



# ST HELENA'S

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## CATHOLIC CHURCH

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602 Philadelphia Pike  
Wilmington, DE 19809  
(302) 764-0325

[www.Sainthelenas.org](http://www.Sainthelenas.org)

# EMERGENCY ACTION PLAN

Approved by Parish Council: March 2019  
Last Updated: May 2019

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## PURPOSE

St. Helena's Catholic Church seeks to provide a safe and secure environment for all parishioners and guests, however, emergency situations may arise at any time. It is our goal to create an alert and aware environment that may be able to prevent an emergency from occurring. Being prepared in the event of an emergency not only can reduce loss, but can also make the difference between life and death. This Emergency Action Plan (EAP) is designed to provide knowledge and guidance to handle various situations that may occur within church properties, as well as protect our facilities, parishioners, and guests.

**For this plan, an Emergency is defined as a situation that poses an immediate risk to safety, health, life, property or environment, but is within the abilities of local persons or agencies to treat.**

## GENERAL SAFETY INFORMATION

- Read and familiarize yourself with this EAP so you know how to respond to a particular kind of emergency
- Know the locations of all exits, fire alarm pull stations, fire extinguishers, telephones, automated external defibrillator (AED), and first aid kits
- In the event of an emergency – Call 911 – Be prepared to give location
  - St. Helena's Catholic Church  
602 Philadelphia Pike  
Wilmington, DE 19809
- After calling 911 – send someone to meet the first responders and direct them to the emergency
- Report all events to the Rectory so further action may be taken if necessary

**PHONE NUMBERS****Emergency – 911**

**Delaware Anti-terrorism Tip Line:**  
**1-800-FORCE-1-2 (1-800-367-2312)**

| <b>Non-Emergency Numbers</b>  |   |
|-------------------------------|---|
| Rectory                       | (302) 764-0325                                  |
| Delmarva Power (Gas/Electric) | GAS – 1-800-898-8042<br>Electric – 302-454-0317 |
| Suez Water                    | (302) 633-5900                                  |

**AREA HOSPITALS**

- Christiana Hospital  
4755 Ogletown Stanton Rd.  
Newark, DE 19713  
(302) 733-1000 (*Christiana Care Health System*)
- Wilmington Hospital  
501 W. 14<sup>th</sup> St.  
Wilmington, DE 19801  
(302) 733-1000 (*Christiana Care Health System*)
- Nemours/Alfred I. DuPont Hospital for Children  
1600 Rockland Rd.  
Wilmington, DE 19803  
(302) 651-4200

|  |  |
|--|--|
| <p><b>Delaware State Police</b><br/> <b>Troop 1</b><br/>         603 Philadelphia Pike<br/>         Wilmington, DE 19809<br/>         (302) 761 - 6677</p> | <p><b>Brandywine Hundred Fire Co.</b><br/> <b>No. 1</b><br/>         1006 Brandywine Blvd.<br/>         Wilmington, DE 19809<br/>         (302) 764 - 4901</p> |
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## MEDICAL EMERGENCY RESPONSE PLAN

**In the event of a medical emergency, call 911 and be prepared to give the following information:**

- Name and Phone Number
- Location – St. Helena's Catholic Church (Masci Hall, Rectory, etc.)
- Number of people involved
- Nature of Emergency
- Condition of victim
- First Aid treatment administered
- Any other information as requested
- Send someone outside to wait for EMS to arrive and direct to scene

**While waiting for EMS to arrive:**

- Retrieve the AED
  - Church – Located in front vestibule in cabinet on wall
  - Masci Hall – Located in cabinet on wall by main entrance
- If victim is unconscious, check for breathing and a pulse to make sure they are not in cardiac arrest. If there is no breathing or pulse, begin CPR and set up AED according to directions (AED will provide directions when powered on). Follow command prompts until EMS arrives
- If necessary, control any bleeding with firm pressure on the wound (avoid contact with blood or other bodily fluids)
- Ask if there is a medical professional present (doctor, nurse, etc.) and yield to their instruction
- **DO NOT** move the victim unless safety considerations necessitate movement or transportation to a safer location
- **DO NOT** administer any medication
- Keep the victim calm and warm

**When professional help arrives:**

- Allow responding units to take control of the scene
- Provide any information requested by EMS
- Stay on scene to provide any assistance needed

## FIRE EMERGENCY RESPONSE PLAN

In the event of a fire and/or smoke pull the nearest fire alarm or call 911, unless the fire is small enough to be safely extinguished with the use of a fire extinguisher.

