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DRAFT

THE SHIELD RANCHO CUCAMONGA EMERGENCY OPERATIONS PLAN (EOP)

SECTION 1 EXECUTIVE SUMMARY

The Shield Rancho Cucamonga Emergency Operations Plan (EOP) establishes a comprehensive framework for preparedness, response, recovery, and mitigation activities associated with emergencies affecting church operations, ministries, staff, volunteers, congregants, and visitors.

The purpose of this plan is to protect life, minimize injuries, reduce property loss, ensure continuity of ministry operations, and provide a coordinated response to emergencies occurring on church property or during church-sponsored activities.

The Shield Rancho Cucamonga is located at 7080 Archibald Avenue, Rancho Cucamonga, California 91701. The facility consists of a single-building campus with an approved occupancy of 232 persons and an average weekly attendance of approximately 100–135 individuals. Ministries include worship services, children's ministry, youth ministry, administrative operations, and special events.

This Emergency Operations Plan is based on the principles of the National Incident Management System (NIMS), Incident Command System (ICS), recognized church security best practices, California emergency management guidance, and insurance industry risk management standards.

The objectives of this plan are to:

- Protect human life and safety.
- Provide clear emergency response procedures.
- Establish a chain of command during emergencies.
- Ensure accountability for children, youth, staff, and visitors.
- Support coordination with law enforcement, fire, and emergency medical services.
- Minimize disruptions to church operations.

- Facilitate timely recovery following emergencies.
- Reduce organizational liability through documented preparedness measures.

This plan addresses a variety of emergencies including:

- Medical Emergencies
- Cardiac Arrest
- Severe Bleeding Incidents
- Fire Emergencies
- Earthquakes
- Wildfires and Smoke Events
- Utility Failures
- Missing Child Incidents
- Active Threat / Armed Intruder Events
- Suspicious Persons
- Bomb Threats
- Domestic Violence Incidents
- Shelter-in-Place Events
- Lockdowns and Lockouts
- Mass Casualty Incidents

This plan shall be reviewed annually and updated following significant incidents, facility modifications, staffing changes, or changes in applicable laws, regulations, or best practices.

Prepared By:
Franco Training Solutions

Prepared For:
The Shield Rancho Cucamonga

Version:
1.0

Effective Date:

Review Date:

SECTION 2

CHURCH PROFILE, FACILITY DESCRIPTION, AND HAZARD VULNERABILITY ASSESSMENT

2.1 CHURCH INFORMATION

Church Name:

The Shield Rancho Cucamonga

Physical Address:

7080 Archibald Avenue

Rancho Cucamonga, California 91701

Facility Type:

Church Worship Facility

Occupancy Classification:

Assembly Occupancy

Maximum Occupancy:

232 Persons

Average Weekly Attendance:

100–135 Persons

Campus Configuration:

Single Building Campus

Primary Ministries:

- Worship Services
- Children's Ministry
- Youth Ministry
- Administrative Operations
- Fellowship Activities
- Special Events

2.2 FACILITY DESCRIPTION

The Shield Rancho Cucamonga operates from a single-building campus designed to support worship services, ministry programs, educational activities, and administrative functions.

The facility serves a diverse population that includes:

- Adults
- Senior Citizens
- Children
- Youth
- Visitors
- Volunteers
- Contractors

Special consideration shall be given to children, elderly individuals, persons with disabilities, and individuals requiring medical assistance during emergency operations.

2.3 CURRENT SAFETY AND SECURITY RESOURCES

Medical Resources

Current Resources:

- ✓ Automated External Defibrillator (AED)

Areas for Improvement:

- ☐ Trauma Kits
- ☐ Mass Casualty Kit
- ☐ Medical Response Team

Security Resources

Current Resources:

- ✓ Exterior Camera Coverage
- ✓ Key-Controlled Building Access

Areas for Improvement:

- ☐ Interior Camera Coverage
- ☐ Portable Radios
- ☐ Formal Safety Team

- ☐ Access Control System
- ☐ Visitor Management Procedures

2.4 CRITICAL OPERATIONS

The following functions are considered essential to church operations:

Priority Level 1

- Worship Services
- Children's Ministry
- Youth Ministry
- Emergency Communications
- Life Safety Operations

Priority Level 2

- Administrative Functions
- Financial Operations
- Community Outreach

Priority Level 3

- Special Events
- Non-Essential Activities

2.5 HAZARD VULNERABILITY ASSESSMENT

A Hazard Vulnerability Assessment (HVA) was conducted to identify threats that could reasonably affect church operations.

Threats were evaluated using the following criteria:

- Probability of Occurrence
- Impact on Life Safety
- Impact on Operations
- Impact on Property
- Recovery Complexity

HIGH-RISK HAZARDS

Medical Emergencies

Probability: High

Potential Impact: High

Contributing Factors:

- Public gatherings
- Wide age range of attendees
- Existing medical conditions
- Cardiac emergencies

Recommended Actions:

- CPR/AED Training
- Life-Threatening Bleeding Control Training
- Trauma Kit Deployment

Earthquake

Probability: High

Potential Impact: High

Contributing Factors:

- Southern California location
- Building occupancy
- Utility disruptions

Recommended Actions:

- Annual Earthquake Drills
- Emergency Supplies
- Facility Inspections

Fire

Probability: Moderate

Potential Impact: High

Contributing Factors:

- Electrical systems
- Kitchen equipment
- HVAC equipment

Recommended Actions:

- Fire Drills
- Fire Extinguisher Inspections
- Evacuation Training

MODERATE-RISK HAZARDS

Missing Child

Probability: Moderate

Potential Impact: High

Contributing Factors:

- Children's Ministry
- Multiple visitors
- Family events

Recommended Actions:

- Check-In Procedures
- Reunification Procedures
- Child Accountability Training

Utility Failure

Probability: Moderate

Potential Impact: Moderate

Examples:

- Power Outages
- Gas Leaks
- Water Service Interruptions

Recommended Actions:

- Emergency Procedures
- Utility Shutoff Training

Wildfire and Smoke Events

Probability: Moderate

Potential Impact: Moderate

Recommended Actions:

- Air Quality Monitoring
- Service Cancellation Criteria

LOW-FREQUENCY / HIGH-CONSEQUENCE HAZARDS

Active Threat / Armed Intruder

Probability: Low

Potential Impact: Catastrophic

Recommended Actions:

- Active Threat Training
- Lockdown Procedures
- Safety Team Development

Bomb Threat

Probability: Low

Potential Impact: High

Recommended Actions:

- Bomb Threat Procedures
- Staff Awareness Training

Domestic Violence Incidents

Probability: Low

Potential Impact: High

Recommended Actions:

- Protective Order Procedures
- Staff Awareness Training

2.6 CORRECTIVE ACTION PLAN

Immediate Priorities (0–90 Days)

1. Adopt Emergency Operations Plan.
2. Establish Church Safety Team.
3. Purchase Trauma Kits.

4. Conduct CPR/AED Training.
5. Conduct Active Threat Awareness Training.

Intermediate Priorities (90–180 Days)

1. Purchase Portable Radios.
2. Install Interior Cameras.
3. Conduct Full-Scale Evacuation Drill.
4. Conduct Missing Child Drill.

Long-Term Priorities (6–12 Months)

1. Evaluate Electronic Access Control.
2. Develop Medical Response Team.
3. Conduct Annual Security Assessment.
4. Establish Formal Emergency Exercise Program.

2.7 ANNUAL REVIEW REQUIREMENT

This Hazard Vulnerability Assessment shall be reviewed annually by church leadership and updated whenever:

- Facility changes occur.
- New ministries are added.
- Significant incidents occur.
- New threats are identified.
- Insurance recommendations change.

SECTION 3

EMERGENCY MANAGEMENT ORGANIZATION AND INCIDENT COMMAND SYSTEM (ICS)

3.1 PURPOSE

The purpose of this section is to establish a clear chain of command and organizational structure for managing emergencies affecting The Shield Rancho Cucamonga.

A structured response helps ensure:

- Life safety remains the highest priority.
- Resources are effectively utilized.
- Critical decisions are made quickly.
- Communications remain organized.
- Accountability is maintained.
- Recovery operations begin efficiently.

The Shield Rancho Cucamonga shall utilize the Incident Command System (ICS) during emergencies requiring coordinated response efforts.

3.2 INCIDENT COMMAND SYSTEM OVERVIEW

The Incident Command System (ICS) is a nationally recognized emergency management structure used by:

- Fire Departments
- Law Enforcement Agencies
- Emergency Medical Services
- Emergency Management Agencies
- Schools
- Churches
- Businesses

ICS provides a scalable structure for incidents ranging from minor medical emergencies to major disasters.

3.3 INCIDENT PRIORITIES

During any emergency, personnel shall prioritize:

Priority #1

Life Safety

Priority #2

Incident Stabilization

Priority #3

Property Conservation

3.4 INCIDENT COMMAND AUTHORITY

The highest-ranking available church leader shall serve as Incident Commander until relieved or transferred.

Primary Incident Commander

Senior Pastor

Alternate Incident Commander

Designated Church Leader

Second Alternate

Board Representative

The Incident Commander has authority to:

- Activate this plan.
- Order evacuations.
- Order lockdowns.
- Suspend church operations.
- Request emergency resources.
- Coordinate with public safety agencies.

3.5 INCIDENT COMMAND STRUCTURE

INCIDENT COMMANDER

Responsible for:

- Overall management
- Strategic decision-making

- Coordination with emergency responders
- Public information approval
- Resource allocation

Duties:

- ☐ Assess incident
- ☐ Establish command
- ☐ Determine objectives
- ☐ Request assistance
- ☐ Maintain situational awareness
- ☐ Authorize protective actions

3.6 SAFETY OFFICER

Recommended Position:

Future Safety Team Leader

Responsibilities:

- Monitor hazards
- Protect responders
- Identify unsafe conditions
- Recommend corrective actions

Duties:

- ☐ Monitor operations
- ☐ Evaluate risks
- ☐ Ensure accountability
- ☐ Document safety concerns

3.7 PUBLIC INFORMATION OFFICER

Recommended Position:

Senior Pastor or Designee

Responsibilities:

- Coordinate public messaging
- Communicate with families
- Coordinate media inquiries

Only authorized personnel may release information to the public.

3.8 LIAISON OFFICER

Responsibilities:

- Coordinate with law enforcement
- Coordinate with fire personnel
- Coordinate with EMS
- Coordinate with outside agencies

3.9 OPERATIONS SECTION

The Operations Section is responsible for carrying out tactical objectives during an incident.

