

# **DEVELOPING AN EMERGENCY PREPAREDNESS PLAN IN SIX STEPS**

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July 16-26, 2002

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## Preface

On Thursday, February 16, 2001 at 2:00 a.m. my telephone rang. I heard the voice of Bruce Greutz, the Associate Pastor of First Christian Church say, "MaryEllen, the Church is burning down. The offices are gone, the fellowship hall is falling down, fire is moving into the chapel. We've lost the window with of the Baptism of Jesus. I am standing here with Mike and Chris, helplessly watching the firemen as they break a stain glass window to get more hoses in. Can you come in early? We'll figure out what to do."

*We'll figure out what to do.*

For the next four and a half months that is what we did, daily, and hourly. We figured it out. We took one step at a time, one decision at a time and we struggled to establish some routine in the middle of chaos. We had only the sanctuary and two large classrooms left. It was stressful mentally, emotionally, and physically. We learned the hard way what we could have done in order to be prepared and make it all easier.

It is impossible to predict and plan ahead and answer every question to every problem before it happens, but, if you have a plan, and if you know what to expect and if you have the experience of others to guide you, the disaster and the recovery might be a little less horrific.

"Are You Ready?" If not, start today to get ready. I hope that this project will help you do just that.

## I. INTRODUCTION

## Section A. – The Development Team

### **Project Coordinator: MaryEllen Gaubatz**

Church Administrator, First Christian Church of Plano, Texas

Member of Custer Road United Methodist Church, Plano, Texas

I have been the Church Administrator at First Christian Church of Plano for three years. Two years into my tenure, FCC experienced a fire that destroyed one third of the church buildings, including the administration wing, Sunday school rooms, fellowship hall, and chapel. Emergency Management was not easy at that point because there was no emergency preparedness plan. My job description changed dramatically overnight. By default, a great many new duties and decisions became mine, to one degree or another, including finding space for and creating new temporary offices, the committee to design the new office suite and fellowship hall, insurance settlement, recovery and restoration, and furnishing and decorating the new facility. If hindsight is 20-20, as they say it is, I have a perfect view of how one should prepare for an emergency.

I have been active in my church all of my life. I have served on and held office in a good number of the ministries, including Finance and Education, The Altar Guild, and the Women's Group. I have been a Care Minister at Custer Road UMC for five years, and am trained as a hospice volunteer. I am a certified teacher in both the Bethel Bible Study Series and the Christian Believer Bible Study Series. Having spent so much time involved in church activities, I

understand the difficulty in getting others “on board” with risk management and emergency preparedness and have tried to give some pointers in this area.

Prior to having children, I worked as a service representative for Southwestern Bell, and as an assistant to the underwriter at an insurance agency. As my three sons were growing up, I actively supported my husband in our businesses, usually doing the office management, and worked outside for short periods of time in a variety of positions. Some of these positions were: secretary to a real estate investor, a legal secretary in the real estate department of a major national motel firm, an assistant to the producer in the video department at one of the largest information management companies in the world. I am a partner with my husband, Dan, in a real estate brokerage and management firm that has also done some construction and construction loan management, and in an insurance brokerage firm. I am sole proprietor of a company that was set up for the sale of my original watercolor paintings.

At the same time, non-profit organizations are not new to me. I have been active in both civic and professional groups, holding office in a number of these.

### Personal Statement

“I believe that God led me through a variety of church and business situations as training for the job of Church Business Administrator at First Christian Church – Plano. It was my knowledge of real estate and construction that led to my discovering that FCC was underinsured. The new policy was delivered one day before lightning struck. The construction knowledge was valuable when FCC remodeled vacant space to be the office

suite and fellowship hall. My knowledge of insurance, although primarily in health and life, has helped me deal with the claim. I am experienced in working with large sums of money, investments, contracts, tax law, and payroll.”

“One of the gifts I have been given is that of predicting the possibilities in a given circumstance, both good and bad, and of seeing the big picture surrounding the many details. Planning for various contingencies, always having a ‘plan B’, and, like a good Scout Den Mother, being prepared, has made Risk Management and Emergency Management, come naturally. I am glad that FCC has added Risk Management to my job description.”

**Steven A. Maxwell**

Chairman of the Preparedness Task Force

Member of First Christian Church

Elder

Steve has been a member of First Christian Church for four years and has served on the Board of Directors since 1999. Currently Steve is serving as an Elder, and as a member of the Evangelism Ministry. He also serves as liaison to

the City of Plano and to the Chamber of Commerce. Steve was a founding member of the F.A.T. (Faithful, Accountable, Teachable) Church Men's Group.

Steve has spent twenty-two years in the Telecom/IT industry, twelve in a management capacity. He has had direct responsibilities in General Management, Sales and Marketing and Operations of next generation network companies.

**B. Don Jones**

Facilities Technician

Member of Hillcrest Church, Dallas, Texas

Don Jones has been employed at First Christian Church for four and one half years. He takes a great deal of pride in preparing God's house for worship or for fellowship and in maintaining it flawlessly. Don knows the building and it's content like no one else does. Although there are less actual square feet of building since the fire, Don has worked longer and harder. He is a genius at finding more space and storage space, and at remembering where things are. He has assisted with the preparedness program in drawing the location of mechanicals, electrical, plumbing, and fire extinguishers as well as smoke and carbon monoxide detectors. Don also helped compile the content inventory.

**Joan McConnell**

Secretary

Member of First Christian Church

### Member of the Finance Ministry

Joan serves on the Finance/Stewardship Ministry and has volunteered as a secretary at First Christian Church for about five years. She was an office manager for a number of years before her retirement. She was especially helpful in setting up new offices and office systems after the fire. She spent many extra hours helping in many ways. Because of this, she has an insight into what is needed after an emergency and is a valuable member of the emergency preparedness task force.

### **Jim Lambert**

Member of First Christian

Jim is a long time member of First Christian Church. He has served on many committees and ministries including Personnel and Outreach. It is the latter that has allowed him to come in contact with other agencies and organizations in the community. Jim also was present many hours in the first days after the fire. He assisted in taking inventory of all the books that were saved, damaged, and destroyed, and, with many trips for food and drinks, he fed the troupes. Remembering those first weeks, Jim has a good feel for what is needed after an emergency.

### **Debby Loveday**

### Member of First Christian Church

Debby has been a member for many years. Her primary focus has been in the children's ministry. Having twins has helped her understand the difficulty in getting children through an emergency and the effect that it can have on them. Debby was very instrumental in setting up a new area for nursery, toddler and primary age children after the fire. She also brings to the group knowledge of lay out and printing, having worked in her father's printing company. Debby gathered information via interviews with many other members who were a part of the recovery efforts after the fire.

### **Tim Harper**

#### Member of First Christian Church

Tim has been a member for several of years. He is active in an adult Sunday school class and has served as co-chairman of the property committee. After the fire, Tim was on the insurance settlement team and the committee to finish out vacant adjacent space for the new office suite and fellowship hall. Tim, with the assistance of his wife Heather, an architectural draftsman, created the drawings and evacuation plans. He will be assisting with training schedules, and first aid/CPR training.

## **A Brief History of First Christian Church of Plano**

**1852** – The first settlers gathered in area homes. Together, the Christians, Methodists and Presbyterians built a meeting house where the circuit-preachers of the old west could preach at worship services of all three denominations. This building was also used as a classroom for the newly started school.

**1874** – The Christian Church was built in town near Avenue G and 16th Street. That same year Texas Christian University was chartered by the General Assembly of the Christian Church, at their meeting at First Christian Church in Plano. The New York Merchants Association gave the church a bell in honor of Captain Carpenter. This bell is the oldest known bell that is still ringing from a bell tower in north Texas.

**1898** – After three earlier fires in Plano, the fire of 1898 destroyed the church on College Hill.

**1899** – The church was rebuilt on the opposite corner of the same piece of land, the present site. In the early 1900's electricity and running water were added. The Ladies Aid Society purchased the stained glass window in the chapel over the baptismal. The painting was of John the Baptist and Jesus in the river with the dove descending. The other stained glass windows in the chapel were donated by individual members. The descendents of some of these early settlers still attend First Christian Church. The cornerstone of this church can be seen in the hall just outside of the chapel.

**1950** – Termites had caused such extensive damage that the Chapel had to be rebuilt. All of the windows were carefully removed and were reinstalled in the new building.

**2001** – On February 16, 2001 lightning struck the church causing a fire that claimed the Chapel, Fellowship Hall, Sunday School Rooms, and the Administration Wing. Services were held as usual on Sunday, February 18 in the Sanctuary. Renovation of property adjacent to the west was completed in July of 2001 providing a new suite of offices and a Fellowship Hall that accommodates Sunday School classes. Plans to rebuild are underway. The stained glass windows will be reinstalled once more.

### **The Preplanning**

Genesis 6:13-22, “And God said to Noah, ‘I have determined to make an end to all flesh; ...I will destroy them with the earth. Make yourself an arc of gopher wood; make rooms in the arc, and cover it inside and out with pitch....for behold, I will bring a flood...Noah did this; he did all that God commanded him.”

### **The Sounding Alarm**

Genesis 7:1, “Then the Lord said to Noah, ‘Go into the arc...’”

### **The Recovery Plan**

Genesis 8:15, “Then God said to Noah, ‘go forth from the arc’”

Genesis 8:20, “Then Noah built an altar to the Lord”

Psalms 107:21<sup>1</sup> “Let them thank the Lord for His steadfast love, For His wonderful works to the sons of men! And let them offer sacrifices of thanksgiving, And tell of His deeds in songs of joy!

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<sup>1</sup> Harold Lindsell, Ph.D., D.D. Editor, *Harper Study Bible, The Holy Bible Revised Standard Version*, Translated from the original languages, Edited by, Zondervan Bible Publishers,( Grand Rapids, Michigan, 1971).

Throughout the Bible God give directions for preparations in anticipation of major events. He spoke to Noah very distinctly, giving exact dimensions and specific materials. I suppose that Noah felt a little foolish when his neighbors came around and joked about the gigantic boat he was building. Noah, however, knew God was not joking. Noah knew that he would be responsible for making sure that all of the species of animals survived what was coming. He was to be the steward of God's creations and of his family.

In Exodus 12 God gives very clear, detailed instructions on how to prepare for the terrible event of on the night of the first Passover. These instructions were to be followed exactly if the lives of the first born of the Israelite families were to be spared. God told them, in verse 11, to eat "with your cloak tucked into your belt, your sandals on your feet and your staff in your hand. Eat it in haste;" In other words, be ready. When Pharaoh summoned Moses during the night and told him to take his people and leave they were ready and could go quickly.

Genesis 40.: Joseph may have felt annoyed when people criticized him for putting so much in the storehouse, but Joseph knew that there was a famine coming. He was an administrator and he was the steward of the people and had the responsibility of making sure they would have enough to eat during the seven years of famine.

As Church Business Administrators, Church Secretaries, Pastors, or members of a church, we are stewards of God's Church. We have the responsibility of making sure the church (building) is protected, and prepared for anything that might come along with the potential to destroy it, and that His Church (members) can be kept safe. We must do everything that we can to keep the operation of the church uninterrupted and efficient. Like Noah, Moses, and Joseph we must prepare, plan, and be ready. When a disaster comes, we have our plan in place. We function in a way that protects people and property. And when it is over, we first thank God for his strength and comfort and protection, and then we efficiently and effectively get back to normal operation. We are charged with being good stewards of what is God's; people, church, time, and money.

## II.

### **Developing an Emergency Preparedness Plan In Six Steps**

We have been taught since we were in kindergarten how to react when an emergency happens. We have had fire drills twice a year at school and later in the business world at least once a year. We have had the tornado drills and the earthquake drills. We have heard “just leave everything and go quickly and quietly” and “no running”, until, we hope, they will come instinctively were a disaster to occur.

However, the preparing needs to begin long before the alarm sounds. The more obvious things, like an evacuation chart beside every door, and a fire alarm, of course, but there are more. There are steps that you can take to minimize the destruction and the long term effects of emergencies. These are things that you can do to make your life and workday easier and to restore order to the church sooner once the “all clear” sounds.

It has been almost fifteen months since a fire destroyed one third of First Christian Church of Plano, Texas. We were very blessed that it happened at night when the church was empty for no one was injured. We were prepared in some areas but not in others. We did not have a plan then, but we do now.

## A. - PREPLANNING

### Review Insurance Coverage

The first, and perhaps the most important, step in preparing for an emergency is to review your insurance policy annually. Your insurance agent can assist you with this. Furnish the agent with a floor plan of all properties, showing the square footage to be covered, Inventory of Content, appraisals on all items that will require separate scheduling, such as organs, stained glass windows, antiques, art work, and silver communion ware. Include any custom made items or furniture. If you have original invoices for recently purchased items, they can help to document the value without appraisal. Determine the building cost in your area for similar construction. Do not try to save money on premiums. There are penalties for being underinsured in the event of a disaster or accident. These penalties can be substantial. Take time to make sure you understand every part of your policy, what it covers and what it does not cover.