### If the fire cannot be safely extinguished:

- Do not Panic, Remain Calm
- Pull the nearest fire alarm or call 911 immediately
- Exit the building through the closest / safest exit
- Proceed to the outside designated assembly area – Baseball Field
- Assist disabled persons only if safe to do so
- Do not break or open windows – Oxygen will feed the fire
- If possible, isolate the fire by closing doors
- Do Not move any vehicles as this could hinder access by emergency vehicles

### Remember **RACE**

**R – Rescue** persons in immediate danger if you can safely do so

**A – Activate** fire alarms by pulling the nearest fire alarm pull station, or call 911

**C – Contain** fire and smoke by closing as many doors to the fire area as possible

**E – Extinguish** with portable fire extinguisher **ONLY** if:

1. The evacuation has already begun
2. The fire department has already been called
3. You do not put yourself or anyone else in danger
4. The fire is small and contained
5. To operate a fire extinguisher – **Remember PASS**
  - **P**ull the pin
  - **A**im at the base of the fire
  - **S**queeze the trigger
  - **S**weep across the fire

\* In the event of an emergency during the Children's Liturgy at the 11am Sunday Mass, the teacher will ensure it is safe to evacuate the children out of the nearest exit and assemble in the field to regroup with parents/guardians.

## UTILITY FAILURE EMERGENCY RESPONSE PLAN

### Gas Leak

- A gas leak may present a serious and dangerous situation requiring evacuation
- If a gas leak is suspected, inform a St. Helena's Church staff member or volunteer immediately of location of suspected gas leak
- If evacuation is necessary, calmly exit facility to outside designated assembly area – baseball field
- Call 911 and Delmarva Power Company - 1-800-898-8042
- Do Not move any vehicles as this could hinder access by emergency vehicles

### Electrical Outage

- The electrical outage should be reported to Delmarva Power Company by a St. Helena's staff member - 302-454-0317
- If event or services are cancelled due to extended power outage, all parishioners and guests will be asked to exit the facility calmly and safely
- Extended closure due to electrical outage will be posted on St. Helena's Church website – [www.sainthelenas.org](http://www.sainthelenas.org)

## SEVERE WEATHER

St. Helena's Church may elect to postpone or cancel events and/or services due to severe weather conditions. This is often in the form of snow storm. In the event of severe weather, all cancellations will be posted on the website – [www.sainthelenas.org](http://www.sainthelenas.org) – as well as announced on WDEL 1150AM, 101.7FM or WSTW 93.7FM. If traveling to or from St. Helena's Catholic Church during a period of severe weather, please exercise extreme caution, and if in need of assistance, call 911.

## **TRESPASSER EMERGENCY RESPONSE PLAN**

### **Threatening Trespasser – Call 911**

- Threatening trespassers can be identified as a person who fits any of the following:
  - Has verbally or physically threatened someone
  - Has demanded assistance or money
  - Exhibits erratic behavior
  - Appears to be intoxicated or under the influence of some substance
  - Has been disruptive of any church activity or program

### **Response to a threatening trespasser:**

- Call 911 (always err on the side of safety – if unsure or uncomfortable call 911)
- Enlist help from another parishioner – do not try to handle the situation without assistance
- Try to isolate the person either by moving away from the group or moving the group away from him/her – when possible move to security camera view
- Do not touch the person as this may increase their agitation
- Do not give money or assistance
- Initiate a “lock-down” if the situation appears to escalate

### **Non-Threatening Trespasser**

- A non-threatening trespasser does not always require Emergency Notification
- Non-threatening trespassers can be identified as a person who fits any of the following:
  - Is not participating in a church function but appears to be “loitering”
  - Does not appear to “fit in” to a particular event (i.e. not dressed appropriately, attends a children’s event without any children, appears in an unoccupied area, etc.)
  - Has approached one or more persons asking for assistance or money

### **Response to a non-threatening trespasser:**

- Enlist help from other parishioners if needed – especially if you are unsure about how to handle the situation
- If possible try to move the person to a security camera view
- Invite the person to fully participate in the current activity if appropriate
- If person requires monetary aid, refer them to Parish Social Ministry as needed (302-764-7545)



## BOMB THREAT RESPONSE PLAN

A Bomb Threat will most likely be made by an anonymous caller over the telephone. Obtaining as much information as possible from the caller is important in the evaluation of the threat and the actions to be taken.

