



Guidelines for Immediate Response to Emergency Situations

This document outlines what to do at the time an emergency situation occurs.

Members of the vestry and other interested parties should familiarize themselves with these guidelines so that they are prepared should an emergency occur.

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Guidelines for Immediate Response to Emergency Situations

Emergency Telephone Numbers

For assistance in a medical or safety emergency, call 911 and, if appropriate, the local emergency numbers listed below.

Emergency 911

1. When you call 911, provide the following information:
 - a. Give your name, the street address, and the specific location of the emergency.
 - b. Identify if immediate help is needed.
 - c. Tell what has occurred; be concise and factual.
 - d. Relate known or suspected injuries or fatalities.
2. If appropriate, notify individuals on your location's emergency contact list.

Local Emergency Contact Numbers

Contact	Phone Number
Ambulance:	911
Civil Defense:	911
Doctor:	911
Fire:	911
Gas Leaks:	888-642-6748 (888.Nicor4u)
Poison Information Center:	1-800-222-1222 (Illinois Poison Control Emergency line)
Police – Emergency:	911
Police – Non-Emergency:	847-289-2700
Rape or Victim Services:	847-289-2644 (Elgin Police Department Social Services)
Rescue:	911
Weather Line:	



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Emergency Contacts

The people in the following roles should be contacted in an emergency.

1. Rector
2. Church administrator
3. Senior Warden
4. Junior Warden

Emergency Communication Plan

If there is a need to notify the parish of a change to the normal schedule due to an emergency, the church administrator will send an email using the established email contact lists.

External groups that use St. Hugh property should be notified of any conditions that will impact their use of the building. Contact numbers can be found in the Building and Grounds manual in the office.

External group contact list

Group	Scheduled day
Women's new beginnings	Tuesday
Suzuki School of Elgin	Monday
AA	Thursday
AA	Friday
AA	Tuesday



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Medical Emergency

In the event of an injury or other medical emergency, follow these guidelines

1. Call the appropriate individuals listed on your Emergency Telephone Numbers Local Emergency Contact list.
 - a. Identify your location, street address, building name, office, room, or area of the building.
 - b. Describe the situation:
 - i. What has happened?
 - ii. What types of injuries are there?
 - iii. What kind of help is needed?
2. Obtain or provide on-site first aid.
3. Alert any necessary individuals that an emergency is occurring. (See your Emergency Contact listing.)
4. Alert designated individual to notify family as appropriate (see Emergency Contact list)
5. Make sure someone is in the parking lot to direct the emergency team.



Fire Emergency Actions

If an individual sees fire or detects smoke or a burning odor, the following actions should be taken:

Important: Do NOT use elevators.

1. Pull the closest fire alarm to initiate building evacuation.
2. If there is no immediate danger to yourself or others, use the nearest fire extinguishers to fight the fire. Red, hand-held fire extinguishers are located:
 - a. Upstairs by the entrance to the sanctuary
 - b. Upstairs in the kitchen by the door
 - c. Downstairs by the double-door storage room
 - d. Downstairs in the kitchen
3. If there is an immediate danger, exit the building using the closest evacuation route.
4. Call 911, and report the following:
 - a. The street address and building location of the fire.
 - b. The suspected cause and current status of the fire.
 - c. Your name and phone number.
5. Assemble outside the facility in the designated area (the lawn across from the main entrance).
6. Account for all individuals once assembled in the designated areas.
7. Follow all instructions from the fire department and police.
8. Do NOT go back into the building.
Re-enter only after the all-clear is given by the fire department.



Severe Weather

Blizzards

1. Monitor approaching winter storm conditions, such as freezing rain, sleet, heavy snow, sustained high winds, and wind-chill conditions.
2. Ensure that employees are aware of cold weather safety rules and understand policies for operating or closing under adverse weather conditions.
3. Follow your emergency Communication Action plans for unscheduled closings and cancellations (page 2).