### Take an Inventory of the Content

In order to insure proper insurance coverage, it is necessary to have a complete inventory of content. You will want this in the event of a claim, so do it now. Use your file of Purchase Orders, Invoices, Gift acknowledgements, whatever you have to create a preliminary list. If you use Microsoft Excel you will be able to arrange the inventory by room and then re-order for listings by items. You can sort by the room, numerically or alphabetically. There is an example in the Exhibits Section.

Then, you need to go to each room or area. Check items on the list as located, place a sequentially numbered identification tag on large items such as tables, chairs, and cabinets. Note the number on the list. Add any additional items found to the list. A digital video of the room or area

would be an excellent idea. Later you will be able to capture single frames for printed pictures of content if needed.

### Sponsor Training Classes in First Aid and CPR

Contact the American Red Cross for information on arranging training classes at your church. Another source of information is your local hospital or fire department. If you do not have adequate space, you can arrange for them to be held at the nearest school, YMCA, or recreational center. If you are a small church, contact another church in your area and try to share the event.

Make every effort to involve as many members as possible. Advertise the event in your weekly church paper, through the Sunday school classes, women's organizations, men's group, posters, and give out stickers with an "I signed up" slogan. Repeat the class on a different night of the week in order to reach more people. Keep a list of those who complete the class and are certified to render first aid and/or CPR. This list should be included in your Emergency Plan.

Keep fully stocked first aid kits in specified areas throughout the facility. Include in the kit a list of members who are trained in first aid and CPR. Identify any members who are medical professionals, fire fighters or police officers.

It is an excellent idea to keep a cardio defibrillator on the property with an attached list of persons who are trained to operate it.

### Stay Current on Risk Management Inspections

The best plan for emergencies, are the plans to *not have* emergencies. The next best plan is to make every effort to eliminate, or mitigate those emergencies. The *Risk Management Checklist for*

*Church and School*<sup>2</sup> is an excellent tool for this job. This is available through Christian Ministry Resources with annual editions. Once you have completed this inspection, you will have a sharper eye when passing through an area or room. Be sure to follow up on any problems to determine that they have been corrected. You might consider taking the Cambridge Risk Management Course. NACBA offers a discount coupon, as does one of the Insurance Companies. Completion of this course can mean a discounted insurance premium.

Diligence in having annual inspection and service on Fire Extinguishers annually can pay big dividends if they are ever needed.

Not only will your facility be safer, the fact that you have performed the inspection and made needed corrections and that you have rechecked can witness favorably on the church's behalf if any accident or emergency should occur.

### Secure Records, Polices, Documents and Back-Up Files

Make two copies of all important documents such as contracts, annual reports, insurance policy, tax records, etc. Keep the originals, along with deeds and mortgage documents in a safety deposit box at your bank. Keep one copy at an off site location. You could keep them in a locking bag at a neighboring church or at the area office of your denomination.

Also, make two back up copies of your Data Base of church records and keep one off site. I back up on 250 Zip daily and keep one in my briefcase that leaves the church each evening. When your current year files get too large for this you will need to back up to your server, which, hopefully, can be placed in a "safe room". Other files on the computers should be frequently backed-up, and here again, two are better than one.

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<sup>2</sup> Cobble, Jr. , James F., Ed.D., D.Min., *ARM Risk Management checklist for Church and School*, (Christian Ministries Resources, 2001 Edition)

Insurance Policies are kept forever. Should a claim arise, or become evident years later, you will need the policy. The example of this is the replacement of the sanctuary roof that was proven to have been damaged by hail several years before when covered under the previous policy.

### Relationship with Policemen and Fire Fighters

Develop a relationship with local police and fire departments. Invite the Fire Chief and Company Commanders to tour your building and grounds. They may be able to point something out to you that you missed. Equally important, they will know your campus if they are ever called.

Invite the police safety officers to speak to a group at your church. We invite our neighborhood watch commander, the canine units, and the swat team to train in our buildings. It was a canine unit that turned in the fire alarm and could give the fire department all of the information they needed even before any staff could arrive. This quick action may have been what kept the fire from spreading to the Sanctuary.

## SECTION B - PLANNING

Emergency Preparedness is the process of planning plus training, followed by having drills, testing equipment, coordinating activities with other agencies in the community. Emergency Management is responding to and recovering from an emergency.

### Gain Support

To be truly successful, emergency preparedness and emergency management require upper management support. The Board of Directors and the Senior Minister must support the planning and implementing of the plan. It is more likely that you will gain their support and that of the members if you remain positive. Instead of dwelling on the negative effects of an emergency (death, destruction, and monetary loss) emphasize the positive aspect of preparedness. Make the following points:

1. It will help the church fulfill their moral responsibility to protect employees, members, the community and the environment.
2. It will help the church to be in compliance with regulations of the Federal, State and local agencies.
3. It insures the Church's ability to recover from financial losses, fines, damages to equipment, interruption of operation and worship.
4. It reduces exposure to civil and criminal liability in the event an emergency occurs.
5. It may reduce your insurance premiums.

### Assemble a Team

Now that you have the support needed, the next step is to form An Emergency Preparedness Team (EPT). The Church Business Administrator is the logical choice for co-chairman with one

member of the church who has time to give and can be away from his place of business if there is an emergency. This person should be able to attend at least two seminars and workshops on Emergency Preparedness each year and be willing to serve at least three years. The last year he is in office he will train his replacement. The Building Superintendent or Facilities Manager will be very valuable on the team. Although these three members of the team will, most likely, do the majority of the work, you will want to include a number of consultants who can give smaller amounts of time but add to the visibility and lend support in the planning stage and in responding and recovering stages.

The team members should include a “fact finder”, several with the gift of foresight, a representative from key ministries, someone familiar with pre-press layout and printing, and a record keeper. Six to eight people is a good number on the EPT. One or more of these will serve as liaison to your city government, the police and the fire department, the American Red Cross, and perhaps Civil Defense. Each member of the team should bring to it a skill and an area of expertise, and of equal importance, they should have enough time to devote to the project to meet the goals on schedule. In other words, if someone, who is perfect for the team, knows that he will be gone for two or three of the four weeks scheduled, that person should *not* be selected. It can be frustrating for other team members for one to hold up the progress over and over and everyone will lose enthusiasm for the project.

At your first meeting you will find it very helpful if you will define your purpose and list what is expected of each member, and give each member a copy of the Schedule and Budget for this project and a copy of any existing Plans. Have examples from other churches and companies for them to review. You will find that a definite schedule and pre-set meeting date and time will keep the project moving. Hold all scheduled meetings regardless of the number who can attend. Each member should know up front that they, attending or not, should submit a written progress report at every scheduled meeting. This will ensure that you move forward. Explain that this is not a “do it as we can” project,

but an urgent matter which can save lives as well as money if accomplished in time. The idea is to be prepared for the *expected* emergency...you just don't know when it will occur.

## SECTION C - CONDUCT A VULNERABILITY ANALYSIS

What constitutes an emergency? “An emergency is any unplanned event that can cause deaths or significant injuries to employees, members or the public; or that can shut down the church, disrupt operations, cause physical or environmental damage, or threaten the facility’s financial standing or public image.”<sup>3</sup> We think first of natural disasters, like fire or flood but there are many others, In fact, what is a minor incident for one church might very well spell disaster for another. Each event should be considered in light of the effect it would have on your church. Look at each item on the list of potential emergencies. Discuss the effect each would have on your church.

Take a look at the history of your church and the geographical area. The subject church for this project is located where there have been no earthquakes, although, geologist say there could be. Hurricanes lose their strength before they get this far inland. However, we are in tornado alley. We are close enough to a major interstate highway to put transportation accidents, and hazardous material spills on our list. Compare the needs and effects of the emergencies on your list. Group the events that have similar affects. There should be discussion of current capabilities and preparedness to handle each of the events that you will keep on your list.

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<sup>3</sup>Thomas Wahle and Gregg Beatty, *Emergency Management Guide for Business & Industry*, Prepared under Federal Emergency Management Agency contract EMW-90-C-3348 by:, p.5 (www.fema.gov/pte/emrep.)

Speak to every agency on the list; the American Red Cross, the local fire department, the police department, the civil defense office. Get copies of plans from FEMA, OSHA, GuideOne Insurance, other churches, schools, hospitals or business in your area. Learn all that you can.

## SECTION D - DEVELOPING A PLAN

Your plan will consist of four basic components. You may want to divide your team into the four groups for development and writing. Each group should use the same software, preferably Microsoft Word, which can be integrated into desk top publishing software. Include pictures only where needed for ease of locating or identifying a particular item that is important to the plan. In an emergency a picture of the water cut off valve will help to identify it. Later you will want to make a label or large tag for that item, maybe even of a glow-in-the-dark material.

### The Plan: Part I

In the first section briefly describe the church's approach to the core elements of emergency management. The following is the foundation for the emergency procedures that your facility will follow to protect personnel and equipment and resume operations:

- Emergency Management – *someone must be in charge* in an emergency. Things happen too quickly to gather a committee or go through a board approval ritual. The system for managing resources, analyzing information and making decisions in an emergency is called direction and control. There should be a chain of command in place, with an Emergency Director (ED) in charge. The Church Business Administrator will be the most available and the most knowledgeable member of the team and should be the chairman or co chairman with an equally available and trained member. Authority should be clearly defined in the plan. Here again, there is no time to call a meeting and take a vote. Decisions will need to be made immediately. The Church Business Administrator and the co chairman need to have

the authorization to make decisions and to sign for the church. See the management flow chart in the Exhibits Section. Designate an office or area least likely to be involved as the Emergency Operations Site (EOC). This will be the command center. EMT reports to this location, all meetings take place here. Also choose an alternate site that is off campus but near the church to be used if the EOC is involved in the emergency situation.

- Communications – set up communications in the EOC. Communication Officer is to remain here. Messages are taken by, and delivered by, the Communication Officer. Telephone numbers of the team are not given out.
- Life safety – in charge of planning and executing evacuations, designating assembly areas, and accounting for personnel, and shelter. DO NOT LET ANYONE RE-ENTER THE BUILDING UNTIL THE IC and ED IT HAS DECLARED IT SAFE TO DO SO. Access should be limited to the EMT in appropriate safety equipment such as hard hat and boots.
- Property protection – set up barriers, prohibit entry to property by other than the EMT or ED; protecting facilities, equipment and vital records from further damage; containing the hazard. Later your insurance company will put up temporary fencing, or you should.
- Recovery and restoration – oversee salvage operation, call in the professionals; they have the insurance for hazardous work. Furnish them with the list of items to recover (\* items on the inventory) this will serve as their inventory as they check off items to be cleaned, refinished, or refurbished, determine where these things can be stored. I suggest that you call ServPro. They have all of the personnel, fans, water extracting equipment, boxes, etc. Do not try to save plastic, paper products, particle board, or any electronic appliances, such as fans, heaters, microwaves, refrigerators, or computers, printers, or calculators which have suffered electrical charge, smoke, and/or water damage. They can be cleaned and dried but they will, most likely, stop working within a very short time anyway. Cleaning and restoration is an expensive process and often items can be replaced for less money.

Remember, you are replacing with “like quality”; like the quality *when it was purchased*. If the computer you had was top of the line when purchased, buy top of the line; not the same model that was lost. You did not purchase a ten year old computer, don’t spend your money on a ten year old computer now. Especially not to dry out or refurbished a ten year old one.

- Administration and logistics 1 – normal business administration; you may have to work from temporary offices or set up all new offices.
- Administration and logistics 2 – basic office administration in relation to the event; record items and gifts received and acknowledged; claims paperwork and purchasing; all insurance and disaster related money should be accounted for separately from your normal accounting.
- Community outreach – involvement with the community leaders; fire department, police, utilities, hospitals, neighbors, school board, others affected by the same event.

### The Plan: Part II - Procedures

The second section will include a checklist of Emergency Response Procedures for each of the types of emergencies that you have determined could occur in your location. These procedures should spell out what each member of the EMT will do in response and what actions will be necessary in order to:

- Conduct an evacuation, designate an area to reassemble and account for all persons in the church; if you evacuate by 2’s you will more quickly identify anyone who is missing (Remember the buddy system? It works.)

- Assess the situation
- Protect employees and members, equipment, vital records and other assets, during those first days by sealing off the area.
- Get the office back up and running as quickly as possible
- Inform other employees and members of the damage and status
- Communicating with community responders
- Press Release – one person only; be careful what is said until any investigation is completed – ask members not to theorize or make statements to the press
- Hold special services and offer counseling, for individuals and groups, if damage or loss was severe, this is especially beneficial to children. There are materials available.

