

## Emergency Phone Numbers

To call all outside phone numbers, be sure to press the Line 1 button, lower right, 2<sup>nd</sup> from bottom on phone.

Fire or Ambulance – 911 Police - 911 or 215.855.0903 Lansdale Hospital - 215.368.2100

Grace Lutheran Church - 215.855.4676 Stepping Stones - 215.368.2052

Our Location - 40 N. Main St., Hatfield, PA 19440

*The Parking Lot entrance is off North Main Street across from the Hatfield Post Office*

### Procedures

- The greeter should station themselves outside of the narthex in order to welcome members and guests.
- Ushers should be positioned one at each door. When Pastor begins his announcements, the narthex doors should be closed. One usher should remain in the hallway to welcome and direct latecomers and the other should ring the bell, close the doors and make sure lighting and sound are correct.
- Every person that enters the church should be greeted by either the greeter or the usher. During that time, ushers and/or greeters should take notice of anything unusual such as a heavy winter coat on a hot day, a very large suitcase, slurred speech, dilated pupils, etc. If at any time, the usher or greeter feels a situation is escalating or is extremely uncomfortable, they should call 911. Ushers should also be aware of anyone that might need special assistance in the event of an emergency (for example – wheelchairs, walkers).
- Latecomers should be greeted by the usher and given direction to a seat. They should be informed to where the nursery and the restrooms are located.
- If ushers need to have a conversation, they are to step into the narthex to do so. Ushers are requested to participate in the service when they are not involved in their duties.
- During communion, it is okay to have a line form in order to keep everything moving along.
- In the event of an emergency, ushers should work together as a team. One individual should use the church phone to call 911, the other should lend comfort to the victim and assure them that help is on the way. Pastor will continue the service in order to keep others calm and focused.
- In the event the building has to be evacuated, exit the door closest to the playground. Congregate in the playground and gazebo area. Remind people not to get into their cars and leave which could impede first responders. In the event that this door is blocked or closed, exit through choir room, into the hallway, out the doorway and meet in front of the Wagner House. One usher should check that the evacuation area first to be sure it is safe before directing the group to that location.
- Do not allow any reentry into the building until an all clear is issued by the emergency responders.

### Warning Signs

It must be stressed that if you have had contact with **ANY INDIVIDUALS** who display the following tendencies, that you may contact law enforcement, and certainly notify leaders in your church:

- Threatens harm or talks about killing others.
- Constantly starts or participates in fights.
- Loses temper and self-control easily.
- Swears or uses vulgar language most of the time.
- Possesses or draws artwork that depicts graphic images of death or violence.
- Frequently initiates domestic violence.
- Becomes frustrated easily and converts frustration into uncontrollable physical violence.

As of 12/4/17