

Scope

These guidelines provide standard procedures for Security, Dream Team Members and Church Leadership.

Certain sections of this manual will be developed as a separate procedure manual for Classrooms/Teachers and Church Leadership.

Statement of Purpose

These guidelines outline the measures to be taken to reduce risks and to provide a secure environment for church leadership, congregants and visitors.

Church security seems a contradiction but Christian churches everywhere have been compelled to seriously address this issue. No place is sacred to the criminal and all churches, large and small, are vulnerable. Church violence is a nightmare to every church member and visitor. There is no possible way to predict the “if, what, when and where” of a violent act. The key is to be prepared ahead of time and be ready to act in the event of a hostile act.

In protecting lives, preparation is the proven key to success. The Church Security Team members may have to deal with issues involving lost children, administration of first aid, de-escalation or containment of mentally unstable individuals and security of special events and activities.

Compass North Church, after much prayerful consideration, believes that the reasonable steps outlined in this manual will bring worshipers together in a safer and more secure spiritual experience.

Security Team Duties and Expectations

Overview

Security Team duties and expectations include, but are not limited to, the following:

1. Security Team members will have assigned posts. Security Team members are required to be at their assigned post no later than 15 minutes prior to the start of service and are to remain at their assigned post 15 minutes after service. The exception to this is the Compass Kidz door - Security Team members are to maintain their post until relieved between services and until the last child has been picked up after the last service.

2. If a Security Team member cannot be at their assigned position they must contact the Director or Assistant Director as soon as possible.

3. Additional duties may be required at other times depending on special circumstances, events or a specific known threat.

Post Descriptions and Responsibilities

Maintain a visible presence by patrolling your assigned area. A visible presence serves as a deterrent to criminal or disruptive activities. Items to be aware of are as follows:

1. Pay attention to persons and/or vehicles that park near the rear entrance.
2. As described in detail below, greet those entering the Church with a mindset of Observation, Assessment and Action. Remember to be friendly when doing so and not be suspicious or aloof.
3. Perform a radio check with all stations 5 minutes prior to the start of service.
4. Monitor bathrooms and be alert to individuals spending excessive time in the bathroom.
5. Regularly walk through the children's area during service and check with the teachers and nursery workers for any irregularities. Should any security situation that involves children arise, notify the Director and/or Deputy as soon as possible.

Observation, Assessment, Action

Security Team members maintain the following mindset and will utilize these skills to remain alert and prepared to prevent and/or handle situations that may arise.

A. Observation Skills

Observe people and the environment continuously and purposefully. Visually scan and personally greet members and visitors. This allows you to observe people up close and establish a friendly relationship with them. A friendly greeting and good eye contact can make a difference in how someone reacts, even when angry or upset. Before you make eye contact, look at the hands, general appearance, items being carried or worn and the overall actions and demeanor of the person you are greeting. Remember the old adage - No one hits you with his face. Look at the hands and general behavior first. With practice, you can do this effectively in a few seconds while reaching out to shake hands. Ask first time visitors to fill out the Connection Card and direct them to turn the card in at the Connection Center so they can receive their gift bag. Good observation skills allow you to be constantly aware of your surroundings.

B. Assessment and Indicators

You should be mentally assessing everything you see. Ask yourself if everything is normal? Is there something or someone that bothers you and doesn't seem right? Is there a potential for danger? Make a reasonable evaluation of the potential for harm using your judgement. Your reasonable judgement will usually be enough to help you decide what action to take, be it keeping your eye on a specific person, notifying your team for back-up or immediately calling

911. The same reasonable judgement you would use to decide if your safety or the safety of your family is at risk is appropriate for your role in Church security.

As a part of your continual assessment of people and situations, the following behaviors and/or appearances may be indicators of the potential for criminal or violent acts. It is reasonable and appropriate to watch for them.