#### The Plan: Part III – Support Documents

The following are documents that will be needed in an emergency:

- Emergency Call List – all persons on and off site who would be involved in responding to an emergency, their responsibilities and their telephone numbers. (8.5x11 with red border, laminated)
- Building and Site maps (8.5x11 with blue border, laminated) that indicate:
  - Utility shutoffs
  - Water hydrants
  - Water main valves
  - Water lines
  - Gas main valves
  - Gas lines
  - Electrical cutoffs
  - Electrical substations
  - Storm drains

- Sewer lines
  - Each building with number and street
  - Floor plans
  - Alarm
  - Fire extinguishers
  - Fire suppression systems
  - Exits
  - Stairways
  - Designated escape routes
  - Restricted areas
  - Hazardous materials (cleaning supplies, chemicals, paint)
  - High value items
- Resource lists – Telephone numbers for equipment rentals, services and suppliers that could be needed; agencies, the city, school district; area office of the denomination and other churches in your immediate area (8.5x11 with green border – laminated)
  - Evacuation plan at the door of each room mapping the route to take and the place to assemble

## SECTION E - IMPLEMENT THE PLAN

An Emergency Management Plan that is filed away waiting for the event to occur is not worth the paper it is written on if that is all there is. To be of value, the plan must be implemented. The Emergency Preparedness Team will be the first set of teachers. The Emergency Management Team will be the first set of students. Plan a series of tests/training sessions and distribute the dates to both teams.

- **Tabletop Exercise.** The EMT and the EPT members will meet in a conference room setting to discuss their responsibilities and how they would react to emergency scenarios. This is a cost-effective and efficient way to identify areas of overlap and confusion before conducting more demanding training activities. This also increases the size of the training team.
- **Walk-through Drills.** The EMT and response teams actually perform their emergency response functions. This activity generally involves more people and is more thorough. Recruit a small number of members to represent the larger number present on a Sunday.
- **Functional Drills.** These drills test specific functions such as medical response, emergency notifications, warning and communication procedures and equipment, though not necessarily at the same time. Personnel are asked to evaluate the systems and identify problem areas.
- **Evacuation Drill.** Personnel walk the evacuation route to a designated area where procedures for accounting for all personnel are tested. Participants are asked to make notes as they go along of what might become a hazard during an emergency. Plan

alternate routes in case blocked doors or a collapsed roof blocks the primary path. Any alternate routes should also be walked.

- Full-scale Exercise. Simulate an emergency situation as closely as possible. This exercise involves all emergency response personnel, members, staff and community response organizations.

At this point you will be ready to seek final approval from the Board of Directors. When that approval has been given, print, place in 3-ring binders, and number the copies. You will want to keep a list of those to whom you distribute the manual. The Emergency Management Team, the Executive Board, and Ministry Chairmen, and all of the Staff should receive a copy. Revised pages should be dated and distributed in the same manner and put into the binders.

The Emergency Management Team will also receive an Emergency Kit. It will contain:

- Name Badge
- Rain Gear, Heavy Duty Foot Ware, Hard Hat
- Clip Board and Pen
- Contact List, with Red Border - Laminated
- Building Site Map, with Blue Border - Laminated
- Resource List, with Green Border - Laminated
- Set of master keys,
- Flashlight with extra batteries,
- First aid kit
- Sealed gallon of distilled water (for first aid)
- Light blanket
- “no trespass” signs, and yellow barricade tape

This kit should be kept in the trunk of the car most often driven by the EMT member.

Several extra kits should be kept in the EOC and alternate EOC.

Look for opportunities for distributing emergency preparedness information through church newsletters, mailings, and posters.

### AUDIT THE PLAN

In addition to a yearly audit, evaluate and modify the plan at these times:

- After each training drill or exercise
- After each emergency
- When personnel or their responsibilities change
- When the layout or design of the facility changes
- When policies or procedures change

Remember to brief personnel on changes to the plan and update the support documents.

## SECTION F - THE POST EMERGENCY MANAGEMENT PLAN

### Emergency Management Plan:

#### Fire, Tornado, Explosion, Severe Storm

##### Immediately

Immediately following any kind of emergency, secure the area to keep all persons out of damaged area. The area will have information for investigators, or debris that could be hazardous. "Civilians" are not to try to salvage anything from a damaged area of the building. It will be a very hazardous area with a great potential for injury. The church would be exposed to a great liability.

The EMT Chairman (ED) and Co-Chairman should be called. The Chairman will call the Insurance Company's Claims Office, the Co-Chairman will call the telephone chairman who will make calls to the rest of the team.

The Church Business Administrator is, more than likely, going to be the first person to deal with an emergency. He (or she) is the one people turn to first when faced with an unusual situation. In many churches the CBA is the *only* person who is there for eight hours *every* day. He is the person most familiar with policies and procedures and is, in all probability, the person who wrote the church's book on emergency procedures. The CBA may be the most senior staff person on site. Expect to "do it all" until the team arrives. You must remain calm, and take control.

The CBA will have to absorb any positions on the flow chart not covered by a team member. Someone may be out of town or ill and unable to get to the church immediately, but there is still that job to be done. You will find that you need to keep the chart handy and note who is on site and who

is not. Refer questions to the correct team member or you will be overwhelmed. Delegate whatever you can.

The command center must have an information desk staffed with a “top sergeant” who can take names and telephone numbers and write questions and deliver messages while keeping non-team members out. If you are not protected this way, people will be lined up waiting to ask you for help or information and you will not be able to do your assigned job(s). If you have had a major disaster, like a fire or explosion, your insurance adjuster should arrive within an hour and if appropriate he will call for the Emergency Control team from the insurance company. They will be of tremendous help but you will be very busy at that point on. Every event has its own problems depending on the location and extent of damage.

Do not try to answer all questions and return all calls yourself, simply jot down the information or tell the Logistics 1 staff person where to find it and ask that he/she return the call for you. The best idea is to keep a spiral notebook for all of your notations. Have several large bulldog clips on it. Write everything down in this book. You will have too much on your mind to remember it all. You will feel the need to hurry on, but stop long enough to write it down – in the notebook. Slips of paper go into pockets, get laid down, and hide out in all kinds of odd places. Keep a note pad to jot down request for assistance, like “call Nancy K. and ask her to come in on Tues.” or “cancel my appointment for lunch on Wed. with Fred”. Hand these off to the Logistics 1 staff person to handle for you...and so note in your spiral that you have handed the job off and to whom and when because you need to follow up or to remind yourself later.

It is very important to pace yourself, drink plenty of water, take a break when you need to, and do not skip lunch. This will not be over in a day and you are in it for the long haul, so take care of you. And most important of all, remember that you are not alone, you have the Holy Spirit with you to guide you and strengthen you, so ask him to – frequently!

### **Emergency +1 Hour Meeting**

The EMT members will arrive and assess injuries and/or damage and needs within their areas. They will gather in the EOC. All reports should be made on 8.5x11 report form in writing and signed and added to a notebook. The Insurance Claims Agent should be furnished with copies of the list of people who can authorize work, and be advised to get all work orders and contracts signed by one of the authorized persons only. He should be given a copy of the list of usual and/or preferred vendors and contractors and a contact list of church staff and EMT. Any paper signed should be copied for church files. So, Log. 1 staff can begin with a desk tray of "to be copied" and "to be filed" and lots of sticky note pads. Do you still have a copier? If not put one on the shopping list.

### **Emergency + 2 Hours Meeting**

Some items which may need to be discussed are; safety of the building, injuries and subsequent written reports, time table for resuming normal operations, special services, press releases, use of space available, relocation of classes, cancellation of group meeting or functions, publication of weekly newsletter.

Logistics 2 will want to keep the membership informed. An easy way to do this is have a new outgoing message re-recorded frequently the first day and then once or twice a day after that. Use the voice mail... there won't be time to take every call. If your telephone system is not working, the telephone company can forward your calls to a voice mail system.

Logistics 2 will want to set up an information desk in a visible spot for those members who come by to see if they can help. Keep a list of things that they might help with such as telephone calls made from their home, donuts and coffee for the EMT, sandwiches, a dash to the office supply. They need to be a part of it but you need for them to be out of harms way. Any team member can drop off a note of a simple need that can be taken care of by a volunteer. They will need a membership directory, contact list and vendor list as well as well as message pad. Deliver the message to a member of the EMT, don't let people interrupt the functioning of the EMT at this point. Do not give out cell phone

numbers. Callers will begin to circumvent the phone system. The EMT need to keep their lines open for their use. And, you can't take phone numbers back when it is all over.

Set next meeting time and make a list of what you hope to have accomplished and the information you hope to have by that time.

You will find that if you have the entire EMT meet at definite intervals you will spend less time communicating and more time accomplishing recovery. Everyone will know exactly what they are needed to do and what others are doing already. There will be fewer questions and more answers with less wasted motion and better results. If you meet and eat, it will also furnish that needed break and insure that everyone gets time to eat.

### **Emergency Management Plan:**

#### **Bomb Threat, Armed Intruder, Kidnapping, or Hostage**

##### **Immediately**

Evacuate and secure the area. Do not return to the area. Call the EMT. The EOC in these cases will be in the farthest part of the building or the off site location. All EMT members report directly to the EOC. The Logistics 2 office will be set up to field calls, and will furnish appropriate information. The police department will head this type of operation with support from the EMT.

### **III. Post Emergency Care**

It is not unusual in this type of situation for people to experience Critical Incident Stress. This will be an important area to focus on. Set up space for groups and individual members to comfort and council with each other. One or more of the ministers should be in this area continually. You will see:

Primary Victims – those directly involved

Secondary Victims –bystanders, observers, and the response personnel

Tertiary Victims – family members of victims and members

To lessen the effect of such an emergency, make sure that you include in your training “Stress and Trauma Management Education” for ministers and counselors.

“The victims will need someone to return their phone calls, listen to them and empathize with their feeling of fear, anger, sadness, revenge, confusion, frustration, and feeling out of control. They need to be assured that the roller coaster of emotions is normal.”<sup>4</sup> They may just need someone to pray with. Suggestions for taking care of yourself and others:

- Spend time with people
- Talk about what you are thinking
- Eat healthy - Exercise - Avoid caffeine

---

<sup>4</sup> Crisis Management Outline by Tarrant County Baptist Association, December 1999

### III. POST EMERGENCY RECOMMENDATIONS

There are several lessons that we learned that do not fit in any other Section of the plan. They are merely observations, or suggestions.

- A. You do not have to accept all offers of assistance in the area they were offered. Accept the offer of help, but make sure it is in an area that fits with the need, experience, knowledge, and spiritual gift of the donor. You can always say, "Thank you, but where we really need your help is in the area of ...." Or "Thank you, let me call you tomorrow after the EMT meets and when I know more about what we will need?" People are willing, even anxious to help, try to include as many as possible. But if they travel or do not have the time to serve on a critical committee, then their service will be a detriment rather than a benefit. Place help wisely.
- B. Reconstruction or Repairs need to get underway immediately. It takes a good deal of time to formulate ideas, contact architects, etc. You know you are going to need them, get going while the spirit of togetherness that comes with traumatic events is fresh. Do not wait for the insurance settlement before you begin to define needs and wants. It is better for the congregation as a whole and for prospective members to see recovery begin and go forward soon. This committee should be prayerfully assembled within the first two weeks after the disaster and meet weekly. In the beginning, have one representative from staff, administration, the finance committee, the education, property, fellowship/church life, and three at-large members from the congregation. Do an all out search for anyone in the congregation who has ever been involved with a church construction project to fill the at large spots. The chairman should be extremely organized, a goal setter, be good at delegating, and

have strong leadership skills. These people must be decision makers. The Number One criteria for being on this committee is the ability to attend the meeting regularly, have a position in their company which allows them to remain in town and able to leave the office for meetings if necessary, and have few if any other commitments.

Within a reasonable amount of time, this committee must develop a Concept Plan. This plan defines the “wants and needs” within the rebuilt structure that are desired by the congregation.

- C. Do not be pressured to retain an independent claim adjuster. There will be some of these popping up at the scene of the event, some no better than ambulance chasers. Make it clear that you have the authority but that you will not be making that decision at this time, that they may leave their card. There will be time for that decision to be made carefully and with a lot of deliberation when and if the need arises. It can cause a good relationship with your insurance company to go sour. Independent adjusters cost a large percentage of your settlement. You, as business administrator, will know if the settlement is not going well. If you have questions ask other CBA’s who have come through similar situations. Talk to other contractors. Don’t rush into anything.

## IV CONCLUSION

Every emergency is different and every church is different. Every EPT will be somewhat different and lead to Emergency Preparedness Plans that are customized for each church. There are a

few constants in the equation, however, and those are the six steps: Preplanning, Planning, Analysis, Development, Implementation, and Management. Follow these steps and you will handle the post emergency period with efficiency and be on your way back to routine in no time.