Operations Chief

Recommended Position:

Safety Team Leader

Responsibilities:

- Direct emergency actions
- Coordinate evacuations
- Coordinate lockdowns
- Manage field operations

3.10 CHILDREN'S MINISTRY BRANCH

Children's Ministry Director

Responsibilities:

- Child accountability
- Emergency evacuation
- Reunification operations
- Parent notifications

Emergency Duties

- ☐ Bring attendance roster

- ☐ Account for all children
- ☐ Report status to Incident Command
- ☐ Coordinate reunification

3.11 YOUTH MINISTRY BRANCH

Youth Ministry Director

Responsibilities:

- Youth accountability
- Emergency supervision
- Evacuation coordination

Emergency Duties

- ☐ Account for youth attendees
- ☐ Maintain supervision
- ☐ Report status to Command

3.12 MEDICAL GROUP

Current Status

No formal medical team established.

Recommendation

Develop volunteer Medical Response Team.

Medical Group Responsibilities

- First aid
- CPR
- AED deployment
- EMS coordination

Medical Team Leader Duties

- ☐ Assess patients
- ☐ Coordinate treatment
- ☐ Track patient status

- Coordinate with EMS

3.13 LOGISTICS SECTION

Responsibilities:

- Resource management
- Equipment distribution
- Facility support

Examples:

- Radios
- Medical supplies
- Emergency equipment
- Transportation needs

3.14 FINANCE & ADMINISTRATION

Responsibilities:

- Incident documentation
- Expense tracking
- Insurance coordination

Examples:

- Damage documentation
- Vendor coordination
- Claims processing

3.15 INCIDENT COMMAND POST (ICP)

Primary ICP Location

Church Administrative Office

Alternate ICP Location

Designated area in parking lot

Incident Command Post should contain:

- Emergency Operations Plan
- Contact lists
- Building maps
- Incident forms

- Flashlights
- Radios (future)

3.16 TRANSFER OF COMMAND

Command may transfer when:

- Emergency responders arrive.
- A more qualified individual assumes command.
- Incident complexity increases.

Transfer shall include:

- Situation status
- Resources assigned
- Current objectives
- Outstanding issues

3.17 ACCOUNTABILITY

All ministry leaders shall maintain accountability for assigned personnel.

Accountability shall include:

- Staff
- Volunteers
- Children
- Youth
- Visitors when practical

Missing persons shall be reported immediately to Incident Command.

3.18 EMERGENCY ACTIVATION LEVELS

LEVEL 1

MINOR INCIDENT

Examples:

- Minor injury
- Small disturbance

Handled by church personnel.

LEVEL 2

SIGNIFICANT INCIDENT

Examples:

- Fire alarm
- Missing child
- Major medical emergency

Requires activation of portions of this plan.

LEVEL 3

MAJOR EMERGENCY

Examples:

- Active threat
- Earthquake
- Mass casualty incident

Requires full activation of this plan and coordination with public safety agencies.

3.19 TRAINING REQUIREMENTS

Individuals assigned ICS responsibilities shall receive annual training regarding:

- Emergency Operations Plan
- Incident Command System
- Emergency communications
- Accountability procedures

Training records shall be maintained by church leadership.

3.20 ANNUAL REVIEW

This section shall be reviewed annually and updated whenever:

- Leadership changes occur.
- Ministry structure changes.
- Facility modifications occur.
- Lessons learned identify needed improvements.

SECTION 4

EMERGENCY COMMUNICATIONS AND EMERGENCY NOTIFICATION PROCEDURES

4.1 PURPOSE

The purpose of this section is to establish procedures for emergency communications before, during, and after incidents affecting The Shield Rancho Cucamonga.

Effective communication is critical to:

- Protect life and safety
- Coordinate emergency response
- Provide timely notifications
- Reduce confusion and panic
- Support reunification efforts
- Maintain operational continuity

4.2 COMMUNICATION OBJECTIVES

During emergencies, communications shall focus on:

Priority 1
Life Safety

Priority 2
Incident Stabilization

Priority 3
Property Protection

Priority 4
Business Continuity and Recovery

4.3 COMMUNICATION METHODS

Primary Communication Method

Cell Phones

Current church operations rely primarily on cellular communications.

Advantages:

- Widely available
- Familiar to staff and volunteers
- Direct contact capability

Limitations:

- Network congestion
- Dead batteries
- Signal interruptions

Secondary Communication Method

Verbal Communication

Examples:

- Face-to-face notifications
- Public announcements
- Ministry leader communications

Future Recommended Method

Portable Two-Way Radios

Recommended Quantity:

8–10 Radios

Suggested Assignments:

- Senior Pastor
- Children's Ministry Director
- Youth Director
- Safety Team Leader
- Parking Lot Personnel
- Safety Team Members

4.4 EMERGENCY COMMUNICATION CHAIN

During emergencies, information shall flow through the following structure:

Incident Commander



Ministry Leaders



Volunteers and Staff



Congregation

Only verified information shall be communicated.

Rumors, assumptions, and unconfirmed information shall not be distributed.

4.5 EMERGENCY REPORTING PROCEDURES

Any person discovering an emergency shall immediately notify church leadership.

Information to Provide:

- Nature of emergency
- Exact location
- Number of people involved
- Immediate hazards
- Assistance required

Examples:

Medical Emergency:

"Adult male unconscious in sanctuary near front row."

Fire:

"Smoke observed in kitchen area."

Missing Child:

"Five-year-old child unaccounted for after children's ministry dismissal."

4.6 ACTIVATION OF 911

The following situations require immediate activation of emergency services:

- Cardiac arrest
- Unconscious person
- Severe bleeding

- Stroke symptoms
- Fire
- Active threat
- Missing child with elevated risk factors
- Gas leak
- Structural damage
- Serious injury

When calling 911 provide:

1. Church Name
2. Church Address
3. Nature of Emergency
4. Number of Injured Persons
5. Contact Information

Church Address:

The Shield Rancho Cucamonga
7080 Archibald Avenue
Rancho Cucamonga, California 91701

4.7 PLAIN LANGUAGE EMERGENCY ALERTS

The Shield Rancho Cucamonga shall utilize plain-language communications whenever possible.

Medical Emergency

"Medical Team Respond to [Location]."

Example:

"Medical Team Respond to Children's Hallway."

Fire Evacuation

"Attention everyone, please evacuate the building immediately using the nearest exit."

Lockout

"Attention staff and volunteers. Initiate Lockout Procedures."

Lockdown

"LOCKDOWN. LOCKDOWN. LOCKDOWN."

Missing Child

"Children's Ministry Leadership report to Command immediately."

4.8 MASS NOTIFICATION SYSTEM

Recommended Future Capability

The church should evaluate:

- Text Alert Systems
- Church App Notifications
- Email Notifications
- Emergency Notification Software

Potential Uses:

- Service cancellations
- Weather emergencies
- Wildfire notifications
- Facility closures
- Emergency instructions

4.9 CHILDREN'S MINISTRY COMMUNICATIONS

Children's Ministry personnel shall immediately communicate:

- Missing children
- Medical emergencies
- Custody disputes
- Suspicious persons
- Security concerns

Required Information:

- Child name
- Age
- Location last seen
- Clothing description

4.10 FAMILY NOTIFICATIONS

The Incident Commander or designee shall coordinate notifications to family members during significant incidents.

Examples:

- Medical transport
- Serious injury
- Missing child
- Fatality

Information released shall be:

- Accurate
- Timely
- Respectful
- Consistent

4.11 MEDIA COMMUNICATIONS

Only designated spokespersons may communicate with media representatives.

Authorized Spokespersons:

Primary:

Senior Pastor

Alternate:

Board Chairperson

Alternate:

Designated Public Information Officer

Staff and volunteers shall not provide interviews or release incident information.

4.12 SOCIAL MEDIA MANAGEMENT

Following significant incidents:

Only authorized personnel may post information regarding:

- Emergencies
- Injuries

- Investigations
- Security incidents

Personnel shall avoid:

- Speculation
- Unverified information
- Victim identification
- Posting photographs of victims

4.13 COMMUNICATIONS DURING ACTIVE THREAT INCIDENTS

During an active threat event:

Communications should be:

- Brief
- Clear
- Direct

Examples:

"LOCKDOWN IMMEDIATELY."

"EVACUATE THROUGH NORTH EXIT."

"LAW ENFORCEMENT ON SCENE."

Avoid lengthy announcements.

4.14 COMMUNICATIONS DURING EVACUATIONS

Ministry leaders shall report:

- Area cleared
- Number evacuated
- Missing persons
- Hazards identified

Reports shall be directed to Incident Command.

4.15 COMMUNICATION FAILURE PROCEDURES

If primary communications fail:

Fallback methods include:

- Face-to-face communications
- Designated runners
- Vehicle public address systems
- Emergency responders

4.16 DOCUMENTATION

Significant emergency communications should be documented when practical.

Documentation should include:

- Date
- Time
- Sender
- Recipient
- Message Summary

4.17 TRAINING REQUIREMENTS

Annual communications training shall include:

- Emergency reporting
- Emergency alerts
- Family notifications
- Media procedures
- Radio procedures (future)

4.18 ANNUAL REVIEW

This section shall be reviewed annually and updated whenever:

- Contact information changes
- Communication systems change
- Facility modifications occur
- Lessons learned identify improvement opportunities

SECTION 5

SAFETY OPERATIONS, ACCESS CONTROL, KEY CONTROL, VISITOR MANAGEMENT, AND CHILDREN'S MINISTRY SECURITY

5.1 PURPOSE

The purpose of this section is to establish policies and procedures that protect church members, visitors, volunteers, staff, and children while maintaining a welcoming worship environment.

Security measures shall be designed to:

- Protect life and safety
- Prevent unauthorized access
- Reduce opportunities for criminal activity
- Improve emergency response capabilities
- Support insurance and risk management objectives

5.2 SAFETY TEAM PHILOSOPHY

The Shield Rancho Cucamonga recognizes that the church safety team must balance safety with hospitality.

The safety team shall maintain a posture that is:

- Visible
- Professional
- Welcoming
- Proactive
- Ministry-focused

Security personnel and volunteers shall strive to create a safe environment without creating unnecessary fear or disruption.