Potential Emotional Indicators

Anger or rage

Crying

Unusual laughter

Nervousness or evasiveness

Fear or panic

Out of control or “wild-eyed”

An unusual absence of emotion

Potential Unusual Behavior or Suspicious Activity Indicators

Standing or sitting in a vehicle for an extended length of time

Taking unidentifiable items out of a vehicle

Walking up to the door and looking around as though on the lookout

Running up to the door

A person being dropped off but the car stays idling

Two or more unknown people entering together and going different directions

Obviously trying to go unnoticed, being furtive or looking for concealment

Confrontational or angrily questioning or arguing with another

Asking for monetary or other assistance

Asking about a church member or about the Pastor

Talking, muttering, fidgeting or moving excessively

Indicating self-hatred or disgust with self

A grin or smile inappropriate for the situation

Intoxicated, drugged, flustered or confused

Responding with anger to greetings or questions

Staring in an exaggerated way, especially when moving toward someone, fixated

Standing very still when others are moving forward

Seeming to stall for time

Standing alone or facing the congregation in the Sanctuary instead of sitting

Doing something that does not fit with the service at the time

Going into areas of the building/property when no one else is present

Spending an excessive amount of time in the bathroom

Attempting to get the usher or someone else away from the area

Walking awkwardly as though having concealed weapons

NOTE: A frequent action of those having a concealed weapon, explosives or drugs is to touch the area or keep a hand in the pocket or bag where the items are hidden

Clothing or Characteristics Linked to Potential Problem Behavior

Wearing unusually inappropriate clothing for a church environment

Wearing military, hunting or camouflage clothing without a reason

Menacing appearing clothing: pulled down hats, all dark clothing, long coats, etc

Wearing clothing with wording or pictures that convey a hostile message

Being noticeably dirty or unkempt or having an offensive or unusual odor

Carrying or wearing a bag or backpack, especially if it looks stuffed full

Wearing a coat or other clothing that looks as though something is being concealed

Looking much less heavy than the bulkiness of clothes would indicate

Wearing clothes not appropriate for the weather or time of year, i.e. heavy clothes in summer

Pay attention to stuffed pockets, un-tucked shirts that may conceal a weapon in the waist

C. Action

Observation and assessment may result in no action necessary on your part. At other times, you may be required to perform some action. First notify Deputy on Scene. Action may require that you make contact with a suspicious individual (should include at least two team members).

Action may require that you warn and/or help others or that you immediately call 911. Effective action taken by you can decrease the chances of conflict, harm, injury and/or violence. Never try to handle a situation alone. Communicate your situation so others can assist.

D. Additional Tasks Requiring Attention as a Security Team Member

As detailed above, each Security Team post has specific responsibilities and expectations. All Security Team members are also responsible for the following tasks:

1. Look for and report any safety or fire hazards. As you make your rounds, note any tripping hazards or anything that may cause a fire or other dangerous situation on the Church grounds.

2. In the event of an emergency, the Security Team member should notify the Deputy on Scene first and the Director or Assistant Director. Security Team members will help to guide members to the appropriate safe areas.

3. A list of all medical personnel (nurse, EMT, etc.) that attend may be available. In the event of a medical emergency, sickness or injury, the Security Team member should contact one of these individuals for assistance and also call 911 if necessary.

4. Make routine checks of any activity going on away from the main gathering. Provide any assistance as long as it doesn't take away from the primary duty of protecting the congregation as a whole.

5. Being prepared also means psychological preparedness. Do not cling to denial that nothing bad could ever happen or bluff yourself into thinking you are prepared for every situation. A very important way of preparing yourself psychologically is to envision "what if..?" scenarios. As you are performing your duty, think about how someone might cause a disruption and how you would react. What would you say or do? Think like a criminal to figure out what someone might attempt or how someone might try to get around the safeguards we have in place. As you walk the building and grounds, take mental notes of rooms, hallways, entry points, hiding spots, vulnerable areas, etc. Share your ideas and observations with other team members. In the event of an emergency, the mental notes you made previously may be useful.

Radio Procedure

Overview

The radio is one of our most important tools for communicating among Security Team members and for ensuring Church security. East Security Team member will have a radio.

Proper use of the radio is vital to your role as a Security Team member. It is necessary for you to become competent with the workings of your radio, including transmission and reception of information and use of earpiece and lapel microphone. Unless otherwise instructed, all radios are to be locked on Channel 1 in Whisper Mode (vibrate).

Our radios are not on secure channels and thus our transmissions can be monitored by others.

