

Crisis Management Plan

Our Lady of Victory Catholic Church

Davenport • Iowa



CHURCH ADDRESS: 4125 N. Division St.

CHURCH PHONE: (563) 386-3125

Land line located in Parish Nurse Office

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INTRODUCTION

Many people think of a house of worship as a safe area where violence and emergencies cannot affect them, but our modern experience has proven this assumption to be incorrect. The openness of our churches makes easy prey for individuals who may be looking to cause harm. Fire, dangerous weather and other perils may impact our worship experience or campus facility with little or no warning. Procedures outlined in this document are designed to respond to the spectrum of hazards the parish may face and ensure the safety and security of our parishioners, staff and facilities.

Catholic parishes provide a distinctive setting in that members share a common bond and have a predisposition to volunteer. If an emergency occurs during regular office hours, key staff members stand ready and willing to respond. In the event of an emergency during Mass or other activity in church, we need all ministers to assist. The Hospitality Ministers (Greeter / Ushers) have been trained to assume a leadership role for implementing emergency plans at the time of an incident. They are the front line people who will first encounter an extraordinary situation and are naturally seen as authority figures. They will communicate with the Mass presider and initiate the proper response actions.

EMERGENCY TELEPHONE NUMBERS

Parish Office(563) 391-4245 and (563) 391-1275

Parish Center.....(563) 391-0322

Parish Nurse Office (inside church).....(563) 386-3125

Msgr. James Parizek, Pastor.....(563) 391-4245 Dial "9" for after-hours emergency

Judy Johnson, Parish Administrator.....Home: (563) 386-4693

Cell: (563)

Custodian Home: (563)

Cell: (563)

Davenport Police..... 911

Davenport Fire 911

Poison Control Center.....(800) 942-5969 and (312) 942-5969

Mid American (Gas)(800) 595-5325

Mid American (Electric)(800) 799-4443

Iowa American (Water).....(866) 641-2108

Per Mar (Fire Alarms)..... Central Station: (800) 227-9805

Kone Elevator Co..... Service Center: (877) 276-8691

Provides 24/7 phone monitoring for emergency communications inside the cab

Molyneaux Insurance Co.....(563) 324-1011

Diocese of Davenport(563) 324-1911

Notify the Vicar General: Msgr. John Hyland

CRISIS MANAGEMENT ROLES

The positions listed are filled by members of the parish staff who will naturally be involved in preparation, response and recovery phases of a crisis situation by virtue of their job duties, as well as volunteers from the parish community who are trained for crisis management.

Pastor (or presiding priest)—will interrupt the Mass to make the proper alert notification should an emergency or crisis situation develop during liturgy.

Pastor:

- Manages and directs the Response Team
- Provides key communication link between parish and diocese
- Serves as designated spokesperson for all media inquiries

Parish Administrator—parish staff member who knows the floor plans of the building and procedures for any emergency. This person will naturally be involved in planning and preparation for crisis management. Responsibilities include:

- Assist with recruiting and training of Response Team members
- Communicate on-going crisis management plans to the congregation
- Receiving status reports from the Incident Coordinator
- Relaying appropriate information to emergency personnel, the parish community, media, Diocesan insurance company, and Chancery offices.
- Assess the needs and parish resources for development of an appropriate response plan.
- Review the Crisis Management Plan annually to ensure all information is correct and current.

Maintenance & Other Parish Staff—individuals who know building floor plans, emergency procedures, location of valves and switches to shut down utilities, schedules, can access all areas of the church and gathering space plus other needed parish personnel.

