

# Ninth and O's Medical and Security Team: MAST

## **Reasons for a Medical and Security Team:**

During the course of a week, we see a large amount of people here at Ninth and O. While they are on our campus, we want to make sure we are aware of our responsibilities:

1. We must take care of the people of God.

*This service that you perform is not only supplying the needs of God's people but is also overflowing in many expressions of thanks to God.* Romans 9:12

2. As we reach and help people ... evil is no respecter of churches.

*And pray that we may be delivered from wicked and evil men, for not everyone has faith. But the Lord is faithful, and he will strengthen and protect you from the evil one.*

2 Thessalonians 3:2-3

The goals of MAST are simple. We want to sacrificially serve the people of God at Ninth and O by:

- Medically providing care for members and guests by professionally trained health care technicians who are members of Ninth and O in good standing with the church.
- Protecting members and guests while in worship, BFG, and/or special church events by members in good standing who serve vocationally as law enforcement officers or non-sworn Zone Monitors.

## MAST Security Volunteers

MAST security is made of church members who have joined together to help serve and protect the members of Ninth and O and our guests. As a MAST security volunteer, you must-

1. Have a background check completed. We will use the same criteria used to protect minors, and we will also screen for violent crime and theft.
2. Be approved by the pastoral staff unless you are already a deacon.
3. Go through training set up by the MAST coordinators.
4. Be available to keep watch 10 minutes before, during, and 10 minutes after the entire service.
5. Approach people with a kind attitude and also be firm and direct when necessary.
6. Have the physical ability to escort someone to a designated area.

There are three types of MAST Security personnel that will be defined in the sections that follow:

1. Zone Monitor: The purpose of Zone Monitors is to assure fast availability and fast notification. Our Zone Monitors will be a combination of deacons and MAST volunteers.
2. Law Enforcement Officer (LEO): Law enforcement officers are officials sworn by the state of Kentucky. These officers have jurisdiction/arrest powers in Jefferson County while on and off-duty.

Equipment:

- Weapon: LEOs should carry concealed firearm and official duty badge/ID.
  - Flex-cuffs will be available in the church office at the receptionist desk.
3. Pastor on Call: A member of the pastoral staff that helps facilitate the process of handling a security incident as an official agent of the church.

## **MAST Policies and Procedures**

There are many situations that would require the assistance of MAST Security.

Some of the possible calls are: outburst in worship center, disgruntled parent/spouse, despondent person, and/or a medical emergency.

### **Standard Operations for MAST Security**

When serving on MAST Security, there are basic guidelines to keep in mind:

1. Only sworn law enforcement officers may carry firearms on the Ninth and O property.
2. Radios will be used by all security personnel. Only LEOs and the Pastor on Call will wear an earpiece/mic.
3. The radios should be set to channel 1, sub-channel 1 at all times.
4. If you need to have general talk, please ask the person to call you on a cell phone.

### General Church Functions for MAST Security

#### 1. Law Enforcement Officers (LEO)

- As an event is occurring, security should make others aware by communicating over the radio, “security need,” followed by the location of incident (i.e. security need, Preschool lobby).
- LEOs should stay in the worship center/lobby area 10 minutes before, during, and 10 minutes after worship services/church events.
- LEOs should discreetly scan crowd and watch for any concerns.
- When a medical emergency occurs, LEOs should radio in and make sure they do not need assistance. There may be security risks during a medical

emergency. However, if you are in the worship center, do not leave. We don't want a staged distraction to leave the stage area vulnerable.

- When you arrive at an incident, call out on your radio. For example, "Officer Jones is in the preschool lobby now."

## 2. The use of Zone Monitors:

- BFG leaders, pastoral staff, and preschool workers will be made aware that Zone Monitors are in specific locations. They will have to get the attention of a Zone Monitor to get help in emergency situations.
- If a Zone Monitor becomes aware of a situation that requires security or medical assistance, they will immediately call for help *over* the radio and advise the nature of the emergency, the general location, and/or room number. The Zone Monitor is to stay at the location until help is on the scene. The radio call will be answered by a medical professional or law enforcement officer. The medical professional or LEO is to make contact with the Zone Monitor.
- MAST personnel must be advised if a person is unconscious and/or unresponsive.

(Example): 2<sup>nd</sup> floor Youth ministry BFG has a medical emergency.