Potential Situations Requiring Action From Security Team

Suspicious Persons

If the Security team member believes that an individual is in the church with evil intentions (causing a disruption, committing an assault, vandalizing, etc), the Security team member should make his suspicions known to the Security Team lead. The Security team member should observe the individual as discreetly as possible in order to ascertain the intentions. If it becomes obvious the person has evil intentions, the Security team member will make the decision as to what level of action to take. These actions may include, but are not limited to, asking the person to leave, following overtly, physical removal of the person and calling the Police.

Dealing with Unruly Persons

If during the course of service, any person causes a disturbance in the Sanctuary, the reaction of the Security team member will be dependent on the following:

1. If the person causes a disturbance and leaves, or continues to disturb as leaving, the Security team member should follow the person until they leave the church grounds. Do not agitate the individual and, if possible, get a license plate number and description.
2. If the person remains on church property, the individual should be observed until they depart the area.
3. If the individual leaves the Sanctuary but remains in the building, the Security team member will kindly ask the person to leave the premises. If the person leaves, follow steps 1 and 2 above.
4. If at any time, in the judgement of the Security Team member, the individual appears to threaten the safety of the congregation, a direct call to 911 should be initiated.

Evacuation

In the event that an evacuation of the entire building/facility becomes necessary, Security Team members will help in directing members to the proper location. All members should meet in the front parking lot, if safe to do so. If not safe to meet at the primary evacuation point, seek guidance from Security Team leads or Church Leadership. Each family/teacher should account for members and the Security Team notified in the event anyone is missing. The decision for evacuation will be initiated by Church leadership based on the recommendations of the Security Team.

Dealing with Hate or Anti-Religious Groups

No threat should be taken lightly. If on grounds, refer to “Dealing with Unruly Persons” above.

If a phone call or letter threatens the well-being of an individual or the church building itself, notify Leadership and authorities immediately. The authorities can assess the actual risks.

Solicit wise council from Church Leadership and local authorities. If a threat comes by phone, either record the conversation if possible or write down as much as you can. Ask for clarity, listen for common phrases, unusual words, accents and background noise. When the caller hangs up, call 911 immediately, especially when harm to an individual or property is threatened. If the threat seems immediate (such as “I’m on my way to your church to kill everyone”), notify authorities and either lock all doors and windows or evacuate everyone from the facility/property.

Missing or Kidnapped Person

1. Missing Person

If the person is a child or Alzheimer's patient and has wandered off, an immediate search of the facility and grounds will be conducted. If the person is not located, the authorities will be notified.

2. Kidnapped Person

If a definite kidnapping/abduction has occurred, notify 911 immediately and the issue is delegated to them. The Security Team will provide all assistance required to the Police Department.

Bomb Threat

In the event a bomb threat is received during services, all radio/cell phone use will cease (radio signals can cause detonation). Security Team member will notify 911 by landline telephone and inform Church leadership to determine if evacuation is to be initiated. If the threat is received by telephone, the Bomb Threat Checklist should be completed and available at every telephone.

Suspicious Package Threat

Upon discovery of an unknown or suspicious package during service (includes backpacks, briefcases, etc), the area will be cleared and authorities will be notified. Use radio/cell phone discipline as with a bomb threat. If the package has been opened and contains an unknown substance, further exposure will be limited as much as possible. Individual and package will be isolated to avoid further contamination and no attempt will be made to clean up the released substance. Close doors, windows, turn off circulating fans and air handling units. Wash hands without leaving the area and keep hands away from face, eyes, nose and mouth. Church leadership will be notified and determine if evacuation is to be initiated.

Medical Emergency

If an individual has a medical emergency, call 911. Notify any designated persons at church trained and willing to handle medical/first aid situations.

Calling 911

When calling 911, provide as much information as possible. Provide as much information as you know including descriptions of suspects and number of people involved. Let 911 know that people are in the main church building. Let 911 know that we have Security Team members who

are armed and give them descriptions of these individuals. The more information you can provide, the better and more accurate the response will be once help arrives.

If you call 911 and have no details to provide, let the 911 operator know that we have an unknown emergency that requires immediate response. Tell the operator that you heard the Church radio call for “emergency.” Listen for and report any sounds. Provide whatever level of information you can, including that we have Security Team members on site who may be armed and their descriptions.

