

2020-21



EMERGENCY PROTOCOLS

Mill Woods Campus



THE LAB KIDS



HOPE CITY
CHURCH

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EMERGENCY PROTOCOL FOR MEDICAL EMERGENCY

The first staff or volunteer on site will assume charge of the situation until relieved by a staff member or designated medical professional. Assessment and care will be given to the individual and the following protocol is to be followed:

1. If there is loss of consciousness, difficulty breathing, heavy bleeding, a major injury, anaphylactic reaction, or any situation that requires more care than we can provide, immediately appoint someone to **call 9-1-1**. (Address of church: 2225 66 Street NW)
2. **Follow instructions** of the 9-1-1 responder and stay with individual until help arrives.
3. If a member of the staff is not present, assign someone to **inform a staff member** of the incident.
4. Appoint someone to **clear the area** of children and adults.
5. Once a staff member or medical professional arrives to assume control of situation, **complete Incident Report form** (included in the appendices).

Key contacts:

Children's Pastor **Tammy Ball** Cell: 780-952-2436

Early Childhood Coordinator **Lisa Sarafinchan** Cell 780-782-4719

Elementary Coordinator **Janet Breitreutz** Cell : 780-497-1703

Campus Address: 2225 66 Street NW

EMERGENCY Response for HOPE CITY STAFF or medical professional

Upon arriving on the scene, the hope city staff or designated medical professional will assume charge of the situation until help arrives. Assessment and care will be given to the individual and the following protocol is to be followed:

1. **Assume control** of the incident
2. Use **Alertus** system to notify all staff
3. **Assess the situation**, determine if 9-1-1 has been or should be called
4. **Follow directions given by 9-1-1** telephone responder
5. **Contact** the, Children's Pastor, Tammy Ball (780-952-2436), and key department staff (and tell them where the emergency is)
6. **Request assistance** from on-site medical professionals as appropriate (located at info desk)
7. **Contact** the parents or guardians to inform of situation

8. **Collect *Incident Report*** form from first staff or volunteer

If Emergency Vehicles are Deployed:

1. Notify Information Desk
2. Use **Alertus** system to notify all staff
3. Assign someone to meet the vehicles and lead the responders to the incident site

Emergency Medical Equipment

1. Portable Defibrillator is located in the hallway outside the Gym
2. First Aid Kits and flashlights are in the nursery/toddler/preschool check-in area/kitchen

Using *Incident Report* form completed as a template, **write up an incident report in CCB**, complete with full names, times, and situation.

EMERGENCY PROTOCOL FOR **MISSING CHILD**

When a child is assumed missing, the following protocol is to be followed:

1. **Appoint** someone to contact a Children's Ministry Coordinator and Children's Pastor to come to location where child was reported lost.
2. **Gather information** on the situation:
 - a. Where was the child last seen?
 - b. Who was with the child when last seen?
 - c. Ask the age and description of the child (providing a picture would help)
3. **Check CCB** for:
 - a. Which program they were registered in
 - b. What the name on the label is
 - c. A profile picture
4. Once protocols are passed to staff member **complete *Incident Report form*** (included in the appendices).

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Missing child protocols for hope city or children's Ministries STAFF

Upon arriving to assume charge of the situations, the following protocol is to be followed until child is found or authorities are involved:

1. Use **Alertus** system to notify all staff
2. **Initiate search** all ministry areas, classrooms, storage rooms, church common areas, washrooms, sidewalks and parking lot area
3. Notify **parent(s)**
4. Notify **Campus Pastor**

5. **Expand search** to include all Children's Ministries staff, security, volunteers, and other church staff

Using *Incident Report* form completed as a template, **write up an incident report in CCB**, complete with full names, times, and situation.

EMERGENCY PROTOCOL FOR EVACUATION

As soon as a fire alarm sounds, all staff and volunteers are to commence an immediate evacuation to the NORTH PARKING LOT (MUSTER POINT). This is the grassy area across the street from the mall.

ELEMENTARY & PRESCHOOL EVACUATION

1. Keep **calm**
2. **Form a line** keeping all children together
3. With one leader at the front and one at the back of the line proceed to the nearest **EXIT** and immediately exit the building

NOTE: If there is severe weather outdoors that would present a hazard and no imminent safety threat inside the building, wait at the exit door for instructions.

