

# Mt Zion Wesleyan Church

## Security Team Manual

January 2014

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*These guidelines are confidential and must not be shared.*

## **1. SCOPE**

These guidelines provide standard procedures for Security, Ministry Workers and Church Leadership.

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

## **2. STATEMENT OF PURPOSE**

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

Church security seems a contradiction, but Christian churches everywhere have been compelled to seriously address this issue. No place is sacred to the criminal, and all churches, large and small, are vulnerable. Church violence is a nightmare to every church member and visitor. Natural disasters often occur without warning. There is no possible way to predict the “if, what, when and where” of a violent act or natural disaster. The key is to be prepared ahead of time and ready to act in the event of natural disaster or hostile act.

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

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

## **3. GUIDING VERSES AND MISSION STATEMENT**

Guiding Verses (KJV)

Matthew 10:16 “Behold, I send you forth as sheep in the midst of wolves: be ye therefore wise as serpents, and harmless as doves.”

Through experience, training, and common sense, we will make wise decisions while maintaining a peaceful atmosphere free from fear and full of trust in the LORD.

Matthew 10:22 “And ye shall be hated of all men for my name's sake: but he that endureth to the end shall be saved.”

We recognize that love for God is enmity with the world, and that identifying ourselves as joint heirs with Christ will cause conflict with those who hate the Gospel and would prevent the fellowship of believers.

Hebrews 13:5b “...for He hath said, I will never leave thee or forsake thee.”

God promises to always be with us; we will seek His guidance and help always.

Nehemiah 4:9 “Nevertheless, we made our prayer unto our God, and set a watch against them day and night, because of them.”

God promises to protect us, and we will use the Holy Spirit given to all Christians to supply reasonable, sensible provisions to prevent harm to the assembled followers of Christ at Mt. Zion Wesleyan Church.

#### Mission Statement

To recognize that the days are evil and to show the love of God by sacrificing time, talent and treasure to provide a safe, secure and peaceful place of worship for followers of Christ, both members and visitors, at Mt. Zion Wesleyan Church. We pray continually that these policies never have to be acted upon, but if necessary, will be carried out quickly and effectively.

#### 4. SECURITY TEAM REQUIREMENTS

Security Team requirements include, but are not limited to the following:

1. Must be a mature Christian.
2. Member of Mt. Zion Wesleyan Church for at least one year.
3. Physically able to perform the duties required (walking and standing, possibly running a short distance).
4. Ability to remain calm in the event of an emergency.
5. Must be able to communicate clearly to other team members, authorities and/or the congregation should the need arise.
6. Security Team members should keep the Guiding Verses and Purpose in mind as they perform their duties.
7. Security Team members must remember to operate with a spirit of grace and love at all times.
8. In all actions, Security Team members should remember they are doing their duties for God, and not for men; all actions should be accomplished with a sacrificial, Godly attitude.
9. Security Team members should remember we are not Police, but a Volunteer Security Team.
10. All Security Team members will use their level of authority in an approved manner and not abuse this trust placed in them. Any improper actions toward a member or visitor will be addressed and will not be tolerated.

11. Security Team members will understand the procedures set forth in this policy, with due consideration for common sense at the appropriate time.

12. Security Team members will be needed for all 3 services, and for Church special events, as assigned.

## 5. SECURITY TEAM DUTIES AND EXPECTATIONS

### A. Overview

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

1. All Security Team members will have assigned posts. All Security Team members are required to be at their assigned post no later than 30 minutes prior to the gathering start time.

2. If a Security Team member cannot be at their assigned position they must contact the team leader as soon as possible, and need to get a replacement for their position.

3. All Security Team members have the responsibility to greet people as they arrive, to be friendly and to smile. Assist visitors to find a seat or to locate the appropriate classrooms for their children. At all times be prepared for possible disturbances inside or outside the church.