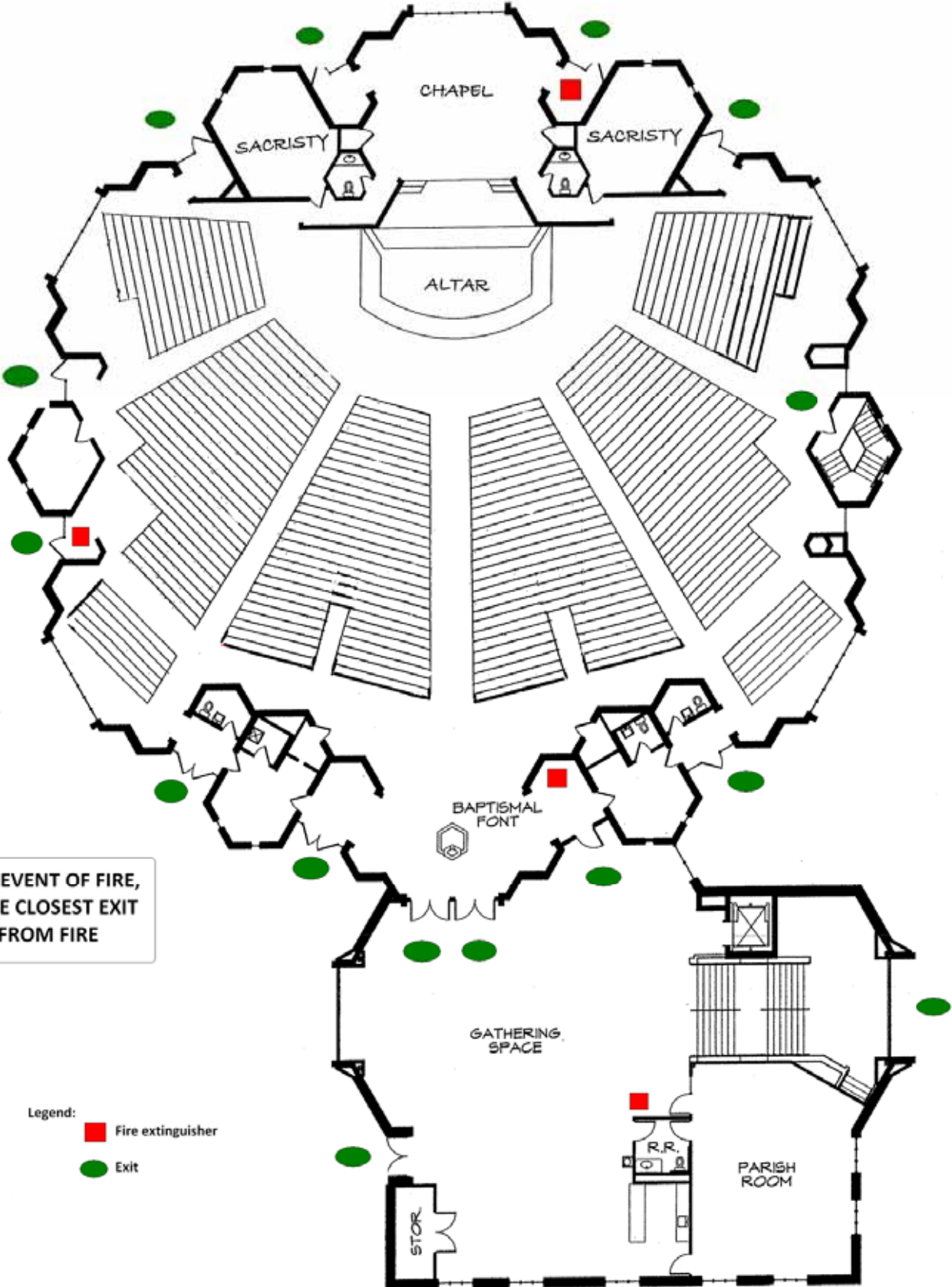
Incident Coordinator—assumes responsibility for implementation of the Crisis Management Plan at the time of incident, providing leadership until parish administrative staff or emergency personnel arrive on the scene. This may be the Hospitality Ministry Mass Captain or another designated member of the Hospitality Ministry (Greeter/Usher) team. Responsibilities include:

- Work with other Hospitality Ministry team members and other available trained personnel to evaluate situations and initiate emergency response actions according to the Crisis Plan.
- Coordinate and direct Response Team actions.
- Immediately identify him/herself to parish staff and emergency personnel responding to an incident.
- Assist parish and local authorities as requested.

