final destination during an evacuation, make reservations before you leave.**
  - Most hotel and motels will fill quickly once evacuations begin. The longer you wait to make reservations, even if an official evacuation order has not been issued for your area or county, the less likely you are to find hotel/motel room vacancies, especially along interstate highways and in major metropolitan areas.

5. **If you are unable to stay with friends or family and no hotel/motel rooms are available, then as a last resort go to a shelter. (See below for further details.)**
  - Remember, shelters are not designed for comfort and do not usually accept pets. Bring your disaster supply kit with you to the shelter. Find pet-friendly hotels/motels if you have pets.
6. **Make sure that you fill up your car with gas—before you leave.**

**Locating All Shelters and Pre-Registering for Special Needs and Pet-Friendly Shelters:** Nearest shelters are listed. However, please refer to “The Villages Daily Sun Newspaper” for shelter locations that will open with each emergency or hurricane occurrence, including those for **Special Needs** (Ex., will need transportation, on dialysis or critical 24 hr. care, bedridden) or for shelter locations that are **Pet-Friendly in your county**. In order to use a Special Needs Shelter, you must pre-register by picking up and mailing in the pre-registration form for your county by calling the following numbers and they will mail you a form to be returned—a one-time process that retains your registration indefinitely until they are given notice to remove you from their list of concerns:

- **Sumter County (352) 569-1660** (Temp. phone-in registration (352) 793-5419)
- **Marion County (352) 369-8185** (No temp. phone-in registration available)
- **Lake County (352) 343-9420** (Use same number for temp phone-in registration)

If you have not pre-registered, once an evacuation order is given, you may call with a temporary-only phone-in registration for Sumter County only. If you are located in one county but are closer to another county’s shelter for **General Needs**, you may go there without fear of being turned away and no pre-registration is necessary. If you go on the late side, you might call ahead to check on availability.

## **NCUMC Facilities Use During a Disaster**

New Covenant facilities were not constructed with housing in mind. There are not sufficient shower facilities nor are there sufficient restrooms for prolonged use. Therefore, NCUMC facilities will NOT be used to house displaced people in the event of a disaster.

With Marion, Lake and Sumter Counties all having shelters, we will help direct our people to the appropriate locations.

In the event that disaster service requests NCUMC being used for providing meals, the request may be granted if approved by the appropriate governing body. Any other request for use of facilities will be directed to the Trustees and considered on the basis of the ability to comply.

# PREPARE IN ADVANCE – DON'T WAIT TILL THE LAST MINUTE

## DISASTER SUPPLY KIT

From Emergency Management Website: <http://www.floridadisaster.org/supplykit.htm>\*

**Water** – at least 1 gallon daily per person for 3 to 7 days

**Food** – at least enough for 3-7 days

- Non-perishable packaged or canned food/juices
- Foods for infants or the elderly
- Snack foods
  
- Non-electric can opener
  
- Cooking tools/fuel
- Paper plates/plastic utensils

**Blankets/Pillows, etc.**

**Clothing**-seasonal/rain gear/sturdy shoes

**First Aid Kit/Medicines/Prescription Drugs**

**Special Items**-for babies and the elderly

**Toiletries**-hygiene items and **moisture wipes**

**Flashlight/Batteries**

**Radio**-Battery operated and NOAA weather radio

**Cash** – Bank and ATMs may not be open or available for extended periods

**Keys**

**Toys, Books and Games**

**Important documents** – in a waterproof container

- Insurance, medical records, bank account numbers  
Social Security card, etc.
- Document all valuables with videotape if possible

**Tools** – keep a set with you during the storm

**Vehicle fuel tanks filled**

**Pet care items**

- proper identification/immunization records
- ample supply of food and water
- a carrier or cage
- medications
- muzzle and leash

**\*Lots of helpful info for before, during, and after a hurricane in Florida!!**

### Emergency Shelters

Shelter openings may vary with each emergency or hurricane. Please stay tuned to the media for a listing of shelters that will be opened for each occurrence. Do not go to a shelter until it is announced through the media that the shelter is open—best to call first. Closest shelters (which may not open each time or may fill quickly, so call) are the following:

- **Lake County** — Villages Elementary, 695 Rolling Acres Rd., Lady Lake-This is also a Pet Friendly Shelter and a Special Needs Shelter (generally medical or disability)
- **Marion County** — Belleview Middle School, 10500 SE 36<sup>th</sup> Ave., Belleview – General Population; and Belleview High School
- **Sumter County** — Villages Charter Middle School, 450 Village Campus, SR 466; and Villages Charter High School, 251 Buffalo Trail, CR 466, The Villages-General Population

6/20/20

# PANDEMIC PROCEDURES FOR NCUMC

These procedures are written during what the World Health Organization believes is an impending pandemic of influenza virus. A virus infection can cause a wide range of symptoms, including fever, cough, sore throat, body aches, headaches, chills and fatigue. Some people have reported diarrhea and vomiting. Severe disease with pneumonia, respiratory failure and even death is possible. Certain groups might be more likely to develop a severe illness, such as persons with chronic medical conditions. Sometimes bacterial infections may occur at the same time as or after infection with influenza viruses and lead to pneumonias, ear infections, or sinus infections.

The following information can help you provide safer care of your church staff and the congregation during a flu pandemic.

## Two-phase Approach:

Establish a two-phase approach in which the first phase is preparatory, establishing precautionary procedures while the second phase implements severe disease prevention measures such as closing all childcare centers and discontinuing worship services and other mass gatherings such as memorial services, weddings, routine church committee meetings, etc, while assisting members of the congregation meet their daily needs when businesses, organizations and transportation are shut down.

## PHASE ONE: PRECAUTIONARY PROCEDURES

### Churches:

- Provide sanitary hand cleaner for ushers, greeters, teachers, money handlers, etc. Don't overlook the staff that meets the public in the church office.
- Provide disinfectant wipes such as "Clorox wipes" for each classroom and meeting room.
- Provide latex or vinyl gloves for cleaning up after worship services.
- Purchase sanitary hand cleaners and disinfectant wipes by the case prior to implementing pandemic precautions. Expect stores to run out of all such items during the warning phase.
- Work with the local health department.

### Pastors:

- At the beginning of each service, acknowledge the health situation and give a short overview of the health of the congregation. Announce some of the precautions being taken to inform the congregation that the situation is being taken seriously, to explain why ushers and greeters aren't shaking hands and hugging, and when mentioning the precautions being taken in classrooms.
- During communion, before giving the elements to the communion stewards (or yourself) and with a hymn softly playing in the background, line up the stewards (or yourself) and apply hand sanitizer in full view of the congregation. Place wafers or bread into the hands of the people, not their mouths.

Do not allow them to put their hands into a plate of bread strips or to pull out their own piece of bread from a loaf. Do not use a communal communion cup. Protector gloves should be worn by all stewards and pastors.

### **Ushers & Greeters**

- Discontinue shaking or holding hands.
- Wash and/or sanitize hands after taking offering.
- Folks processing money and pledge envelopes from the offering should sanitize their hands afterwards.

### **Clean-up after services:**

- Immediately after each service clean up all waste paper and particularly used tissues. Do not allow them to accumulate in a waste basket from one service to another, emptying the contents of each basket into the central garbage receptacle. Wear latex or vinyl gloves while picking up.
- Use a disinfectant wipe on all door knobs, panic bars, faucets, etc.

### **Sunday school teachers:**

- Use a disinfectant wipe to wipe down all table surfaces, door knobs, et cetera, prior to the start of class.
- Visually scan each person in your class and if any are showing symptoms of an illness, have them go home. You are not to be expected to diagnose illnesses, such as telling the difference between a cold and the flu, but during this time, if a person is showing any symptoms of an illness your primary responsibility is to protect the health of the other people.
- Take a minute before class to mention the health situation in a manner appropriate to age level, and emphasize the impact each of them can have on the situation here and at home simply by covering a cough and washing their hands properly and often. Use a handout as an illustration or have a short presentation showing how to properly wash hands.
- After the class is finished, again use a disinfectant wipe to wipe down all table surfaces, door knobs, et cetera. Tissues and other such waste should be disposed of right away, not left for whenever the janitor comes in.