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

### B. "Post" Descriptions and Responsibilities

**\*\*\*This will need to be written in detail to reflect our assignments/situation/campus layout\*\*\***

## 6. OBSERVATION / ASSESSMENT/ ACTION!

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

### A. Observation Skills

Observe people and the environment continuously and purposefully. Visually scan and personally greet members and visitors. This not only fulfills your role as usher/greeter but allows you to observe people up close and establish a friendly relationship with them. A friendly greeting and good eye contact can make a difference in how someone reacts, even when angry or upset. Before you make eye contact, look at the hands, general appearance, items being carried or worn and the overall actions and demeanor of the person you are greeting. Remember the old adage *No one hits you with his face* – so look at the hands and general behavior first. With practice, you can do this effectively in a few seconds while reaching out to shake hands. Ask first time visitors to fill out the "Visitors Card" and direct them to turn the card in at the (designated area) so they can receive the (Informational package/information). Good OBSERVATION skills allow you to be constantly aware of your surroundings.

## B. Assessment and Indicators

You should be mentally assessing everything you see. Ask yourself, "Is everything normal?" Is there something that bothers you or does not seem right? Is there a potential for danger? Make a reasonable evaluation of the potential for harm using your judgment. Your reasonable judgment will usually be enough to help you decide what action to take, be it keeping your eye on a specific person, notifying your team for back-up or immediately calling the Police. The same reasonable judgment you would use to decide if your safety or the safety of your family is at risk is appropriate for your role in church security.

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

### Potential Emotional Indicators

- Anger or rage.
- Crying.
- Unusual laughter.
- Nervousness or evasiveness.
- Fear or panic.
- Out of control or "wild-eyed."
- An unusual absence of any emotion.

### Potential Unusual Behavior Indicators

- Standing or sitting in a vehicle for extended length of time.
- Taking unidentifiable items out of a vehicle.
- Walking up to the door and looking around as though on the lookout.
- Running up to the door.
- A person being dropped off, but car stays idling.
- Two or more unknown people entering together and going different directions.
- Obviously trying to go unnoticed, being furtive or looking for concealment.
- Confrontational or angrily questioning or arguing with another.
- Asking for monetary or other assistance.

- Asking about a church member or about the Pastor.
- Talking, muttering, fidgeting or moving excessively.
- Indicating self-hatred or disgust with self.
- A grin or smile inappropriate for the situation.
- Intoxicated, drugged, flustered or confused.
- Responding with anger to greetings or questions.
- Staring in an exaggerated way, especially when moving toward someone, “fixated.”
- Standing very still when others are moving forward.
- Seeming to stall for time.
- Standing alone or facing the congregation in the sanctuary instead of sitting.
- Doing something that does not fit with the service at the time.
- Going into areas of the building/property when no one else is present.
- Spending an excessive amount of time in the bathroom.
- Attempting to get the Usher or someone else away from the area.
- Walking awkwardly as though having concealed weapons.

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

#### Clothing or Characteristics Linked to Potential Problem Behavior

- Wearing unusually inappropriate clothing for a church environment.
- Wearing military, hunting or camouflage clothing without a reason.
- Menacing appearing clothing: pulled-down hats, all dark clothing, long coats, etc.
- Wearing clothing with wording or pictures that convey a hostile message.
- Being noticeably dirty or unkempt or having an offensive or unusual odor.
- Carrying or wearing a bag or backpack, especially if it looks stuffed full.
- Wearing a coat or other clothing that looks as though something is being concealed.
- Looking much less heavy than the bulkiness of clothes would indicate.



- Wearing clothes not appropriate for the weather or time of year – heavy clothes in summer.
- Pay attention to “stuffed pockets,” or un-tucked shirts that may conceal a weapon on the waist.

### C. Action

Observation and assessment may result in “no action” necessary on your part. At other times you may be required to perform some action. This may be as minimal as maintaining your observation of a specific individual, to notifying other team members to also observe and monitor. Action may require that you make contact with a suspicious individual (**should include at least two team members**). Action may require that you warn and/or help others or that you immediately call 911. Effective action taken by you can decrease the chances of conflict, harm, injury and/or violence. *Never* try to handle a situation alone. Communicate your situation so others can assist.