5.3 CURRENT SECURITY ASSESSMENT

Current Strengths

- ✓ AED Available Onsite
- ✓ Exterior Camera Coverage
- ✓ Controlled Building Access Through Keys
- ✓ Children's Ministry Program
- ✓ Youth Ministry Program

Identified Vulnerabilities

- ☐ No Formal Safety Team
- ☐ No Interior Camera Coverage
- ☐ No Portable Radios
- ☐ No Electronic Access Control
- ☐ No Formal Visitor Management Process
- ☐ No Medical Response Team

5.4 SAFETY TEAM PROGRAM

The church shall establish a Safety Team to assist with safety, security, and emergency response activities.

Recommended Team Size

Minimum:

4–6 Volunteers

Preferred:

6–10 Volunteers

Qualifications

Safety Team members should:

- Pass background checks
- Demonstrate maturity and professionalism
- Complete annual training
- Maintain confidentiality
- Support church leadership

Responsibilities

- Monitor entrances
- Observe suspicious activity
- Assist with medical incidents
- Assist during evacuations
- Support lockdown procedures
- Coordinate with law enforcement

5.5 SAFETY TEAM POSITIONS DURING SERVICES

Main Entrance Monitor

Responsibilities:

- Welcome guests
- Observe arrivals
- Identify unusual behavior
- Report concerns

Children's Ministry Monitor

Responsibilities:

- Monitor children's area
- Observe hallways
- Verify authorized access

Parking Lot Monitor

Responsibilities:

- Observe parking areas
- Assist with traffic flow
- Report suspicious activity

Floating Safety Team Member

Responsibilities:

- Conduct interior patrols
- Support ministry areas
- Respond to incidents

5.6 ACCESS CONTROL

General Principle

Only authorized persons shall have access to restricted areas.

Restricted Areas Include:

- Children's Ministry Areas
- Offices
- Utility Rooms
- Storage Areas
- Financial Records Areas

During Services

Public entrances should remain open and monitored.

Non-public entrances should remain secured whenever practical.

5.7 KEY CONTROL PROGRAM

Current Access Method

Physical Keys

All issued keys shall be documented.

Key Control Log Requirements

Document:

- Key Number
- Individual Assigned
- Date Issued
- Date Returned

Lost Keys

Lost keys shall be reported immediately.

Leadership shall determine whether rekeying is necessary.

5.8 FUTURE ACCESS CONTROL RECOMMENDATION

The church should evaluate electronic access control systems for:

- Children's Ministry
- Administrative Offices
- Equipment Rooms

Benefits include:

- Access tracking
- Improved accountability
- Reduced key management issues

5.9 VISITOR MANAGEMENT

All visitors shall be welcomed and assisted.

Visitors exhibiting unusual behavior may be approached by designated personnel.

Suggested Greeting

"Good morning, welcome to The Shield. Is there anything we can help you with today?"

The purpose is to:

- Provide hospitality
- Identify needs
- Establish awareness

5.10 SUSPICIOUS BEHAVIOR INDICATORS

Personnel should be alert for:

- Loitering
- Unusual surveillance
- Attempts to access restricted areas
- Following children
- Aggressive behavior
- Signs of intoxication
- Concealed items causing concern

The presence of one indicator alone does not necessarily indicate criminal intent.

Personnel should focus on behavior rather than appearance.

5.11 CAMERA SYSTEM OPERATIONS

Current System

Exterior/Perimeter Cameras

Recommended Enhancements

Install interior cameras covering:

- Main Lobby
- Children's Hallway
- Sanctuary Entrances
- Common Areas

Camera footage should be retained for a minimum of 30 days.

Access to recordings shall be restricted to authorized personnel.

5.12 CHILDREN'S MINISTRY SECURITY

Children are among the highest-risk groups within church operations and require enhanced security measures.

5.13 CHILD CHECK-IN PROCEDURES

Children shall be checked in using an approved accountability process.

Required Information

- Child Name
- Parent/Guardian Name
- Emergency Contact Number
- Medical Concerns
- Allergy Information

At the beginning of every session, a hard copy of the check-in list shall be printed and retained for at least 30 days.

5.14 CHILD RELEASE PROCEDURES

Children shall only be released to authorized individuals.

Verification Methods

Recommended:

- ✓ Matching Security Tags
- ✓ Identification Verification
- ✓ Authorized Pickup List

5.15 CHILDREN'S AREA ACCESS CONTROL

Only authorized individuals shall enter children's ministry areas.

Authorized Persons Include:

- Children's Ministry Staff
- Approved Volunteers
- Authorized Parents
- Emergency Responders

5.16 CUSTODY DISPUTES

The church shall maintain copies of court orders and custody restrictions when provided by parents.

If an unauthorized person attempts to remove a child:

1. Notify leadership immediately.
2. Keep the child in a secure location.
3. Contact law enforcement if necessary.
4. Document the incident.

5.17 MISSING CHILD PREVENTION

Children's Ministry staff shall:

- Maintain accurate attendance records.
- Conduct regular headcounts.
- Supervise transitions between activities.
- Report concerns immediately.

5.18 YOUTH MINISTRY SECURITY

Youth leaders shall maintain accountability for youth participants during all church-sponsored activities.

Special consideration shall be given to:

- Transportation
- Off-site events
- Medical emergencies
- Emergency notifications

5.19 INCIDENT REPORTING

Security-related incidents shall be documented using the church Incident Report Form.

Examples include:

- Suspicious persons
- Property damage
- Disturbances
- Theft
- Unauthorized access
- Custody concerns

5.20 ANNUAL SAFETY TEAM REVIEW

Church leadership shall conduct an annual safety team review addressing:

- Team Review
- Procedures
- Training records
- Incident trends
- Facility vulnerabilities

Results shall be documented, and corrective actions shall be tracked.

5.21 RECOMMENDATIONS FOR THE SHIELD RANCHO CUCAMONGA

Priority 1 (0–90 Days)

- Establish Safety Team
- Purchase Trauma Kits
- Conduct Active Threat Training
- Conduct CPR/AED Training

Priority 2 (90–180 Days)

- Purchase Portable Radios
- Install Interior Cameras
- Conduct Missing Child Drill

Priority 3 (6–12 Months)

- Evaluate Access Control System
- Establish Medical Response Team
- Conduct Formal Security Assessment

SECTION 6

MEDICAL EMERGENCY RESPONSE, CPR/AED PROGRAM, LIFE-THREATENING BLEEDING CONTROL, AND MEDICAL TEAM OPERATIONS

6.1 PURPOSE

The purpose of this section is to establish procedures for recognizing, reporting, and responding to medical emergencies occurring at The Shield Rancho Cucamonga.

Medical emergencies are among the most common incidents occurring in places of worship and may involve:

- Cardiac arrest
- Heart attack
- Stroke
- Choking
- Severe bleeding
- Falls
- Diabetic emergencies
- Allergic reactions
- Seizures
- Heat-related illness

The primary objective of medical response is preservation of life until Emergency Medical Services (EMS) arrives.

6.2 MEDICAL EMERGENCY PRIORITIES

Priority 1

Life Safety

Priority 2
Rapid EMS Activation

Priority 3
Immediate Care Within Training Level

Priority 4
Documentation

6.3 MEDICAL EMERGENCY ACTIVATION

Any person discovering a medical emergency shall:

1. Assess scene safety.
2. Notify church leadership.
3. Activate 911 when appropriate.
4. Retrieve the AED if indicated.
5. Provide care within training level.

6.4 CALLING 911

When contacting emergency services, provide:

Church Name:

The Shield Rancho Cucamonga

Address:

7080 Archibald Avenue
Rancho Cucamonga, CA 91701

Provide:

- Nature of emergency
- Exact location
- Patient age (if known)
- Patient condition
- Caller name and callback number

Do not hang up until instructed.

6.5 MEDICAL RESPONSE TEAM

Current Status

No formal Medical Response Team established.

Recommendation

Establish a volunteer Medical Response Team consisting of:

- CPR/AED-certified personnel
- Medical professionals (if available)
- Safety Team members

Recommended Team Size

Minimum:

4 Members

Preferred:

6–8 Members

6.6 AUTOMATED EXTERNAL DEFIBRILLATOR (AED) PROGRAM

Current Resources

One AED is currently available onsite.

Recommendation

Add a second AED if budget permits.

Potential Placement Locations

Primary AED:

Current Location

Future AED:

Children's Ministry Area or Lobby

6.7 CARDIAC ARREST RESPONSE

Indicators

- Unresponsive
- Not breathing normally
- No pulse (if trained to assess)

Response

1. Call 911 immediately.
2. Begin CPR.
3. Retrieve AED.
4. Apply AED as soon as available.
5. Follow AED prompts.
6. Continue care until EMS arrives.

Time is critical.

Early CPR and defibrillation significantly increase survival rates.

6.8 CPR PROCEDURES

CPR shall be performed in accordance with current American Heart Association guidelines.

Personnel shall only perform procedures within their training level.

Training shall be renewed as required by certifying agencies.

6.9 HEART ATTACK RESPONSE

Possible Signs

- Chest pressure
- Chest pain
- Pain radiating to arm, neck, jaw, or back
- Shortness of breath
- Sweating
- Nausea

Response

1. Call 911.

2. Keep individual calm.
3. Monitor condition.
4. Retrieve AED.
5. Prepare for possible cardiac arrest.

6.10 STROKE RESPONSE

Use the FAST Method

F – Face Drooping

A – Arm Weakness

S – Speech Difficulty

T – Time to Call 911

Immediate EMS activation is required.

Document symptom onset time if known.

6.11 CHOKING RESPONSE

Mild Airway Obstruction

- Encourage coughing.
- Monitor closely.

Severe Airway Obstruction

Indicators:

- Cannot speak
- Cannot breathe
- Universal choking sign

Response

1. Activate EMS.
2. Perform abdominal thrusts if trained.
3. Continue until airway clears or patient becomes unresponsive.

6.12 LIFE-THREATENING BLEEDING

Current Resources

No trauma kits currently available.

Recommendation

Purchase:

- Trauma kits
- Mass casualty kit

6.13 LIFE-THREATENING BLEEDING CONTROL TRAINING

The church should establish a Life-Threatening Bleeding Control program including:

Equipment

- Tourniquets
- Pressure Bandages
- Hemostatic Gauze
- Gloves
- Trauma Shears

Training

Annual training is recommended for:

- Safety Team
- Medical Team
- Children's Ministry Leadership
- Church Staff

6.14 TOURNIQUET USE

Tourniquets should be used when:

- Severe extremity bleeding exists.
- Direct pressure is ineffective.
- Immediate life threat exists.

Personnel shall use tourniquets consistent with their training.