Floods

1. Monitor weather reports.
2. Secure the building, closing windows and inside doors.
3. In heavy rains, be aware of flash floods. If you see any possibility of a flash flood occurring, evacuate.
4. If you are advised to evacuate, calmly leave immediately.

Lightning

1. When a thunderstorm threatens, go immediately inside for protection.
2. Indoors, stay away from phones, windows and water, including sinks and faucets.
3. If you are in a hard-topped car, stay there.
4. If you are caught outside
 - a. Stay away from any object that could act as a natural lightning rod, such as a tall tree in an open area, an open field, open water, or small isolated sheds.
 - b. If you are caught in a field, crouch low to the ground; do not lie flat on the ground.
 - c. Stay away from fences or other metal objects.



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Tornadoes and Severe Thunderstorms

Tornadoes and severe thunderstorms can affect almost all areas of the country. This section is devoted to guidelines that should be followed in the event of these severe weather conditions.

1. If you are the designated emergency person, monitor the approach and severity of the weather using a smart phone or a weather radio.

Note: A *Tornado Watch* means weather conditions are favorable to the formation of tornadoes.

A *Tornado Warning* means a tornado has been sighted in the area.

2. If the Weather Service issues a severe weather or tornado warning for your immediate area, warn all individuals according to your Emergency Communication Action Plans.
3. Discourage occupants from leaving the building.
4. Close all doors; stay away from windows.
5. Move to the basement area under the sanctuary. (A flashlight can be found in the cabinet above the sink.)
6. Remain in the shelter area until an all-clear is given.
7. Reconvene building occupants when the emergency is past to make sure everyone is safe.

Extreme heat or cold

Municipal warming and cooling centers in Elgin are available at the following locations:

Elgin Police Department	151 Douglas Avenue	when lobby is open
Elgin Senior Services	101 S. Grove	Mon – Fri 8 - 4
Gail Borden Public Library (main library)	270 N Grove	Mon – Thu 9 – 9, Fri – Sat 9 – 6, Sun 12 – 5
Gail Borden Library - Rakow Branch	2751 W. Bowes Rd	Mon – Thu 9 – 8, Fri – Sat 9 – 6, Sun 12 – 5
State of Illinois Facility	700 S. State St	Mon – Fri 8:30 – 5
State of Illinois Facility	452 N. McLean 2 nd Floor	Mon – Fri 8:30 - 5



Harassing or Obscene Telephone Calls

The best way to handle harassing calls is to immediately hang up without saying anything to the caller. If the caller does not receive a response, he or she will usually stop calling.

1. If the calls are threatening in any way, or are continuous, immediately call your facility's designated emergency contact person. Give this designated individual the following information:
 - Your name, extension number, and location.
 - Date and time of the harassing calls.
 - Content of the calls.
2. If any harassing or obscene messages are left in your voice mailbox, save those messages in case they are needed for evidence.
3. If a call becomes abusive, try to use the following customer relations techniques to move the caller into more productive behavior.
 - Remain calm and reasonable.
 - Display empathy for the caller's predicament.
 - If the abusive behavior continues, forewarn the caller that unless abusive language is discontinued, you will hang up.
Example: "I'm sorry you feel the way you do. However, this conversation is not productive, so if we can't get back on a positive track, I will end this call."
 - If the call remains unproductive, terminate the conversation.

Domestic Situation

1. Call the designated Emergency Contact (page 3).
2. Remain calm.
3. If it is safe to do so, alert other employees that an emergency or danger is present or imminent; and quietly leave the area.
4. If you observe volatile behavior politely ask to intercede.
 - a. Continue to monitor the situation.
 - b. If it accelerates, call 911 or other designated emergency number on your Local Emergency Contact list (page 4).



Menacing Person Threats

If there is a potentially dangerous person in your area, follow these guidelines.