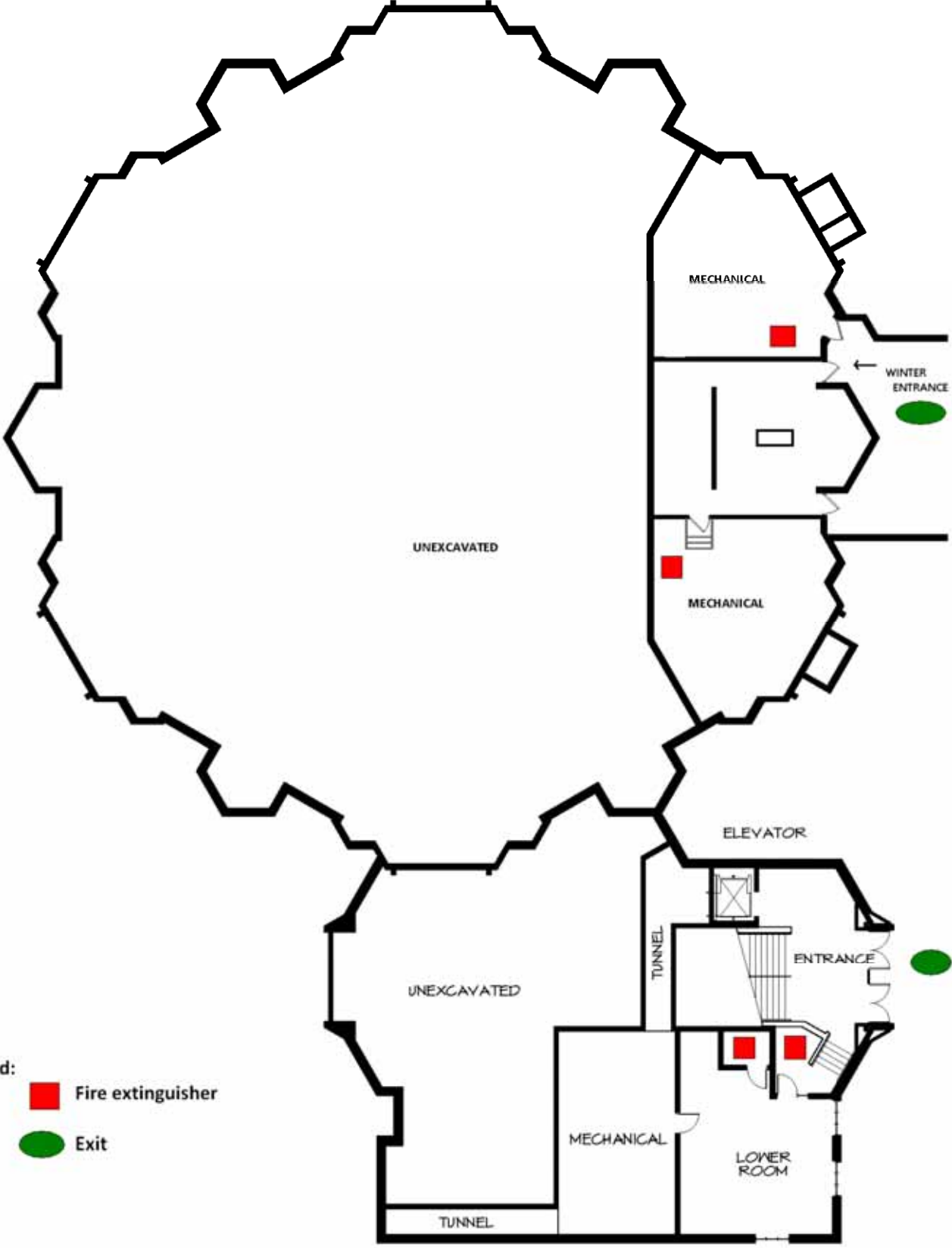
Response Team—may include members of the parish staff, Hospitality Ministers (Greeter/Ushers), other assigned liturgical ministers, or volunteers from the congregation who understand and are prepared to facilitate safe and effective response to an emergency situation. Responsibilities include:

- Identify him/herself to the Incident Coordinator upon arrival for Mass or church activities. Trained medical, fire and police professionals are particularly encouraged to make themselves known.
- Know the location of fire extinguishers, church exits, and severe weather shelter areas.
- Model a calm demeanor.
- Initiate intervention procedures as the situation dictates.