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National Church Arson Task Force, Threat Assessment Guide for Houses of Worship, published Washington D. C.: 2000; (Bureau of Alcohol, Tobacco, and Firearms (ATF), [www.atf.treas.gov](http://www.atf.treas.gov).; Federal Bureau of Investigation (FBI), [www.fbi.gov](http://www.fbi.gov); Department of Justice, Department of the Treasury, Federal Emergency Management Agency (FEMA))

Sligar, Mark V. . Emergency Preparedness Response Manual, City Bible Church, Portland, Oregon: (A project paper for NICFA 1998)

Tarrant County Baptist Association, Crisis Management Outline, Fort Worth, Texas: December 1999, (published after the attack by a gunman at a local church)  
Threat Assessment Guide for Houses of Worship, National Church Arson Task Force, 2002

**EXHIBITS SECTION**

**First Christian Church of Plano  
(Disciples of Christ)**

**813 E. 15<sup>th</sup> Street  
Plano, Texas 75074**

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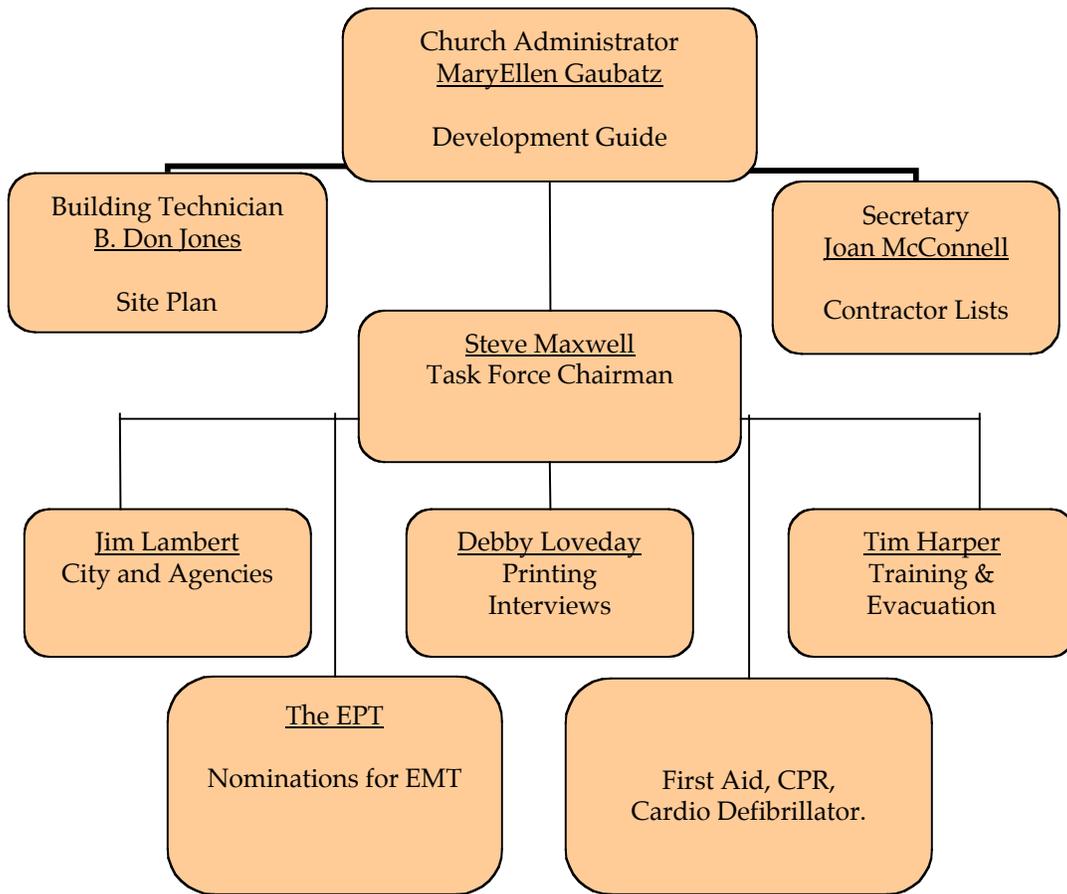
## CONTENT INVENTORY BY ROOM

Area/Office	Item	SAVE	Source	Manufacturer	Description	Qty/Item#	Total Amount
<b>101</b>							
	desk		Office Depo	Recap	4, CS749.94	1	\$749.94
	bookcase open		Viking p.66	FT-1 4236 WL	Bookcase	2	\$159.94
	chair task		Quill Office	Supply Chair	47-19390-5/25BY	1	\$49.99
	table mail		Viking p.31	#D4-1326	xwt table for mail sorter		\$77.00
	chair guest		Quill Office	Supply Chair	47-19390-5/25BY	4	\$479.52
	file lateral 2		Office Depo	250r86P-89	L \$269.99	2	\$539.98
	bookcase		Office Depo	250r86P-86	B \$159.99	1	\$159.99
	table lamp		Quill Office	347p8-P421	OK \$44.00	2	\$88.00
	mail station		Office Depo	SAF00	oak 24 \$160.00	1	\$160.00
							\$2,444.34
<b>102</b>							
	chair executive		Quill Office	Supply Chair	325-29820-5/25	1	\$209.42
			Off.Dep.Big	Panel finish on Heritage Hill - Traditional			
	desk			A. Conf.DP 72	\$399.99	1	\$399.99
	desk hutch			C. Hutch #200	\$169.99	1	\$169.99
	credenza			B. Credenza #200	\$199.99	1	\$199.99
	bookcase open		Off.Dep.Big	D Bookcases	\$109.99	1	\$109.99
	bookcase /doors			E. Bookcase/2	\$279.99	1	\$279.98
	file lateral 2			F. 2-drawer late	\$149.99	1	\$149.99
	chair guest loveseat		Quill Office	Supply loveseat	47-22399-5/25c-OK BY	1	\$559.98
	table lamp		Quill Office	347p8-P421	OK \$44.00	1	\$44.00
	table coffee		Quill Office	347p8-P306	OK \$199.99	1	\$199.98
							\$2,323.21
<b>103</b>							
	chair executive		Quill Office	Supply Chair	325-29820-5/25	1	\$139.88
			Off.Dep.Big	Panel finish on Heritage Hill - Traditional			
	desk			A. Conf.DP 72	\$399.99	1	\$399.99
	desk return			B. Return #076	\$199.99	1	\$199.99
	bookcase open		Off.Dep.Big	D Bookcases	\$329.97	1	\$329.97
	bookcase /doors			E. Bookcase/2	\$279.98	1	\$279.98
				F. 2-drawer late	\$149.99	1	\$149.99
	table octagon		Quill Office	Supply V OK	\$299.99	1	\$299.99
	chair guest		Quill Office	Supply Chair	47-19390-5/25BY	4	\$479.52
							\$2,279.31
<b>104</b>							
			Off.Dep.Big	Panel finish on Heritage Hill - Traditional			
	desk			A. Conf.DP 72	\$399.99	1	\$399.99

