

Living Word Christian Center

Emergency Response Plan

1494-1600 California Circle

Prepared for
The City of Milpitas

ATTACHMENT I

April 20, 2006

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GLOSSARY OF TERMS

Church Director/Designee: The director of the Church will be responsible for all activities at the Church. The designee is delegated all duties and responsibilities of the Director in his/her absence.

Evacuation Chief: The person (Director/Designee) responsible for initiating an evacuation at the Church.

Evacuation Warden or Warden: The person(s) responsible for the safe evacuation and accountability of occupants in their area(s) of responsibility.

Searcher(s): Church staff responsible for ensuring all occupants in their assigned areas safely and properly evacuate to their designated assembly areas.

Church: Refers to the Church.

Incident Commander: The emergency response organization representative in charge of the situation, personnel, and resources.

ACRONYMS

ERT	Emergency Response Team
HVAC	Heating, Ventilation, Air Conditioning

I. ADMINISTRATION

A. INTRODUCTION

The Living Word Baptist Church is located at 1494-1600 California Circle, Milpitas, California.
The hours of operation are

SUNDAY

Office Hours:	9:00am - 5:00pm; around 10 people in open office: B101, staff will assist when there is a service, so there will not be an overlap
Choir Practice:	8:30am - 9:00am; around 35 people in room A101
Living Word Service:	9:00am - 10:00am; maximum 995 people in room A102
Living Word Bible Study:	10:00am - 11:00am; around 80% of the people attending Living Word Service in rooms 27-29, 1029-1034 and 1074-1077, C101, C103
Living Word Service:	11:00am - 12:00am; maximum 1800 people in room A102
Living Word Bible Study:	12:00pm - 1:00pm; around 50-60% of the people attending Living Word Service in rooms 27-29, 1029-1034 and 1074-1077, C101, C031
Team Kid Worship:	10:00am - 12:30pm; around 75 children in room 1047, 1010
Dreamland Worship:	10:00am - 12:30pm; around 50 children in rooms 1003a-1008b
Sr./Jr. High Worship:	9:00am - 10:00am; around 90 children in rooms 1011-1017 (excluding rooms 1013-1014) 10:00am - 11:00am; around 90 children in rooms 1011-1017 (excluding rooms 1013-1014)
Praise Team:	5:00pm - 7:30pm; around 20 people in room A102
Sports/Fellowship:	7:30pm - 9:30pm; around 40 people in room 1027

OTHER AREAS APPLICABLE DAILY

Lobby:	open area 1000
Kitchen:	room 1026
Break Rooms:	rooms 1002, 1057, 1080, B102, C107
Copy Room:	room 1059
Storage Rooms:	rooms 1018, 1060,
Command Center:	rooms 1162 and C100
Areas Not Being Used:	offices: 1120-1132, 1135, 1140, 1142, 1144, 1150-1160; open offices: 900, 1001, 1003

MONDAY

Closed

TUESDAY

Office Hours: 9:00am - 5:00pm; around 10 people in open office: B101

Women's Bible Study: 9:00am - 11:30am; around 20 people in room 1047

Sports/Fellowship: 7:30pm - 9:30pm; around 40 people in room 1027

WEDNESDAY

Office Hours: 9:00am - 5:00pm; around 10 people in open office: B101

Sports/Fellowship: 7:30pm - 9:30pm; around 40 people in room 1027

THURSDAY

Office Hours: 9:00am - 5:00pm; around 10 people in open office: B101

Women's Bible Study: 9:00am - 11:30am; around 20 people in room 1047

Bible Study: 7:00pm - 9:00pm; around 40 people in room C101, C103

Sports/Fellowship: 7:30pm - 9:30pm; around 40 people in room 1027

FRIDAY

Office Hours: 9:00am - 5:00pm; around 10 people in open office: B101

Praise Practice: 7:30pm - 9:30pm; around 20 people in room A102

Prayer Night: 10:00pm - 12:00pm; around 20 people in room A102

SATURDAY

Office Hours: 9:00am - 5:00pm; around 10 people in open office: B101

Korean Study: 9:00am - 12:00pm; around 150 people in rooms 1003a-1017 (excluding 1013-1014), 1029-1033