6.15 SEIZURE RESPONSE

Do Not:

- Restrain patient
- Place objects in mouth

Do:

- Protect from injury
- Clear surrounding hazards
- Monitor breathing
- Call EMS when appropriate

6.16 DIABETIC EMERGENCIES

Possible Signs

- Confusion
- Sweating
- Shaking
- Altered mental status

Response

1. Assess condition.
2. Activate EMS if necessary.
3. Follow training and established protocols.

6.17 ALLERGIC REACTIONS

Signs

- Difficulty breathing
- Swelling
- Hives
- Anaphylaxis

Response

1. Call 911.
2. Assist with prescribed medication if appropriate.
3. Monitor airway and breathing.

6.18 FALL RESPONSE

Falls are among the most common church-related injuries.

Response

1. Assess for injury.
2. Do not move patient unnecessarily.
3. Activate EMS if injury is suspected.

6.19 PEDIATRIC MEDICAL EMERGENCIES

Children's Ministry personnel shall:

- Notify leadership immediately.
- Contact parent/guardian.
- Activate EMS when appropriate.
- Document incident.

6.20 MEDICAL INCIDENT DOCUMENTATION

The following incidents shall be documented:

- EMS activations
- AED deployments
- Severe injuries
- Significant illnesses
- Pediatric emergencies

Documentation shall include:

- Date
- Time
- Location
- Patient information
- Actions taken
- Personnel involved

6.21 AED INSPECTIONS

AED inspections shall occur monthly.

Inspection Items

- ☐ Battery Status
- ☐ Pad Expiration Date
- ☐ Cabinet Condition
- ☐ Accessibility

Inspection records shall be maintained.

6.22 MEDICAL EQUIPMENT RECOMMENDATIONS

Priority 1

- Trauma Kits
- Mass Casualty Kit
- CPR Pocket Masks

Priority 2

- Additional AED

6.23 TRAINING REQUIREMENTS

Required Training

- CPR/AED
- Medical Emergency Procedures

Recommended Training

- Life-Threatening Bleeding Control
- Emergency Communications
- Incident Documentation

Training Frequency

CPR/AED:

Every Two Years

Life-Threatening Bleeding Control Training:

Annually

Medical Team Drills:

Annually

6.24 ANNUAL REVIEW

This section shall be reviewed annually and updated whenever:

- Equipment changes occur.
- Medical incidents identify deficiencies.
- Training standards change.
- Facility modifications occur.

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SECTION 7

FIRE PREVENTION, FIRE RESPONSE, EVACUATION PROCEDURES, AND ACCOUNTABILITY OPERATIONS

7.1 PURPOSE

The purpose of this section is to establish procedures for preventing, reporting, and responding to fires occurring at The Shield Rancho Cucamonga.

Fire emergencies pose significant threats to:

- Human life
- Church property
- Ministry operations
- Business continuity

All personnel shall prioritize life safety above property conservation.

7.2 FIRE SAFETY OBJECTIVES

The objectives of this Fire Response Plan are:

- Protect life and safety
- Ensure rapid evacuation
- Notify emergency responders
- Account for occupants
- Support responding fire personnel
- Minimize property damage

7.3 FIRE PREVENTION PROGRAM

Church leadership shall maintain an active fire prevention program.

Areas of focus include:

- Electrical safety
- Housekeeping
- Storage practices
- Fire extinguisher maintenance
- Exit accessibility
- Emergency lighting

7.4 FIRE HAZARD INSPECTIONS

Monthly inspections should evaluate:

- ☐ Fire extinguishers
- ☐ Exit routes
- ☐ Emergency lighting
- ☐ Electrical equipment
- ☐ Extension cord usage
- ☐ Storage areas
- ☐ Mechanical rooms

Deficiencies shall be corrected promptly.

7.5 FIRE EXTINGUISHER PROGRAM

Fire extinguishers shall:

- Be properly mounted
- Remain unobstructed
- Be inspected monthly
- Receive annual service

Inspection records shall be maintained.

7.6 FIRE EXTINGUISHER USE

Personnel shall only attempt to extinguish small fires when:

- The fire is in its early stages.
- A safe exit remains available.
- The individual is trained.
- Evacuation has been initiated.

Use the PASS Method:

P – Pull

A – Aim

S – Squeeze

S – Sweep

If there is any doubt regarding safety, evacuate immediately.

7.7 FIRE EMERGENCY REPORTING

Any person discovering a fire shall:

1. Activate the fire alarm if available.
2. Notify church leadership.
3. Call 911.
4. Initiate evacuation procedures.

When calling 911 provide:

Church Name:

The Shield Rancho Cucamonga

Address:

7080 Archibald Avenue

Rancho Cucamonga, California 91701

7.8 EVACUATION AUTHORITY

The following individuals may order evacuation:

- Senior Pastor
- Incident Commander
- Fire Department Personnel

Any person observing an immediate life-threatening fire condition may initiate evacuation.

7.9 EVACUATION PROCEDURES

Upon notification:

1. Stop activities immediately.
2. Proceed to the nearest safe exit.
3. Assist others when safe.
4. Move to designated assembly area.
5. Remain clear of the building.

Do Not:

- Use elevators.
- Re-enter the building.
- Delay evacuation to gather belongings.

7.10 EVACUATION ROUTES

All exits shall remain:

- Marked
- Accessible
- Unobstructed

Emergency exit diagrams shall be posted throughout the facility.

Primary evacuation routes shall be identified on facility maps.

Secondary evacuation routes shall be identified in case primary routes become inaccessible.

7.11 MOBILITY-IMPAIRED OCCUPANTS

Personnel shall assist:

- Elderly individuals
- Disabled persons
- Injured individuals
- Individuals requiring assistance

If immediate evacuation is not possible:

1. Relocate to safest available area.

2. Notify Incident Command.
3. Inform responding firefighters.

7.12 CHILDREN'S MINISTRY EVACUATION

Children's Ministry personnel shall:

1. Collect attendance rosters.
2. Conduct head counts.
3. Escort children to assembly area.
4. Maintain supervision at all times.

Children shall not be released during evacuation until reunification procedures are initiated.

7.13 YOUTH MINISTRY EVACUATION

Youth Ministry personnel shall:

- Account for all youth participants.
- Maintain group supervision.
- Report accountability status to Incident Command.

7.14 ASSEMBLY AREAS

Primary Assembly Area

Main Parking Lot

Secondary Assembly Area

To Be Designated Annually by Leadership

Recommended Options:

- Adjacent open space
- Partner church
- Nearby community facility

7.15 ACCOUNTABILITY PROCEDURES

Ministry leaders shall conduct accountability checks immediately following evacuation.

Accountability shall include:

- Staff
- Volunteers
- Children
- Youth
- Visitors when practical

Missing persons shall be reported immediately to Incident Command.

7.16 REPORTING TO INCIDENT COMMAND

The following information shall be reported:

- Area status
- Number evacuated
- Missing persons
- Known hazards
- Medical needs

7.17 RE-ENTRY PROCEDURES

Only the Fire Department or Incident Commander may authorize re-entry.

Personnel shall not re-enter until:

- Hazard is mitigated.
- Structure is deemed safe.
- Authorization is given.

7.18 FIRE DRILLS

The church shall conduct fire drills at least annually.

Recommended Frequency:

Twice Per Year

Drills should include:

- Worship areas
- Children's Ministry
- Youth Ministry
- Staff

7.19 FIRE DRILL EVALUATION

Following drills, leadership shall evaluate:

- Evacuation time
- Accountability procedures
- Communication effectiveness
- Identified deficiencies

Corrective actions shall be documented.

7.20 POST-INCIDENT RECOVERY

Following a fire event:

- Account for personnel.
- Secure facility.
- Document damage.
- Coordinate with insurance carrier.
- Initiate continuity planning.

Photographs and written documentation should be completed before cleanup whenever possible.

7.21 INSURANCE CONSIDERATIONS

The following records should be maintained:

- Fire extinguisher inspections
- Fire drill reports
- Maintenance records
- Emergency lighting inspections
- Fire alarm inspections

Documentation may be requested during insurance reviews or claims investigations.

7.22 ANNUAL REVIEW

This section shall be reviewed annually and updated whenever:

- Facility modifications occur.
- Fire protection systems change.
- New hazards are identified.
- Lessons learned indicate improvement opportunities.

SECTION 8

EARTHQUAKE RESPONSE, SHELTER-IN-PLACE PROCEDURES, AND DISASTER RECOVERY OPERATIONS

8.1 PURPOSE

The purpose of this section is to establish procedures for preparing for, responding to, and recovering from earthquakes and other disasters requiring shelter-in-place operations.

Due to The Shield Rancho Cucamonga's location in Southern California, earthquakes represent one of the highest-risk hazards identified during the Hazard Vulnerability Assessment.

This section is designed to:

- Protect life and safety
- Minimize injuries
- Support rapid recovery
- Maintain accountability
- Preserve ministry operations
- Support insurance and disaster recovery efforts

8.2 EARTHQUAKE PREPAREDNESS

Church leadership shall promote preparedness through:

- Annual earthquake drills
- Emergency planning
- Facility inspections
- Staff and volunteer training

Recommended Emergency Supplies:

- Flashlights
- Batteries
- First Aid Supplies
- Trauma Kits
- Emergency Water
- Portable Radios
- Facility Floor Plans

8.3 EARTHQUAKE RESPONSE

During an earthquake:

DO NOT RUN OUTSIDE.

Personnel shall immediately initiate:

DROP

COVER

HOLD ON

Drop

Get low to the ground.

Cover

Protect your head and neck.

Seek shelter beneath sturdy furniture when available.

Hold On

Maintain protective position until shaking stops.

8.4 SANCTUARY RESPONSE

During worship services:

- Congregation members should remain inside.
- Move away from windows.
- Protect head and neck.
- Await instructions after shaking stops.

Church leadership should provide calm verbal direction when possible.

8.5 CHILDREN'S MINISTRY RESPONSE

Children's Ministry personnel shall:

- Direct children to protective positions.
- Maintain accountability.
- Remain with assigned groups.
- Avoid moving children during shaking unless necessary for immediate safety.

8.6 YOUTH MINISTRY RESPONSE

Youth Ministry personnel shall:

- Direct youth to protective positions.
- Maintain supervision.
- Conduct accountability checks after shaking stops.

8.7 POST-EARTHQUAKE ACTIONS

Once shaking has stopped:

1. Assess injuries.
2. Check for hazards.
3. Conduct accountability checks.
4. Prepare for aftershocks.
5. Determine need for evacuation.

8.8 AFTERSHOCK PROCEDURES

Aftershocks may occur minutes, hours, or days later.