1. Remain calm and cooperate with the person(s); make no sudden movements.
2. If safe to do so, quietly leave the area.
3. Call 911 or other designated emergency number when it is safe to do so. (See your Local Emergency Contact list, page 4.)
 - a. Give your address
 - b. If you are in a position to explain your situation, give as much information as possible.
4. Notify any trustee or designated emergency personnel listed on your Emergency Contact List, page 4.



Active Shooter

(Ahead of time) Look for the two nearest exits anywhere you go, and have an escape path in mind & identify places you could hide. Understand the plans for individuals with disabilities or other access and functional needs.

RUN and escape, if possible.

- Getting away from the shooter or shooters is the top priority.
- Leave your belongings behind and get away.
- Help others escape, if possible, but evacuate regardless of whether others agree to follow.
- Warn and prevent individuals from entering an area where the active shooter may be.
- Call 911 when you are safe, and describe shooter, location, and weapons.

HIDE, if escape is not possible.

- Get out of the shooter's view and stay very quiet.
- Silence all electronic devices and make sure they won't vibrate.
- Lock and block doors, close blinds, and turn off lights.
- Don't hide in groups- spread out along walls or hide separately to make it more difficult for the shooter.
- Try to communicate with police silently. Use text message or social media to tag your location, or put a sign in a window.
- Stay in place until law enforcement gives you the all clear.
- Your hiding place should be out of the shooter's view and provide protection if shots are fired in your direction.

FIGHT as an absolute last resort.

- Commit to your actions and act as aggressively as possible against the shooter.
- Recruit others to ambush the shooter with makeshift weapons like chairs, fire extinguishers, scissors, books, etc.
- Be prepared to cause severe or lethal injury to the shooter.
- Throw items and improvise weapons to distract and disarm the shooter.

After

- Keep hands visible and empty.
- Know that law enforcement's first task is to end the incident, and they may have to pass injured along the way.



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- Officers may be armed with rifles, shotguns, and/or handguns and may use pepper spray or tear gas to control the situation.
- Officers will shout commands and may push individuals to the ground for their safety.
- Follow law enforcement instructions and evacuate in the direction they come from, unless otherwise instructed.
- Take care of yourself first, and then you may be able to help the wounded before first responders arrive.
- If the injured are in immediate danger, help get them to safety.
- While you wait for first responders to arrive, provide first aid. Apply direct pressure to wounded areas and use tourniquets if you have been trained to do so.
- Turn wounded people onto their sides if they are unconscious and keep them warm.
- Consider seeking professional help for you and your family to cope with the long-term effects of the trauma.



Suspicious Item—Bomb

If you find an item you suspect is a bomb

1. Do NOT touch, move, or disturb the item.
2. Immediately call 911.
3. Notify appropriate members on your Member Emergency Contact list (page 2).
4. Keep everyone away from the area until help arrives.

Bomb Threat

1. Be calm and courteous. Listen; do not interrupt.
2. Use the following Bomb Threat checklist to record all information provided by the caller.
3. After the caller hangs up, call 9-911 immediately.
4. Take the checklist with you as you evacuate the building.



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Bomb Threat Checklist

Be calm. Be courteous. Listen. Do not interrupt.

Name:		Time of call: Start: End:	Date of call:
Dept.:		Number where call was received:	

Exact words of the caller:

Questions to Ask

When is the bomb going to explode?	
Where is the bomb right now?	
What kind of bomb is it?	
What does it look like?	
Why did you place it?	
Where are you calling from?	

Did the caller indicate knowledge of your facility? No Yes

If yes, explain:

(continued)



Bomb Threat Checklist (Continued)

Call Details:

If the voice is familiar, who does it sound like?