Praise Team Practice: 10:00am - 12:00pm; around 25 people, room A102

Choir Practice: 7:00pm - 9:00pm; around 50 people in room A101

Sports/Fellowship: 7:30pm - 9:30pm; around 40 people in room 1027

B. PURPOSE AND SCOPE

The purpose of this plan is to provide guidelines and procedures to prepare for emergencies as well as identify actions to be taken in the event of an emergency situation that may threaten lives and property at the Church.

This plan applies to events that pose an immediate threat to life and/or property at the Church. This plan is specifically directed towards emergency conditions concerning medical situations, facility utility outages, earthquakes, tornadoes, severe storms, flash floods, fires, hazardous material incidents, and sociological emergencies that may affect the Church.

C. EMERGENCY RESPONSE ORGANIZATION

Emergency Notification Procedures:

All Church staff should be familiar with the emergency phone system, and be prepared to give the following information to the 9-1-1 Operator:

- Name
- Nature of emergency
- Location of emergency
- Number they are calling from
- EMPLOYEES SHOULD STAY ON THE LINE TO MAKE SURE THEIR INFORMATION IS CORRECTLY RECEIVED

Emergency Response Training:

All Church staff shall receive on an annual basis, at a minimum, the following emergency response training:

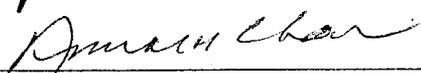
- Incident Command
- Emergency Response Procedures
- Evacuations
- First Aid/CPR
- Basic Fire Fighting (fire extinguisher)

The training provided will be by certified instructors in the above disciplines on an annual basis. If the Church does not have a certified instructor to provide the training the Church will engage outside specialists to provide the necessary training.

The Church Director is the senior emergency manager at the Church. In the Director's absence, the emergency management responsibilities are delegated to the Assistant Director and then one of the Program Coordinators.

D. DOCUMENT APPROVAL/REVIEW/CONTROL

Approval of this Emergency Response Plan by the following individuals shall be indicated by their signatures as follows:

Living Word Christian Center	Date
 Everlasting Private Foundation	Date

This Emergency Response Plan shall be reviewed annually and updated. This review shall be documented by the insertion of a new, completed signature approval page into the manual. The annual review shall consist of reviewing the plan for modifications to the procedures, changes of key personnel or other resources, and additions of new emergency management information.

This Emergency Response Plan shall be controlled by the **Church Director**. During the regular monthly emergency drills, this plan will be verified for continued correctness and consistency with

operational realities by the Everlasting Private Foundation. The Church working with the Everlasting Private Foundation will be responsible for ensuring appropriate updates, changes and reviews are incorporated in all distributed copies of this plan. The following list shall be maintained for all copies of the plan:

Copy Number	Location	Responsible Person
Original	Living Word Baptist Church	Se J. Won
1	City of Milpitas Fire Department	Debra Landro
1	Everlasting Private Foundation	Wayne Okubo
1	AEC Alarms	Han Au

II. EMERGENCY RESOURCES

Emergency Kit:

An emergency kit will be maintained on-site. The emergency kit will contain the necessary supplies for the children and staff in the event of an emergency situation that requires sheltering or evacuation from the Church. The emergency kit shall contain the following supplies necessary to support three days of emergency care for children and staff:

- AM/FM Radio and batteries
- Four flashlights and batteries
- Box of plastic 32-gallon trash bags
- Toilet paper
- Paper towels
- Box of paper cups
- First aid kit containing children's Tylenol, adult Tylenol, bandages, safety pins, cotton balls, gauze bandages, syrup of ipecac, ace bandages, splints, hydrogen peroxide, burn salve, scissors, tweezers, matches, safety razor blade, isopropyl alcohol, antiseptic spray.
- Manual can opener
- Tool kit containing screw drivers, pliers, adjustable wrench, crow bar, utility knife,
- A gas shut off wrench or wrench near the gas valve
- Soap and disinfectant
- 50 gallons of bottled water (one gallon per person per day - staff of ten)
- 1 blanket for each staff member and child
- 1 case of infant formula, large 32 ounce containers
- Disposable diapers, 1 box of each variable size
- Four boxes of wet wipes
- 1 case of canned food (fruits, vegetables, etc)
- Paper, pens, markers, tape, coloring books

It will be the responsibility of the Director to verify that the supplies are still in place, expiration dates have been met, and contents are intact. This verification process will occur every six months and a record of this verification will be kept at the reception desk of the Church.

Security Systems

- Door Alarms monitored by staff

Communications Systems

- Telephones in all classrooms, offices and common areas
- Cellular telephones in Director's office
- Maps of designated evacuation routes and assembly areas

Safety Systems

- Manual HVAC shutdown in the Command Post
- Sprinkler systems throughout building
- Smoke detectors in all rooms and halls
- Fire extinguishers throughout building
- Alarm pull box stations
- Lighted Exit Signs for all exits

III. DUTIES AND RESPONSIBILITIES

A. CHURCH

Responsibilities

Management of daily operations and the safety and well being of the visitors, congregation, children and staff falls under the responsibility of the Director.

In the event of an emergency situation, the Director shall declare an emergency situation and institute the appropriate response actions. In the event that the director is not available, the next person in the chain of command list will assume the responsibilities of the Director.

The chain of command is as follows:

Director:	Pastor Sungkook Kim
1 st Assistant Director:	Pastor Se J. Won
2 nd Assistant Director:	Pastor Jiwon Park

The Director's responsibilities include the following:

- Organizes and direct staff members to accomplish emergency actions
- Reports and coordinates the status of the Church with local authorities
- Ensures the Church drill program is implemented on a monthly basis and documented
- Ensures this plan is reviewed and updated annually
- Schedules training of staff members in all emergency procedures, CPR, and first aid
- Schedules training of staff members to shut off environmental systems (e.g. ventilation) and use of fire extinguishers
- Other duties as assigned

The Church Assistant Director will be responsible for assisting the Director during an emergency, and in the absence of the Director, assumes all responsibilities of the Director. The Assistant Director's responsibilities will include the following:

- Serve as the evacuation warden for the Church
- Assist with the development and implementation of training
- Assist in the sheltering and/or evacuation of visitors, congregation and children

- Assist with the shutdown of utilities during an emergency
- Other duties as assigned

The remaining Church staff will be responsible for assisting the Director during an emergency, and in the absence of the Director and Assistant Director, assumes all of their responsibilities. During an emergency they will:

- Assist with the shutdown of utilities during an emergency
- Assist in the sheltering and evacuation of visitors, congregation and children
- Ensure supplies and equipment are present
- Perform other duties as assigned

Appropriate people are responsible for properly notifying the Church of any medical information required for the proper care of visitors, congregation or children. In the case of an emergency when parents would not be allowed into the Church for safety reasons, the Church Director will provide all critical information pertaining to when and where visitors, congregation and children can be picked up to the police on the scene. The Church and police on the scene will determine the most appropriate means for informing the responsible people who arrive at the Church of the situation and where to wait for pick-up procedures to begin.

Training and Certification

Selected Church staff shall be certified in first aid, CPR, and Universal Precaution procedures and receive annual training on the emergency response plan and procedures for the Church. In addition, all staff shall receive annual training in the use of portable fire extinguishers and the shutdown of utilities. Emergency drills will be performed monthly. For the drills, the use of fire pull stations will be rotated each month to ensure that all pull stations are operable. Drills shall be announced and unannounced and held at various times of the day in order to simulate evacuation during all types of Church activities and weather conditions. Annual drills will be performed with the Milpitas Fire Department present, in accordance with the city of Milpitas.