### D. Additional Tasks Requiring Attention as a Security Team Member

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

- During the Offering, be watchful of anyone you do not know. Stand watch until offering is delivered to a safe area. During offering, you should maintain visual contact with offering plates. In the event of a robbery attempt, Security Team members should not use physical means to stop an armed thief. Do not place any church members or guests at risk by trying to stop a robbery. Note a complete description and contact Police.
- Look for and report any safety or fire hazards. As you make your rounds, note any loose railings, tripping hazards, or anything that may cause a fire or other dangerous situation on the church grounds.
- In the event of an emergency, the Security Team member should notify the congregation and Children’s Ministry workers. Security Team members will help to guide members to the appropriate safe areas.
- A list of all Medical personnel (Nurse, EMT, etc.) that attend will be available. In the event of a medical emergency, sickness, or injury, the Security Team member should contact one of these individuals for assistance and also call 911 if necessary.
- Make routine checks of the parking area or any other activity going on away from the main gathering. Provide any assistance as long as it doesn’t take away from the primary duty of protecting the congregation as a whole.
- Being prepared also means “psychological preparedness.” Do not cling to “denial” that nothing bad could ever happen or bluff yourself into thinking you are prepared for “every” situation. A very important way of preparing yourself “psychologically” is to envision “what if...?” scenarios. As you are performing your duty, think about how someone might cause a disruption and how you would react. What would you say or do? Think like a “criminal” to try to figure out what someone might attempt or

how someone might try to get around the safeguards we have in place. As you walk the buildings and the grounds, take mental notes of rooms, hallways, entry points, hiding spots, vulnerable areas, etc. Share your ideas and observations with other team members. In the event of an emergency, the mental notes you made previously may be vitally useful.

## 7. RADIO PROCEDURE

### A. Overview

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

Proper use of the radio is vital to your role as a Security Team member. It is necessary for you to learn the Radio Codes and to become competent with the workings of your radio, including transmission and reception of information and use of ear piece and lapel microphone. Unless otherwise instructed, all Radios are to be “locked” on Channel (select a channel that has no or little outside interference).

Radio codes are important for several reasons. Our radios are not on “secure” channels and thus our transmissions can be monitored by others. Use of codes thus provides a level of confidentiality. In the children’s classrooms, foyer and other areas where earphones might not be in use, codes are not as distracting as detailed information that may be transmitted. Codes are also easier to understand when receiving a transmission. Codes also make for a more succinct transmission and response, minimizing use of radio time. Keep in mind, if a code is forgotten, always resort to use of regular verbal communication over the radio, especially in an emergency.

### B. Radio Codes

The following Radio Codes will be utilized by the Security Team:

10-4.....OK / transmission received

10-8.....In service / ready for duty

10-9.....Repeat

10-20.....What is your location?

10-22.....Disregard last transmission

10-97.....Arrived at location

11-98.....Meet me at

Code 33.....Emergency – Keep channel clear

Code 99.....All units respond (as appropriate) to location immediately

Code 918.....Dealing with “strange” or mentally unstable person (give your location)

Code Green.....All OK / No problems

Code Yellow.....Possible Threat / Problem

Code Red.....Physical Threat / Emergency – This code will result in entire Church Lockdown and call to 911

Code Orange.....Missing Child

Code Blue.....Medical Emergency

#### C. Radio Functioning – Transmission and Reception

1. When transmitting, depress the transmit button for one full second prior to speaking.
2. State the Post Call Name of the person you are attempting to reach first, and then state your Post Call Name, now transmit your message.
3. Enunciate clearly and in a reasonably loud voice using codes whenever applicable.
4. If you need to give detailed or confidential information, call for an “11-98” and meet with that person. We should avoid transmitting sensitive or secure information as radio channels are not secure.

#### 8. POTENTIAL SITUATIONS REQUIRING “ACTION” FROM THE SECURITY TEAM

(This is by no means an exhaustive list...the “real list” is endless and we will add to it as appropriate!)