Use of Force Policy

Should a situation arise where the use of force becomes justified and necessary, the utmost restraint shall be exercised. Use of force should never be considered routine, reserved only for the most unique of circumstances. Deciding to use force when authorized in the conduct of official responsibilities is perhaps the most critical decision a Security Team member can make. Sound judgement and discretion are the foundation of the Security Team. The decision to use force must be made quickly and under difficult, often unpredictable circumstances. The Security Team should defuse any situation whenever possible to eliminate or reduce the need to use physical force to subdue any unruly person. Force will only be used to prevent serious injury or death to self or others. Use of force is limited to the minimum amount needed to stop the threat of physical danger to any person in or on the church facility or grounds. Security Team members will never initiate physical contact first, except when removing a disrupter who refuses to leave or if the unruly person initiates contact with another in the church. This action is limited to subduing the person until he no longer poses a threat to anyone, including himself. The person must not be restrained if they attempt to leave the facility. 911 should be called and an official report written.

In the event restraint becomes necessary to prevent further harm, be advised that the restrained individual is legally your responsibility and this is not to be taken lightly.

Use of force is never justified to prevent vandalism, theft of funds or property.

Security Team members should exhaust all other reasonable means before resorting to force. It is not possible to entirely replace judgement with policy. This policy is intended to provide direction when called upon to confront difficult situations. It is the policy of Compass North Church that only force which is reasonable and necessary will be used. Security Team members whose actions are consistent with the law and this policy will be strongly supported by Compass North Church in any subsequent review of their conduct regarding use of force.

Welcome to the Compass North _____ Team.

We are so excited you are joining the Dream Team. By checking each line & signing below indicates you have read through the guidelines for the team you have chosen and that you align with the expectations of your specific team as well as the below listed expectations of our Compass North Dreamteam members. Thank you for being willing to serve and doing your best to uphold the heart and culture of Compass North church.

_____ I have completed all 3 sessions of Path

_____ I am in alignment to the full beliefs of Compass North Church.

_____ PCO (Planning Center Online) I have downloaded the app and understand how to use it. I will respond(accept or decline) to scheduling requests within 24 hours. I will use the block out dates when out of town or have other obligations.

_____ Slack (Each teams way of sharing important information quickly and efficiently) I have downloaded Slack app and commit to check slack at least once per day.

_____ I have received my team shirt and will wear it and nametag when serving.

_____ I will arrive for serving 30 minutes prior to church service and be at my post 20 minutes prior to church service. If I am serving at 9 am I will attend the Huddle at 8:30 am.

_____ I am willing to serve a minimum of once per month (2 x per month is preferable)

_____ Serve one Attend one: I understand when I am serving, I will make it a priority to attend one service. Your spiritual life is important, we want you to be filled.

_____ Guest Aware: Whether serving or not, I will be mindful of new guests & introduce myself, help them find whomever invited them, introduce them to someone at Connect Center.

_____ Serving is working for God. I will remind myself and politely delay non-serve related conversations until after I am finished serving.

_____ Church Aware: A clean environment is part of our guests impression of Compass North church. I will pick up and dispose of empty coffee cups & water bottles. If I see a spill or mess of any kind, I will clean it up or bring it to the attention of someone who can.

_____ I understand I am expected to participate in trainings/meetings/and Dream team parties.

_____ Join a Life Group: Taking rows to circles. Small groups are where we study God's word and build lasting relationships. Most Life Groups are 8 week sessions. Freedom groups 12 wks. I will participate in a life group and when ready I will lead a life group.

_____ I plan to complete Next steps for my spiritual growth: LP1, LP2, and Freedom Group.

_____ I have completed LP1

_____ I have completed LP2

_____ I have completed Freedom (including conference)

_____ Being on the Dreamteam is an honor and a privilege. I will be mindful of how I am representing Compass North Church and the love of Jesus every day and every where, not just at church on Sunday.

_____ Social Media(WWPJP-what would Pastor Joe post) Remember it's your church family, Directors, Dreamteam members and their families, friends, coworkers & sometimes kids seeing your posts. I promise to be mindful of what I post on social media.

Thank you so much for being willing to serve the Kingdom of God. If you have any questions or concerns please take them to your team Director or Assistant Director. Pastor Joe Hunt

Signature

Dates