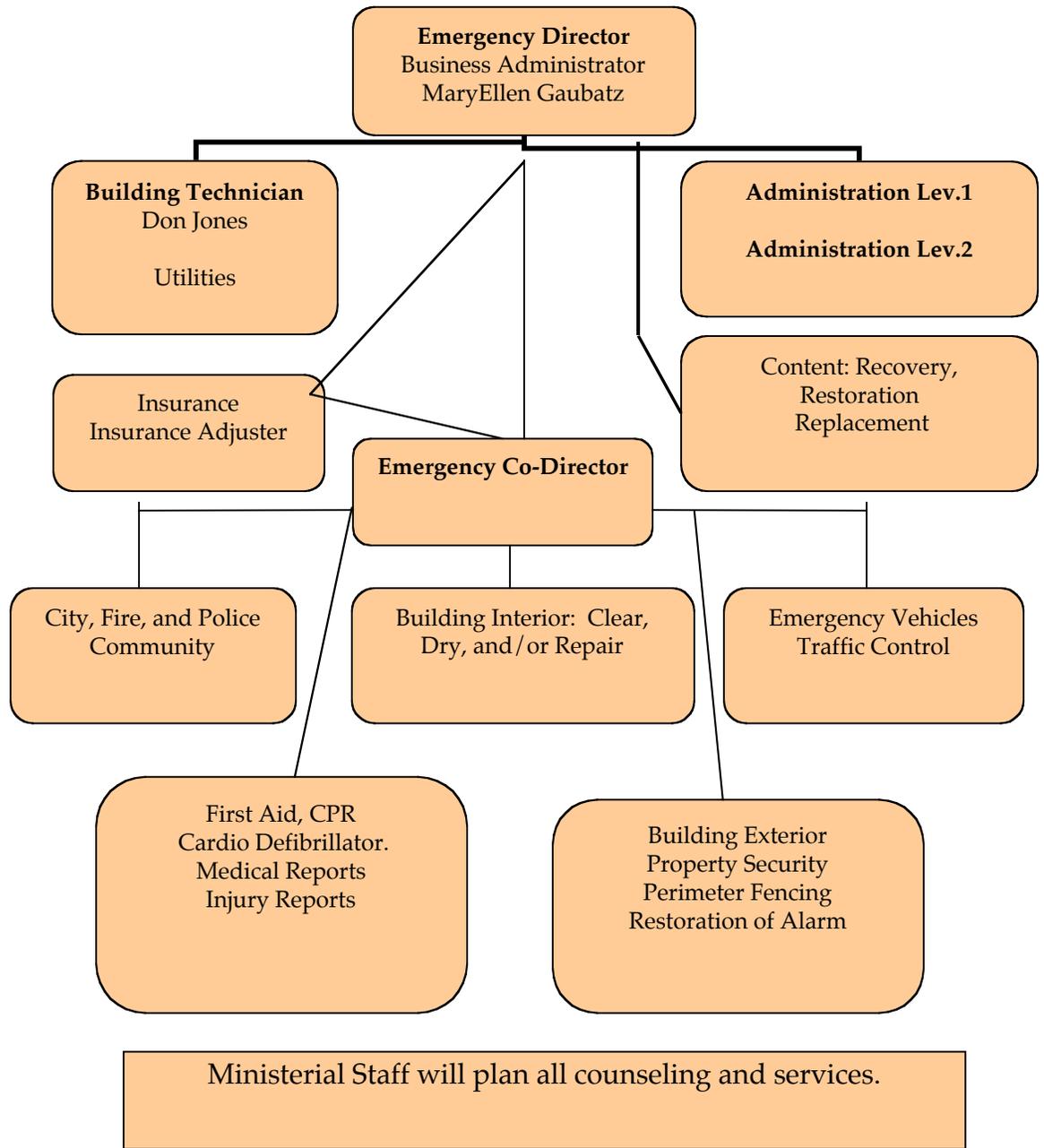
CONTENT INVENTORY BY ITEM

Area/Office	Item	SAVE	Source	Manufacturer	Description	Qty/Item#	Total Amount
WFH	blinds plantation		Still to be pr	Blinds and Drapes for WFH			
	bookcase		Office Depot	P-661 B	\$159.99	1	\$159.99
	bookcase / door			E. Bookcase/2	\$109.99 #076-426-568	2	\$279.98
	bookcase /doors			E. Bookcase/2	\$109.99 #200-426-568	2	\$279.98
	bookcase /doors			E. Bookcase/2	\$109.99 #076-426-568	2	\$279.98
	bookcase open		Viking p.66	FT-1 4236 WL	\$79.97 Base	2	\$159.94
	bookcase open		Off.Dep.Big	P2B Bookcases	\$109.99 #200-428-577	1	\$109.99
	bookcase open		Off.Dep.Big	P2B Bookcases	\$109.99 #076-428-577	3	\$329.97
	bookcase open		Office Depot		\$39.00	10	\$390.00
	chair executive		Quill Office	Supply Chair	\$209.42 #325-525BY	1	\$209.42
	chair executive		Quill Office	Supply Chair	\$139.88 #325-525BY	1	\$139.88
	chair guest		Quill Office	Supply Chair	\$479.52 #471-525BY	4	\$479.52
	chair guest		Quill Office	Supply Chair	\$479.52 #471-525BY	4	\$479.52
	chair guest loveseat		Quill Office	Supply loveseat	\$559.98 #2226c-OKBY	1	\$559.98
	chair side		Hertz p.19	Side Chairs #89	\$28.35 spberry/choccol	25	\$252.50
	chair task		Quill Office	Supply Chair	\$49.99 #53049QL	1	\$49.99
	chair task		Quill Office	Supply Chair	\$49.99 #53049QL	5	\$249.95
	chair task		Quill Office	Supply Chair	\$49.99 #53049QL	2	\$99.98
	credenza			B. Credenza #209	\$199.99 #209-559	1	\$199.99
	desk		Office Depot	Recap Chair	\$749.94 #A,C,D,4,194	1	\$749.94
	desk			A. Conf.DP 72	\$399.99 #200-303-41	1	\$399.99
	desk			A. Conf.DP 72	\$399.99 #076-303-41	1	\$399.99
	desk			A. Conf.DP 72	\$399.99 #076-303-44	1	\$399.99
	desk computer		Office Depot	Fusch. Gallery	\$399.99 #201-121-303	1	\$399.99
	desk computer		Office Depot	#492706 G428	\$139.99 #087-478	1	\$139.98
	desk connect			D. Connector Kit	\$199.99 #303-391	1	\$199.99
	desk coputer		Off.Dep.Big	P2C Computer Car	\$119.99 #431-108	1	\$119.99
	desk hutch			C. Hutch #200	\$169.99	1	\$169.99
	desk hutch			C. Hutch #076	\$299.99	1	\$299.99
	desk return			B. Return #076	\$199.99	1	\$199.99
	desk return			B. Return #076	\$199.99	1	\$199.99
	file lateral 2		Office Depot	P-661 L	\$269.99	2	\$539.98
	file lateral 2			F. 2-drawer lateral	\$149.99 #200-428-595	1	\$149.99
	file lateral 5		National Busi	Interoffice	\$695.00 #3020	1	\$695.00
	mail station		Office Depot	SAF230 oak	\$299.99 #24 slots 40 W x 21 D	1	\$299.99
RmDiv	room divider 21'		Verispan	21 ft room divider	\$74.00 (0.75 per sq.ft)	8	\$592.00
	room divider 4'			20010 6x4 Room	\$125.00	2	\$250.00
	room divider 5'		Nat'l Busi. Fu	20012 6x5 Room	\$129.00	1	\$129.00
WFH	room divider 5'		Nat'l Busi. Fu	20012 6x5 room	\$129.00	2	\$258.00
	silk tree		Garden Ridge	Silk Ficus Trees and misc. office plants	\$53.52	1	\$53.52
	table coffee		Quill Office	Supply Chair	\$199.88 #325-525	1	\$199.88

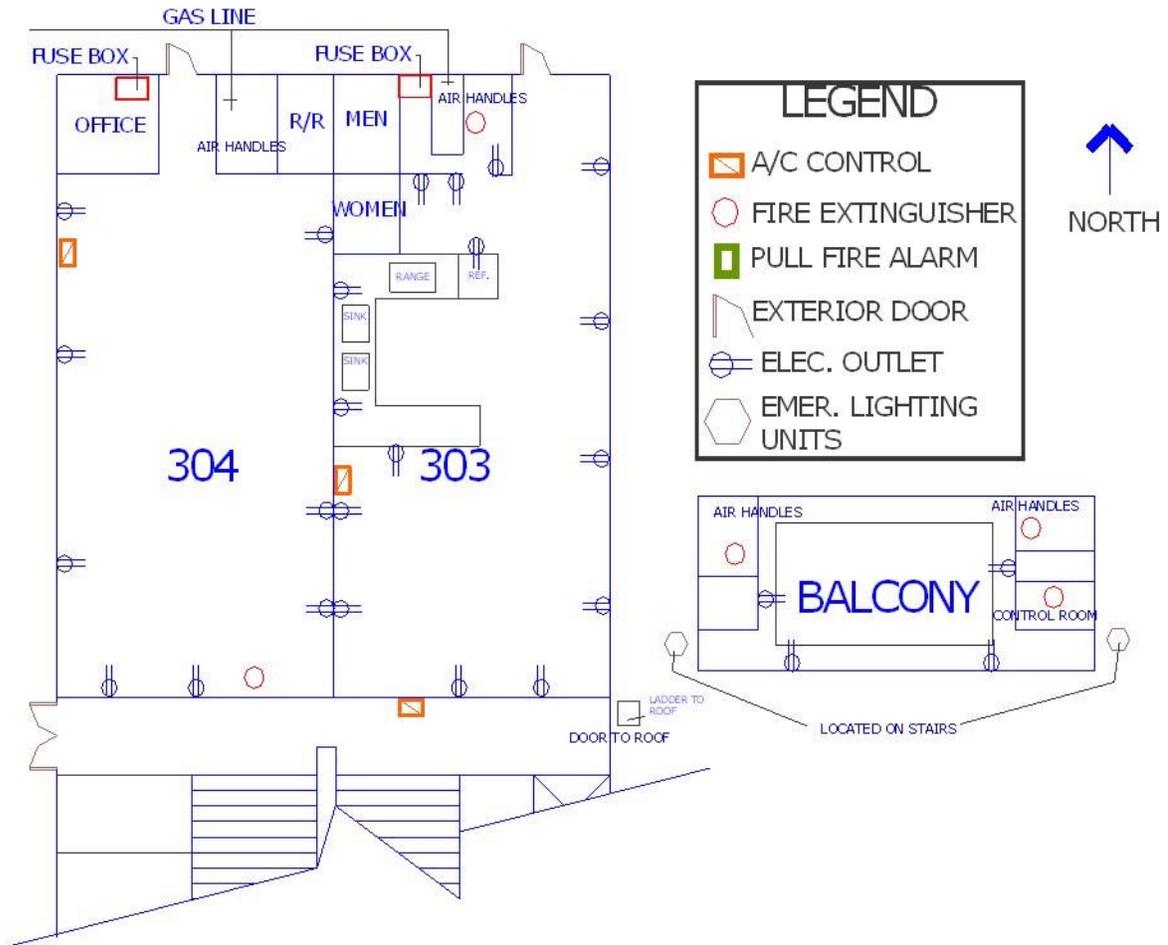
FLOW CHART OF EMERGENCY PREPAREDNESS TEAM



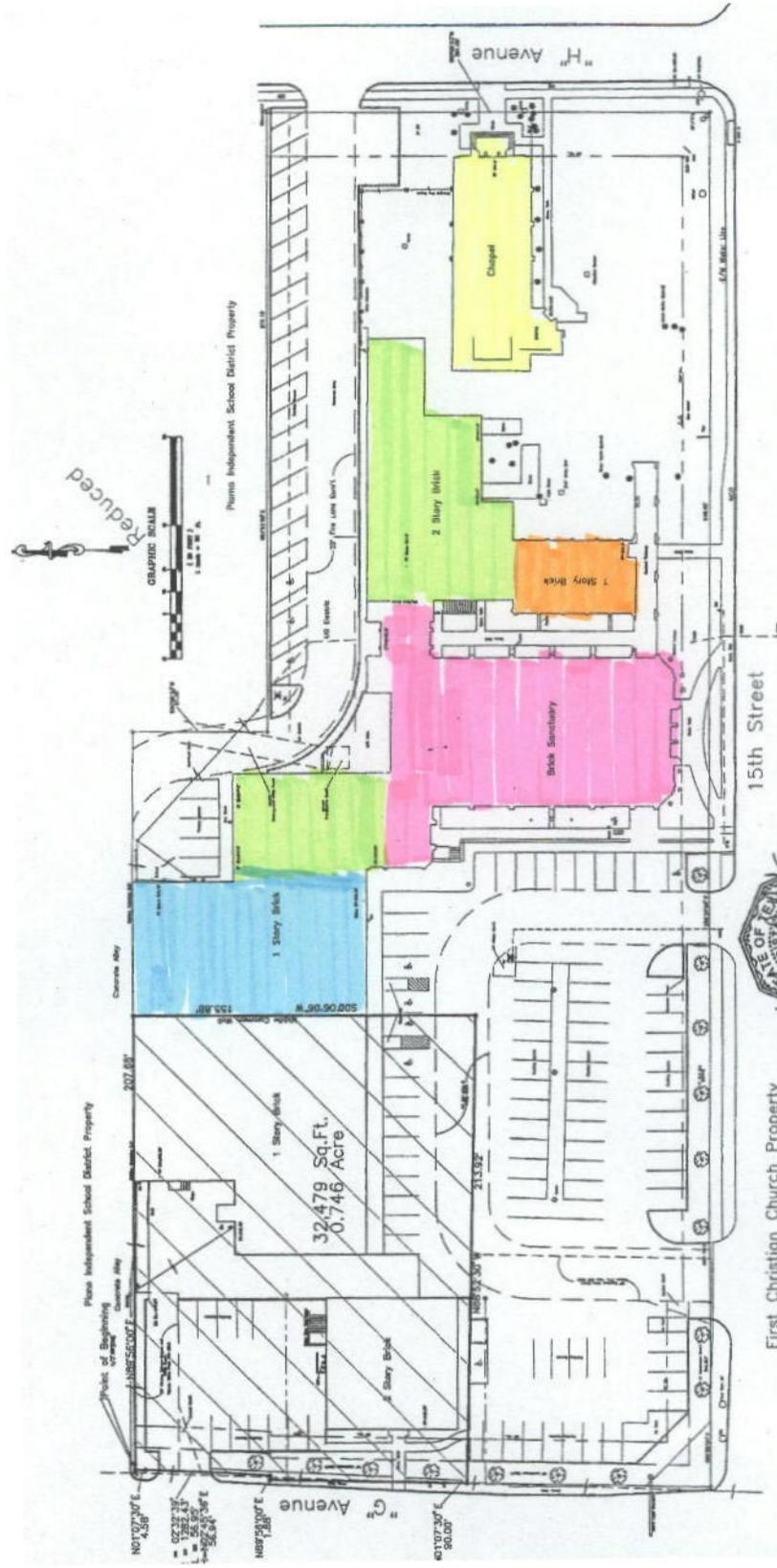
FLOW CHART OF EMERGENCY MANAGEMENT TEAM



**EVACUATION PLAN**



SURVEY OF PROPERTY



Plano Independent School District Property

Point of Beginning

15855.00' E

1 Story Brick  
32,479 Sq. Ft.  
0.746 Acre

1 Story Brick

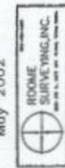
2 Story Brick

Brick Sanctuary

1 Story Brick

Chapel

First Christian Church Property  
 Joseph Klepper Survey, Abstract No. 213  
 Plano, Texas  
 May 2002



**EMERGENCY MANAGEMENT PLAN**

**First Christian Church of Plano  
(Disciples of Christ)**

**813 E. 15<sup>th</sup> Street  
Plano, Texas 75074**

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## EMERGENCY TELEPHONE NUMBERS

An emergency is any situation – actual or imminent – that endangers the safety and lives of employees of the security of the properties.

For assistance in a medical or safety emergency, call 911 or the local emergency numbers listed on the next sheet.

## EMERGENCY 911

### When you call:

- Identify yourself and the specific location of the emergency. Give the street address – tell what has occurred. Be concise and factual.
- Relate know or suspected personnel injuries or fatalities.
- Identify immediate help needed

### If appropriate notify:

- Personnel on your location's emergency contact list

### Local Emergency Numbers

Ambulance	911
Fire (Emergency)	911
Fire Department (Non-Emergency)	972-941-7159
Gas Leak	972-791-2888
Power Line Down	972-791-2888
Poison Information Center	1-800-764-7661
Police (Emergency)	911
Police (Non-Emergency)	972-424-5678
Joe Hernandez Jr. Neighborhood Unit/Swat Team	972-941-7401 x 6163
Rick McDonald – K-9 Unit	972-816-8326

### First Christian Church's Emergency Management Team Numbers

Home #	Cell #
--------	--------

Chairman	_____	972-	972-000-0000
Co Chairman	_____	972-	
Telephone Chairman	_____	972-	
Senior Minister	Mike McConachie		972-000-0000
Associate Minister	<u>Bruce Greutz</u>		972-000-0000
Associate Minister	<u>Pan Caldwell</u>		972-000-0000
Church Administrator	<u>MaryEllen Gaubatz</u>		972-000-0000
Building Technician	<u>Don Jones</u>		214-813-3173 pgr.

MEDICAL EMERGENCY

**EMERGENCY ACTIONS – in the event of an injury or other medical emergency:** Do not move the victim unless they are in immediate danger. Broken bones can be misaligned if moved improperly and can cause further injury.