Church & Gathering Space Facility Map Main Level



Church & Gathering Space Basement Level



- Legend:
-  Fire extinguisher
 -  Exit

MEDICAL EMERGENCY

Call 911. Be prepared to give the following information:

- ✓ Your name
 - ✓ Location
 - ✓ Number of people involved
 - ✓ Nature of injury or illness
 - ✓ Remain on the line until help arrives, or the dispatcher approves disconnecting the call
- Treat minor injuries from supplies in the first aid kits located in the Wellness Room.
 - Administer aid according to your capabilities. If the situation requires a trained individual, get someone from the assembly to render assistance.
 - While waiting for professional help, do not move the ill or injured person unless further injury is imminent if remaining in that spot.
 - When professional help arrives allow responders to take control of the situation.
 - Stand by to assist as needed.
 - Initiate clean up procedures, if needed. All bodily fluids and wastes should be considered infectious and gloves should be used when dealing with such fluids. Clean Up Kits are located under the counter in the Wellness Room.
 - Notify the Parish Office if re-stocking of the first aid kit is needed. A written note placed in the collection basket or voice mail message (563-391-4245) will be promptly tended on the next business day.

Defibrillator

The Automatic External Defibrillator (AED) is located in a wall mounted cabinet above the fire extinguisher in the Gathering Space.

- The AED should only be used by an individual who has been trained in the appropriate AED procedures.
- Any person who uses the AED shall report use of the device to the parish office.
- The AED shall not be placed back into the cabinet until properly inspected for reuse.

EVACUATION FOR FIRE

The Gathering Space is equipped with sprinkler heads and a fire alarm system that will sound if flames or smoke are detected in this area. The church proper does not have this apparatus.

The five wooden doors between the Gathering Space and church are fire-rated barriers designed to prevent flames from spreading from one area to the other. We lose this critical level of protection whenever the doors are propped open. Propping the doors to facilitate liturgical processions such as funerals and ceremonies with the Bishop are acceptable so long as the doors are closed when the procession has passed. The doors also provide a sound barrier between the two spaces and they should not routinely be propped open before, during or after Mass.

In the event of fire:

- Remain calm and leave the building, using the closest exit away from the fire.
- Do not return for coats, purses and other personal items after you have left the building.
- All doors leading to the outside have lighted exit signs. There is an emergency lighting system that will automatically activate if electric service is lost.

- Use the stairs. Do not use the elevator.
- Do not congregate near building exits, driveways or designated fire lanes. Move upwind and stay safely away from the church.
- The Parish Center will serve as the designated location away from danger. Move to this space until the all clear is issued or it is safe to move cars from the parking area.
- Do not re-enter the building until an “all clear” has been issued.
- Ministers of Hospitality (Greeter / Ushers) are responsible for assisting individuals who need help and recruiting additional persons as necessary to ensure that all people are safely out of the building.
- The Incident Coordinator will make a final check to ensure that everyone has been evacuated.
- Communication to local authorities will be coordinated by cell phone or from a land line at the church office, Parish Center, or school.
- Individuals who know how to use a fire extinguisher and feel the best course of action is to attempt to extinguish the fire, may locate a device and (without risking injury) attempt to put out the fire.

SEVERE WEATHER EMERGENCY

The National Weather Service has developed a method of identifying severe storm conditions. The classifications are:

- ✓ Tornado **watch** (conditions are favorable for development of a tornado)
- ✓ Tornado **warning** (tornado has been detected)
- ✓ Other severe weather watch or warning

A NOAA weather radio sits on the counter top in the Gathering Space kitchenette. It will sound an alarm when severe weather threatens our local area. Ministers of Hospitality (Greeters / Ushers) should stay tuned to the radio and prepare for action, if the forecast predicts severe weather during the time parishioners will be on campus for Mass.

A tornado can move from 25 to 40 miles per hour, so prompt action must be taken. Should a weather situation develop which threatens the church during liturgy, the Incident Coordinator will notify the presider, who will stop Mass and make an announcement to the assembly.

