Additional Helpful Numbers:

Emergency - 911

Metro West Fire 636-458-2100

Wildwood Police 636-458-9194

Ellisville Police 636-227-3729

Ballwin Police 636 -227-9636

Ask-A-Nurse 314-645-4500

Behavioral Health Response (suicide/mental health assistance) 314-469-6644

Cardinal Glennon Hospital 314-577-5666

Child Abuse Hotline 1-800-392-3738

Child Abuse Counseling/Family Resource Center 314-534-9350

Crisis Nursery 314-768-3201

Poison Control 314-772-5200

Mercy Hospital 314-569-6000

St. Louis Children's Hospital 314-454-6000

St. Luke's Hospital 314-434-1500

Suicide Hotline/Lifecrisis 314-647-4357

Living Word United Methodist Church
17315 Manchester Rd.
Wildwood, MO 63038
636-821-2800
636-821-2801 fax
www.livingwordumc.org

Safe Gatherings

RAPID RESPONSE GUIDEBOOK

Version 2026

- Key Telephone Numbers
- Imminent Danger
- Physical Injury
- Lost or Missing Children
- Reported or Observed Abuse

KEY TELEPHONE NUMBERS

In an EMERGENCY call:

911

Metro West Fire Dept.
636-458-2100

Wildwood Police Dept.
636-458-9194

Poison Control
314-772-5200

Ask-A-Nurse
314-645-4500

Jesus said, "Let the little children come to me and do not stop them, for it is to such as these that the kingdom of heaven belongs."
Matthew 19:14

Living Word Policy Statement
The problem of child abuse/neglect is so great, its frequency so frightening, its consequences so severe, that a plan for reducing the risk of child abuse in the church is part of every church's obligation to its children. Living Word United Methodist Church is aware that the 1996 General Conference and the 1999 Missouri East Conference of the church adopted resolutions aimed at reducing the risk of child abuse in the church. This policy affirms our commitment to creating a Safe Sanctuary that reduces the potential risk of injury or abuse to the infants, children, youth and adult volunteers who participate in our church activities. We are using the Safe Gatherings program to help us meet this aim.

Living Word UMC will:

- Adopt reasonable safety measures such as application process and background checks for the selection and recruitment of adult volunteers with children and youth.
- Provide education for adult volunteers with children and youth regarding the church's policy and procedures as well as the reporting requirements of the State of Missouri.
- Provide sufficient liability coverage
- Have a plan for communicating with family members of those who allegedly have been victimized, and with the media, if necessary. Only the Lead Pastor or Leadership Board Chair should respond to the media.

When a Victim Reports Questionable Behavior

The person hearing the initial report should follow these steps:

- Listen supportively.
- Hear the victim out - do not minimize or discount the allegation.
- Do not judge the allegation negatively or positively.
- Ask basic questions to clarify facts if needed, but do not try to investigate or verify the allegations of the report.
- Note the pertinent details in writing as soon as possible after hearing the report, but don't take notes when the victim is speaking. Give him/her your full attention.
- Contact the Lead Pastor, staff person responsible or ministry leader immediately. The team, pastor, staff person and ministry leader will help decide the next step, consult with legal counsel, and make the report to law enforcement if necessary.
- If an appointed Pastor is being accused, the person receiving the initial report should contact the Chair of the Leadership Board who should immediately alert the District Superintendent to the situation.
- Do not discuss the allegation with anyone except those who have a need to know and are helping to respond.
- If the safety of the child/youth is at issue, the volunteer must use his or her own judgment to decide the best way to proceed. Volunteers may contact law enforcement directly if timing is critical and church leaders are unavailable for consultation.

During working hours: Mon-Thur. 8:30 am - 4:30 pm
636-821-2800
Living Word United Methodist Church
17315 Manchester Rd.
Wildwood, MO 63038
www.livingwordumc.org

After hours:

For Pastoral Care Emergencies,
please call the Pastor-on-call at 636-821-2888

Lead Pastor
Bruce Baxter
573-270-1530

Leadership Board Chair
Lisa Horner
314-753-5908

Executive Director
Brad Locke
314-488-6562

Director of Facilities Management
Mark Turner
636-821-2842

Please Read….