## **PHASE TWO: SEVERE PANDEMIC PROCEDURES**

### **Congregational Care:**

- While the church is allowed to continue worship services and other group gatherings, strengthen the cleaning and disinfecting of touchable surfaces.
- Consider the voluntary temporary halting of non-essential group gatherings such as committee and commission meetings, Bible study, small-group classes, etc.
- Establish flexible work schedules. Develop ways to maximize church staff working at home and communicating through the telephone or the internet.

- Prepare for the order to close worship services and gatherings such as weddings, and memorial services.
- Consider focusing the church's efforts during a severe pandemic to providing services that are most needed during the emergency.

Mental/Spiritual Health:

- Make maximum use of telephone trees and the church web site to reach out to the congregation and help them feel that they are still part of the whole, even though they may be physically isolated.
- Remind them that God is with them even in isolation.

Social Services:

- Develop the means to assist elderly and special-needs people who depend on public transportation, businesses and other institutional entities, such as "Meals on Wheels", that might be closed down. Also plan for many medical clinics and other providers of routine health services which the elderly or special-needs folks have come to depend on, may be diverted to handle only flu cases.

The status of worship services and meetings will be announced on The Villages Channel 2 and The Villages WVLG/640 AM. Information will also be disseminated on NCUMC's website ([newcovenantumc-fl.org](http://newcovenantumc-fl.org)). Finally, it is recommended that NCUMC consider, and if possible, implement an automatic telephone call system to contact all directly in the event of a pandemic.

## Section V – Training

Annual training will be provided for staff and lay leadership in the following areas:

- CPR and AED – (defibrillators) – voluntary
- Fire extinguishers – required
- Evacuation procedures to include special needs assistance required
- How to respond when emergency personnel arrive at the location

# Appendix A

## Location of Fire Extinguishers

1. Narthex; next to restrooms
2. Narthex; next to library
3. Christian Life Center; below A/V
4. Utility room next to Christian Life Center
5. Christian Life Center; main entrance
6. Christian Life Center; next to west entrance door
7. West hallway opposite classroom # 1
8. West hallway opposite classroom # 3
9. North hallway opposite office
10. North hallway opposite classrooms 7 & 8
11. North exit hallway
12. Chapel
13. Mezzanine Level
14. Mezzanine Level
15. Mezzanine Level
16. Mezzanine Level
17. Classroom # 1
18. Janitorial Closet A133
19. Classroom # 10
20. Worship Center; west wall
21. Worship Center; north exit
22. Kitchen; east exit
23. Kitchen; east exit
24. Facility Staff B153
25. Facility Staff B153
26. Administration Building; entrance
27. Administration Building; work room
28. Administration Building; Jim Divine C194

Five (5) “**Panic Buttons**” have been installed in the following locations:

- Care Office
- CLC, Sound Booth
- Administration Building
- Fellowship Center, Sound Booth
- West Narthex, Ticket Kiosk

If a “panic button” is activated, the person who activated the alarm will take charge and proceed with evacuation procedures based on the event (fire, bomb, shooter).