In the event of severe weather:

- Shelter in place by moving to the designated area immediately. Move quickly but do not run.
- Use the stairs. Do not use the elevator.
- Encourage others to get to safety immediately. No one should attempt to leave the campus in order to “get home before the storm.”
- Designated shelter areas are on the basement level of the gathering space, basement level of the church proper, two sacristies behind the altar, and the Wellness Room near the baptismal font.

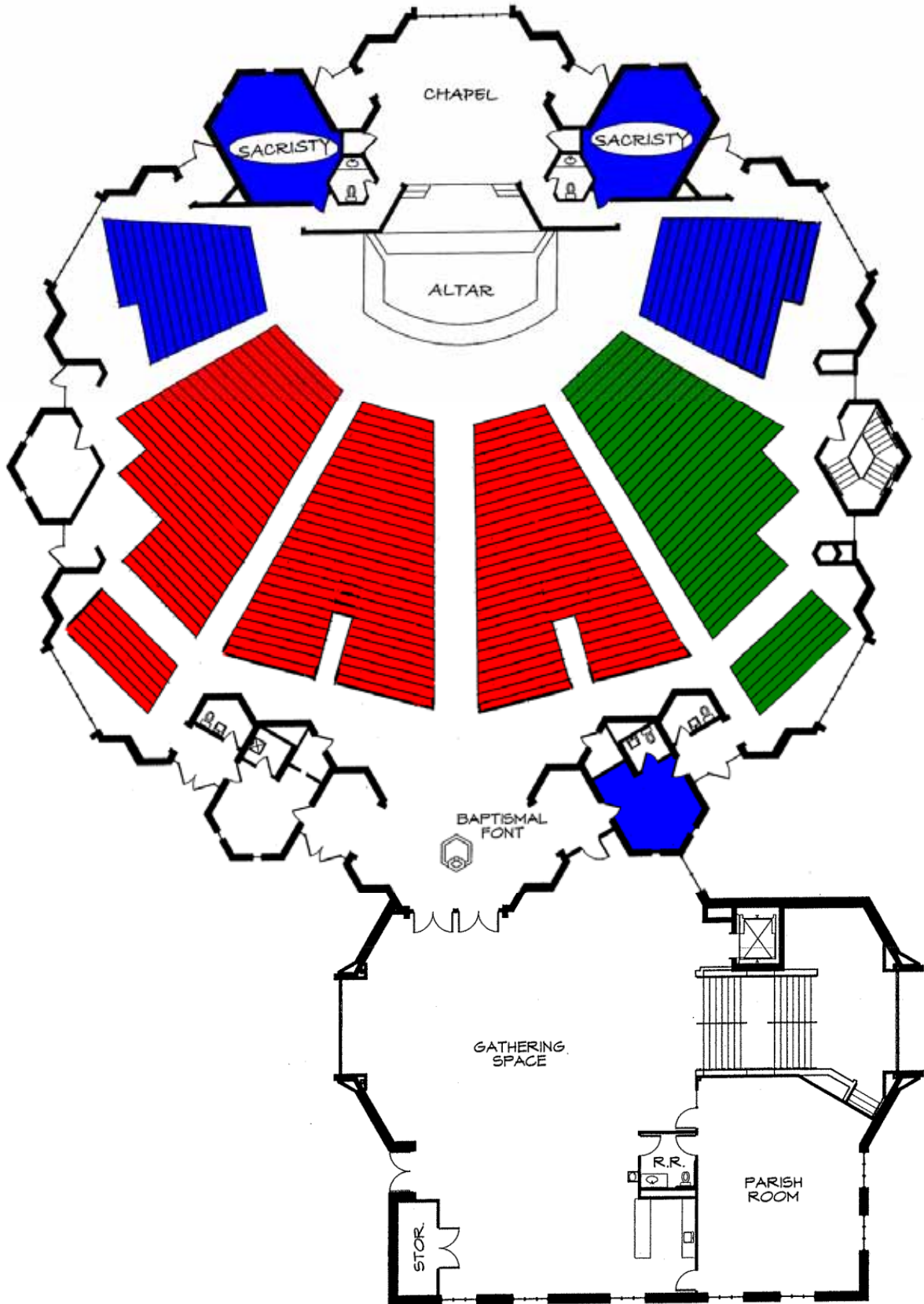
- Shelter areas are color coded, as are the seating areas in church.