- Call 911
  - Identify your location: street address, building name, office, room or area
  - Identify the situation: what happened, type of injury
  - Send someone to parking lot to direct EMT
- Request person trained in first aid or CPR as needed
- Notify Minister or EMT chairman
- Notify family of victim

**Persons at church who are trained and certified to administer First Aid/CPR/Defibrillator**

<u>Name / Medical Designation</u>	<u>First Aid</u>	<u>CPR</u>	<u>DEFIB</u>
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____
4. _____	_____	_____	_____
5. _____	_____	_____	_____
6. _____	_____	_____	_____
7. _____	_____	_____	_____
8. _____	_____	_____	_____
9. _____	_____	_____	_____
10. _____	_____	_____	_____
11. _____	_____	_____	_____
12. _____	_____	_____	_____
13. _____	_____	_____	_____
14. _____	_____	_____	_____
15. _____	_____	_____	_____
16. _____	_____	_____	_____
17. _____	_____	_____	_____
18. _____	_____	_____	_____
19. _____	_____	_____	_____

20. \_\_\_\_\_

MEDICAL EMERGENCY REPORT

**Victim: Staff Member**      **Visitor Date:** \_\_\_\_\_  
**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Business:** \_\_\_\_\_ **Cell:** \_\_\_\_\_

**Time of Injury:** \_\_\_\_\_ **Place of Injury:** \_\_\_\_\_

**Description of Injury:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Witness:** \_\_\_\_\_ **Telephone:** \_\_\_\_\_

**First Aid Administered by:** \_\_\_\_\_

**By:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

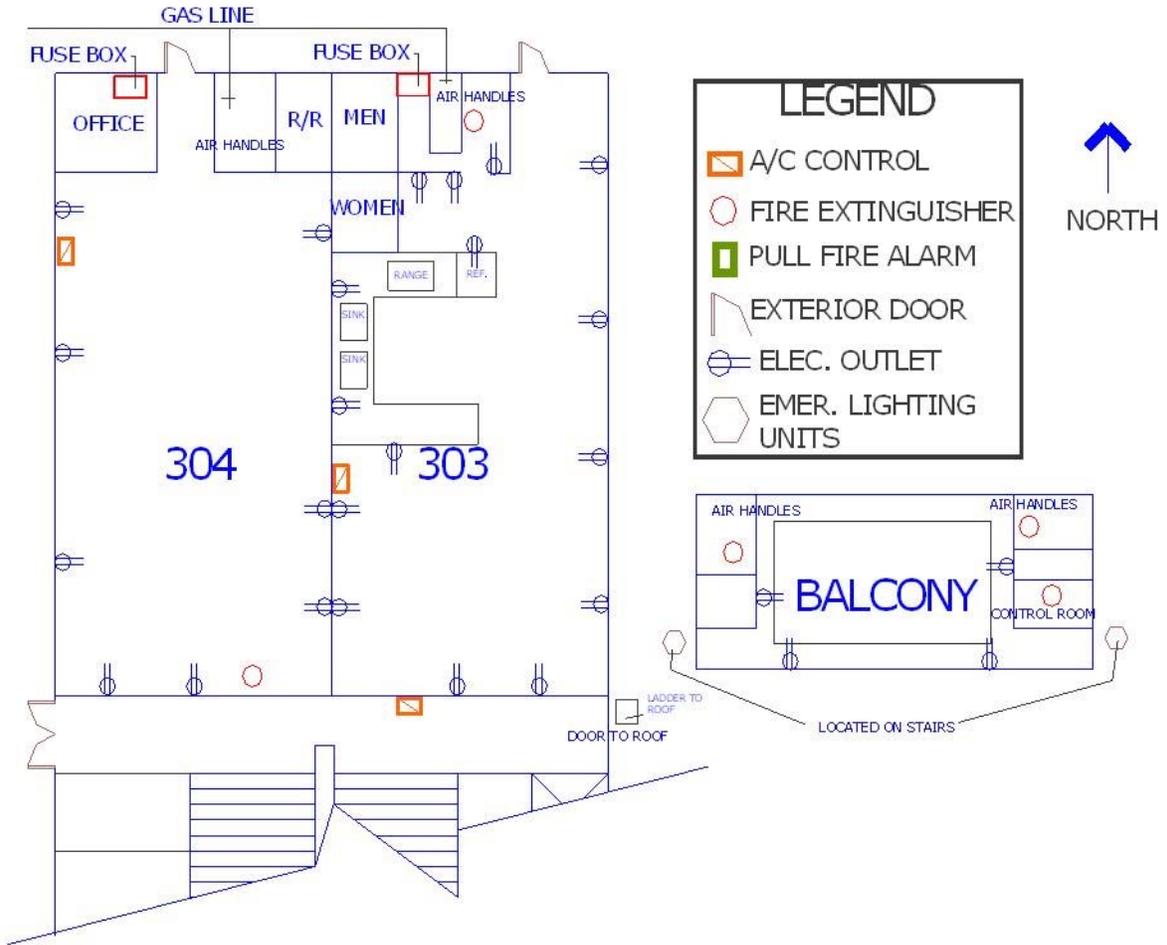
**Was 911 called?**    Yes    No

**Hospitalized?**    Yes    No      **Which Hospital?** \_\_\_\_\_

Were Police here? Yes No

Was a report filed? \_\_\_\_\_

EVACUATION MAP



SITE SURVEY



## **EMERGENCY ACTIONS – if you smell smoke:**

- Page Don Jones 214-813-3173 (on speed dial) and enter the numeric message 2911
- Try to determine if there is a fire and where; do not open any doors that are warm to the touch or have smoke escaping from underneath

### **if you determine there is a fire or heavy smoke:**

- Sound the fire alarm to initiate building evacuation
- Call 911 – give the address, building and area of fire, status of fire, name and telephone number
- Evacuate building according to posted route closing doors
- DO NOT use elevator or lift in narthex
- Assemble outside (Ave. G and 16<sup>th</sup> St.) according to posted plan – account for all individuals

### **If there is fire:**

- Stay low to the floor and exit the building as quickly as possible.
- Cover nose and mouth with a wet cloth if possible.
- When approaching a closed door, use the palm of your hand and forearm to feel the lower, middle and upper parts of the door. If it is not hot, brace yourself against the door and open it slowly. If it is hot to the touch, do not open the door – seek an alternate escape route.
- Heavy smoke and poisonous gases collect first along the ceiling. Stay below the smoke at all times.

**Use the proper fire extinguishers to fight the fire if there is no additional danger to yourself or others**

### **Notify the EMT Chairman**

SEVERE WEATHER / TORNADO

## **EMERGENCY ACTIONS – Should threatening weather conditions develop:**

### **I.**

- Do not handle any electrical equipment or telephones during heavy lightening.

- Tune a battery operated radio to \_\_\_\_\_ and monitor the weather reports
  - **Tornado Watch** means weather conditions are favorable to the formation of tornados
  - **Tornado Warning** means a tornado has been sighted in the area.
    - **Watch for: dark, often greenish sky, large hail, wall cloud, a cloud of debris**
    - **Listen for: loud roar, similar to a freight train**
- If a severe weather warning is issued warn all employees and members on site and move to **West Fellowship Hall** and **Office Suite**- immediately.
- Close all doors; stay to the west wall and toward the back away from windows.

## II.

- If the Early Warning Siren Sounds: move to workroom or one of the four offices, and/or restrooms. Close all doors to the hall. Unplug phones and internet lines if there is lightning in the immediate area.
- In Sanctuary Building: Pre-school and nursery children move to the sofa area of CYF room 302 –get under the pool table, cover heads with sofa cushions, tip sofas forward and hide from flying debris. Close all doors.
- **In Sanctuary: Go to the Office Area using the upper door. People using wheel chairs, walkers, or canes should go directly to the Restrooms in the Narthex.**

**DO NOT REMAIN IN THE SANCTUARY OR NARTHEX** – these areas act as a wind tunnel, and there is no protection from the breaking glass and flying objects. The windows will blow out and the roof will then “go”.

**DO NOT GO TO THE BASEMENT** – There is only one door and you could be trapped there. If electrical power is lost the pump will stop and the basement will fill with water.

## MENACING PERSON / WEAPONS THREAT

### Threatening or Armed Person

EMERGENCY ACTIONS – if a potentially dangerous person has entered your area:

- **Remain calm, cooperate with the person. Make no sudden movements. Try not to act frightened.**

- **If it is safe to do so, quietly leave the area and call 911 from another phone or cell phone.**
- **If you cannot leave, use the intercom or call to someone else in the area using the code phrase,**

“Rick, there is someone who needs to speak with you”, or

“this man/lady needs to speak with Rick” or

“would you go ask Rick to come here”

**Anyone who hears this should get to a safe place and call 911.**

**It refers to Plano Police Dept. Sgt. Rick McDonald of the Canine Squad.**

**If the threat is by phone, or as soon as you feel it is safe to do so, record all of the information that you can on the Suspect Description Sheet**

### HOSTILE OR DOMESTIC SITUATION

EMERGENCY ACTIONS – For any situations involving a domestic situation

- **Remain calm – if it is safe to do so, notify other staff and members that a danger is present or imminent and have them quietly leave the area. Continue to monitor the situation and call 911 if it becomes necessary.**
- **In the event that you observe volatile behavior toward another person, politely ask to intercede.**
- **If this heightens the anger, back out immediately. Continue to monitor the situation and call 911**

### KIDNAPPING OR HOSTAGE CHECKLIST

**Use this form to record all information if you receive a call from someone claiming to have kidnapped or taken a First Christian Church member or employee hostage.**

**IMPORTANT – Remain Calm. Continue to speak in a normal tone. Ask the caller to repeat the message.**

**EXACT WORDING OF THREAT:**

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**QUESTIONS TO ASK;**

1. Who has been kidnapped/ taken hostage? \_\_\_\_\_
2. Who are you? \_\_\_\_\_
3. How can we be sure you have the person you say you do and that he/she is safe and unharmed? \_\_\_\_\_
4. What are your demands? \_\_\_\_\_
5. When will he/she be released? \_\_\_\_\_
6. If we meet your demands, how do we know he/she will be released unharmed? \_\_\_\_\_
7. Where and how can we reach you? \_\_\_\_\_

**DESCRIBE CALLERS VOICE:**

Calm	Nasal	Angry	Stutter	
Excited	Slow	Rapid	Soft	
Lisp	Rapid	Raspy	Deep	Ragged
Loud	Crying	Deep Breath	Cracking	
Laughing	Slurred	Disguised		
Familiar	Accent _____			

**BACKGROUND SOUNDS:**

Street Noise	Animal	Music	Office	Clear
Factory	Machinery	Voices	Long	Motor
Static				
Other: _____				

Did the caller indicate knowledge of the facility? Y\_\_N\_\_ Explain: \_\_\_\_\_

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

**BOMB THREAT**

**EMERGENCY ACTIONS – When a bomb threat is received by phone**

- **If the threat of explosion is immediate, evacuate all people from the premises at once.**  
Call 911 - give them all of the information that you received

- **If the caller indicates there's some time before the bomb will go off stay on the line, remain calm, listen very carefully to what the caller says while getting the BOMB THREAT CHECKLIST**
  - **Try to get as much information as possible about the location and description of the bomb and the caller.**
  - **Stay on the line only as long as the caller continues to provide useful information. Ask questions unless doing so angers the caller.**
  - **Immediately evacuate the premises. Take the checklist with you.**
- **Call 911 - give them all of the information that you received**
- **Report the call to EMT**

