



LOVE GOD.LOVE PEOPLE.LOVE MAASTRICHT

SAFE ENVIRONMENT POLICY

REDEEMER INTERNATIONAL CHURCH MAASTRICHT, MARCH 2023

Church Details

Bredestraat 19

KvK number. 505 26 065

6211 HA Maastricht

RSIN number: 859487830

Mission Statement

Redeemer International Church (Redeemer) recognises that its congregation and visitors include people of all ages including those considered to be vulnerable. They have much to give as well as to receive. Redeemer aims to provide a safe and secure environment within which everyone will be treated with respect and dignity as they are nurtured in developing the right relationship with God.

Policy Statement

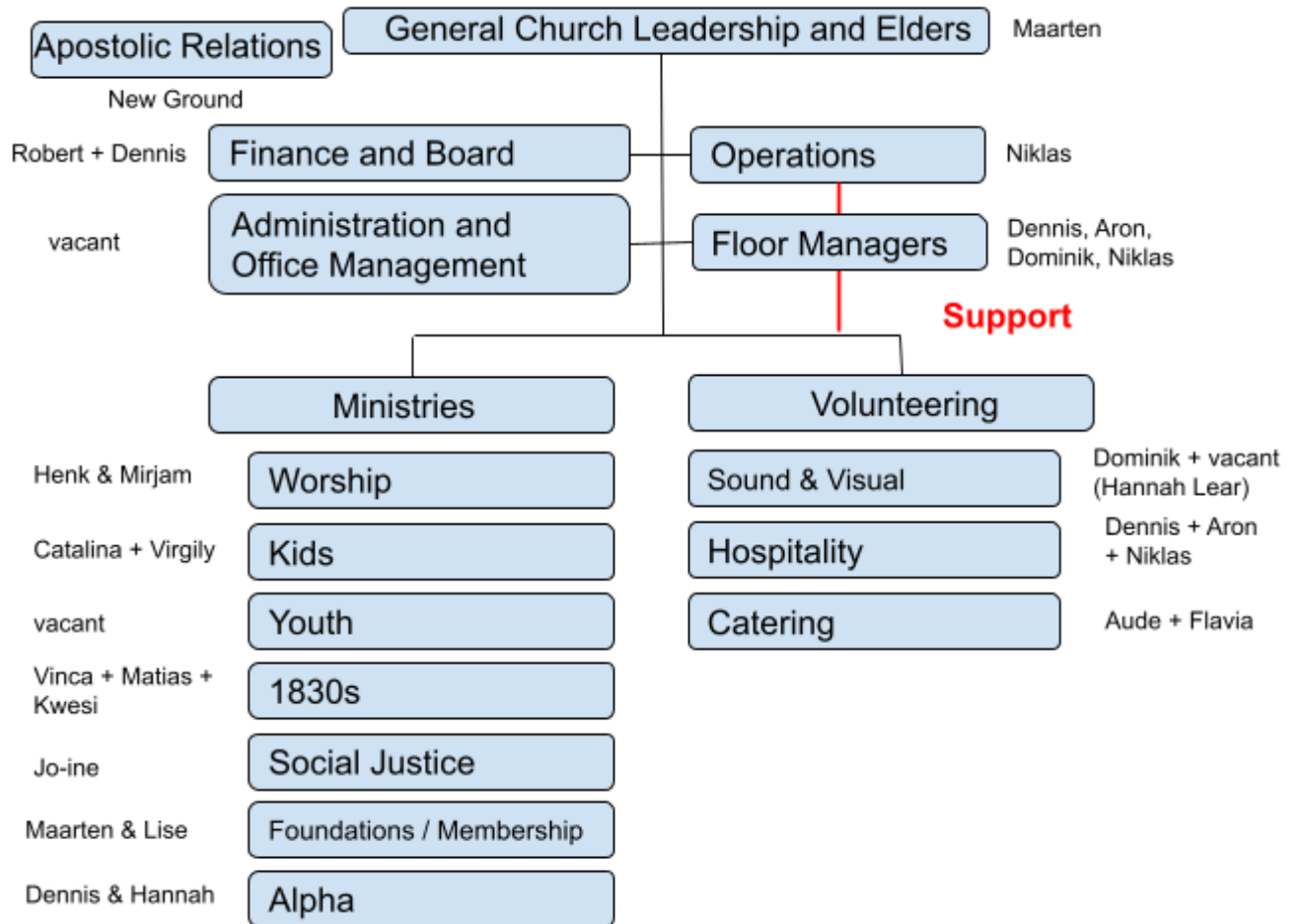
Redeemer:

- takes seriously the responsibility to protect and safeguard the welfare of all people entrusted to its care
- recognises that responsibility for vulnerable adults, children and young people lies initially with parents, guardians and carers.
- is committed to encouraging and supporting carers and parents
- considers the impact of its plans and decisions on everyone
- ensures that workers are responsibly appointed and given support and training
- adheres to good practice guidelines
- has detailed guidelines and procedures relating to suspicions or allegations of misconduct and/or abuse, and ensures that these procedures are known to and followed by all workers



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Organisational Chart:





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Making this policy known:

Redeemer wants to be a SAFE place for everyone, including children, adults and any vulnerable group of people. This is a responsibility that Redeemer takes very seriously. There is ZERO tolerance for any sort of discrimination, bullying, harassment, aggression/violence, sexual intimidation and abuse, etc. towards children AND adults. This safeguarding policy applies to everyone within Redeemer. However, it has vulnerable groups, such as children, specifically in mind when describing policies and procedures and the purpose is primarily to protect children and vulnerable adults. All prospective volunteers (and employees) who will work with children, young people and vulnerable adults will be given access to this policy and asked to read it through carefully before being added to any serving team or ministry. It must be understood and signed before work begins (see Form below). This policy must also be read alongside other documents regarding recruitment, such as procedures for newcomers and profiles.

Policy update and development: Stappenplan

This policy will be continually updated. It is part of the Stappenplan produced by veiligekerkerk.nl

Meldpunt

Redeemer participates in Stichting Evangelisch Meldpunt (SEM): <https://www.wijzijinsem.nl/>. The purpose of this is explained at 'Responding to abuse': para 3.3. below.



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Code of Conduct and Behaviour (*Omgangsregels*): All employees and volunteers

The following code is to be observed by all employees and volunteers. Although only children are mentioned here (for the sake of brevity) it applies equally to all people, whether young or old.

- Treat everyone with dignity and respect in your attitude, language, and actions.
- The person with the more senior role is always responsible for safeguarding the purity of the relationship
- Avoid any physical contact which could be considered sexually suggestive.
- If you have to give personal care to someone (eg. physical needs), do so in a way in which maintains their privacy while ensuring that there is no undue intimacy. If possible, more than one adult should be involved or you should ensure that another adult is within earshot.
- Respect the privacy of children in a way befitting their age when they are showering, toileting etc. Where appropriate, ask the child if help is required. Toddlers should not be accompanied to the toilet by men.
- Never engage in intrusive touching of anyone. Any physical contact with a child, for example, should be in public, should be related to the child's needs, should be appropriate to the age of the child and should normally be initiated by the child.
- Be aware of any excessive attention-seeking behaviour from anyone, especially any behaviour which is physical or overtly sexual. You must not be drawn into any such situations. Consult your team leader as soon as any such situation appears to develop.
- Avoid any comments or remarks which could be construed as being sexually suggestive even in 'fun' and avoid being drawn into any such conversation, whoever initiates it.
- Do not allow or engage in any scapegoating, ridiculing, or discrimination. You should at all times try to present a positive, affirming role model.
- Be aware of any potential bullying situations within a group and remember that bullying can be verbal as well as physical. You must confront any bullying and not appear to condone it by ignoring it or laughing at it.
- Recognise the potential vulnerability of all workers both to temptation and to false allegations. You are accountable to other workers and they, in turn, are also accountable to you. If you see another worker acting in ways which might be misconstrued, you should speak to them first about your concerns and if necessary (for example: if they do not take heed) tell your team leader also.



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Interne Vertrouwenspersoon

The Interne Vertrouwenspersonen (IVPs) develop and generate initiatives, in consultation with the Board of Redeemer, aimed at preventing the perpetration or experience of discrimination, bullying, harassment, aggression/violence, sexual intimidation and abuse (of children but also of adults) within the church. In this they use the Stappenplan Veilig Jeugdwerk. The IVPs are the first point of contact in the event of allegations of discrimination, bullying, harassment, aggression/violence, sexual intimidation and abuse towards children AND adults:

1. by those in the church who have, or have had, an official role and during the exercise of this role have been accused, or are becoming accused of such allegations.
2. or by anyone within the wider congregation of Redeemer becoming accused of such allegations.