SEE THE MAPS ON PAGES 9 AND 10

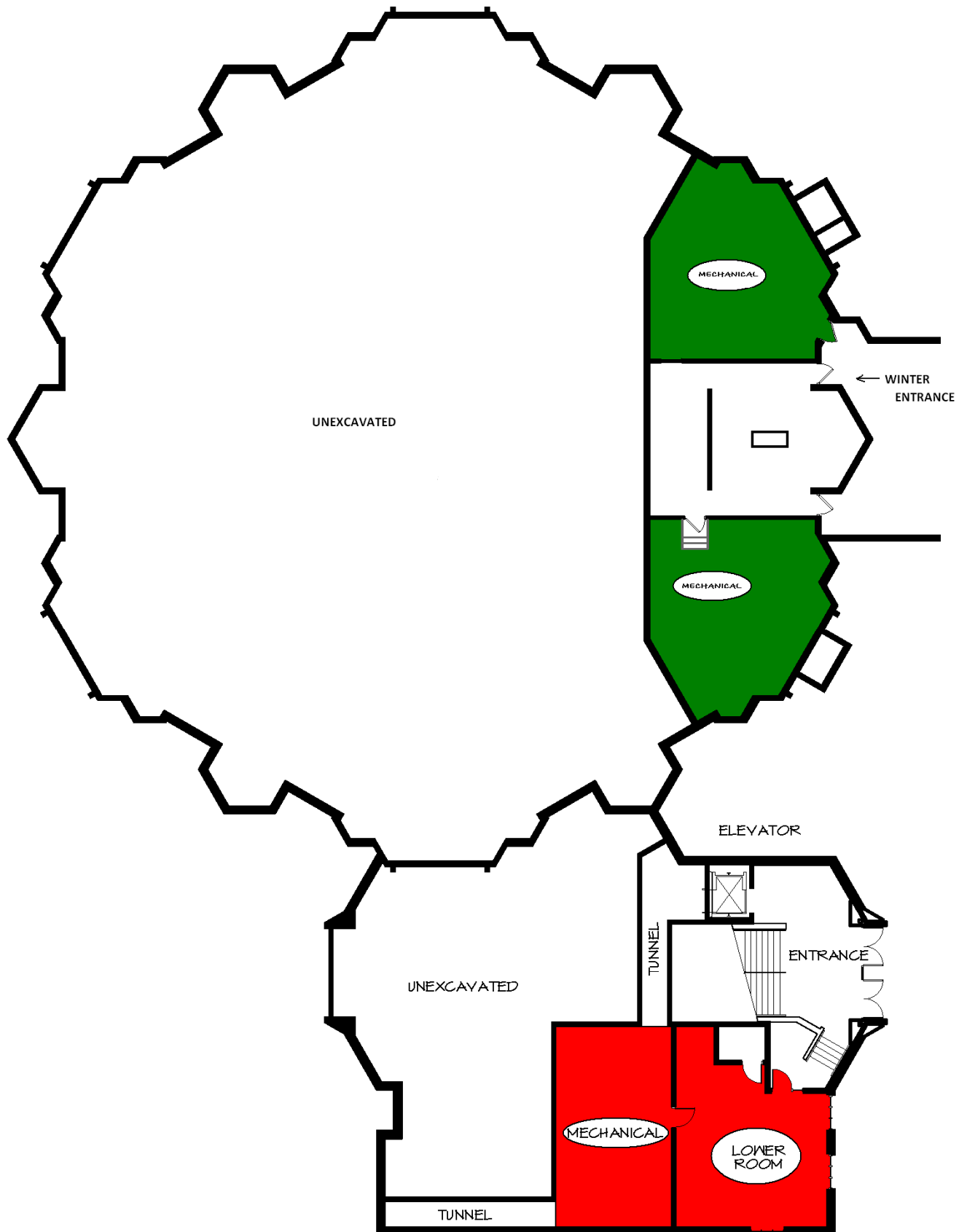
- ✓ People seated in a RED area will move to the RED shelter in the Gathering Space basement.
 - ✓ People seated in the GREEN will use the Winter Entrance spiral stairs and move to the GREEN shelter beneath the church proper.
 - ✓ People seated in the BLUE will move to the nearest BLUE shelter area. These are interior rooms on the main level within the church.
 - ✓ People in the Gathering Space or adjacent Meeting Room will move to the RED shelter in the Gathering Space basement.
- To avoid the stairs, people with mobility limitations will move to the nearest BLUE shelter area.
 - Once situated in the shelter area, protect your face and head and stay put until an “all clear” is given.
 - If moving to a shelter area is not possible, sit on the floor between the pews. Cover your face and head.
 - Remain in the shelter area until an all-clear is given. An average tornado only lasts for 8-10 seconds, but more funnels may have been spawned by the storm.
 - Personal use of cell phones to notify outside family that individuals are safe and have been asked to remain at church are permissible as long as tower signals allow access.
 - Ministers of Hospitality (Greeter / Ushers) are responsible for assisting individuals who need help and recruiting additional persons as necessary to ensure that everyone has moved to a designated area.
 - The Incident Coordinator will make a final check to ensure everyone has been sheltered.
 - Communication to local authorities will be coordinated by cell phone or from a land line at the church office, Parish Center, or school.
 - The Parish Center will serve as the designated location away from church. Move to this space if there is a need to be indoors after the all clear has been given, but damage to the church is such that it cannot be occupied.