### SUSPICIOUS OBJECT OR LETTER

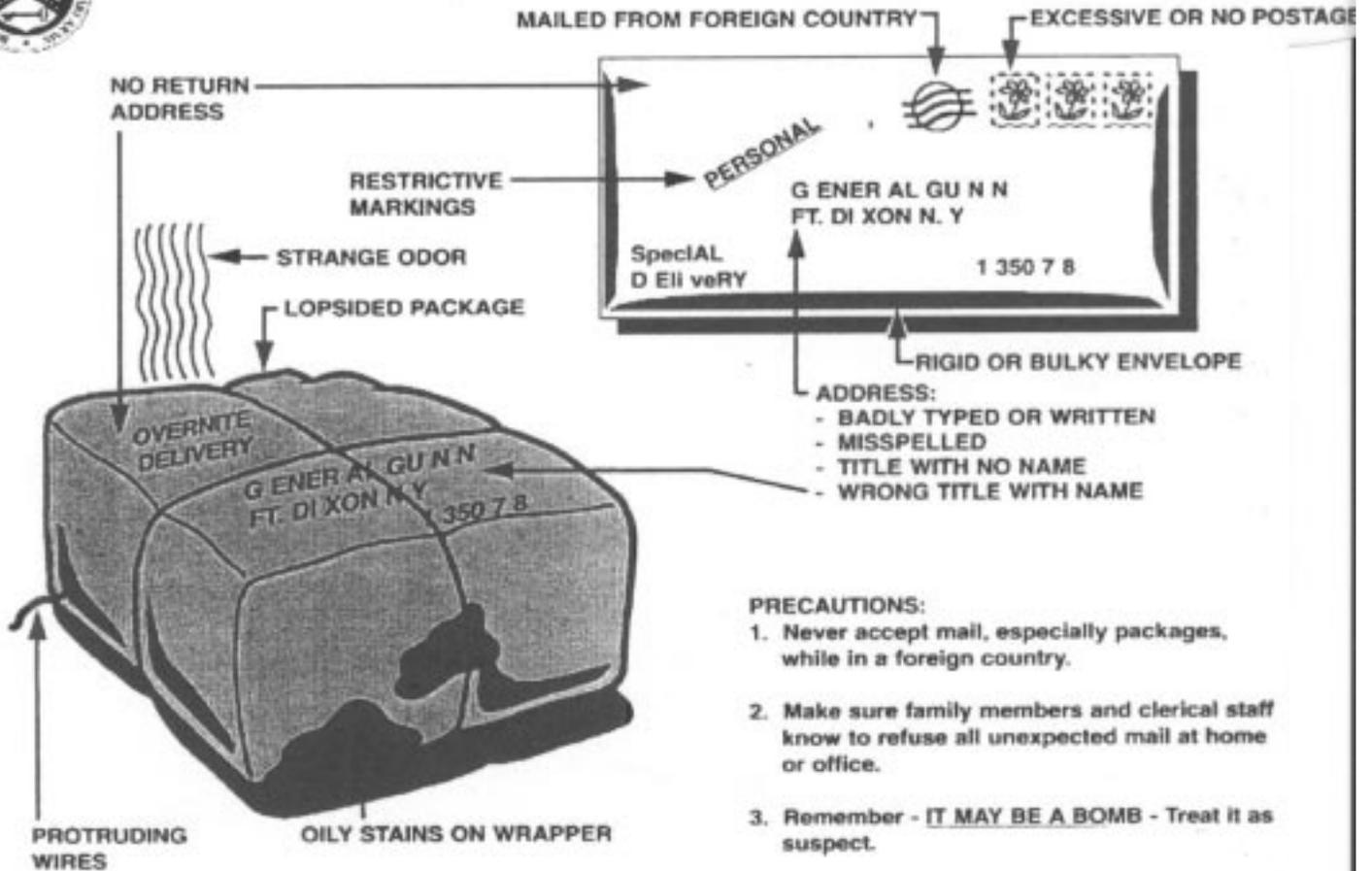
#### EMERGENCY ACTIONS – when a suspicious item is discovered

- **DO NOT TOUCH OR MOVE an item you suspect may be a bomb. Refer to the Suspicious Letter or Parcel Identification Sheet**
- **Call 911**
- **Evacuate the area**

### SUSPICIOUS LETTER OR PACKAGE INDICATORS



## WARNING! Suspect Letter and Package Indicators



### BOMB THREAT CHECK LIST

Use this form to record all information if you receive a call from someone claiming to have placed a bomb in First Christian Church or on the property.

**IMPORTANT – Remain Calm. Continue to speak in a normal tone. Ask the caller to repeat the message.**

**EXACT WORDING OF THREAT:**

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**QUESTIONS TO ASK;**

1. When will the bomb explode? \_\_\_\_\_

2. Where is the bomb right now? \_\_\_\_\_

3. What does the bomb look like? \_\_\_\_\_

4. What will cause the bomb to explode? \_\_\_\_\_

5. Did you place the bomb? \_\_\_\_\_

6. Why? \_\_\_\_\_

7. What is your name? \_\_\_\_\_

SEX \_\_\_\_\_ AGE \_\_\_\_\_ RACE \_\_\_\_\_ REGION \_\_\_\_\_

LANGUAGE: Well spoken \_\_\_\_\_ Foul \_\_\_\_\_ Taped \_\_\_\_\_ Irrational \_\_\_\_\_  
Incoherent \_\_\_\_\_

**DESCRIBE CALLERS VOICE:**

	Calm	Nasal	Angry	Stutter
Lisp				Excited
Slow	Rapid	Soft	Loud	Disguised
Raspy	Deep	Loud	Ragged	Laughing
Crying	Deep Breath	Cracking	Familiar	

Slurred Accent \_\_\_\_\_

**BACKGROUND SOUNDS:** Street Noise Animal Music Office  
Clear Factory Machinery Long  
Motor Static  
Other: \_\_\_\_\_

Did the caller indicate knowledge of the facility? Y\_\_N\_\_ Explain: \_\_\_\_\_

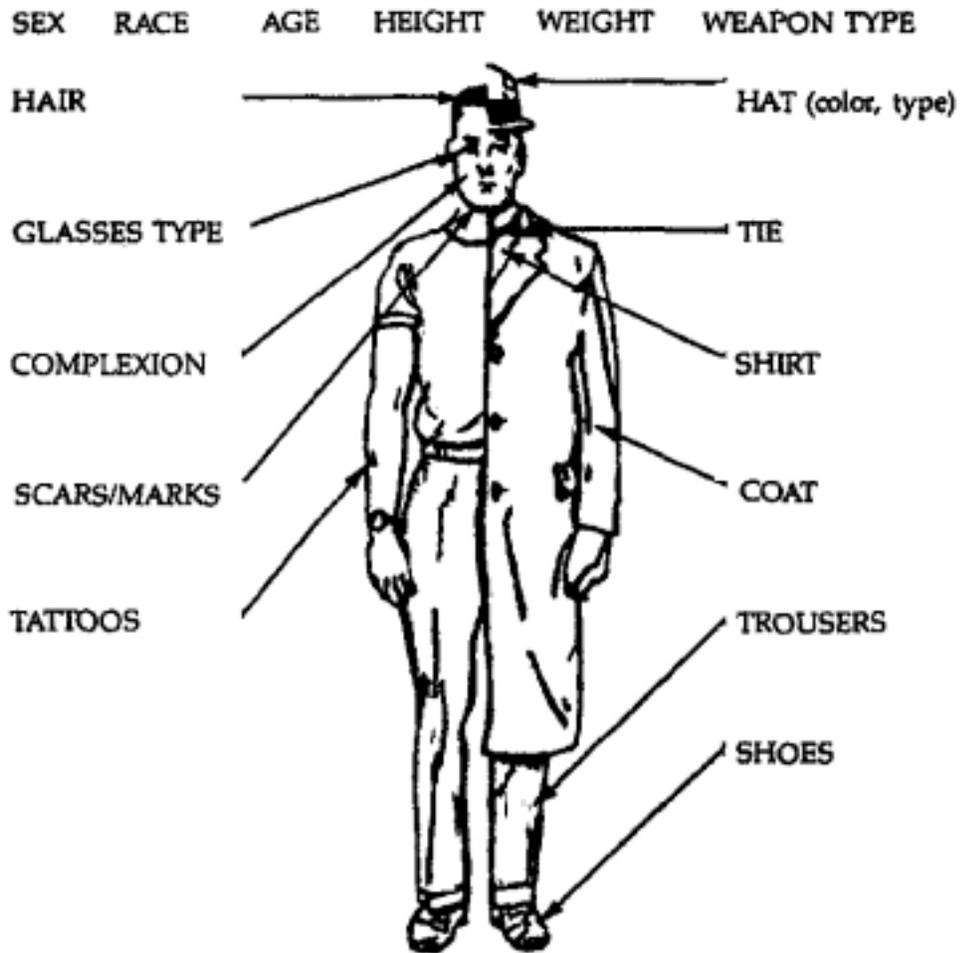
Other: \_\_\_\_\_

Time: \_\_\_\_\_

SUSPECT DESCRIPTION DIAGRAM

# SUSPECT DESCRIPTION

FILL OUT AS BEST YOU CAN  
GIVE TO THE FIRST POLICE OFFICER ON THE SCENE



AUTO LICENSE, MAKE, COLOR | DIRECTION OF TRAVEL  
ADDITIONAL INFORMATION:

## EXPLOSIONS

### **During**

In a building explosion, get out of the building as quickly and calmly as possible.

If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.

### **If there is fire:**

- Stay low to the floor and exit the building as quickly as possible.
- Cover nose and mouth with a wet cloth if possible.
- When approaching a closed door, use the palm of your hand and forearm to feel the lower, middle and upper parts of the door. If it is not hot, brace yourself against the door and open it slowly. If it is hot to the touch, do not open the door – seek an alternate escape route.
- Heavy smoke and poisonous gases collect first along the ceiling. Stay below the smoke at all times.

### **After**

### **If you are trapped in debris:**

- Use a flashlight
- Stay in your area so that you don't kick up dust. Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so that rescuers can hear where you are. Use a whistle if one is available. Shout only as a last resort – shouting can cause a person to inhale dangerous amounts of dust.

### **Assisting Victims**

Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

## HAZARDOUS MATERIALS AND CHEMICAL AGENTS

### **Hazardous Material Spill / Chemical Attack or Accident**

Chemical agents are poisonous gases, liquids or solids that have toxic effects on people, animals or plants. Most chemical agents cause serious injuries or death.

Severity of injuries depends on the type and amount of the chemical agent used, and the duration of exposure.

Were a chemical agent attack to occur, authorities would instruct citizens to either seek shelter where they are and seal the premises or evacuate immediately. Exposure to chemical agents can be fatal. Leaving the shelter to rescue or assist victims can be a deadly decision. There is no assistance that the untrained can offer that would likely be of any value to the victims of chemical agents.

## BIOLOGICAL AGENTS

Biological agents are organisms or toxins that have illness-producing effects on people, livestock and crops.

Because biological agents cannot necessarily be detected and may take time to grow and cause a disease, it is almost impossible to know that a biological attack has occurred. If government officials become aware of a biological attack through an informant or warning by terrorists, they would most likely instruct citizens to either seek shelter where they are and seal the premises or evacuate immediately.

A person affected by a biological agent requires the immediate attention of professional medical personnel. Some agents are contagious, and victims may need to be quarantined. Also, some medical facilities may not receiver victims for fear of contaminating the hospital population.

CRIME REPORT

Victim: **Staff Member**      Visitor Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Business: \_\_\_\_\_ Cell: \_\_\_\_\_

Time of Crime: \_\_\_\_\_ Place of Crime: \_\_\_\_\_

Description of Crime: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Witness: \_\_\_\_\_ Telephone: \_\_\_\_\_

First Aid Administered by: \_\_\_\_\_

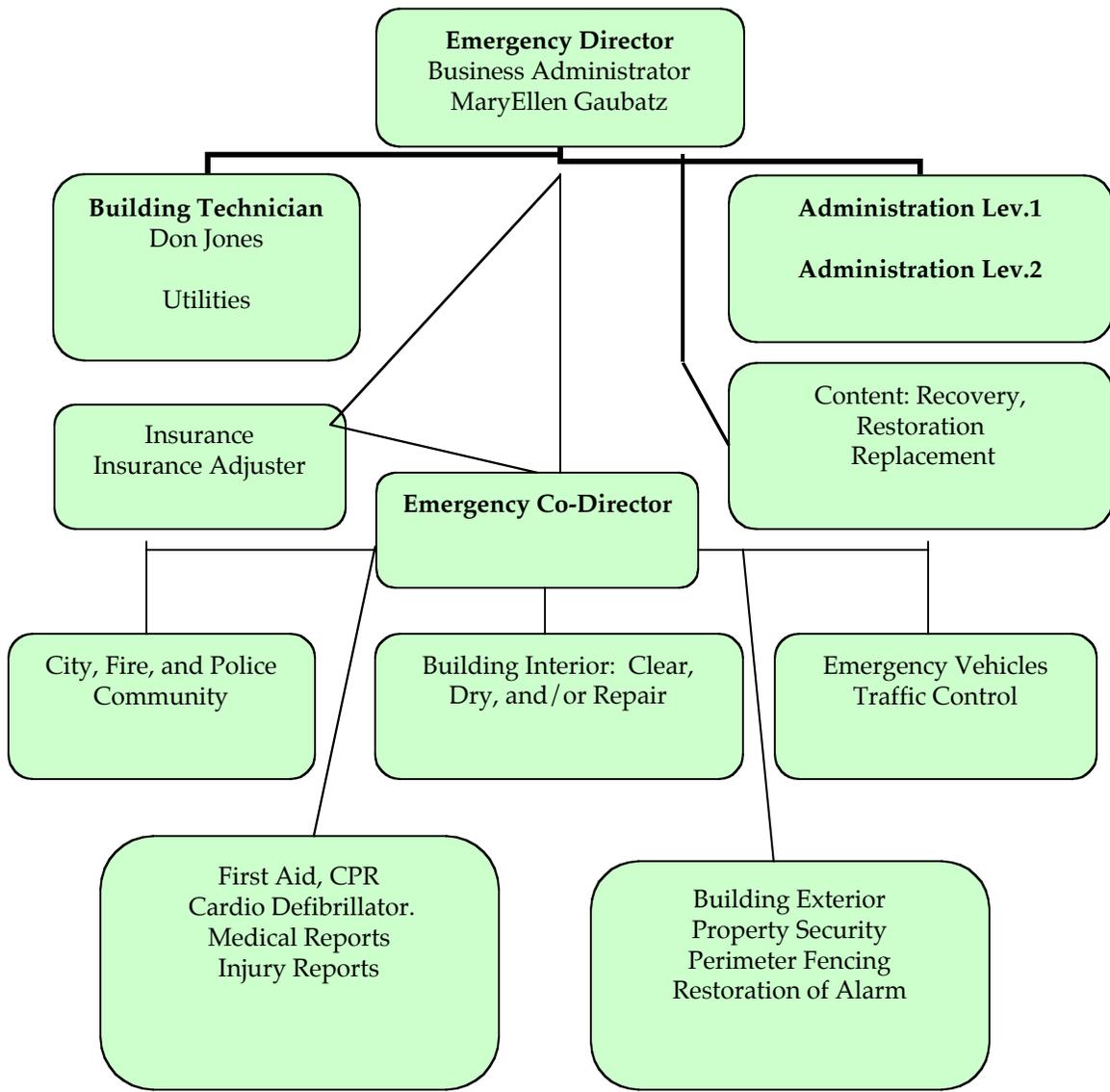
By: \_\_\_\_\_ Phone: \_\_\_\_\_

Was 911 called?    Yes    No

Hospitalized?    Yes    No      Which Hospital? \_\_\_\_\_

Were Police here?    Yes    No      Was a report filed? \_\_\_\_\_

EMT FLOW CHART



Ministerial Staff will plan all counseling and services.