In accordance with best practice Redeemer Maastricht has two IVPs, appointed by the Board of Redeemer Maastricht. Currently they are: Christian and Virgily Barendregt.

It is important to note that the IVPs are only to be contacted in the specific case of supposed discrimination, bullying, harassment, aggression/violence, sexual intimidation and abuse. They are NOT responsible for general feedback or criticism about the leadership team, staff or volunteers of Redeemer.



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Detailed Procedures

Integrity of Staff and Volunteers

In order to ensure the integrity of all Redeemer staff and volunteers, we conduct background checks (VOG) on all staff members and all team members, coordinators and leaders in all ministries and volunteering teams. Those background checks can go from simple Google searches and social media research up to requesting or demanding information or certificates from authorised bodies.

Besides conducting background checks, we require all staff and team members to fulfil certain criterias regarding their faith and practical skills specified in respective profiles for different teams and roles. The existing team leaders and coordinators are responsible for editing/updating those profiles, communicating them and making sure that new team leaders and team members are compliant with those profiles. The team leaders will set-up frequent meetings with their team and create enough time and space for personal conversations regarding the evaluation of work and tasks (giving feedback and instructions and receiving feedback) and well-being of team members. All staff members and volunteers are required to read this document and confirm their understanding and agreement of this document by signing the form below.

Registration of Children (Sunday Service Check-in)

At any Sunday meeting, we require parents to register (check-in) their children for any kids and youth work ("Creche", "Bloom" and "Rise") their children are joining on any specific Sunday. The registration (check-in) is mandatory for ALL children between the ages of 0 to 12 years. This means that parents need to register (check-in) their children not only once but for every Sunday meeting separately. This registration will ensure that we and especially the kids and youth worker and the floor manager all know at any time which children are in which group and in case of any incident which parents to contact and inform. The registration (check-in) of children will be facilitated at the info desk at the entrance (2nd floor) of our venue before the Sunday service starts. There will always be a member of the kidswork team attending to the parents to assist with the registration (check-in) at the welcome desk. After registration parents and children will receive matching stickers for quick and reliable identification at any time. During the service and the kids or youth work parents and children are required to keep their stickers with them. This registration will also allow us to alert parents during the service (on our screens and without sound) in case their children are calling for them or in case of any incident that needs their parents' attention.

Once the children are reunited with their parents (after the service or when the kids or youth work is finished or in case children need to leave the group earlier) all stickers need to be returned to the welcome desk or a member of the kidswork team (or in case of an incident to the floor manager) so we can ensure that all registered children are back in their parents' custody. The obtained registry will stay with Redeemer and all privacy policies and restrictions apply.



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Supervision (adult-to-child ratio)

At any given event or Sunday meeting, we aim to have (at each minors' activity) a minimum of two adult workers (preferably both male and female) so that minors can relate to workers of the same gender. Should there be more than 10 minors present we will strive to increase the number of adult supervisors accordingly. Counselling or matters of a confidential nature should be conducted by an adult of the same gender as the minor present, with two leaders to one minor in personal meetings. Sensitive/intimate needs from children demand special awareness and consideration from supervisors. Specifically, only supervisors of the same sex as the child are allowed to accompany a child to the toilet and changing diapers is NOT allowed by any supervisor. The need for changing diapers must be brought to the parents' attention and must be done by them. Leaders of church activities, when parents are not present, should keep a register of names and should record arrival and departure of minors.

Incidents

An incident log should be maintained for all group activities. The activity leader should ensure that any incident which causes concern is recorded. This recording should include details of the incident, names of those involved, action taken and any future action required. The IVPs will check these logs every 6 months. Workers on duty should be aware of who is on duty from the Emergency Response Team (BHV) and where the First Aid Kits are. A qualified First Aider (BHV) should be available at all activities and any First Aid must be administered by that person. Minor First Aid should be given either in public or in a room with the door ajar. If First Aid requires privacy, two adults should be present. All instances of First Aid should be recorded.

