



Haven House – City of Refuge Church- Medical Emergency Response Policy

Purpose

This policy provides a clear, calm, and discreet response to medical emergencies during church services, events, or activities. The goal is to ensure safety and proper care while protecting dignity, maintaining order, and minimizing disruption to worship.

Designated Emergency Response Team

The following individuals are authorized to respond to medical emergencies:

- Senior Pastor
- Health and Wellness Ministry Leader (Registered Nurse)
- Security Team Member on duty
- Executive Administrator or a member of the Administrative Ministry
- Additional trained volunteers as assigned

At least one designated responder must be present during all services and major events.

Guiding Principles

- Remain calm, composed, and respectful
- Protect the individual's dignity and privacy at all times
- Limit involvement to only those necessary
- Avoid unnecessary interruption of worship
- Ensure timely and appropriate medical care
- Communicate quietly and discreetly

Medical Emergency Response Procedures

Step 1: Identification & Notification

If a medical emergency occurs, the nearest usher, greeter, or designated safety person should respond calmly and discreetly and immediately notify the Health and Wellness Ministry Leader or Security Team member.



Step 2: Quiet Assessment

The designated responder will discreetly assess the individual by:

- Checking responsiveness
- Observing breathing
- Asking basic questions if the individual is conscious

If appropriate, consult with the individual's spouse or significant other for guidance.

Step 3: Privacy & Minimal Disruption

If safe to do so, assist the individual to a private or quieter area.

Avoid crowding, announcements, or sharing personal details.

Worship should continue without interruption whenever possible. Any pause should be brief and handled by leadership without referencing the individual or the situation.

Step 4: Emergency Medical Services (911) & Emergency Contacts

If the situation appears **life-threatening**, 911 should be called immediately by a designated responder or administrator.

If the individual is conscious and stable:

- If a spouse or significant other is present, the decision to call 911 should be made in consultation with and at the discretion of the spouse, unless the responder determines immediate emergency intervention is necessary.
- If the individual is single or unaccompanied, a member of the Administrative Ministry should go to the church office to retrieve the individual's emergency contact information and make contact as appropriate.

The Health and Wellness Ministry Leader or designated responder will continue to monitor and care for the individual during this process.



Step 5: Security & Crowd Management

Security and ushers will:

- Create space around the individual
- Control foot traffic
- Direct EMS upon arrival, if applicable
- Protect the individual's dignity and privacy

Congregants should be encouraged to remain calm and seated.

Step 6: Communication

Public announcements should be avoided unless absolutely necessary.

If communication is required, leadership may briefly state:

“We are addressing a medical situation. Please remain calm and continue in worship.”

Step 7: Documentation & Follow-Up

After the incident:

- The Health and Wellness Ministry Leader will complete an internal incident report
- Church leadership will be informed
- Any necessary follow-up will be coordinated discreetly

Questions or Concerns

For any questions regarding this policy or emergency response procedures, please contact the church administration at: info@havenhousecor.org