Each drill shall be documented and kept on file in the Director's office. The documentation shall include the day, date and time the drill was conducted, the amount of time to successfully evacuate the building, identification of problems or concerns, and if applicable, a corrective action plan for all deficiencies identified.

Signs and Postings

- A floor plan/diagram is posted in all classrooms and common areas indicating the primary route and secondary route for egress (evacuation) from each area. The diagram will also identify the building's shelter locations and evacuation assembly areas.
- Emergency phone numbers shall be posted by all telephones in the Church
- Chart of emergency procedures shall be in each room and should include instructions for maintaining order during evacuation and removal of roll call book and calling of roll when designated evacuation area is reached.
- Bomb threat procedures shall be available by all phones in the Church
- The emergency shut off for the HVAC system water supply, and electric service supply shall have a sign placed by the control identifying it as the primary disconnecting/shutoff.

In order to maintain the security and accountability of all visitors, congregation and staff, the following accountability procedures shall be in place:

- Appropriate responsible persons will log in and out of the Church.
- After a Church function, the designated person shall sweep the area to determine if everyone has vacated the premises.
- Staff sign in and out and communicate as such with the Director and his/her designee.

- Visitors will check in with the receptionist upon entering and leaving the Church. The Church will maintain a log of visitors in the building.
- In the event of an evacuation, the Director will acquire the list of persons, children, employees, and visitors in the building. These lists will be taken to the designated assembly areas and accountability will be taken.
- The Director or designee will notify appropriate authorities; i.e. City Fire Department, Police Department, of any missing children, staff or visitors, and provide information as to possible locations.

IV. EMERGENCY PROCEDURES

The Church Emergency Response Plan involves either shelter in-place or evacuation. (The exception to this is providing emergency medical care and use of fire extinguishers for small, localized fires.) Each of these are described below.

Shelter-In-Place

In the event of an emergency, such as a severe storm, or a hazardous materials incident outside the Church facility, the children and other occupants of the building will shelter in the Sanctuary and adjacent classrooms with the doors and windows closed. If the Church has been notified that there is a potentially hazardous spill nearby, the HVAC system will be shut down, until instructed to do otherwise.

When the Director has determined that a Shelter-In-Place is required the following shall occur:

- The appropriate prerecorded message will be played on the paging system throughout the building.
- Send the Searchers to scour the building in a systematic manner to determine all Church staff, visitors, congregation and children are in the building.
- Searchers during their scouring for people will secure all doors and windows are closed.
- Shut off all HVAC systems to isolate the outside air from the building.
- Remain in the building until notified by the emergency response authorities that the situation has been resolved or that an evacuation has been ordered.

Evacuation

An evacuation will occur in the following situations:

- Fire alarm or sprinkler alarm activates
- Smoke is observed in the building
- City Fire Department/Police Department directing an evacuation
- Noxious or toxic fumes observed in the building
- Bomb threat
- Post natural disaster, earthquake, severe storms, rendering the building unsafe

The designated evacuation assembly area for the Church shall be in the designated areas outside of the building on each side (see Exhibit 1). If the Director determines that the designated evacuation area does not provide adequate protection for the visitors, congregation and children, the alternate evacuation assembly area will be in the open parking area (see Exhibit 1).

Once an evacuation has been called for by the Director, the following steps shall be taken:

1. Call 911 and inform the authorities of the situation.
2. In the case of a fire, the evacuation procedure shall be initiated by pulling the fire alarm box and notifying building occupants of the designated evacuation assembly areas.

3. Visually check the windsock to determine the occupants the wind direction.
4. Initiate the prerecorded paging system that alerts the entire building with instructions.
5. A designated staff member to station the command post to assist those who call in for either assistance or directions.
6. Conduct a thorough systematic search of each room of the Church to determine that all occupants have vacated the building.
6. Once outside work on accounting for all of the building occupants.
7. Coordinate with the City of Milpitas emergency response personnel as needed.