##### A. Suspicious Persons

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

##### B. Dealing with Unruly Persons

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

1. If the person causes a disturbance and leaves, or continues to disturb as leaving, the Security Team member should follow the person until they leave the church grounds. Do not agitate the individual, and if possible, get a license plate number and description.
2. If the person remains on church property, the individual should be observed until they depart the area.

3. If the individual leaves the Sanctuary, but remains in the building, the Security Team member will kindly ask the person to leave the premises. If the person leaves, follow steps (1) and (2) above.

4. If the individual causing the disturbance remains in the Sanctuary, the Security Team member should follow the instructions of the Pastor from the Pulpit. Security Team members should move to a location close to the person causing the disturbance to prevent them from being able to escalate the situation.

5. If a person outside the building causes a disturbance, steps (1) and (2) should be followed.

6. If at any time, in the judgment of the Security Team member, the individual appears to threaten the safety of the congregation, a direct call to Police should be initiated.

### C. Communication Tips for Dealing with an “Unruly” Individual

There are many things you can say to an unruly or agitated person that will increase or decrease the chances the person will calm down. Keep in mind the following seven “Verbal Judo” techniques, or things to never say to a person in this situation:

1. Never say, “Hey you! Come here!” This puts a person on the defensive. Instead, try “Excuse me, can I talk with you for a moment?” This is professional and polite. More importantly, anything the person responds other than “yes” or “no” immediately provides you with tactical information about his emotional or mental state.

2. Never say, “Calm down!” This rarely works and is a criticism of behavior. Instead, try “What’s the matter?” This will soften a person’s response and encourage them to talk.

3. Never say, “I’m not going to tell you again!” This is actually a threat and may escalate a situation.

Instead, try “Is there anything I could say/do that will help you to \_\_\_\_\_?” This is professional and polite. If the answer is “yes” we may have found a solution. If the answer is “no” we have additional tactical information to gauge our next move.

4. Never say, “Be more reasonable!” This is the same as telling someone they are stupid and wrong, and it will probably escalate a situation.

Instead try, “Let me see if I understand what you are saying?” And then paraphrase back to them. This helps to absorb the other person’s tension and helps them feel supported.

5. Never say, “Because those are the rules!” This just irritates people and invites argument.

Instead, try explaining the reason briefly. 70% of resistant people will actually do what you want if you just tell them why.

6. Never say, “What’s your problem?” This signals to the other person, “It’s you vs. me!” This phrase will almost always escalate a situation.

Instead, try “What’s the matter or How can I help?” This is professional and polite. It will soften up the response of even the most agitated person.

7. Never say, “What do you want me to do about it?” This tells the other person you are upset or agitated. It is better to always appear in control even if you are upset when dealing with an “unruly” person.

Instead try, “I’m sorry, I’m not sure how I can help you?” This is professional and polite. Approaching an agitated person in this manner almost always contributes to de-escalating a situation.

#### D. Menacing/Armed Individual Threat

In the event of a potentially dangerous/armed individual(s) in the area, notify all Security Team members via radio call, “CODE RED, CODE RED!!” With the broadcast of Code Red, 911 should be called. Remember to give the location where assistance is needed.

“Code Red” is the radio code for a “physical threat” or “emergency.” Keep in mind, when this code is broadcast, designated Security Team members stay in position and designated Security Team members respond immediately. Know your position requirement at all times! For example, **Posts \_\_, \_\_, and \_\_ will remain with Pastor(s). Posts \_\_ or \_\_** will be responsible for locking/blocking sanctuary doors to prevent entrance from an assailant outside of the sanctuary. If the threat seems immediate, lock the facility immediately. If confronted, remain calm and cooperate with the individual. Try to keep the individual isolated from the rest of the congregation. Do what you can to isolate, contain or fight off / stop the individual, knowing that help is on the way!

#### E. Lockdown

A “lockdown” will take place whenever a threat is perceived or known in order to protect all congregants and children’s classrooms. Any Security Team member can radio for a “Lockdown” by broadcasting a CODE RED.