If additional shaking occurs:

Immediately resume:

DROP

COVER

HOLD ON

8.9 DAMAGE ASSESSMENT

The Incident Commander shall designate personnel to assess:

- Structural damage
- Utility damage
- Fire hazards
- Water leaks
- Hazardous conditions

Personnel shall not enter unsafe areas.

8.10 GAS LEAKS

Potential Indicators:

- Smell of natural gas
- Hissing sounds
- Damaged piping

If a gas leak is suspected:

1. Evacuate immediately.
2. Do not operate switches.
3. Call 911.
4. Notify utility provider.

8.11 ELECTRICAL HAZARDS

Personnel shall avoid:

- Downed electrical lines
- Damaged electrical panels
- Wet electrical equipment

Report hazards immediately.

8.12 EVACUATION FOLLOWING EARTHQUAKE

Evacuation should occur when:

- Structural damage exists.
- Fire hazards are present.
- Utility hazards exist.
- Directed by emergency responders.

8.13 SHELTER-IN-PLACE OPERATIONS

Shelter-in-place may be required during:

- Hazardous material incidents
- Police activity
- Wildfire smoke events
- Severe weather
- Community emergencies

8.14 SHELTER-IN-PLACE PROCEDURES

Upon activation:

1. Move occupants indoors.
2. Secure exterior doors.
3. Close windows.
4. Shut down ventilation when appropriate.
5. Monitor official information sources.

Remain sheltered until authorized to resume normal operations.

8.15 WILDFIRE AND SMOKE EVENTS

Southern California is vulnerable to wildfire and smoke impacts.

Church leadership shall monitor:

- Local emergency alerts
- Air quality reports
- County advisories

8.16 AIR QUALITY GUIDELINES

AQI 0–100

Normal Operations

AQI 101–150

Limit prolonged outdoor activities.

AQI 151–200

Consider modifying activities.

AQI 201+

Consider suspension of services and events.

8.17 DISASTER RECOVERY PRIORITIES

Recovery operations shall focus on:

Priority 1

Life Safety

Priority 2

Facility Stabilization

Priority 3

Ministry Continuity

Priority 4

Insurance and Documentation

8.18 CONTINUITY OF MINISTRY

If the facility becomes unusable, church leadership should evaluate:

- Alternate worship locations
- Partner churches
- Outdoor services
- Online services
- Temporary office locations

8.19 INSURANCE DOCUMENTATION

Following a disaster:

Photograph:

- Building damage
- Equipment damage
- Contents damage

Document:

- Date and time
- Damage locations

- Estimated losses
- Corrective actions

Maintain records for insurance claims.

8.20 RECOVERY TEAM

The Incident Commander may establish a Recovery Team consisting of:

- Church Leadership
- Facilities Personnel
- Board Representatives
- Insurance Representatives
- Contractors

8.21 EMOTIONAL AND SPIRITUAL CARE

Following a significant disaster, leadership should consider:

- Crisis counseling
- Pastoral care
- Prayer support
- Community assistance resources

8.22 ANNUAL EXERCISES

The church shall conduct annual exercises addressing:

- Earthquake response
- Evacuation procedures
- Accountability operations
- Recovery planning

8.23 ANNUAL REVIEW

This section shall be reviewed annually and updated whenever:

- Facility changes occur.
- New hazards are identified.
- Recovery operations identify deficiencies.
- Regulatory or best-practice guidance changes.

SECTION 9

ACTIVE THREAT, ARMED INTRUDER, LOCKDOWN, LOCKOUT, AND WORKPLACE VIOLENCE RESPONSE

9.1 PURPOSE

The purpose of this section is to establish procedures for responding to violent incidents that threaten the safety of church members, staff, volunteers, and visitors.

Examples include:

- Active shooter incidents
- Armed intruders
- Assaults
- Domestic violence incidents
- Workplace violence
- Threatening individuals
- Violent disturbances

The primary objective is preservation of life.

9.2 POLICY

The Shield Rancho Cucamonga is committed to maintaining a safe and secure environment for worship, ministry, and fellowship.

All personnel shall immediately report threats, suspicious behavior, or violent activity.

9.3 DEFINITIONS

Active Threat

An individual actively engaged in killing or attempting to kill people in a populated area.

Armed Intruder

A person possessing a weapon and presenting a threat to others.

Lockdown

A protective action used when a threat exists inside the building.

Lockout

A protective action used when a threat exists outside the building.

9.4 RECOGNIZING WARNING SIGNS

Indicators may include:

- Verbal threats
- Aggressive behavior
- Obsession with violence
- Stalking behavior
- Escalating confrontations
- Brandishing weapons
- Attempts to force entry

All concerns should be reported immediately.

9.5 IMMEDIATE ACTIONS DURING AN ACTIVE THREAT

If a threat is observed:

1. Call 911 immediately.
2. Notify leadership if possible.
3. Initiate protective actions.
4. Warn others.
5. Follow Run, Hide, Fight principles.

9.6 RUN, HIDE, FIGHT

RUN

If a safe escape path exists:

- Evacuate immediately.
- Leave belongings behind.
- Help others when possible.
- Keep hands visible.
- Move to a safe location.

HIDE

If evacuation is not possible:

- Move to a secure room.
- Lock doors.
- Barricade entry points.
- Silence phones.
- Remain quiet.

FIGHT

As a last resort:

- Commit fully to your actions.
- Use available objects as improvised defensive tools.
- Work as a team if necessary.
- Focus on stopping the threat long enough to escape.

9.7 LOCKDOWN PROCEDURES

Lockdown shall be initiated when a threat exists inside the facility.

Lockdown Announcement

"LOCKDOWN. LOCKDOWN. LOCKDOWN."

Actions

1. Lock doors immediately.
2. Turn off lights.

3. Silence cell phones.
4. Move away from doors and windows.
5. Remain quiet.
6. Await instructions.

No one shall open doors during a lockdown unless directed by law enforcement.

9.8 LOCKOUT PROCEDURES

Lockout shall be initiated when a threat exists outside the facility.

Examples:

- Police activity nearby
- Dangerous person in area
- Community violence

Actions

1. Secure exterior doors.
2. Bring people inside.
3. Continue operations as appropriate.
4. Monitor official information.

9.9 CHILDREN'S MINISTRY LOCKDOWN

Children's Ministry personnel shall:

- Secure classroom doors.
- Move children away from sight lines.
- Maintain accountability.
- Keep children calm.
- Avoid opening doors.

Emergency rosters shall remain accessible.

9.10 YOUTH MINISTRY LOCKDOWN

Youth leaders shall:

- Secure room.
- Maintain accountability.

- Move youth to protected locations.
- Report status to Incident Command when safe.

9.11 SUSPICIOUS PERSON RESPONSE

Personnel should observe and report:

- Unusual behavior
- Unauthorized access attempts
- Loitering
- Aggressive conduct

When safe, personnel may engage using a customer-service approach.

Example:

"Good morning, welcome to The Shield. How may we help you today?"

9.12 DOMESTIC VIOLENCE INCIDENTS

Domestic violence incidents may occur when:

- Protective orders exist.
- Former partners appear unexpectedly.
- Custody disputes occur.

Response

1. Notify leadership.
2. Separate involved parties if safe.
3. Contact law enforcement.
4. Protect affected individuals.

9.13 WORKPLACE VIOLENCE

Examples include:

- Threats toward staff
- Physical altercations
- Harassment
- Intimidation

All incidents shall be reported and documented.

9.14 LAW ENFORCEMENT RESPONSE

Upon law enforcement arrival:

- Remain calm.
- Follow commands immediately.
- Keep hands visible.
- Do not make sudden movements.
- Avoid pointing or shouting.

Responding officers' primary mission is to stop the threat.

9.15 FAMILY REUNIFICATION AFTER SECURITY INCIDENTS

Following a security incident:

- Reunification shall occur at a designated location.
- Children shall not be released without verification.
- Accurate accountability shall be maintained.

9.16 POST-INCIDENT RECOVERY

Following a violent incident:

- Account for all persons.
- Coordinate with law enforcement.
- Preserve evidence.
- Provide pastoral support.
- Conduct after-action review.

9.17 CRISIS COUNSELING

Church leadership should consider:

- Professional counseling resources
- Employee assistance resources
- Pastoral counseling
- Community support organizations

9.18 TRAINING REQUIREMENTS

Annual Training Recommended:

- Active Threat Awareness
- Lockdown Procedures
- Run, Hide, Fight
- De-escalation Techniques
- Suspicious Activity Recognition

Safety Team members should receive additional advanced training.

9.19 EXERCISES

Recommended Annual Exercises:

- Lockdown Drill
- Lockout Drill
- Tabletop Exercise
- Active Threat Scenario Discussion

9.20 ANNUAL REVIEW

This section shall be reviewed annually and updated whenever:

- Threat assessments change.
- Facility modifications occur.
- Security incidents occur.
- Best practices evolve.

SECTION 10

MISSING CHILD, CHILD ABDUCTION PREVENTION, REUNIFICATION, AND CUSTODY DISPUTE RESPONSE

10.1 PURPOSE

The purpose of this section is to establish procedures for preventing, reporting, and responding to incidents involving missing children, child abduction concerns, custody disputes, and parent-child reunification.

Because The Shield Rancho Cucamonga operates a Children's Ministry, child safety is considered one of the highest priorities of this Emergency Operations Plan.

The objectives of this section are to:

- Protect children from harm.
- Maintain child accountability.
- Ensure rapid response to missing child incidents.
- Support safe reunification.
- Reduce organizational liability.
- Maintain compliance with child safety best practices.

10.2 POLICY

Every child participating in church-sponsored activities shall remain under appropriate supervision at all times.

Church personnel shall immediately report:

- Missing children
- Child safety concerns
- Custody disputes
- Suspicious activity involving children
- Unauthorized pickup attempts

10.3 CHILD ACCOUNTABILITY

Children's Ministry personnel shall maintain accountability through:

- Check-in procedures
- Attendance rosters
- Classroom headcounts
- Controlled release procedures

Children shall never be permitted to leave ministry areas without authorization.

10.4 CHECK-IN PROCEDURES

Each child shall be checked in using the church-approved process.

Required Information:

- Child Name
- Parent/Guardian Name
- Emergency Contact Number
- Medical Information
- Allergy Information
- Authorized Pickup Information

Attendance records shall be printed daily and retained for at least 30 days.

10.5 CLASSROOM ACCOUNTABILITY

Children's Ministry personnel shall:

- Conduct headcounts at regular intervals.
- Verify attendance during transitions.
- Monitor restroom breaks.
- Maintain supervision during activities.