FINANCIAL AUTHORIZATION APPROVAL

**Purpose: To know who in the church has the authority to sign work authorizations on site so work can begin without delay in case of disaster.**

1. EMT Chairman: \_\_\_\_\_ Tele.No. \_\_\_\_\_

2. EMT Co Chairman: \_\_\_\_\_ Tele.No. \_\_\_\_\_

3. Church Administrator: \_\_\_\_\_ Tele.No. \_\_\_\_\_

**INSURANCE INFORMATION**

**Insurance Provider: Guide One**

**Agent: David Bolls**

**Telephone: 817-441-1554 Cell Phone: 214-732-7316**

**Claims Dept.: 800-441-1554**

**Other Contacts: \_\_\_\_\_ Title: \_\_\_\_\_**

**Telephone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_**

**\_\_\_\_\_ Title: \_\_\_\_\_**

**Telephone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_**

**\_\_\_\_\_ Title: \_\_\_\_\_**

**Telephone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_**

## VENDERS & CONTRACTORS LIST

<b>Berger Engineering</b>	<b>Air/Heat</b>	<b>214-350-2331</b>
<b>BFI</b>	<b>Solid Waste</b>	<b>972-422-2341</b>
<b>Cavallini Co., Inc.</b>	<b>Stained Glass</b>	<b>1-800-723-8161</b>
<b>Cingular</b>	<b>Cell Phones</b>	<b>972-422-6600</b>
<b>Dallas Morning News</b>	<b>Plano Bureau</b>	<b>214-977-6975</b>
<b>Dell Computer</b>	<b>Computers</b>	<b>1-800-289-3355</b>
<b>Dickey, Ted</b>	<b>Funeral Home</b>	<b>972-424-4511</b>
<b>Donahue Recycle</b>	<b>Paper Recycling</b>	<b>1-817-275-6397</b>
<b>Fed Ex</b>	<b>Overnight Delivery</b>	<b>1-800-Go FEDEX Acct.# 2487-2977-5</b>
<b>Mustang Glass</b>	<b>Doors and Windows</b>	<b>972-271-4538</b>
<b>National Church Purchasing</b>		<b>1-800-795-6275</b>
<b>NEBS</b>	<b>Preprinted Checks</b>	<b>1-888-937-1234</b>
<b>Panasonic Copier</b>		<b>972-488-1844</b>
<b>Plano Drain &amp; Sewer</b>	<b>Plumbing</b>	<b>972-423-2274 Curtis Masters</b>
<b>Plano Star Courier</b>	<b>Newspaper</b>	<b>972-424-6565</b>
<b>Painter, Aaron</b>	<b>Roofing</b>	<b>214-697-6719</b>
<b>ServPro</b>	<b>Restoration/Cleaning</b>	<b>972-380-1073 Raymond Stone</b>
<b>TRCA</b>	<b>Telephone System</b>	<b>972-481-8780 Amy Satterfield</b>
<b>TXU Electric &amp; Gas</b>	<b>Electricity &amp; Gas</b>	<b>972-881-5438</b>
<b>Southwestern Bell Tel.</b>	<b>Telephone Service</b>	<b>1-888-289-7921</b>
<b>Version 4 Computer Network</b>	<b>972-670-9951</b>	<b>Kevin Bourque</b>
<b>Qwest</b>	<b>DSL Line</b>	<b>1-888-999-2656</b>

## RESOURCES LIST

<b>City House</b>	<b>972-424-4626</b>
<b>Collin County Assistance Center</b>	<b>972-422-1850</b>
<b>Collin County Community College</b>	<b>972-881-5790</b>
<b>Plano City Hall</b>	<b>972-423-5444</b>
<b>Plano Solid Waste – tree limb pick up</b>	<b>972-964-4150</b>
<b>Plano ISD</b>	<b>972-733-7227</b>
<b>Plano Parks &amp; Recreation</b>	<b>972-941-7168</b>
<b>Plano Repertory Theater</b>	<b>972-424-7285</b>

**CHURCHES**

<b>First Baptist Church</b>	<b>972-424-8551</b>
<b>Disciples Christian</b>	<b>972-398-2240</b>
<b>First Christian – Allen</b>	<b>972-390-1689</b>
<b>First Christian – McKinney</b>	<b>972-542-4491</b>
<b>Grace Presbyterian</b>	<b>972-596-6233</b>
<b>North Texas Area of the Christian Church</b>	<b>214-631-6991</b>
<b>Church Board of Extension</b>	<b>317-635-6500 / 1-800-274-1883</b>

## CONTENT INVENTORY BY ROOM

Area/Office	Item	SAVE	Source	Manufacturer	Description	QTY/Item#	Total Amount
<b>101</b>							
	desk		Office Depot	Recap	4, CSD49, B4	1	\$749.94
	bookcase open		Viking p.66	FT-1	4236 WL Bookcase	2	\$159.94
	chair task		Quill Office Supply	Desk Chair	47-19380-049QL	1	\$49.99
	table mail		Viking p.31	#D41326	4xwt table for mail sorter		\$77.00
	chair guest		Quill Office Supply	Chair	47-19380-5/25BY	4	\$479.52
	file lateral 2		Office Depot	250-86P-891	L \$269.99	2	\$539.98
	bookcase		Office Depot	250-86P-861	B \$159.99	1	\$159.99
	table lamp		Quill Office Supply	347-P-421	OK \$44.00	2	\$88.00
	mail station		Office Depot	SAF03	oak 24x36 slots 40 W x 21 D		<del>\$299.98</del>
							\$2,444.34
<b>102</b>							
	chair executive		Quill Office Supply	Chair	345-28820-5/25	1	\$209.42
	desk		Off.Dep.Big	Panel finish on Heritage Hill - Traditional			
				A. Conf.DP 72" \$399.99	Desk #200-303-41		\$399.99
	desk hutch			C. Hutch #200	\$169.99	1	\$169.99
	credenza			B. Credenza #200	\$199.99	1	\$199.99
	bookcase open		Off.Dep.Big	D Bookcases	\$109.99 #200-428-577		\$109.99
	bookcase /doors			E. Bookcase/2	\$279.99 #200-426-568		\$279.98
	file lateral 2			F. 2-drawer lateral	\$149.99 #200-428-595		\$149.99
	chair guest loveseat		Quill Office Supply	Love seat	47-19380-5/25c-OK BY		\$559.98
	table lamp		Quill Office Supply	347-P-421	OK \$44.00	1	\$44.00
	table coffee		Quill Office Supply	347-P-3806	OK \$199.88	1	\$199.88
							\$2,323.21
<b>103</b>							
	chair executive		Quill Office Supply	Chair	345-28820-5/25	1	\$139.88
	desk		Off.Dep.Big	Panel finish on Heritage Hill - Traditional			
				A. Conf.DP 72" \$399.99	Desk #076-303-41		\$399.99
	desk return			B. Return #076	\$199.99	1	\$199.99
	bookcase open		Off.Dep.Big	D Bookcases	\$329.97 #076-428-537		\$329.97
	bookcase /doors			E. Bookcase/2	\$279.99 #076-426-568		\$279.98
				F. 2-drawer lateral	\$149.99 #076-428-595		\$149.99
	table octagon		Quill Office Supply	OV OK -	\$299.99	1	\$299.99
	chair guest		Quill Office Supply	Chair	47-19380-5/25BY	4	\$479.52
							\$2,279.31
<b>104</b>							
	desk		Off.Dep.Big	Cherry finish on Heritage Hill - Traditional			
				A. Conf.DP 72" \$399.99	Desk #076-303-44		\$399.99

**CONTENT INVENTORY BY ITEM**

Area/Office	Item	SAVE	Source	Manufacturer	Description	Qty/Item#	Total Amount
<b>WFH</b>	blinds plantation		Still to be pr	Blinds and Drapes for WFH			
	bookcase		Office Depot	250R6P-661	E. Bookcase	1	\$159.99
	bookcase / door			E. Bookcase/2	10099#076-426-568	2	\$279.98
	bookcase /doors			E. Bookcase/2	10099#200-426-568	2	\$279.98
	bookcase /doors			E. Bookcase/2	10099#076-426-568	2	\$279.98
	bookcase open		Viking p.66	FT-1 4236 WL	E. Bookcase	2	\$159.94
	bookcase open		Off.Dep.Big	P2B	Bookcases (10099#200-428-577	1	\$109.99
	bookcase open		Off.Dep.Big	P2B	Bookcases (10099#076-428-577	1	\$329.97
	bookcase open			Office Depot	\$39.00	10	\$390.00
	chair executive		Quill Office	Supply Chair	325-28827-5Y25	1	\$209.42
	chair executive		Quill Office	Supply Chair	325-28827-5Y25	1	\$139.88
	chair guest		Quill Office	Supply Chair	471-29360-5Y25BY	4	\$479.52
	chair guest		Quill Office	Supply Chair	471-29360-5Y25BY	4	\$479.52
	chair guest loveseat		Quill Office	Supply loveseat	471-29360-5Y25c-OK BY	1	\$559.98
	chair side		Hertz p.19	Side Chairs	#8528-35spberry/chair	2	\$252.50
	chair task		Quill Office	Supply	Desk 53 Chair 55299049QL	1	\$49.99
	chair task		Quill Office	Supply	Desk 53 Chair 55299049QL	5	\$249.95
	chair task		Quill Office	Supply	Desk 53 Chair 55299049QL	2	\$99.98
	credenza			B. Credenza #	209929-559	1	\$199.99
	desk		Office Depot	Recap Stap	4, CS749, B4	1	\$749.94
	desk			A. Conf.DP 72"	\$399.00 desk #200-303-41	1	\$399.99
	desk			A. Conf.DP 72"	\$399.00 desk #076-303-41	1	\$399.99
	desk			A. Conf.DP 72"	\$399.00 desk #076-303-44	1	\$399.99
	desk computer		Office Depot	Furn. Gallery	Computer Desk #201-121-3030996	1	\$399.99
	desk computer		Office Depot	#493796	4228 CS591990an desk #887-478	1	\$139.98
	desk connect			D. Connector	K1199799303-391	1	\$199.99
	desk coputer		Off.Dep.Big	620	Computer Chair 19099-431-108	1	\$119.99
	desk hutch			C. Hutch #200	\$169.99	1	\$169.99
	desk hutch			C. Hutch #076	\$299.99	1	\$299.99
	desk return			B. Return #076	\$199.99	1	\$199.99
	desk return			B. Return #076	\$199.99	1	\$199.99
	file lateral 2		Office Depot	250R6P-661	L \$259.99	2	\$539.98
	file lateral 2			F. 2-drawer lateral	149109#200-428-595	1	\$149.99
	file lateral 5		National Business	File	5dr \$665.30 Cabernet 3020	1	\$695.00
	mail station		Office Depot	SAF03	oak 24 \$661.99 slots 40 W x 21 D	1	\$299.98
<b>RmDiv</b>	room divider 21'		Verispan	21 ft room divider	074(00.75 per sq.ft)	1	#####
	room divider 4'			20010 6x4 Room	\$125.00	2	\$250.00
	room divider 5'		Nat'l Busi. Fu	20012 6x5 Room	\$129.00	1	\$129.00
<b>WFH</b>	room divider 5'		Nat'l Busi. Fu	20012 6x5 room	\$129.00	2	\$258.00
	silk tree		Garden Ridge	Silk Ficus Trees and misc. office plants		1	\$53.52
	table coffee		Quill Office	Supply	3475-3806-CK \$199.99 5Y25	1	\$199.88





