



Disruptive Person(s) in the Sanctuary Protocol

PURPOSE

The goal/purpose of this protocol is to keep the congregation and Safety Team members safe. And keep the disruptive person(s) safe.

This protocol is for a disruptive person who has **not** displayed any weapons or threatens to do harm.

RESPONSE/PROTOCOL

If a person stands up during a service in the Sanctuary and starts ranting, being disruptive during a service, The Pastor will tell the congregation that "*The service has ended and please exit the church safely.*" By removing the 'audience' the disruptive person(s) may simply leave on their own.

The **Ushers** will guide the congregation out of the Sanctuary safely away from the disruptive person(s). They will keep a path clear for the disruptive person(s) to leave without coming into contact with any church attendees. Ushers should take direction from the Safety Team.

The Safety Team and the Ushers will NOT go hands on with the disruptive person (especially if there is more than one disruptive person).

The **Safety Team** will approach the disruptive person(s), keeping a safe distance from them (at least 8-10 feet), telling them to "*please leave, you have disrupted our service.*" It's important to be observant of their hands and look for any weapons that they may be concealing. If we don't see hands, we will ask them to keep their hands visible at all times.

Safety Team will use hand signals to show disruptive person(s) the direction we want them to exit the building, keeping the path clear for them to leave without confrontation.

Safety Team members will pull on their security sashes as soon as possible in preparation for police arrival.

One of the Safety Team members will radio the security camera monitor to call 911 immediately and provide a description of the person(s) while another Safety Team member communicates with the disruptive person at a safe distance (at least 8-10 feet). If possible, take pictures of the disruptive person with a cell phone. At the very least we will provide the police with any security camera recorded pictures of the disruptive person entering the Narthex doors.

The camera monitor will call 911 immediately and provide descriptive information and location of the disruptive person(s). The camera monitor will observe the disruptive persons leaving, communicate with 911 a description of the car and direction that they are leaving.

The Safety Team members will follow the disruptive persons to make sure that they leave and do **not** confront any church visitors in the parking lot.

They will take pictures of the vehicle and license plate which will be given to the police when they arrive.

If the disruptive person(s) appear to be threatening anyone in the parking lot, Safety Team members will use their own judgement and take any appropriate action to protect visitors in the parking lot.

The Safety Team members will meet law enforcement on their arrival and provide all descriptive information and file a formal complaint to include a 'no trespass' complaint up to a 'restraining order' against the person(s).

If the disruptive person(s) refuse to leave, we will tell the disruptive person, "*You are trespassing and we have called the police. Please leave immediately* (pointing toward an appropriate exit)."

One of the Safety Team members will radio additional information, location of the disruptive person(s) to the camera monitor who will pass this information on to the 911 dispatcher. To include where the police should enter the building and meet up with the Safety Team.

Once the police arrive, the Safety Team will take direction from the police officers.

INCIDENT REVIEW

The Safety Team and Ushers will meet with responding law enforcement officers to review all aspects of the incident to determine how best to respond if there was ever a repeat of the incident.

What worked well, what didn't work well, what could be done to improve our response to a disruptive person(s). The Safety Team and Ushers will hold periodic training sessions to build confidence in our ability to respond appropriately and safely.