A. MEDICAL EMERGENCIES

Life Threatening Medical Emergency means that the patient requires immediate medical intervention to stabilize and prevent the medical condition from deteriorating. Examples of life threatening medical emergencies are: compound fractures; severe lacerations; internal bleeding; severe burns; difficulty in breathing, heart problems, shock; severe allergic reactions to insect bites, medications, poisonous plant contact or animal bites; ingestion of chemical/poisoning and unconsciousness.

Procedures for Life Threatening Emergencies:

Person finding injured or ill person shall:

- Call 9-1-1 immediately for emergency medical services and report the incident or request someone else to call. Stay on line with the dispatcher and provide information as requested.
- Remain calm, render first aid. Do not move the injured or sick person unless his/her safety and health are at risk.

The Director or designated person in charge shall:

- Assign an individual to meet the emergency medical personnel to direct them to the location.
- Pull the medical release form of the child/teacher/staff member from the files and provide it to the emergency medical personnel upon arrival.
- Assign a staff member to accompany the patient to the hospital.
- Make notification to applicable emergency contact of the patient.
- Insure that the incident report is completed per the facility procedure.
- Maintain communications with staff member assigned to stay with the patient for progress reports.
- Conduct follow-up debriefing with staff, as a lessons learned exercise not later than on business day after the emergency.

Procedures for Non-Life Threatening Emergencies:

Person finding injured or ill person shall:

- Administer first aid, remain calm, and assure the person
- Remain with the patient and notify the Director or designee of the situation.
- Notify the patient's applicable emergency contact if instructions are necessary from the contact person.
- Complete incident report per the facility procedure.

B. EARTHQUAKE EMERGENCIES

Maintenance of an earthquake hazard free environment:

- No objects on high shelves that can fall or become projectiles.
- All light fixtures must be secure so that they cannot drop on people below.
- All free standing cabinets, bookcases, wall shelves and their contents should be low, stable or attached to the wall where needed.
- Anything that hangs from the ceiling must be secured with earthquake fasteners.
- All glass and mirrors must be shatterproof.
- All heavy objects on rollers should have wheel locks.
- All computers, multimedia equipment and aquariums must be secured to counters or carts.
- Earthquake latches must be on all cabinet doors.
- Open shelves must have a lip or wire.
- All wall-hung objects are secured with earthquake attachments.

Emergency Actions

- Staff will assist everyone to duck-cover-and hold.
- Attend to the first aid needs of injured visitors, congregation, children and staff.
- Account for all people present.
- Provide a search to determine everyone is accounted for, which includes missing people and staff.
- Extinguish small fires.
- Check damage to utility systems if emergency team are not available.
- Seal off and indicate areas where hazardous materials have spilled or where power lines are down.
- Calm and reassure everyone.
- Prepare everyone for aftershocks.
- All staff members will obtain a roster of people that are in the Church and provide a head count.

Actions if the Church is damaged

- The Church Director/Designee will immediately report that the Church has been damaged by calling 911.
- The Church Director/Designee will inform all staff of the status by use of evacuation codes.
- Injured personnel will be provided first aid.
- The Director/Designee will account for all staff members and personnel and provide rescuers the number, gender, category (adult, child, or infant), and expected location of missing people.

C. FLOOD AND STORM EMERGENCY

In the event of a flood or storm:

- Stay tuned to a NOAA weather alert radio or Radio Milpitas 1620 AM or TV Channel 15. Be prepared to evacuate. Tune to local radio and television stations for additional information.

D. FIRE EMERGENCIES

Fire is the most common of all hazards. If detected early, and with the proper use of extinguishers or activation of the sprinkler system fires can be controlled before they become severe emergencies. All Church staff members are to familiarize themselves with this fire emergency

procedure and maintain their areas free from the accumulation of combustible materials. Staff are responsible for ensuring that all fire extinguishers, alarm boxes, exits, and paths to exits are unobstructed at all times.