No child shall be left unattended.

10.6 MISSING CHILD DEFINITION

A child shall be considered missing when:

- The child's location is unknown.
- The child is not where expected.
- Accountability cannot be established.
- A parent reports inability to locate a child.

All missing child reports shall be treated seriously.

10.7 INITIAL RESPONSE TO A MISSING CHILD

Upon learning a child is missing:

1. Notify Children's Ministry Director immediately.
2. Notify Incident Commander.
3. Secure exits when appropriate.
4. Initiate search procedures.
5. Maintain supervision of other children.

Do not delay response while attempting to determine whether the child is "probably nearby."

10.8 MISSING CHILD COMMAND STRUCTURE

Incident Commander

Responsible for:

- Overall coordination
- Resource assignment
- Law enforcement notifications

Children's Ministry Director

Responsible for:

- Child information
- Accountability
- Parent communication

Safety Team

Responsible for:

- Facility search
- Exit monitoring
- Coordination with leadership

10.9 INFORMATION COLLECTION

Obtain:

- Child's name
- Age
- Physical description
- Clothing description
- Last known location
- Time last seen
- Parent/Guardian information

10.10 FACILITY SEARCH PROCEDURES

Search areas include:

- Classrooms
- Restrooms
- Hallways
- Storage rooms
- Sanctuary
- Offices
- Exterior grounds
- Parking areas

Personnel shall report findings to Incident Command.

10.11 EXIT CONTROL

During a missing child incident:

The Incident Commander may direct personnel to:

- Monitor exits.
- Observe parking areas.
- Identify suspicious activity.

Personnel shall not physically restrain individuals unless authorized and legally justified.

10.12 LAW ENFORCEMENT NOTIFICATION

Law enforcement should be contacted immediately when:

- Abduction is suspected.
- The child cannot be located promptly.
- Circumstances indicate elevated risk.
- Leadership determines additional resources are necessary.

When in doubt, contact law enforcement.

10.13 CHILD ABDUCTION PREVENTION

The church shall implement reasonable safeguards including:

- Controlled check-in procedures
- Authorized pickup procedures
- Volunteer screening
- Background checks
- Staff awareness training

10.14 AUTHORIZED PICKUP PROCEDURES

Children shall only be released to:

- Parent/Guardian
- Authorized Adult
- Individuals approved by the parent

Verification should include:

- Matching tags
- Identification checks
- Approved pickup records

10.15 UNAUTHORIZED PICKUP ATTEMPTS

If an unauthorized person attempts to remove a child:

1. Maintain supervision of the child.
2. Notify leadership immediately.
3. Verify authorization status.

4. Contact law enforcement if necessary.
5. Document the incident.

10.16 CUSTODY DISPUTES

Parents shall be encouraged to provide:

- Court Orders
- Custody Agreements
- Restraining Orders

Copies shall be maintained securely.

Personnel shall follow documented restrictions.

10.17 REUNIFICATION OPERATIONS

Following emergencies requiring evacuation, lockdown, or shelter-in-place, reunification procedures shall be activated.

Objectives:

- Maintain accountability.
- Verify identities.
- Ensure safe child release.
- Document reunification.

10.18 REUNIFICATION SITE

Primary Reunification Area

Main Parking Lot

Secondary Reunification Area

Designated annually by leadership.

Potential locations include:

- Nearby church
- Community center
- School facility

10.19 REUNIFICATION PROCESS

Step 1

Account for all children.

Step 2

Establish reunification area.

Step 3

Verify authorized pickup.

Step 4

Release child.

Step 5

Document release.

10.20 REUNIFICATION DOCUMENTATION

Record:

- Child Name
- Parent/Guardian Name
- Date
- Time Released
- Staff Initials

Records shall be retained according to church policy.

10.21 MEDIA CONSIDERATIONS

During missing child incidents:

Only authorized spokespersons may release information.

Personnel shall not:

- Discuss incidents publicly.
- Post information on social media.
- Identify children without authorization.

10.22 TRAINING REQUIREMENTS

Annual Training Recommended:

- Missing Child Procedures
- Child Accountability

- Reunification Operations
- Custody Dispute Procedures
- Emergency Communications

10.23 DRILLS

Recommended Annual Exercises:

- Missing Child Drill
- Reunification Drill
- Children's Ministry Accountability Exercise

10.24 INCIDENT DOCUMENTATION

The following shall be documented:

- Missing Child Reports
- Unauthorized Pickup Attempts
- Custody Incidents
- Reunification Operations

Documentation shall be maintained in church records.

10.25 ANNUAL REVIEW

This section shall be reviewed annually and updated whenever:

- Children's Ministry operations change.
- New child safety risks are identified.
- Significant incidents occur.
- Best practices change.

SECTION 11

UTILITY FAILURES, HAZARDOUS MATERIALS, BOMB THREATS, AND FACILITY EMERGENCIES

11.1 PURPOSE

The purpose of this section is to establish procedures for responding to facility-related emergencies that may affect life safety, church operations, or property.

Examples include:

- Power outages
- Gas leaks
- Water system failures
- HVAC failures
- Hazardous materials incidents
- Suspicious packages
- Bomb threats
- Structural damage
- Facility emergencies

The primary objective is protection of life and safety.

11.2 GENERAL RESPONSE PRIORITIES

During facility emergencies personnel shall prioritize:

Priority 1

Life Safety

Priority 2

Incident Stabilization

Priority 3

Property Protection

Priority 4
Continuity of Operations

11.3 POWER OUTAGE RESPONSE

Power outages may occur due to:

- Utility failures
- Storm damage
- Equipment failure
- Public safety shutoffs

Immediate Actions

1. Assess occupant safety.
2. Determine scope of outage.
3. Notify leadership.
4. Activate emergency procedures if necessary.

11.4 POWER OUTAGE DECISION MAKING

Leadership shall evaluate:

- Emergency lighting availability
- Temperature conditions
- Occupant safety
- Security concerns
- Duration of outage

Church activities may be suspended when conditions become unsafe.

11.5 EMERGENCY LIGHTING

Emergency lighting shall be inspected regularly.

Personnel should verify:

- ☐ Exit lighting operational
- ☐ Emergency lights functional
- ☐ Exit routes visible

Inspection records shall be maintained.

11.6 GAS LEAK RESPONSE

Indicators of a Gas Leak

- Odor of natural gas
- Hissing sounds
- Damaged gas lines

Immediate Actions

1. Evacuate the area.
2. Notify leadership.
3. Call 911.
4. Contact utility provider.

11.7 GAS LEAK SAFETY RULES

Do Not:

- Operate light switches
- Use electrical equipment
- Activate alarms near leak source
- Use open flames

Move occupants to a safe location and await emergency responders.

11.8 WATER SYSTEM FAILURE

Examples

- Water main breaks
- Loss of potable water
- Flooding
- Sewer backups

Leadership shall evaluate:

- Sanitation concerns
- Facility usability
- Health risks

Activities may be suspended if safe operations cannot be maintained.

11.9 HVAC FAILURE

Potential Concerns

- Extreme heat
- Extreme cold
- Indoor air quality issues
- Smoke infiltration

Leadership shall determine whether operations may continue safely.

11.10 HAZARDOUS MATERIAL INCIDENTS

Hazardous materials incidents may occur:

- On church property
- Nearby roadways
- Adjacent facilities
- Community emergencies

Examples

- Chemical spills
- Fuel releases
- Industrial accidents
- Airborne contaminants

11.11 HAZARDOUS MATERIAL RESPONSE

If a hazardous materials release is suspected:

1. Move occupants away from danger.
2. Contact 911.
3. Follow guidance from emergency responders.
4. Shelter-in-place or evacuate as directed.

Personnel shall not attempt cleanup of unknown substances.

11.12 SUSPICIOUS PACKAGES

Indicators

- Unusual appearance
- Excessive postage

- No return address
- Strange odors
- Leaking materials
- Unusual wires or protrusions

11.13 RESPONSE TO SUSPICIOUS PACKAGES

Do Not:

- Open
- Move
- Touch
- Shake

Actions

1. Isolate the area.
2. Notify leadership.
3. Contact law enforcement.
4. Follow responder instructions.

11.14 BOMB THREAT RESPONSE

All bomb threats shall be taken seriously.

Threats may be received:

- By telephone
- By email
- Through social media
- In person

11.15 TELEPHONE BOMB THREAT PROCEDURES

Attempt to obtain:

- Exact wording
- Location of device
- Time of detonation
- Caller characteristics

Document:

- Date
- Time
- Caller information
- Background sounds

11.16 BOMB THREAT DECISION AUTHORITY

Evacuation decisions should be coordinated with:

- Law enforcement
- Incident Commander
- Fire Department

Personnel shall not conduct independent searches unless directed and trained.

11.17 STRUCTURAL DAMAGE

Potential Causes

- Earthquake
- Vehicle impact
- Fire
- Severe weather
- Construction failure

11.18 STRUCTURAL DAMAGE RESPONSE

Actions

1. Evacuate affected areas.
2. Restrict access.
3. Notify leadership.
4. Contact emergency services if necessary.
5. Obtain professional assessment.

11.19 FACILITY CLOSURE AUTHORITY

The following individuals may suspend operations:

- Senior Pastor
- Incident Commander

- Emergency Responders
- Building Officials

11.20 RECOVERY OPERATIONS

Following facility emergencies:

- Document damage.
- Photograph affected areas.
- Preserve records.
- Notify insurance carrier.
- Coordinate repairs.

11.21 INSURANCE DOCUMENTATION

Maintain:

- Incident reports
- Repair invoices
- Inspection reports
- Photographs
- Correspondence

These records may be required during claims processing.

11.22 TRAINING REQUIREMENTS

Annual Training Recommended

- Utility Failure Procedures
- Hazardous Materials Awareness
- Bomb Threat Procedures
- Facility Emergency Procedures

11.23 EXERCISES

Recommended Annual Exercises

- Utility Failure Tabletop Exercise
- Bomb Threat Discussion Exercise
- Shelter-in-Place Drill

11.24 ANNUAL REVIEW

This section shall be reviewed annually and updated whenever:

- Facility systems change.
- New hazards are identified.
- Significant incidents occur.
- Regulatory guidance changes.

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SECTION 12

RECOVERY OPERATIONS, BUSINESS CONTINUITY, INSURANCE CLAIMS MANAGEMENT, AND CONTINUITY OF MINISTRY

12.1 PURPOSE

The purpose of this section is to establish procedures for restoring church operations following emergencies, disasters, or significant disruptions.