Davenport officials have decided that the city sirens will sound for both tornado warnings and severe thunderstorm warnings. They believe that both situations are dangerous and people should take cover. With careful monitoring of these type situations, the Incident Coordinator will initiate appropriate actions as deemed necessary.

Church Seating Sections



Church & Gathering Space Shelter Areas



EMERGENCY RESPONSE EQUIPMENT

The following supplies and equipment are available on-site to facilitate safe and effective response actions:

- NOAA weather radio on the counter top in the Gathering Space kitchenette.
 - ✓ Warnings, watches and other emergencies within our local geographic area will activate the radio.
 - ✓ An alert TONE will sound for 3 minutes, or until any button is pressed.
 - ✓ Red LED light indicates “warning.”
 - ✓ Orange LED light indicates “watch.”
 - ✓ Yellow LED light indicates “advisory.”
- Supply cabinet behind the door in the Parish Nurse Office with:
 - ✓ Copy of the Crisis Management Plan.
 - ✓ Keys to unlock lower level mechanical rooms.
2 identical keys. Will open all safe shelter areas.
 - ✓ Commercial grade walkie-talkies for communication between the safe shelter areas.
- Color-coded Evacuation Map on display in the Parish Nurse Office.
- Flashlights in all safe shelter areas.
- First Aid kits in all safe shelter areas.
- Heavy blankets in sacristies to protect the face and head from flying debris.

ON SITE DISTURBANCES

Unauthorized Intrusion / Suspicious Person

The first line of defense against an unauthorized individual in the building is an inquiring member of the staff or Hospitality Ministry team. Being more aware and knowledgeable of the people in the church facility can prevent intrusion from progressing into a more dangerous situation. A suspicious person could be anyone exhibiting bizarre, unstable or inappropriate behavior.

Designating a limited number of entrances for access to church is a means to know who is in the building at any given time. For this reason, only the Winter Entrance and doors leading into the Gathering Space are available for arrival to Mass. All doors may be used for exit at any time.

- Anyone who discovers an intruder and determines that they may be looking to cause harm or have criminal intentions should immediately call 911, then notify the Incident Coordinator.
- If confronted by the intruder, ask what they want and try to get them to leave. If threatened, do as they say and resist only if you or others are faced with an imminent act of violence.
- Active listening may de-escalate an aggressive individual. Speak with a calm, firm voice; being careful not to challenge the aggressor.
- Protection of individuals comes before protection of property.
- Try to make mental notes regarding physical appearance:
 - ✓ Gender
 - ✓ Physical Size (height/weight)
 - ✓ Estimated Age
 - ✓ Race/Ethnicity
 - ✓ Apparel
 - ✓ Other distinctive features
- Write down the license plate number, description of the vehicle and direction the intruder took to leave campus.