## **Appendix B**

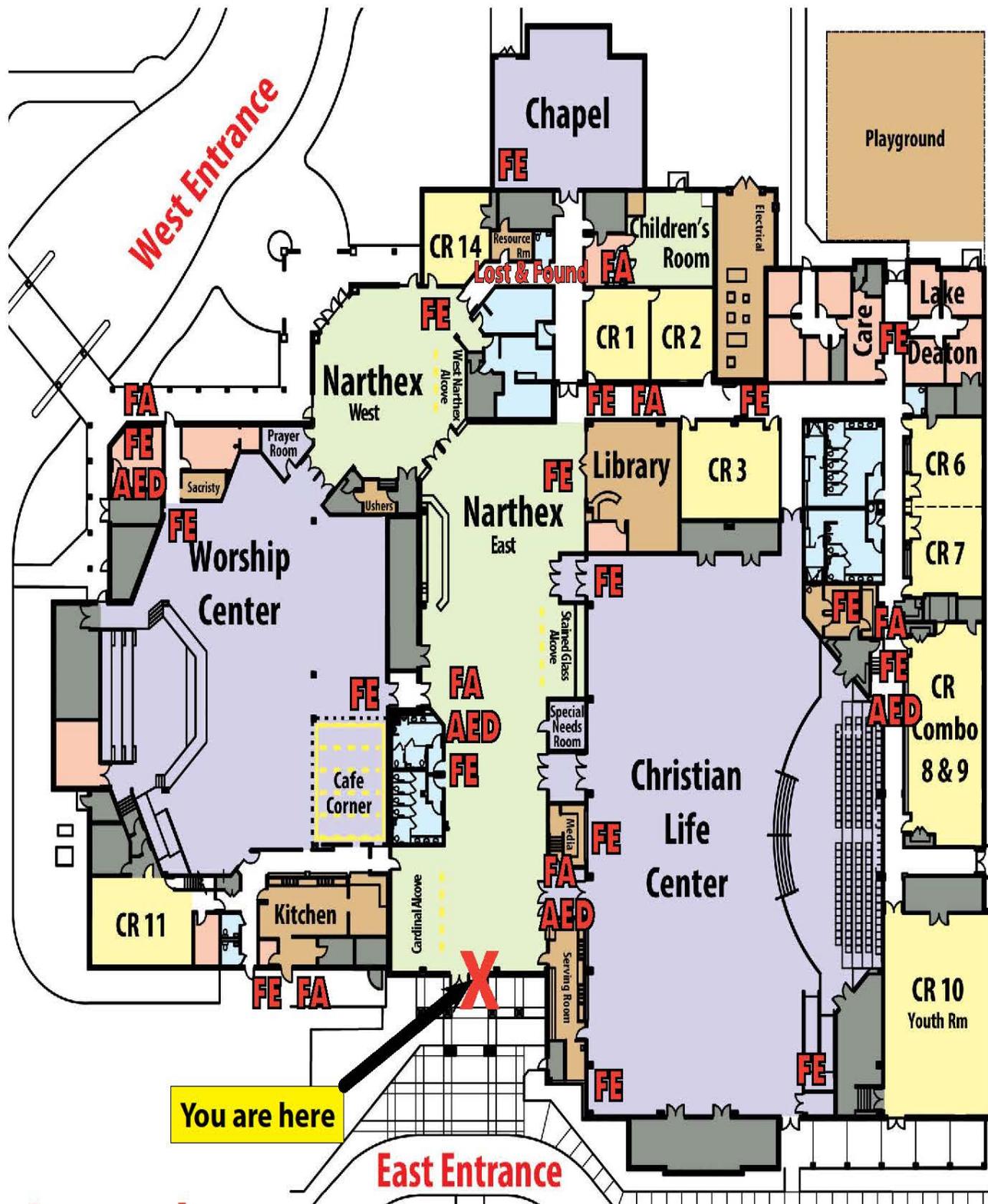
### **AED Locations**

1. East Narthex, next to restroom
2. Opposite Classroom 8 & 9
3. Facility Staff B153
4. Wooden First Aid Kit, Center Vestibule, Christian Life Center
5. Helping Hands Personnel
6. Administration Building work room
7. Bargains & Blessings
8. Lake Deaton Campus

## **Appendix C**

### **First Aid Kit Locations**

1. Facility Staff B153
2. Kitchen
3. East Narthex next to restrooms
4. Children's Room
5. Opposite Library
6. Opposite Classrooms 8 & 9
7. Center Vestibule, Christian Life Center
8. Work room in Administration Building
9. Bargains & Blessings