Recovery operations begin immediately following stabilization of an incident and continue until normal operations have resumed.

The objectives of recovery operations are to:

- Protect life and safety
- Restore essential ministries
- Preserve church assets
- Support congregational needs
- Document losses
- Facilitate insurance recovery
- Strengthen future preparedness

12.2 RECOVERY PHASES

Phase 1 – Emergency Response

Focus:

- Life safety
- Incident stabilization
- Hazard mitigation

Phase 2 – Initial Recovery

Focus:

- Damage assessment
- Accountability
- Emergency repairs
- Insurance notifications

Phase 3 – Operational Recovery

Focus:

- Resumption of worship services
- Ministry restoration
- Facility repairs

Phase 4 – Long-Term Recovery

Focus:

- Reconstruction
- Financial recovery
- Corrective actions
- Program improvements

12.3 RECOVERY ORGANIZATION

The Incident Commander may establish a Recovery Team consisting of:

- Senior Pastor
- Board Representatives
- Facilities Coordinator
- Children's Ministry Director
- Insurance Representative
- Contractors
- Financial Personnel

12.4 DAMAGE ASSESSMENT

Following an emergency, leadership shall conduct a preliminary damage assessment.

Assessment Areas:

- Sanctuary
- Children's Ministry Areas
- Youth Areas
- Offices
- Mechanical Systems

- Parking Areas
- Security Systems

Assessment Objectives:

- Identify hazards
- Determine usability
- Estimate losses
- Support insurance claims

12.5 DAMAGE DOCUMENTATION

Documentation should include:

- Photographs
- Videos
- Written observations
- Equipment inventories
- Repair estimates

Records shall be maintained electronically whenever possible.

12.6 INSURANCE NOTIFICATION

The church shall notify its insurance carrier as soon as practical following a significant incident.

Examples:

- Fire
- Water damage
- Theft
- Vandalism
- Earthquake damage
- Liability claims
- Injury incidents

Information to Provide:

- Date and time of incident
- Description of event
- Extent of damage
- Photographs
- Incident reports

12.7 RECORD PRESERVATION

Critical records should be protected through secure storage and backup systems.

Examples:

- Membership records
- Financial records
- Payroll records
- Child ministry records
- Insurance policies
- Contracts
- Training records

Recommended Practice:

Cloud-based backups with restricted access.

12.8 CONTINUITY OF MINISTRY

The church shall make reasonable efforts to continue essential ministry functions following a disruption.

Essential Functions:

- Worship Services
- Children's Ministry
- Pastoral Care
- Emergency Communications
- Financial Operations

12.9 ALTERNATE WORSHIP LOCATIONS

If the facility becomes unusable, leadership should evaluate:

- Partner churches
- Community centers
- School facilities
- Outdoor venues
- Temporary leased facilities

12.10 REMOTE MINISTRY OPERATIONS

Alternative methods may include:

- Live-streamed services
- Virtual Bible studies
- Online prayer meetings
- Digital communications

12.11 FINANCIAL RECOVERY

Leadership shall evaluate:

- Insurance proceeds
- Emergency expenses
- Operational impacts
- Budget modifications

Financial recovery planning should be documented.

12.12 CONTRACTOR COORDINATION

Following a disaster, only qualified contractors should perform repair work.

Documentation should include:

- Estimates
- Contracts
- Invoices
- Permits

12.13 DONATION MANAGEMENT

Following major incidents, the church may receive donations.

Procedures should address:

- Financial accountability
- Recordkeeping
- Distribution oversight

12.14 CRISIS COMMUNICATIONS

Recovery communications should provide:

- Accurate updates
- Service information
- Recovery progress
- Available resources

Only authorized spokespersons may release official information.

12.15 CONGREGATIONAL CARE

Recovery efforts should consider:

- Emotional support
- Spiritual support
- Counseling referrals
- Community assistance

12.16 AFTER-ACTION REVIEW

Following significant incidents, leadership shall conduct an After-Action Review (AAR).

Review Areas:

- What happened?
- What worked well?
- What challenges occurred?
- What improvements are needed?

12.17 CORRECTIVE ACTION PLAN

Deficiencies identified during incidents, exercises, or inspections shall be documented and tracked.

Corrective actions should include:

- Responsible person
- Completion deadline
- Follow-up verification

12.18 LESSONS LEARNED PROGRAM

Lessons learned shall be incorporated into:

- Policies
- Procedures
- Training
- Exercises
- Future planning efforts

12.19 TRAINING REQUIREMENTS

Annual training should include:

- Recovery procedures
- Documentation requirements
- Insurance claim awareness
- Continuity planning

12.20 ANNUAL REVIEW

This section shall be reviewed annually and updated whenever:

- Significant incidents occur.
- Insurance requirements change.
- Facility modifications occur.
- New recovery strategies are adopted.

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APPENDIX A

EMERGENCY CONTACT DIRECTORY

Church Name:

The Shield Rancho Cucamonga

Address:

7080 Archibald Avenue

Rancho Cucamonga, CA 91701

Main Church Phone:

Website:

EMERGENCY SERVICES

Emergency:

911

San Bernardino County Sheriff's Department

Non-Emergency:

Rancho Cucamonga Fire Department

Non-Emergency:

Poison Control Center

1-800-222-1222

UTILITY CONTACTS

Electric Utility:

Emergency Number:

Natural Gas Provider:

Emergency Number:

Water Provider:

Emergency Number:

INSURANCE CONTACTS

Insurance Company:

Policy Number:

Agent:

Phone:

24-Hour Claims Number:

CHURCH LEADERSHIP

Senior Pastor:

Cell Phone:

Board Chairperson:

Cell Phone:

Children's Ministry Director:

Cell Phone:

Youth Ministry Director:

Cell Phone:

Facilities Coordinator:

Cell Phone:

SAFETY TEAM CONTACTS

Safety Team Leader:

Cell Phone:

Safety Team Member:

Cell Phone:

Safety Team Member:

Cell Phone:

MEDICAL TEAM CONTACTS

Medical Team Leader:

Cell Phone:

Medical Team Member:

Cell Phone:

Medical Team Member:

Cell Phone:

APPENDIX B

INCIDENT COMMANDER CHECKLIST

INITIAL ACTIONS

- ☐ Assess situation.
- ☐ Establish command.
- ☐ Determine incident type.
- ☐ Determine immediate hazards.
- ☐ Activate appropriate EOP procedures.
- ☐ Call 911 if necessary.
- ☐ Assign responsibilities.
- ☐ Initiate notifications.

ONGOING ACTIONS

- ☐ Monitor incident status.
- ☐ Coordinate resources.
- ☐ Maintain communications.
- ☐ Coordinate with emergency responders.
- ☐ Authorize protective actions.
- ☐ Approve public information releases.

RECOVERY ACTIONS

- ☐ Ensure accountability.
- ☐ Document incident.
- ☐ Coordinate recovery efforts.

- ☐ Conduct after-action review.
-

SAFETY OFFICER CHECKLIST

- ☐ Assess hazards.
 - ☐ Monitor responder safety.
 - ☐ Recommend corrective actions.
 - ☐ Report unsafe conditions.
 - ☐ Track safety concerns.
 - ☐ Assist Incident Commander.
-

CHILDREN'S MINISTRY DIRECTOR CHECKLIST

- ☐ Obtain attendance rosters.
 - ☐ Account for all children.
 - ☐ Coordinate staff actions.
 - ☐ Report accountability status.
 - ☐ Support reunification operations.
 - ☐ Document child-related issues.
-

YOUTH MINISTRY DIRECTOR CHECKLIST

- ☐ Account for all youth.
 - ☐ Maintain supervision.
 - ☐ Report status to Incident Command.
 - ☐ Assist with evacuation or lockdown.
 - ☐ Support reunification operations.
-

MEDICAL TEAM LEADER CHECKLIST

- ☐ Assess patients.
 - ☐ Activate EMS when required.
 - ☐ Deploy AED when necessary.
 - ☐ Coordinate treatment.
 - ☐ Track patient information.
 - ☐ Document medical response activities.
-

SAFETY TEAM LEADER CHECKLIST

- ☐ Coordinate safety personnel.
 - ☐ Monitor entrances and exits.
 - ☐ Assist with evacuation.
 - ☐ Assist with lockdown.
 - ☐ Report suspicious activity.
 - ☐ Coordinate with law enforcement.
-

FACILITIES COORDINATOR CHECKLIST

- ☐ Assess facility damage.
- ☐ Coordinate utility shutdowns.
- ☐ Support emergency responders.
- ☐ Arrange emergency repairs.
- ☐ Document facility impacts.
- ☐ Coordinate recovery activities.

APPENDIX C

INCIDENT REPORT FORM

Date: _____

Time: _____

Location: _____

Reporting Person: _____

Incident Type:

☐ Medical

☐ Security

☐ Fire

☐ Property Damage

☐ Missing Child

☐ Other

Describe Incident:

Persons Involved:

Witnesses:

Actions Taken:

Emergency Services Contacted?

☐ Yes

☐ No

If Yes, Agency:

Supervisor Reviewing Report:

Date:

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APPENDIX D

MEDICAL INCIDENT REPORT

Date: _____

Time: _____

Patient Name:

Age:

Location of Incident:

Nature of Medical Problem:

☐ Cardiac

☐ Fall

☐ Choking

☐ Seizure

☐ Bleeding

☐ Illness

☐ Other

Description:

Care Provided:

AED Used?

☐ Yes

☐ No

911 Activated?

☐ Yes

☐ No

Patient Transported?

☐ Yes

☐ No

Hospital:

Completed By:

APPENDIX E

MISSING CHILD REPORT

Date: _____

Time Reported:

Child Name:

Age:

Description:

Clothing Description:

Last Known Location:

Last Seen By:

Search Areas Completed:

- ☐ Classrooms
- ☐ Restrooms
- ☐ Sanctuary
- ☐ Offices

☐ Parking Lot

☐ Exterior Grounds

Law Enforcement Notified?

☐ Yes

☐ No

Time Notified:

Outcome:

Completed By:

DRAFT

APPENDIX F

EMERGENCY DRILL EVALUATION

Date:

Drill Type:

- ☐ Fire
- ☐ Earthquake
- ☐ Lockdown
- ☐ Lockout
- ☐ Missing Child
- ☐ Medical

Participants:

Objectives Met?

- ☐ Yes
- ☐ No

What Worked Well?