Outings & Overnight trips

When minors are taken on outings, written parental consent should be obtained in advance, with contact details, medical details, doctor's phone number and medical insurance details. As far as possible, a minor should not be alone in a car with an adult. Where this is unavoidable for short journeys (e.g. the last of a group to be dropped off at home) the person should be asked to sit in the back of the car. When groups are taken for overnight trips, care should be taken to ensure that sleeping arrangements are appropriate. All bedrooms/dormitories should be single gender and workers should not share sleeping accommodation with minors.



Discipline

All workers have the right to verbally correct and discipline the people entrusted to their care. This should be done in a loving and upbuilding way. Physical punishment should NEVER be used on anyone in your care. You should learn how to use positive discipline. Seek help if you have problems with discipline and control. There may be occasions when it is necessary to restrain someone to ensure the physical safety of themselves and others. Such restraint should only be used in an emergency, should last for as short a time as possible, should use only the minimum force necessary to ensure safety and should always be immediately reported to your ministry or volunteering team leader. If safety permits, do not engage in restraint without another worker present. If the situation allows, ask for help from the person's parent/carer. If someone refuses to cooperate with safety and disciplinary instructions, the worker should return them to their parents/carers. If the parent/carer is not present they should be contacted immediately. All problems encountered with discipline need to be reported to parents/carers immediately if present in the building or afterwards (preferably by a visit) but if not by phone or letter. All parents and carers should be informed both verbally and in writing of these procedures when someone joins an activity.

Counselling, coaching, discipleship

You should never be alone with a minor or vulnerable adult. Coaching, prayer and discipleship should take place in a group environment.

- In a counselling situation with a child, youth or vulnerable person, where privacy and confidentiality are essential, you should make sure another adult knows the conversation is taking place as well as when and where. Another adult should be in the building, and always within sight (and the person must know this). All such counselling must be by an adult of the same gender. The parent or carer must always be notified, except in cases where they are possibly causing harm to the person concerned.
- If you are seeing someone individually off-site for any reason (befriending, discipling etc) this should be with the knowledge of the group leader and with the parent/carer's consent. Such meetings must be in public places and another adult of the same gender as the child should be present. No minor or vulnerable adult should be invited to your home alone.



First Aid

Redeemer Maastricht commits to the following First Aid guidelines:

- At least one suitably stocked and up to date first aid kit is always on-site.
- First Aid kits must be stored in an easily accessible and clearly identified area, out of reach of children.
- All staff and volunteers in ministry and volunteering teams in the church must be informed as to where to locate the First Aid kit(s) and ensure that they notify first the Floormanager and second team leaders in the case of a First Aid incident.
- It is also important that if there is a kids or youth group activity or camp activity which is conducted offsite that a travel kit is also taken to these activities.
- Floor Manager plus Steward as main First Aid Responder attending to the incident promptly and making sure the First Aid protocol is followed and First Aid treatment is provided promptly. All floor managers are required to have a valid First Aid (CPR) training. However, in case of a First Aid incident they can delegate providing first aid treatment to other authorised and trained First Aid Responders while coordinating and supervising compliance with the First Aid protocol.
- Staff and volunteers can volunteer to become a First Aid Responder; there will be a minimum of 2 authorised and trained First Aid Responders during Sunday services.
- All staff identified as First Aid Responders will be given Standard First Aid (CPR) training, and records of training will be retained and replaced as re-certification of Responders occurs.
- Responders will be notified when re-certification is required, along with information of where and when training will take place.
- Staff and volunteers will be informed timely about new First Responders and any substantial changes to these First Aid guidelines.
- Any First Aid incident will be documented in First Aid Logs and those logs will be kept and stored for at least 3 years.

Security and Safety Incidents

- The Floor Manager (and Steward) are First Responders and responsible to handle any incident related to security and safety incidents during Sunday services. They must follow the (i) Security Protocol and (ii) Emergency and Evacuation Plan and instruct staff, volunteers and all other guests about the procedure to ensure safety. Everyone must follow the instructions of the Floormanager and/or from emergency agencies.



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Digital Communications

Before communicating digitally with minors, permission must first be sought from parents and carers. If such permission is granted, emails sent to minors must nevertheless also be copied to the parents/guardians/carers. Communication with minors individually, via digital means and social media is not permitted. It is permissible for the youth leaders to have an Instagram group or something similar with the youth: this is the most transparent way of communicating. This group must contain, however, more than one adult worker and more than one youth.