4. At muster point, **take attendance** by placing children in age groups until everyone has been accounted for
5. Once all children have been accounted for, **keep them in groups**
6. When safe to do so, help staff **dismiss children to their parents**

INFANT & TODDLER EVACUATION

1. **Obtain blankets** from nursery cupboard marked “Evacuation blankets” in red
2. Wrap children who need to be carried with a blanket
3. Carry them or take them by the hand to the **muster point**
4. At muster point, **take attendance** by placing children in age groups until everyone has been accounted for
5. Once all children have been accounted for, **keep them in groups**
6. When safe to do so, help staff **dismiss children to their parents**

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Evacuation protocols for hope city or children's Ministries STAFF

1. Obtain an **iPad**
2. Obtain the **megaphone** (in elementary blue cart)
3. **Confirm all rooms have been evacuated**
 - a. **ELEMENTARY:**
 - i. Gym
 - ii. Small Group Classrooms
 - b. **NURSERY/TODDLER:**
 - i. Mother's/sleeper rooms
 - ii. Crawler's bathroom
 - iii. Toddler's bathroom
 - iv. Adult bathroom
 - c. **NURSERY/TODDLER:**
 - i. 3 main classrooms
 - ii. Chapel
 - iii. Bathroom
 - iv. All hallways and reception area
4. Proceed immediately to the **NORTH PARKING LOT (MUSTER POINT)**. **This is the grassy area across the street from the mall.** with the following:
 - a. iPad with who is checked in
 - b. Megaphone
5. **Account for all children** to ensure they are all out of the building
6. Put **children into groups**
7. **Dismiss children to their parents**

EMERGENCY PROTOCOL FOR **Lockdown**

In the case of an active threat or natural disaster in which a lockdown is required, the following protocols are required:

Note: The intent is to isolate kids and leaders from an active threat. The threat doesn't necessarily need to be an armed person entering your facility with the intent to cause harm. It could also be inadvertent, such as someone running from the police; a vicious, loose animal; or a hazardous material spill close to the facility.

1. **Lock all exterior doors** to prevent anyone entering or leaving without permission or authorization
2. Use **Alertus** system to notify all staff
3. Immediately **call 9-1-1**
4. **Lock all windows and interior doors**
5. **Check** hallways and restrooms for children
6. Ensure you have **all children** that checked in (check on phone)
7. **Move children** into classrooms, offices or any area that can be locked
8. Move children away from doors and windows, and cover windows to **avoid detection**
9. **Take attendance** by placing children in age groups until everyone has been accounted for
10. Once all children have been accounted for, **keep them in groups**
11. **Ensure no one leaves the building** without authorization or until an all-clear command is given
12. **Stay in lockdown until authorized** personnel comes to get you or an announcement is made