Areas for Improvement:

Corrective Actions:

Evaluator:

DRAFT

APPENDIX G

AED MONTHLY INSPECTION LOG

AED Location:

Date Battery OK Pads Current Cabinet Secure Inspector

☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No

☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No

☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No

☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No

APPENDIX H

FIRE EXTINGUISHER INSPECTION LOG

Location:

Date Charged Accessible Damage Free Inspector

☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No

☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No

☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No

☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No

APPENDIX I

ANNUAL SECURITY ASSESSMENT

Date:

Facility Security

- ☐ Exterior Lighting Adequate
- ☐ Cameras Operational
- ☐ Entrances Secure
- ☐ Emergency Exits Marked

Children's Ministry

- ☐ Check-In Process Effective
- ☐ Reunification Procedures Reviewed
- ☐ Background Checks Current

Emergency Preparedness

- ☐ EOP Reviewed
- ☐ Drills Conducted
- ☐ Training Current

Medical Readiness

- ☐ AED Inspected
- ☐ First Aid Supplies Stocked
- ☐ Trauma Kits Available

Corrective Actions Needed:

Assessor:

DRAFT

APPENDIX J

ARMED SAFETY TEAM POLICY

The Shield Church

Rancho Cucamonga, California

Policy Number: ST-001

Effective Date: _____

Approved By: Senior Pastor and Church Board

Review Cycle: Annually

1. PURPOSE

The purpose of this policy is to establish standards, procedures, responsibilities, and qualifications for armed volunteer members serving within The Shield Church Safety Ministry.

This policy is intended to:

- Protect life and property.
- Promote a safe worship environment.
- Support emergency response operations.
- Reduce organizational liability.
- Establish consistent operational standards.
- Meet insurance and risk management expectations.

This policy shall be incorporated into the Church Emergency Operations Plan (EOP).

2. MISSION

The mission of the Safety Ministry is to provide a safe and secure environment for all worship services, ministry activities, special events, staff, volunteers, and visitors while maintaining a welcoming church atmosphere.

Primary objectives include:

- Preservation of life.
- Prevention of violence.
- Protection of children and vulnerable persons.
- Emergency preparedness.
- Medical response support.
- Coordination with law enforcement and emergency responders.

The preservation of innocent life shall always be the highest priority.

3. AUTHORITY AND GOVERNANCE

The Safety Ministry operates under the authority of:

1. Senior Pastor
2. Church Board
3. Safety Director

All Safety Team members serve as volunteers and are not employees of the church.

Participation is a privilege and may be suspended or revoked at any time by church leadership.

4. ORGANIZATIONAL STRUCTURE

Safety Director

Responsible for:

- Policy implementation
- Team supervision

- Training management
- Incident investigations
- Emergency planning

Assistant Safety Director

Responsible for:

- Operational oversight
- Scheduling
- Equipment accountability
- Training coordination

Armed Safety Team

Responsible for:

- Threat detection
- Protective response
- Emergency intervention when legally justified

Medical Response Team

Responsible for:

- First aid
- AED deployment
- Life-Threatening Bleeding response
- EMS coordination

Children's Ministry Safety Coordinator

Responsible for:

- Child protection procedures
- Ministry security
- Child release monitoring

Greeter and Observation Team

Responsible for:

- Visitor engagement
 - Behavioral observation
 - Reporting suspicious activity
-

5. ELIGIBILITY REQUIREMENTS

Applicants must:

- Be at least 21 years old.
 - Be an active member of The Shield Church.
 - Maintain good standing with church leadership.
 - Successfully complete a criminal background check.
 - Possess a valid California Concealed Carry Weapon (CCW) permit.
 - Complete all required safety team training.
 - Sign all required acknowledgments and waivers.
 - Demonstrate sound judgment and emotional maturity.
-

6. DISQUALIFYING FACTORS

Applicants may be denied membership for:

- Felony convictions.
- Domestic violence convictions.
- Substance abuse concerns.
- Violent criminal history.
- Unsafe firearm practices.
- Failure to complete required training.
- Conduct inconsistent with church values.

7. APPLICATION PROCESS

Applicants shall complete:

Step 1

Submission of:

- Safety Team Application
- Copy of California CCW Permit
- Emergency Contact Form
- Training Records

Step 2

Completion of:

- Criminal Background Check
- Personal Interview
- Leadership Review

Step 3

Probationary Training Period

Step 4

Written Approval by:

- Senior Pastor
- Safety Director

8. TRAINING REQUIREMENTS

Initial Training

Prior to assignment, members shall complete:

- Church Safety Orientation
- Active Threat Response

- Use of Force Policy
- De-escalation Training
- CPR/AED Certification
- Life-Threatening Bleeding Control Certification
- Incident Command System (ICS) Overview

Ongoing Training

Members shall complete:

- Minimum of four (4) training sessions annually.
- One active threat exercise annually.
- One medical emergency exercise annually.
- Annual firearms qualification.

Training records shall be maintained for a minimum of five years.

9. FIREARMS QUALIFICATION

Armed Safety Team members shall:

- Successfully qualify annually.
- Achieve a minimum score of 80%.
- Demonstrate safe firearm handling.
- Demonstrate sound judgment under stress.

Failure to qualify shall result in suspension of armed duties until retraining is completed.

10. APPROVED FIREARMS

Authorized firearms shall:

- Be legally owned.
- Be carried in accordance with California law.
- Be secured in a quality retention holster.

- Remain concealed unless legally justified.

Prohibited:

- Illegal firearms.
 - Unsafe modifications.
 - Off-body carry.
 - Unauthorized firearms.
-

11. USE OF FORCE POLICY

Guiding Principle

The preservation of innocent life is the highest priority.

Force Standards

Members shall:

- Avoid confrontation when practical.
- Utilize de-escalation whenever feasible.
- Use only the force reasonably necessary under the circumstances.

Deadly Force

Deadly force may only be used when the member reasonably believes an immediate threat of death or great bodily injury exists.

All use of force must comply with California law.

12. ACTIVE THREAT RESPONSE

Upon identification of an active threat:

1. Notify 911 immediately.
2. Notify church leadership.
3. Activate emergency communications.
4. Protect congregants.

5. Assist with evacuation or sheltering.
6. Coordinate with responding law enforcement.

Members shall not:

- Pursue suspects beyond church property.
 - Conduct independent criminal investigations.
 - Perform law enforcement functions.
-

13. LAW ENFORCEMENT INTERACTION

Upon arrival of law enforcement:

- Immediately comply with all commands.
 - Holster or secure firearms when safe.
 - Identify themselves as church safety personnel.
 - Follow the instructions of responding officers.
-

14. CHILDREN'S MINISTRY SECURITY

Additional safeguards shall include:

- Enhanced background screening.
- Child abuse awareness training.
- Controlled child release procedures.
- Restricted access to children's ministry areas.

Safety personnel shall monitor:

- Check-in locations.
 - Hallways.
 - Children's entrances and exits.
-

15. MEDICAL RESPONSE PROGRAM

The Safety Ministry shall support emergency medical response through:

- CPR/AED response.
- First aid.
- Life-Threatening Bleeding Interventions.
- EMS coordination.

Required equipment shall include:

- AED
 - Trauma Kits
 - Bleeding Control Kits
-

16. COMMUNICATIONS

Safety personnel shall utilize approved communication methods.

Radio communications shall be:

- Professional
- Brief
- Relevant

Sensitive information shall not be transmitted on unsecured channels.

17. TWO-PERSON RULE

Whenever practical, armed safety personnel shall operate in teams of at least two.

Single-person intervention should occur only when immediate action is necessary to preserve life.

18. PROHIBITED CONDUCT

Members shall not:

- Consume alcohol prior to or during duty.
 - Use illegal drugs.
 - Carry unauthorized weapons.
 - Display firearms unnecessarily.
 - Represent themselves as law enforcement officers.
 - Share confidential security information.
 - Operate outside the scope of their training.
-

19. INCIDENT REPORTING

The Safety Director shall be notified immediately following:

- Use of force incidents.
- Medical emergencies.
- Criminal activity.
- Suspicious activity.
- Property damage.
- Safety concerns.

Written reports shall be completed as soon as practical.

20. USE OF FORCE REVIEW

Any use of force incident shall be reviewed within seventy-two (72) hours by:

- Senior Pastor
- Safety Director

- Church Leadership Representative

The review shall evaluate:

- Policy compliance
 - Training needs
 - Lessons learned
 - Risk mitigation measures
-

21. MEDIA RELATIONS

Only designated church spokespersons may communicate with media representatives.

All inquiries shall be directed to:

- Senior Pastor
 - Authorized Church Spokesperson
-

22. CONFIDENTIALITY

Safety Team members shall maintain confidentiality regarding:

- Security procedures
- Incident reports
- Medical information
- Child-related matters
- Church operations

Unauthorized disclosure may result in removal from the team.

23. DISCIPLINARY ACTION

Corrective action may include:

- Counseling
- Retraining

- Suspension
- Removal from duty
- Permanent dismissal

Final authority rests with church leadership.

24. ANNUAL POLICY REVIEW

This policy shall be reviewed annually by:

- Senior Pastor
 - Church Board
 - Safety Director
 - Legal Counsel (recommended)
 - Insurance Representative (recommended)
-

STAFFING MODEL

Typical Sunday Operations:

Safety Director (1)

Armed Safety Team (2–4)

Medical Response Team (2–3)

Children's Ministry Safety Officer (1)

Greeter/Observation Personnel (1–2)

Total Recommended Staffing:

6–10 personnel per service

REQUIRED EQUIPMENT

Current Equipment:

- AED

- Exterior Security Cameras

Recommended Equipment:

- Additional AED supplies
 - Four (4) Trauma Kits
 - Portable Radios
 - Safety Team Identification Badges
 - Interior Security Cameras
 - Visitor Management Procedures
 - Emergency Evacuation Maps
 - Electronic Access Control System
 - Emergency Lockdown Capability
-

RECORD RETENTION

The church shall maintain:

- Training records
- Qualification records
- Background checks
- Incident reports
- Equipment inspections

Minimum retention period:

Five (5) years or as required by law or insurance carrier.

APPENDIX K

BOARD RESOLUTION

The Board of Directors of The Shield Rancho Cucamonga hereby adopts the Emergency Operations Plan (EOP) and authorizes church leadership to implement, maintain, review, and update the plan as necessary.

Adoption Date:

Board Chair:

Signature:

Senior Pastor:

Signature:

NEXT ANNUAL REVIEW DATE:

This Emergency Operations Plan shall be reviewed at least annually and after any major incident, exercise, or facility modification.