

Quest Community Church Security Policy

Security team mission:

- The mission of the Quest Security Team is to provide a safe and secure environment where all people are welcome to participate in life in Jesus Christ.

All security team members are to pick up your emergency pager from the information desk upon arrival. Meet in the kitchen in the office 20 minutes before service start time (8:55am or 10:25am). Area assignments, radios, and any other information will be shared at that time by the security leads. Pray for the team, the congregation, and for the Holy Spirit to guide us in everything.

Worship center security:

- Four chairs in the back row have been designated handicap. Security may use these chairs IF they are not required by persons requiring handicap services. You are not required to use these chairs but may if you wish.
- Before the service begins, please lock or double check that the door to the office is locked and make sure the exit door to the south is closed and secure.
- While in the Worship Center be discreet, blend in with the rest of the congregation, do not draw attention to yourself.

Lobby security:

- Monitor incoming flow and the parking lot. Be alert to unusual situations.
- Please lock the exterior "A" and "B" doors when the greeters are called into the service. That will be normally at end of the first song.
- Please stay in the lobby area and open doors for any late arrivals in a friendly manner, you are now security and a greeter!
- Please stay in the entrance area for duration of the service and monitor entrance of both vehicles and people.
- When the service is ending (during the last song), please unlock the doors, remain in the lobby area and continue to monitor that area until the majority of folks are outside of the building.

Kids security:

- Prior to the first service and preferably before any kids arrive, check all doors and windows in the area.
- Once the kids arrive, monitor the inside area from the main hallway. Please do not go into the classroom areas unless necessary. If the weather allows the staff to open the windows in the kids area, it is advisable to monitor the north parking lot, and rear of the building from the outside, as well as the main hallway.

- If the weather is not conducive to opening the windows, when all the kids go to the worship center during music, you can use that time to do a check of the north parking lot.

When a security event is identified:

Security team member identifying the event:

- Immediately alert other security team members via radio, use alert tone if possible (if music is being played in the worship center, a voice on the radio is difficult to hear, but the alert tone may be heard).
- If possible, wait for a staff member and/or security lead to assess the situation and determine a plan of action.
- Let Pastors and staff set the tone for the response. Remember the security team's role is to support the church leadership.
- If the event is a threat that is imminent, take a defensive position and take steps necessary to neutralize the threat.

Other security team members:

- Assist in any way possible, highest priority is the safety of the area you are assigned.

If local law enforcement arrives, immediately stand down. Your weapon should be put down on the ground and back away slowly. Identify yourself as Quest security team member.

Events you are most likely to encounter:

- Unintentional disruptions
 - Medical emergencies that require assistance from the Medical Response Team
 - Outbursts from people with mental illness
- Intentional disruptions
 - A dispute between people
 - Someone wanting to argue with the speaking pastor, or generally be disruptive.
- Other situations
 - Non-custodial parent, partner or grandparent trying to get access to a child.
 - People seeking someone they think is at the church.
 - Transients

In addressing any of these or other events, there is no wrong way to address it, as long as it is done in a Christ-like manner. The security team is a ministry of Quest Church. The conduct of a security team member should follow our mission statement, "Meeting people where they are, traveling with them to an extraordinary life in Christ".

In the case of other events, medical emergency, fire, tornado, etc.:

- If you encounter an emergency event, and are not notified by the emergency pager, report the event immediately to other security and church staff. Once the emergency event is reported to the information desk, all emergency pagers will be activated.

- If your emergency pager is activated, ascertain what response is required by the security team. Try to coordinate by radio first (remember your top priority is the safety of the area you are assigned). If you cannot coordinate by radio, report to the information desk.
- **Medical event in the worship center:**
 - The speaking Pastor may at their discretion, acknowledge that there is a medical emergency and tell the people that the safety team is responding.
 - The speaking Pastor may pause the service and have everyone pray for the person.
 - Coordinate with the safety team
 - Crowd control
 - Help with medical supplies.
 - Call 911 if directed to do so.
 - Only 1 person should call 911.
 - Be ready to provide details to the dispatcher.
 - Nature of the medical emergency
 - Exact address of the church 110 South Street, West Liberty OH 43357
 - Patients gender and age
 - Any known medical history
 - Any known current medications
 - If possible, move the patient to an area easily accessible to first responders.

Intentional disruption in the Worship Center

- The speaking Pastor should speak directly to the interrupting person, they should not be ignored.
- The speaking Pastor should set a conciliatory tone, but also be firm in stating they would be happy to talk to them later, but interrupting the service is not acceptable.
- The speaking Pastor can then warn that if they persist, they will be asked to leave.
- The security team's role is to follow the direction of the speaking Pastor.
- If directed to escort them from the Worship Center, once they are away from the Worship Center, work with Pastors/Staff to try to speak with them to gain their cooperation.
- Once the person is escorted out of the worship center, the speaking Pastor should be prepared to bring closure to the event with the congregation, and then continue with the service.

Board approval _____ Date _____