A child or adult participant may suffer an injury while in our care despite our best prevention efforts. This booklet addresses four categories of emergency situations:

1. Imminent Danger
2. Physical Injury
3. Lost or Missing Children
4. Reported or observed abuse

Our church has a sacred responsibility to all parties in an incident: the victim, the parents, the church volunteers and the church itself. If you are involved in an accident or incident, follow these steps:

- Refer to your church policy and act accordingly
- Keep participants informed of process/procedures
- Provide care and support as needed for all involved
- Offer support and appreciation for those who express their concern
- Respect privacy and confidentiality
- Provide tangible assistance as appropriate
- Mobilize your church's Safe Gatherings Response Team, and cooperate with their directions by calling one of the numbers listed on page 3.

Note: These steps are reasonable guidelines to follow, but you may need to modify them based on circumstances. No guidelines can take the place of good judgment of the church worker on the spot in the midst of the crisis/emergency.
The Safe Gatherings Response Team should see to the following:
Promptly notify and consult with others as needed:

◊ Missouri UM Conference Office (as necessary)
◊ Adult volunteers who saw or were involved
◊ Legal counsel
◊ Church insurance company
◊ Leadership Board Chair/Lead Pastor
◊ Social services or law enforcement (if needed)

4. Reported or observed abuse

Including physical/emotional abuse, neglect, or sexual misconduct which is observed, reported, or suspected.

These guidelines apply to allegations related to church volunteers or activities. As a church volunteer you may also hear about or suspect abuse that is not related to church volunteers or church activities but is suspected in home, school or other environments. These procedures are appropriate for either case.

Follow these steps:
Adult Volunteers Who Observe Questionable Behavior

Any person, who has concerns about the appropriateness of the behavior of a person involved in an activity, is required to report this to the ministry leader, staff person responsible, or the senior pastor.

- Write brief notes to document specifically what you have observed.
- Contact the ministry leader, staff person responsible or lead pastor as soon as possible. In a private conversation, the contacted person can help evaluate the witnessed behavior and determine course of action.
- The ministry leader, staff person or senior pastor is responsible for any further response to the situation. He or she must document the report in the confidential files. Possible responses can range from reminding the volunteer about the Safe Gatherings Policy and Procedures to reporting the incident to law enforcement.

3. Lost or Missing Children

If a child is missing from your group/event, follow these steps:

- Gather all the other children and participants together and account for everyone.
- Follow up on any information provided by the group. When and where was the child last seen? Were there other adults around not from the church group? Does this child have any issues in the family with custody battles or family members with restricted visitation rights?
- Develop detailed description of the missing person (looks, clothing, height/weight guess, etc.)
- Seek assistance from others who can help (facility manager, security guard, park ranger, other volunteers, etc.)
- If a young child is found to be missing from a class during preschool or Sunday School and cannot be quickly located with a check in hallways, bathrooms and nearby classrooms, please have a staff member or church leader do an all church page on the phone system. Pick up the receiver, dial 701 and then say, **"Operation Noah"** which will be our missing child code. If you hear a Noah code, please be sure an adult is stationed at every door to keep any child from leaving. Be sure adults search the playground/ parking lot areas and have extra staff and adult volunteers begin a church-wide search for the child looking in rooms, closets, stairwells, etc. while calling for child.
- If the child/youth is not found within a short amount of time, contact emergency help immediately including notifying parents as you keep searching.
- If there is any reason to believe that foul play is involved such as a custody issue or kidnapping, contact police immediately.

If the missing child is not promptly found, contact:

- ◊ Law enforcement authorities
- ◊ Parents
- ◊ Church Leaders

1. Imminent Danger

Follow these steps unless your best judgment suggests otherwise:

If you are the group or activity leader…

- You are responsible for the safety of your group.
- Do not hesitate to postpone, modify or cancel an activity if unexpected or overly dangerous conditions are present. Better safe than sorry!