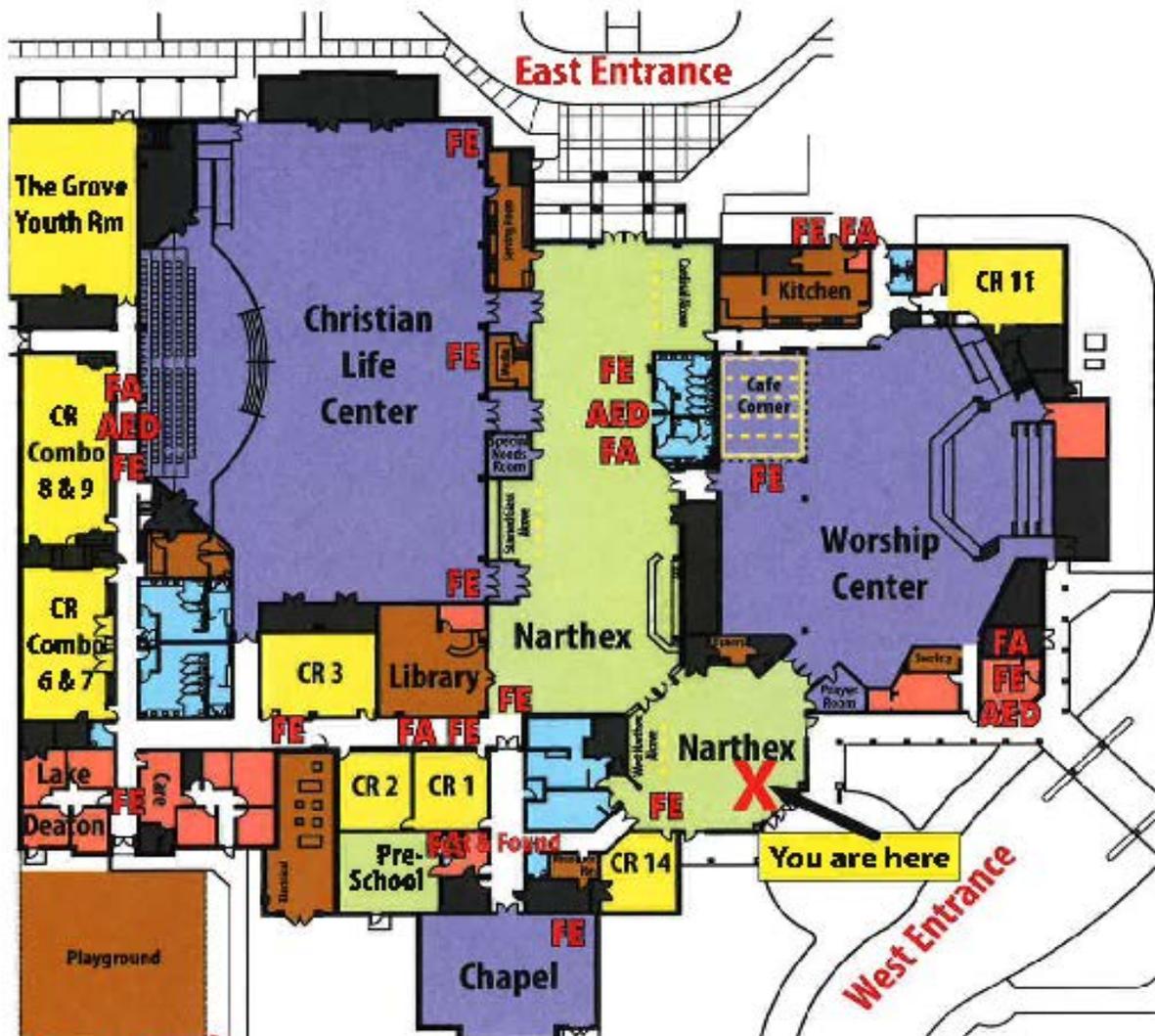
## Legend

■ Worship areas

■ Classrooms

## Emergency Equipment

**AED** Automated External Defibrillators



### Legend

- Worship areas
- Classrooms
- Offices
- Restrooms
- Miscellaneous
- Storage

### Emergency Equipment

- AED** Automated External Defibrillators
- FE** Fire Extinguishers
- FA** First Aid Kits

Lost & Found is in the hallway next to Classroom 14