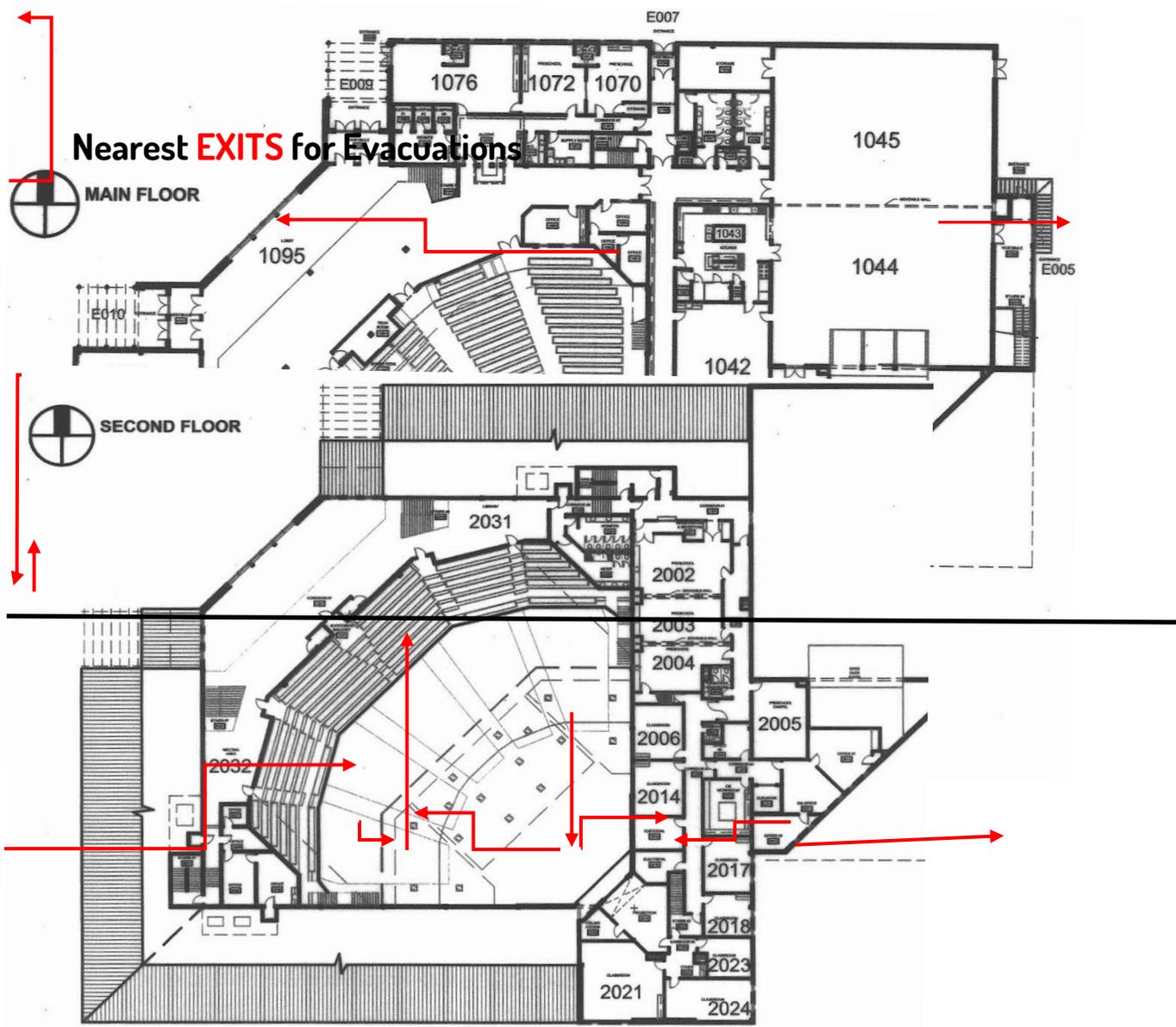
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Nearest **EXITS** for Evacuations

MAIN FLOOR

SECOND FLOOR

Well child policy

We care for the health and well-being of all children within our ministry, by asking that children be kept at home if they have an illness. If a volunteer notices an ill child being checked in, they may speak kindly to the parents about it. If there is still concern, the volunteer should contact a Children's Ministries staff member.

Well Child Policy: If a child is being treated with antibiotics, he or she should be on the medication for at least 24 hours before attending a service at Hope City. If a child has a continually clear runny nose or rash due to non-contagious allergies, we ask the parent to let us know before checking them in. Some symptoms hang on long after the child is no longer contagious. If a child has any of the following symptoms and/or illnesses, we ask that he or she be kept at home:

- Fever, Active Chicken Pox, Runny Nose, Measles, Questionable Rashes, Mumps, Coughing, Conjunctivitis (Pink Eye), Diarrhea, Fifth Disease, Impetigo, Sore Throat, Vomiting.
- Any symptoms listed for virus or outbreak

Procedure

If symptoms of the above or similar illnesses are recognized, or a child begins exhibiting them while they are in one of our services, several steps should be taken.

- If the illness is recognized by a volunteer, they will contact the Children's Ministries staff person immediately
- A Children's Ministries staff person and another adult will separate the child from the other children, into the hallway or another classroom
- Contact the parents using cell phone number in CCB
- If there is a cleaning issue (i.e. vomiting), a Children's Ministries staff member or volunteer may contact the facilities team.