During a “lockdown” emergency all children must be brought into the classroom as quickly as possible and the doors must be locked. No person is to leave the classroom until authorized to do so by the Security Team leads/Head Usher or Church Leadership. If the classroom is unsafe, go to the nearest safe classroom or request guidance via radio from the Security Team leader.

#### F. Evacuation

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

## G. Dealing with Hate or Anti-Religious Groups

No Threat Should Be Taken Lightly. If on grounds, refer to "Dealing with Unruly Persons" above.

- If a phone call or letter threatens the well-being of an individual or the church building itself, notify Leadership and authorities immediately. The authorities can assess the actual risks.
- Other congregations may have received a similar threat(s). If a threat or unusual note is received, bring it to the attention of Church Leadership. It may not be in the church's best interest to let every member know about a threat immediately. If there is a specific threat, it is important to weigh the cost of canceling worship services or a meeting to protect the lives of members.
- Solicit wise council from Church Leadership and local authorities. If a threat comes by phone, either record the conversation (if possible) or write down as much as you can (Use Bomb Threat Checklist). Ask for clarity, and listen for common phrases, unusual words, accents, and background noise. When the caller hangs up, call the Police immediately, especially when harm to an individual or property is threatened. If the threat seems immediate (such as "I'm on my way to your church to kill everyone"), notify authorities and either lock all doors and windows (Lockdown procedure) or evacuate everyone from the facility/property.

## H. Missing or Kidnapped Person

### 1. MISSING PERSON (CODE ORANGE)

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

### 2. KIDNAPPED PERSON

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

## I. Bomb Threat

EVERY BOMB THREAT WILL BE TAKEN SERIOUSLY!

In the event a bomb threat is received during services, **all radio/cell phone use will cease** (radio signals can cause detonation). Security team will immediately notify Police by landline telephone, and inform Church Leadership to determine if evacuation is to be initiated. If threat is received by telephone, the BOMB THREAT CHECKLIST should be completed and available for authorities. The BOMB THREAT CHECKLIST will be available at every telephone.

## J. Suspicious Package Threat

Upon discovery of an unknown or suspicious package during service (includes backpacks, briefcases, etc.), the area will be cleared and authorities notified. **Use radio/cell phone discipline as with a bomb**

**threat.** If package has been opened and contains an unknown substance, further exposure will be limited as much as possible. Individual and package will be isolated to avoid further contamination, and no attempt will be made to clean up the released substance. Close doors, windows, turn off circulating fans and air handling units. Wash hands without leaving the area, and keep hands from face, eyes, nose and mouth. Church Leadership will be notified and determine if evacuation is to be initiated.

#### K. Medical Emergency

If an individual experiences a medical emergency:

- Call 911.
- Notify any designated persons at church trained to handle medical/first aid situations.

#### L. Calling 911

When calling 911, it is vitally important to provide as much information as possible. Provide as much information about the emergency situation as you know, including descriptions of suspects and number of people involved. Let 911 know that people are in the main church building and other buildings. Let 911 know that we have Security Team members who may be armed and give a description of these individuals to 911. The more information you can provide, the better and more accurate the response will be once help arrives.

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

#### 9. USE OF FORCE POLICY

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

In the event restraint becomes necessary to prevent further harm, be advised that the restrained individual is legally your responsibility and this is not to be taken lightly. If possible let a trained Law Enforcement Officer restrain the individual. It is illegal in North Carolina to make a citizens arrest.

Minimum Use of Force is **NEVER** justified to prevent vandalism, theft of funds or property. It is only used in self-defense situations to protect self or others from serious physical injury or death.

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

APPENDIX A

(Church Name Here)

SAFETY INCIDENT REPORT FORM

Date of Report



Incident Type:

Injury  Theft  Disruption  Vandalism  Suspicious Activity

Threat  Other

Description of Incident:

Brief Statement; Members and Visitors Involved:

Comments / Outstanding Issues:

Outside Agencies Called / Involved:

NAME (Print): \_\_\_\_\_

Security Team Member's Signature: \_\_\_\_\_

DATE: \_\_\_\_\_