- If a fire is discovered, immediately activate the nearest pull station to report the fire, report fire to office and begin evacuation.
- If the fire is small (waste paper basket size) extinguish the fire by using water, blanket, fire extinguisher, etc. **DO NOT TAKE RISKS**, your personal safety and that of the children come first.
- If the fire alarm is activated, all Church occupants will evacuate the building per the evacuation procedure.

E. HAZARDOUS MATERIAL EMERGENCIES

Hazardous materials are substances that are either flammable, explosive, toxic, noxious, corrosive, irritating or radioactive. A hazardous material spill or release can pose a risk to life, health or property. An incident can result in the evacuation of a few people, a building or an entire neighborhood.

The Church Director/Designee will be notified by the local authorities in the event that a major accident occurs involving hazardous materials near the Church. If someone at the Church becomes aware of an event involving hazardous materials, they will inform the Director/Designee who will call 9-1-1. The local authorities shall determine if the Church occupants should either shelter in place or evacuate the area.

F. SOCIOLOGICAL EMERGENCIES

Sociological hazards include direct violence, fear, and stress at the Church or involving individuals in the Church. These include bomb threats, random acts of violence (drive by shootings), disgruntled employees and parents, and employees, parent or parents designated representatives that are impaired due to an intoxicant (alcohol or drugs).

Bomb Threat

In the event of a bomb threat, safeguarding or evacuating the occupants from the potential danger area is the highest priority. If the threat is received by telephone, follow the instructions on the Bomb Threat Report Form in this manual. If suspicious items are found or suspicious packages are delivered to the Church, do not touch them or attempt to move them.

Properly received packages are identified with a stamp, and received date before they are transported within the Church.

Church employees should receive annual training on handling bomb threat emergencies.

Notifications/Actions

THREAT	NOTIFICATION	ACTIONS
Telephone Bomb Threat to Church	Local Authorities (call 911)	Gather information from caller using the form from the Church manual. Evacuate the building.
Suspicious item left in	Local Authorities	Evacuate the building

the Church	(call 911)	
Suspicious Package Delivered to the Church	Local Authorities (call 911)	Follow instructions from Security Evacuate the building

Bomb Threat Report

Any person taking a telephone call from an individual reporting a bomb threat to the Church shall call 911 immediately.

Random Acts of Violence

Level I

If the Church is affected by random acts of violence (e.g., drive by shooting), implement the following:

- Remain calm.
- The receptionist or other Church staff member/designee will immediately call 9-1-1.
- Staff members will alert other staff personnel of the problem.
- Brief police of the problem once they arrive.
- Report the incident to the Director.

Disgruntled or Impaired Employees, Parents, or Parent's Authorized Representatives

Level I

Impaired Employees are defined as those individuals that are obviously intoxicated, under the influence of drugs, or medically impaired. There are legal implications in releasing children into the custody of an individual under the influence of alcohol or drugs or medically impaired. In the event of having to deal with employees, parents, or parent's authorized representatives that are impaired or disgruntled, implement the following

- Remain calm.
- Remain polite.
- Staff members who observe the problem will go to the nearest telephone and call Church office.
- The receptionist or other Church staff member/designee will immediately call 9-1-1.
- Staff members will alert other staff personnel of the problem.
- If the disgruntled employee's child is immediately known, move the child to another room, out of sight.
- Brief police of the problem once they arrive.
- Turn the child over to parent or authorized representative in accordance with Church procedures.
- Report the incident to the Director.

Hostage Situations

Level I

Although considered improbable, the Church may be subject to hostage situations either from disgruntled employees, parents, or parent's authorized representative, or other people.

- Remain calm.
- Remain polite.
- Follow the hostage takers instructions.

- Do not resist.
- ANY available staff member will immediately call 9-1-1.
- Staff members will alert other staff personnel of the problem if time permits – **DO NOT PUT YOURSELF IN DANGER.**
- Alerted staff members will close the doors of their areas of responsibility.
- If staff members believe it is safe, evacuate children from the Church moving in the opposite direction from the incident. Report your location to local authorities.