Photo / Video Consent

Parents and guardians must indicate in ChurchSuite their consent (or non-consent) for photos and videos of their children to be used in Redeemer media. They must also respect their children's wishes when setting these consents. Use of any such media will be strictly in accordance with Redeemer's Privacy and Data Protection Policy. All Children and Youth ministry leaders are to strictly observe these consent settings. First-time and occasional visitors are not expected to create and complete ChurchSuite accounts: until they have done so, no photos or videos of their children may be taken.



Incident Reporting Procedure (*Meldprotocol*)

The reporting of abuse incidents happens in three stages: recognition of abuse, responding to abuse, and recording of information. Below is specific to child abuse, but much of this can apply to anyone. Redeemer has a Zero-Tolerance Policy for any sort of sexual abuse or harrassment of children AND adults. The procedures below are, therefore, the same also for sexual abuse and/or harrassment among adults. An example would be a man talking to a woman in a "sexually loaded" or "sexually intentional" way. There is absolutely no space and tolerance for such behaviour within Redeemer. Any offender needs to be confronted and removed from the church as soon as possible. Potential further steps may follow depending on the specific situation.

Recognising Abuse

Definition of child abuse

Abuse is categorised into four categories and is defined as:

- Physical abuse: the child is hit, kicked, pinched, burnt etc.
- Psychological abuse (emotional): the child is rejected, terrorised, incited to behave in a strange or anti-social manner: extreme demands are placed on a person. The child may be psychologically neglected, isolated, ignored or manipulated.
- Sexual abuse: the child is forced to endure sexual actions and/or to carry out sexual actions.
- Physical neglect: care (medical/physical) and/or safety is withheld from the child, or they do not get sufficient food or clothing.

Signs of abuse

The following signs may indicate abuse but they should not be taken in isolation. Do not jump to conclusions. There could be other explanations.

- Any injuries not consistent with the explanation given for them
- Any signs of self-harm. These might include cutting, substance abuse etc
- Injuries on parts of the body which are not normally exposed to falls, rough play etc
- Significant bruising over a period of time that the child is reluctant about or tries to cover up
- Illnesses or injuries which have not received appropriate medical treatment
- Inappropriate clothing and/or poor health and hygiene
- Eating disorders or significant weight loss
- Changes in mood or behaviour, particularly where a child withdraws or becomes clinging
- Unusual depression or aggression
- Sudden instances of running away, stealing or lying



- Frozen watchfulness or flinching
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares.
- Any allegations made by a child concerning abuse against them.

It is important to record things as once-off observations may be nothing but over time a pattern may emerge that needs dealing with. At the same time, there is such a thing (in the case of children) as bad parenting and this is not necessarily abusive.

Responding to abuse

If abuse is suspected, disclosed or discovered:

Do NOT Delay

Do NOT Start To Investigate

Do NOT Contact Alleged Abusers

Do NOT Discuss With Friends

1. How to REACT to someone who wants to talk about abuse

If a child tells you about abuse they have suffered they have chosen you because they trust you and think you will know what to do to help. It is important that you react in a way which will be helpful and supportive to the child. It is not easy to give precise guidance but the following may be of help and should be followed wherever possible. Please also notify a team or ministry leader that you will be meeting with the child and make sure he/she is aware of when and where the conversation is taking place and is in the building should you need support.

DO NOT - agree to keep the information secret

DO NOT - say or suggest that you are shocked

DO NOT - say or suggest that you don't believe the child

DO NOT - make false promises

DO - explain to the child at the outset that you may have to tell someone else if you think it is necessary

DO - remain calm and supportive

DO - show acceptance of what the child says

DO - reassure the child that they were right to tell you



DO - tell the child what you are going to do next

Immediately after the person has spoken to you, you should write down exactly what you have been told by the person. Use the person's words as much as possible. Do not add anything - even your own opinions or feelings or what you think might have happened. Date and sign these notes and keep them in a safe place (see 'Recording of Information' below).