1. The teacher or helper steps into the hallway and calls for help.
2. The closest Zone Monitor responds.
3. The Zone Monitor calls for help over the radio from either medical or security or both, advising the general area and room number, nature of emergency, and advises of any complications. This must be done in a calm manner.
4. The Zone Monitor remains at the location and awaits a response from MAST LEOs or medical professionals.

5. Zone Monitors may be asked to assist LEOs or medical professionals until further help arrives.
3. The use of greeters, adult BFG leaders, preschool, children, and youth workers to help coordinate MAST services:
  - In case of an emergency, send someone into the hallway to call for help. Keep in mind one of the lobbies may be the closest location of a Zone Monitor with a two-way radio.
  - The Zone Monitor needs to be advised of the room number and the nature of the emergency (i.e. laceration, cut, or security risk).
  - Tell the Zone Monitor of any complications (asthma, panic attacks, nose bleeds, etc.). \*\*It is critical that we know if the person is conscious or unconscious or if the person is breathing or not breathing.
  - Greeters can serve an important role by informing MAST security about “people of interest.” Greeters should use their best judgment. If a person looks like they may be trouble, MAST Security can at least watch that person. We want people with troubles to come to church. We also want to make sure everyone has the opportunity to worship without incident.

### Sunday Morning Worship

One of the primary roles for MAST Security is to serve in the worship center during Sunday morning services. During the Sunday morning services, people may approach the stage area for many different reasons. Most of the time, there is time for people to come forward for a spiritual need at the end of the service. If someone approaches at a time other than the end of the service, MAST security must quickly assess the approach.

### Recognize possible reasons for approach

1. Spiritual need. Security signals OK to MAST over radio. Then signals OK to pastors on stage. MAST Security will radio in for the Pastor on Call and escorts person to the nearest exit.
2. Disgruntled person. Proceed with removal procedures.
3. Violent person. Proceed with removal procedures.

\* Special note: Pastors who will be using the stage will need to alert security of any concerns or any changes in the worship services that may require people to approach the stage area.

#### Removal procedures for a worship center incident

When on duty as worship center security, try to remain in the worship center for any possible incident.

##### 1. Outburst / Protest

- MAST Security will approach the person quickly in order to secure the person. You will move first, then radio for a security need in worship center on your microphone. If person is within the length of the pews/chairs, MAST Security must go to the person to speak to and/or detain the person. The person will be escorted outside, into the lobby, or office area as quickly as possible.
- MAST Security should serve the person with a request to leave. Give the person a “no trespass” address to leave building and not to return to Ninth and O. Such address could be “..... because of your actions, you are not permitted to return to Ninth and O property ..”
- If person does not leave, MAST Security will escort them off the property or LEO will make an arrest if appropriate. At least one Zone monitor will remain by the exit in order to ensure the person does not come back.

- Pastor on Call will write up an official incident report that will be kept on file with Dr. Jeff Elieff.

## 2. Stage Approach

- MAST Security will approach the person and quickly surmise the reason for the approach. You will move first, then radio for a security need in worship center on your earpiece/mic.
- MAST Medical should be on alert but stand back. Do not approach while radio instructions are being given.
- MAST will escort the person outside, into the lobby, or office area as quickly as possible. MAST Security should serve the person with a request to leave. Give the person a “no trespass” address to leave building and not to return to Ninth and O. Such address could be “...because of your actions, you are not permitted to return to Ninth and O property ...”
- If person does not leave, MAST Security will escort them off the property or LEO will make an arrest if appropriate. At least one Zone monitor will remain by the exit in order to ensure the person does not come back.
- Pastor on Call will write up an official incident report that will be kept on file with Dr. Jeff Elieff.

### Summary of procedures after a security incident:

1. If possible, at least two LEOs should remain with the person. Other LEOs and MAST security should return into worship center for continued security in case of other events.
2. LEOs will discern the best action course of action: dismissal or arrest.
  - If dismissal, Zone Monitors and LEOs will need to remain vigilant to make sure the person does not return to the property. This may include standing

by the door for the remainder of the service and informing second service MAST security of situation.

- If arrest, LEOs will handle it according to their off-duty SOP.

\*\*\*At Ninth and O, we believe our LEOs are fully equipped to make critical decisions as they see fit. This guide does not serve as an exhaustive manual for every situation they may encounter while serving on MAST. We do not wish to limit the actions they take. We understand they may have to act quickly and use tactics other than those mentioned in this guide in order to protect and serve.