Description of Caller’s Voice and Speech Patterns:

- | | | | |
|-------------------------------------------------|----------------------------------------|--------------------------------------------|----------------------------------|
| <input type="checkbox"/> Adult | <input type="checkbox"/> Youth | <input type="checkbox"/> Disguised | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Distinct | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Accent | <input type="checkbox"/> Excited | <input type="checkbox"/> Reading message | |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Foul language | <input type="checkbox"/> Slow | <input type="checkbox"/> Rapid |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Soft | <input type="checkbox"/> Loud |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Irrational | <input type="checkbox"/> Speech impediment | |
| <input type="checkbox"/> Cracking voice | <input type="checkbox"/> Laughing | <input type="checkbox"/> Stuttering | |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Lisp | <input type="checkbox"/> Taped message | |
| <input type="checkbox"/> Deep | <input type="checkbox"/> High | <input type="checkbox"/> Well spoken | |
| <input type="checkbox"/> Deep/unusual breathing | <input type="checkbox"/> Nasal | | |
| | <input type="checkbox"/> Normal | | |

Description of Background Noises:

- | | | |
|--------------------------------------------|----------------------------------------|--------------------------------------------------|
| <input type="checkbox"/> Aircraft | <input type="checkbox"/> Local | <input type="checkbox"/> Office/office machinery |
| <input type="checkbox"/> Animal | <input type="checkbox"/> Long distance | <input type="checkbox"/> PA system |
| <input type="checkbox"/> Clear | <input type="checkbox"/> Machinery | <input type="checkbox"/> Quiet |
| <input type="checkbox"/> Dishes | <input type="checkbox"/> Motor | <input type="checkbox"/> Static |
| <input type="checkbox"/> Factory machinery | <input type="checkbox"/> Music | <input type="checkbox"/> Street noises |
| <input type="checkbox"/> House | | <input type="checkbox"/> Voices |
| <input type="checkbox"/> Other (explain): | | |

After the caller hangs up, call 9-911 immediately.

Take this checklist with you as you evacuate the building



Kidnapping or Hostage Situation

For any hostage or kidnapping situation of staff or member of the facility, summon the appropriate designated Emergency Contact personnel immediately.

Ransom Note

If you receive a ransom note, follow these guidelines:

1. Call the appropriate Emergency Contact personnel immediately.
2. Minimize additional handling of the note until it can be delivered to authorities.

Phone Call

Follow these guidelines if you receive a phone call regarding an employee or member kidnapping or hostage situation:

1. Keep the caller on the line to get as much information as possible.
2. Stay calm, and continue to speak in a normal tone.
3. Ask the caller to repeat the message.
4. Use the kidnapping/hostage checklist on the next page to record all information.



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Kidnapping/Hostage Call Checklist

**Be calm. Be courteous. Listen. Do not interrupt.
 Speak in a normal tone. Ask the caller to repeat the message.**

Name:		Time of call: Start: End:	Date of call:
Dept.:		Number where call was received:	

Exact wording of the threat:

Questions to Ask

Who has been kidnapped or taken hostage?	
Who are you?	
How can we be sure you have the person you say you do and that the person is unharmed?	
What are your demands?	
When will he/she be released?	
If we meet your demands, how do we know he/she will be released unharmed?	
Where and how can we reach you?	



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Did the caller indicate knowledge of your facility? No Yes

If yes, explain:

(continued)



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Kidnapping/Hostage Threat Checklist (Continued)

Call Details:

If the voice is familiar, who does it sound like?

Description of Caller's Voice and Speech Patterns:

- Adult Youth
- Male Female
- Accent
- Angry
- Calm
- Clearing throat
- Cracking voice
- Crying
- Deep High
- Deep/unusual breathing
- Disguised
- Distinct Slurred
- Excited
- Foul language
- Incoherent
- Irrational
- Laughing
- Lisp
- Nasal
- Normal
- Ragged
- Raspy
- Reading the message
- Slow Rapid
- Soft Loud
- Speech impediment
- Stuttering
- Taped message
- Well spoken

Description of Background Noises:

- Aircraft
- Animal
- Clear
- Dishes
- Factory machinery
- House
- Other (explain):
- Local
- Long distance
- Machinery
- Motor
- Music
- Office/office machinery
- PA system
- Quiet
- Static
- Street noises
- Voices

After the caller hangs up, call 9-911 immediately.

Take this checklist with you as you evacuate the building