2. Inform an IVP immediately

The best person to inform is an IVP, either: Christian Barendregt or Virgily Barendregt. They will know best how to respond further. If this is what you choose to do, record it in the incident log and leave it with them: your responsibility ends there, do not involve yourself further. If, for whatever reason, you are unable to inform an IVP then do the following:

3. If IVP unavailable - the THREE scenarios:

Broadly speaking, there are three potential scenarios of concern, each needing a separate response:

1. Allegations of domestic violence, incest, abuse within a family

If domestic violence, incest or other abuse within a family (i.e., not on church premises or during church events) is suspected, or if there is anything that gives serious concern about someone's welfare in a family situation, contact Veilig Thuis ('Safe at Home'):

Veilig Thuis Zuid Limburg

Postbus 33

6400 AA Heerlen

Telephone: 0800-2000 (gratis) 24/7; e-mail: contact@veiligthuiszl.nl

It is possible to ask for advice from Veilig Thuis without having to name the person or the parents. If required, Veilig Thuis can record the details under the name of the person asking for the advice. If the church later on requires further advice about the same person, the details can thereby be retrieved without having to give the name of the person. If the church does eventually decide to report the matter officially then earlier recorded information will be available. Once a report is officially made to Veilig Thuis the responsibility for initiating help lies with Veilig Thuis. This is help for the family by agreement and may be through Veilig Thuis or other agencies.

If the matter is so serious that you think it is unsafe for the person to return home, you should inform your team leader, and if at all possible while the person is still with you. Remember, that you have the right, as a member of the public, to contact Veilig Thuis or the police if you have serious concerns over the welfare



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and safety of a person. You can (anonymously) report a person's situation or ask for advice. In either situation you can choose whether or not to reveal the name of the person and his or her family.



2. Allegations of abuse (i.e., punishable offences (strafbare feiten))

If the information disclosed concerns abuse, inform: your team leader, one of the elders, and the Police. In an emergency situation when you are unable to reach an appropriate person in the church you may have to take the step of informing 12 the Police alone. If you believe the alleged abuse to be **acute or life-threatening** you should report it directly to the Raad voor de Kinderbescherming (Council for the protection of persons) or to the jeugd en zedenpolitie (Youth and Vice police) within 24 hours.

3. Allegations of inappropriate behaviour by leaders (meaning people in a leadership position of any sort).

If the allegation concerns a leader (person or youth worker, life group leader or even a deacon or elder) and their relationship with an adult in the congregation, do not contact another leader, but rather contact the church's Meldpunt: **Stichting Evangelisch Meldpunt (SEM)**:

Telephone: 085 4881440 (within office hours) or email via:
<https://www.wijzijsem.nl/melden-contact>

SEM is a party external to the church and to New Ground. They may also be contacted for advice should there be any concerns of behaviour by a leader towards an under-age person. More over Redeemer's membership of SEM can be found on <https://www.redeemermaastricht.nl/> at: Redeemer and Stichting Evangelisch Meldpunt (SEM)

After you have informed the appropriate person, you no longer have direct responsibility for dealing with the situation. The Social Services and/or police may want to interview you in the course of an investigation.

It can be distressing to hear of abuse for perhaps the first time and you may need support and reassurance yourself. The Elders will ensure that this support is offered. You should not share your information with anyone else. Confidentiality should be respected for the sake of the person and the family.

Your care and prayers will be invaluable to the person and the family in what may well prove to be a difficult and disruptive time for everyone. The church leaders will be responsible for any other issues of pastoral care, which arise from an abuse situation.

Recording of information

Every team leader must keep, under the strictest security, an incident log accessible only to them and the elders. Anything causing concern during an event in their team activity (including injuries and first aid) must be recorded. These logs will also be made available to any lawful civil authority entitled to view them in the proper course of their investigation.



Safe Environment Policy Agreement:

Staff and Volunteers working with children, youth and vulnerable adults

Name (BLOCK CAPITALS)

1) I understand the nature of the work I am to do with:

(Name of group:.....)

2) I understand that I will be directly accountable to:

Name of team leader: (.....) and that he/she will be responsible for directing me and supporting me in my work.

3) I have read and understand the Church's Safe Environment Policy. I understand that it is my duty to contribute to the protection of everyone with whom I come into contact. I declare that I have never engaged in any form of child abuse including child pornography. I don't feel sexually attracted to children. I undertake to take the appropriate action if abuse is suspected, discovered or disclosed.

4) I understand that this document will be continually updated and I commit to comply wholeheartedly with it at all times. I commit to periodically undertake training as offered or recommended by the church.

Signature.....

Date.....

Place.....

TEAM LEADER:

Name.....

Signature.....

Date.....

Place.....