Unruly People

If a member of the congregation begins to disturb the service your actions will be dependent upon the ensuing actions of that individual. It is important not to aggravate or escalate the situation, or put yourself/others in a position of harm.

- Try to get them to leave using a calm, active listening technique.
- If necessary, call 911.
- Never initiate physical contact.
- Do not take physical action against an unruly person for damage to church property.

Threats of Harm

Threats to harm individuals or the church facility may be made explicitly, such as a telephone bomb threat or written note. Other times threats may be gleaned from overheard comments and suspicious, unattended items. Anyone who becomes concerned that an individual or object may pose a risk, should state their concern to the Incident Coordinator. At all times it is expected that administrators, staff and Response Team members will use professional judgment in assessing and addressing potential threats.

In the event of immediate, explicit danger call 911 and:

- Secure or isolate the individual or object posing a threat.
- Take immediate action to move others from harm's way.
- Anyone receiving a telephone threat should attempt to prolong the conversation and gather as much information as possible from the caller.
- Suspicious packages and other items should not be handled by anyone other than law enforcement personnel.

Violent Incident

This plan cannot cover every possible situation that might occur. Nevertheless, it is a training tool that can reduce the number of injuries or death if put into action as soon as a situation develops. Time is a critical factor in a situation of this magnitude.

The church is a large, open area. If a violent intruder enters the building, the Incident Coordinator must decide upon the best action to take. Use the option that is least likely to draw attention to people in the pews. No one should stay in the open area.

- Those who can safely make it out of the building by running, should do so.
 - ✓ Do not run in a straight line. Keep any objects you can between you and the hostile person.
 - ✓ Use trees, vehicles or any other object to block you from view as you run.
 - ✓ When away from immediate danger, summon help any way possible and warn others.
- Try to hide by locking yourself in a restroom or sacristy.
 - ✓ If communication is available, call 911
 - ✓ Turn all lights and audio equipment off
 - ✓ Try to stay calm and be as quiet as possible
 - ✓ Stay in the locked/barricaded room until informed by police that it is safe to come out
- If the hostile person is causing death or serious injury to others and there is no opportunity to run or hide, play dead.
- As a last option, fight back. This is extremely dangerous, but something to be considered if life is at risk.
 - ✓ Act with aggression, improvise weapons, disarm the intruder, or commit to incapacitating them in whatever way that will protect others.
 - ✓ The first responders on the scene are trained to stop the intruder. Their initial business is not to evacuate or tend the injured.

SECURING THE EUCHARIST

The safety of people is paramount. At no point is anyone asked to put themselves at risk to protect or retrieve sacred items. If it is safe to do so, consecrated hosts and wine on the altar should be protected in the event of fire evacuation or a need to seek shelter during a severe weather emergency.

Consecrated hosts and wine on the altar:

- The attending deacon shall have first level responsibility to protect consecrated hosts and wine.
- In the absence of a deacon, the presider, or his designated alternate (normally an Extraordinary Minister of Holy Communion) will have first level responsibility for the consecrated elements.
- Hosts should be transferred to a ciborium with a lid and carried outside the building or to the designated shelter area.
- Options for consecrated wine include:
 - ✓ Asking other ministers to consume the wine in each chalice.
 - ✓ Pouring consecrated wine back into the flagon and carrying that out with you. Use a purificator or corporal to cover the opening.
 - ✓ Although it seems unrealistic, carrying out a number of filled chalices is another option.
- If there is no way to remove what is on the altar, the consecrated species should be locked in the tabernacle or, at the very least, covered.
- After the emergency the consecrated hosts and wine can be consumed. If it is not possible to do so because the elements are contaminated, hosts need to be dissolved in water and wine diluted to the point that it is no longer wine and the resultant solutions poured into the ground.

Consecrated hosts in the tabernacle:

- Hosts in the tabernacle shall remain, allowing the fixed, heavy-metal box to protect the sacred species.
- The EM Captain will lock the tabernacle and take the key to their secure area.
- After the emergency, the deacon, pastor, or pastor's designate shall inspect the tabernacle using the most appropriate and reverent means to restore it and the contents.