### If Bomb Threat is received via phone call:

- Take all bomb threats seriously
- Do Not attempt to transfer the call
- Be calm, courteous, and listen – Do Not interrupt the caller
- Get the attention of another person to call 911
- Check caller ID screen and record number
- Keep the caller talking – Ask questions and record as much information as possible
- If able to safely – evacuate area
- If any package or device is found – DO NOT touch it

### TELEPHONE BOMB THREAT CHECKLIST

Your Name: \_\_\_\_\_ Time: \_\_\_\_\_ Date: \_\_\_\_\_

Exact words of Caller:

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Caller's Voice Sounds: (circle)

| MALE                    |           | FEMALE   |         | ADULT        | YOUTH       |
|-------------------------|-----------|----------|---------|--------------|-------------|
| Estimate Age: _____     |           |          |         |              |             |
| Black                   | White     | Hispanic | Asian   | Other: _____ |             |
| Calm                    | Disguised | Nasal    | Rapid   | Loud         | Incoherent  |
| Excited                 | Nervous   | Angry    | Slurred | Accent       | Foreign     |
| Laughing                | Crying    | Deep     | Soft    | Stressed     | Intoxicated |
| Background Noise: Music |           | Children | Traffic | Voices       | Machinery   |

If voice is familiar, whose did it sound like? \_\_\_\_\_

When will bomb go off? \_\_\_\_\_ Where is it located? \_\_\_\_\_

What kind of bomb? \_\_\_\_\_ What kind of package? \_\_\_\_\_

How do you know about the bomb? \_\_\_\_\_

What is Callers Name? \_\_\_\_\_

Other Information: \_\_\_\_\_

## ACTIVE SHOOTER EMERGENCY RESPONSE PLAN

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

**Prevention is KEY** – If you See Something, Say Something. Call the Delaware Anti-terrorism Tip Line – 1-800-FORCE-1-2 or email [FORCE12@state.de.us](mailto:FORCE12@state.de.us)

### Recognize Signs of Potential Violence:

- Increased alcohol/drug use
- Depression/Withdrawal
- Problems at home
- Fired/Laid off from work
- Recent break-up/divorce
- New and/or increased interest in firearms/weapons

If a friend or family member is experiencing these hardships and you fear they may resort to violence, contact:

Delaware State Police Victims Center at 800-842-8461.

They can provide 24 hour bilingual assistance.

### Response when law enforcement arrives on the scene:

- Remain calm and follow officers' instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements towards officers (holding/hugging them)
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which the officers are entering the premises

### Information to provide law enforcement or 911 operator:

- Location of the victims and the active shooter
- Number of shooters, if more than one
- Physical description of shooter
- Number and type of weapons held by the shooter(s)
- Number of potential victims at the location

## **Response to an Active Shooter – RUN/HIDE/FIGHT**

### **RUN/Evacuate**

- Alert others safely
- Immediately evacuate if SAFE, leaving belongings behind
- Help others if possible
- Call 911 when safe
- Prevent others from entering area
- Seek Cover or Concealment
  - Cover will protect from sight and gun fire (concrete, car engine, etc.)
  - Concealment will protect from sight, not gun fire (drywall, desk, etc.)
- Get as small as possible and protect your core

### **HIDE**

- If evacuation is not possible, find a place to hide where the shooter is less likely to find you
- Lock Door
  - Barricade with heavy furniture
  - Tie shut with rope, strap, belt, necktie, etc.
- Cover windows and turn lights off
- Remain Silent – Turn off cell phone
- Consider options to escape or fight if necessary
  - Use any item in area as “weapon”

### **FIGHT**

- **As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter**
- Acting as aggressively as possible – incapacitate the shooter
- Fully commit to your actions
- Use ordinary items as weapons
- Seek assistance if available
- Go after weapon (muzzle, barrel, etc.)
- Overwhelm the shooter
- Attack vulnerable areas (eyes, throat, etc.)
- If shooter runs – do not pursue
- **KNOW YOUR RISK**

## BUILDING EVACUATION PLAN

In the event a building evacuation is initiated, for your own safety and the safety of others, **YOU MUST EVACUATE** when asked to do so.

### In the event of an Evacuation:

- Everyone must evacuate at the sound of the alarm or through voice communication
- Evacuation should occur in a calm and orderly fashion
- Assistance should be provided to children, elderly, and disabled
- Evacuate through the closest exit that is safe
- If you occupy an enclosed room, close the door as you leave
- Take only essential personal items with you. **DO NOT** return for coats, purses, etc.
- A designated St. Helena's staff member or volunteer should check all rooms and restrooms to ensure the building is clear
- Once out of the building, proceed to the designated assembly area – Baseball field across parking lot