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Appendix I: Stappenplan Veilig Jeugdwerk



Appendix II: First Aid Protocol

- 1) Only authorised and trained First Aid Responders shall provide first aid treatment
- 2) The Floormanager must be immediately informed about the First Aid incident and he must attend to the incident and either First Aid treatment himself or delegate the provision of First Aid treatment to another authorised and trained First Aid responder
- 3) Responders are to follow universal precautions and ensure the scene is safe for themselves and others prior to administering first aid
- 4) If the Responder identifies that further medical attention is required, they will work with the Floormanager to arrange transportation (whether this is calling the ambulance or arranging for a taxi)
 - i) If transportation is by taxi, the Responder must find a contact person to attend with the aided person to ensure that assistance can be provided while travelling to the medical facility. If there is no contact person, the Responder must attend with the aided person
 - ii) If by ambulance, the contact person or the Responder will arrive at the hospital to stay with the aided person until their emergency contact arrives
- 5) If an ambulance is called, the Responder has control of the scene until Emergency Services arrives; all staff are to follow the instructions of the Responder during this time
 - a) In the event further medical assistance is required, the Floormanager will notify the aided person's emergency contact
- 6) If the aided person declines the offer of transportation for a minor injury, make a note on the first aid log and have the person sign off that they refused transportation
- 7) Upon completion of administering first aid, Responders together with the Floormanager will:
 - a) Document incidents in First Aid Log
 - b) Dispose of contaminated waste and first aid supplies in the designated waste receptacle
 - c) Disinfect any contaminated surface (i.e. floors, furniture, equipment, etc.); dispose of cleaning supplies in designated waste receptacles. Notify the responsible person that first aid supplies need to be replenished



Appendix III: Security Protocol

This section sets forth (i) procedures in case of suspicious or disorderly persons and (ii) emergency procedures in case of an intruder.

1. Suspicious or disorderly persons

- a. If suspicious or disorderly persons are spotted the following actions will be taken.
 - i. Person noticing the potential threat will notify the Floor Manager immediately.
 - ii. The Floor Manager will intervene and attend to the suspicious or disorderly person and find out what is going on
 - iii. The Floor Manager will instruct the suspicious or disorderly person on the beliefs, values and culture of Redeemer and make it very clear that any misconduct will NOT be tolerated
 - iv. If the Floor Manager concludes that the suspicious or disorderly person is neither a threat nor will engage in any misconduct the Floor Manager will release the suspicious or disorderly person from his intervention and keep an eye on him or her
 - v. If the Floor Manager concludes that the suspicious or disorderly person is either a threat or might engage in any misconduct the Floor Manager will instruct the person to leave the venue immediately and not come again. If the suspicious or disorderly person shows any signs of refuse or aggression the Floor Manager will call the police immediately and wait with the person (ideally walk him or her out) for the police to come and take the person in their custody
 - vi. Floor Manager will announce when incident is handled

2. Intruder

- a. If an intruder threatens injury or the life of a guest or church member(s), the following actions will be taken.
 - i. Person noticing the potential threat will notify the Floor Manager immediately.
 - ii. During assessment of the situation, if the person in question is armed or irrational (yelling, making threats etc.), call the Police immediately for help. If Police are called, send a person outside to meet police to explain the situation and give directions to where the person is located.



- iii. Attempt to seal off areas around the threat, i.e. blocking hallways, locking doors or buildings, while keeping people away.
- iv. Delegate a person(s) to go to every kids room instructing them to lock door(s), and to shelter in place.
- v. Instruct kidsworker to stay put until word comes that the threat no longer exists. The person in charge of the classroom should keep occupants away from doors and windows, and barricade the door if necessary.
- vi. Floor Manager will announce when threat is removed and Sunday service can continue

Incident Reporting

An incident report will be completed whenever something of an unusual nature happens or is observed. This includes suspicious or disorderly persons, intruders, theft, or complaint of a third party. If a third party complaint is received, the complainant should provide a statement with detailed information. An incident report, shows concern for those individuals who may be affected by any security incident, injured, either visitors or members, and demonstrates that the church is doing everything possible for them. This also documents the immediate attention the church or staff/voluntary members provided.

An incident report provides valuable information on who, what, when, and where. It also provides the type of impact, injury, witness information, and the injured party's response. Without accurate information, it is very difficult to recall specific incidents of the past and can be scrutinised in case of any legal procedures.



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Appendix IV: Emergency and Evacuation Plan