If you are a participant or observer…

- You share the responsibility for safety
- Notify the group leader of hazards or dangerous circumstances.
- Support the group leader in assuring the safety of the group.

FIRE EMERGENCIES IN BUILDING

- Get participants in line to exit building. Have access to the online attendance roster through the Shelby Next app.
- Exit calmly by the nearest exit door indicated on fire evacuation maps or visible to you as red "exit" sign over door. Close room doors behind you and fire doors.
- Be sure nursery/young child areas have enough help to evacuate all children safely.
- If exiting to the east or south (Pond or Manchester Rd.) go to the farthest end of the parking lot.
- If exiting to the north (playground/Hwy 100) go to the far end of the flat "Phase 2" grassy area
- Check your numbers against your online attendance list and notify emergency personnel if anyone might still be in the building.
- The Worship Center evacuates through nearest exit to section with assistance from ushers/greeters.
- Wait for instructions from emergency personnel.

TORNADO WARNINGS

- Go immediately to level 1 filling inside wall rooms first and have everyone crouch and cover heads until all clear is sounded. Avoid glass walled rooms.

INTRUDER ALERT WARNINGS

- If a person enters the building in a threatening way with a weapon and/or under the influence of drugs/alcohol/etc., seek to secure the children in rooms by making sure all doors are closed and locked (if they have locks). If possible, move to Room 104 or Room 220 (the staff office hallway).
- Seek a cell phone and call 911 as you might be the first one to notice the situation. If you are near a panic button, use it.
- Try to notify staff persons as quickly and quietly as possible either in person or by calling church office from within the church at 636-821-2800. From a church phone, dial 701 and announce. **"Intruder Alert on level ___."** Stay in lock down until clear.
- Work to remain calm, keep children & youth safe and keep tabs on the intruder's location and try to treat the intruder as calmly and politely as possible while waiting for emergency personnel to arrive.

2. Physical Injury

If you are the first responder, take a moment to clear your head and think before you act. As you respond, remain calm. Take action in a manner that is assertive, effective and sensitive to those around you.

Survey the current situation.

- Check the scene - make sure the scene is safe for you or any bystanders
- Care for the victim(s)
- Relocate or separate victims if needed
- Call for emergency help if needed - when in doubt, make the CALL. Before you call for help or send a bystander for help, take a moment to notice:
    - ⇒ Specific location
    - ⇒ Who is involved
    - ⇒ How many are involved
    - ⇒ Nature of the injury(s)
    - ⇒ Time of the injury(s)Stabilize the current situation.
- Apply first aid as needed
- Comfort the victim(s) and assure them you will do everything possible to keep them safe.
- Cancel or modify the church activity/event as needed.
- Get help.Contact (or ask someone else to contact) your ministry leader or staff person in charge as soon as possible.
- Discuss the incident with appropriate persons (your ministry leader, staff person, medical personnel, etc.)

First Aid Kits:

- First Aid kits are located in the main hallways both up-stairs and downstairs above the fire extinguishers and the AED. In addition, more first aid supplies can be found in the kitchen and at each welcome desk. Let the office know what supplies need restocking.

In case of serious injury, immediately notify:

- Medical help (as needed)
- Parent or guardian
- Emergency contact (as needed)
- Ministry leader/staff person responsible

If dealing with blood or other bodily fluids:

- Please wear disposable gloves (double set if possible). Gloves in first aid kits.
- Control bleeding with compression or direct pressure.
- Clean up spills with soap and water followed by bleach/ water (1 part bleach to 10 parts water) followed by water rinse and dry. Spray bottles with bleach water and soap water are in nurseries by diapering stations.
- Remove gloves and discard in a covered trash can and then wash hands thoroughly with soap and water.

Identify witnesses at the scene and complete accident report form (found by church office mailboxes):

- Get names of at least two witnesses, plus injured.
- Get phone numbers for how to contact them.
- Get a brief written account of what happened according to the witness(es).
- Complete an Incident Report Form found in file cabinet under the second level Welcome Desk or in the ECC Office and give to a staff member present, or place in the Executive Director's mailbox.