Policy Area: Emergency Procedures	Subject: Emergency Text Notification from the Planning Center Church Management System
Title of Policy: Emergency Text Notification Procedure	Number: version 2
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Approved Date: 11/23/22 Revision Date: 10/24/23	Approved by: Nicole Trevino, GSCC Business Manager

Background to Policy: The purpose of this policy is to set forth the text notification procedures surrounding an emergency on campus. All employees are encouraged to familiarize themselves with their responsibilities in the event of an emergency at Good Shepherd Catholic Community.

Policy Statement: We at Good Shepherd Catholic Community understand the importance of safety both to our staff and to our parishioners. Safety and communicating potential risks, is of the utmost importance to GSCC. Emergency management functions are an implied obligation of all employees of Good Shepherd regardless of their normal job position and title.

Procedures:

1. What constitutes an emergency - emergencies can vary in nature, severity, and length of time. The list below includes, but is not limited to, examples of emergencies:
   a. Fire & Smoke Emergency
   b. Building Evacuation Emergency
   c. Tornado & Severe Weather Emergency
   d. Intruder/Active Shooter Emergency
   e. Flood from broken pipe(s) Emergency
2. Administrators in Planning Center People – currently (*subject to change*) there are 2 administrators of the Planning Center Church Management Software and one person with texting ability from the PCO "People" module. They are:
   a. Bryan Trachier - Administrator
   b. Colleen Whitlock - Administrator
   c. Nicole Trevino (Editor with text ability)
3. Use of system – the PCO system shall be used for emergency messages to staff and parishioners regarding safety and emergency campus closures (outlined above). The system shall not be used for other non-emergencies, at this time. Our Pastor makes the determination of threat or emergency with advice from the Guardian ministry or other law/first responder officials. If the pastor is not available, the GSCC Business Manager makes the determination.
4. When an emergency is evident – alert text messages will be released in the following order:
   a. Staff (includes clergy)
   b. Parishioners
5. Notification from Pastor & PCO Process - The Pastor will notify Nicole Trevino (Business Manager) to send an emergency text message. If she is not available, Teresa Isakson, Bryan Trachier or Colleen Whitlock can send the text. This is done by following these steps in Planning Center "People":
   a. Login to Planning Center
   b. From the People module, select "Lists" from the top menu
   c. Select the list within called **"GSCC Staff Emergency Contact List (with text permission)"** (includes Staff & Clergy) and **"GSCC Emergency Contact List (Age 18+ with text permission)"** - includes all Adult Parishioners over the age of 18.
   d. Select the message icon and then choose "Send text message"
   e. Enter the message, and then click "Send text message"

        i. The message will be sent within minutes but may take longer. The PCO system will note who has opted out from receiving this notification.

       ii. If, in the professional judgment of the individual(s) with the authority to authorize emergency notifications, issuing an emergency notification will create a more serious emergency and/or compromise the Church's efforts to contain the emergency, a notification should not be made.

6. An "All Clear" notification - is disseminated and indicates that the emergency has been contained or effectively managed. All Clear notifications should be timed such that messages do not overlap. All Clear notifications are authorized by the Pastor (or Business Manager if Pastor is not available) in consultation with the Guardian Ministry or law/first responder officials.

7. Message Language – messages wording should be short and specific. They key elements include:
   a. Indication the notification is from GSCC Alert in beginning of message.
   b. Message/Announcement number and/or date/time stamp.
   c. Brief description of the incident.
   d. Actions affected staff/parishioners should take; i.e., evacuate building, avoid area of campus, or shelter in place

8. What you can send in a text from PCO – characters, short URL links

9. What you cannot send via a text – images or keywords/two-way messaging. A person will receive the message from **844-684-1742** letting them know what they have been subscribed to as well as the message you sent. (Example: "You are subscribed to messages from Good Shepherd Catholic Community. Msg & data rates may apply. Message frequency varies. Reply HELP for help, STOP to cancel." If someone responds to a message, it will be discarded and they will receive this message: "We are sorry, but this number cannot receive text messages. Your message will not be delivered. Reply STOP to stop, or HELP for more info."

10. Testing - Training and exercises are essential to demonstrating and improving the ability of GSCC to execute its alerting protocols. Periodic exercises also help ensure that equipment and procedures are maintained in a constant state of readiness. Testing GSCC Text alerts from PCO may help identify issues and determine functionality before an emergency occurs. Testing of the GSCC Text alert system occurs at least two times a year. This testing is normally scheduled for the first Thursday of the months of June and December.
   a. Test Text wording: **"This is a TEST of the Good Shepherd Emergency Text Notification System. No action is needed."**

Please direct all questions or comments regarding this Emergency Text Procedure to:

Good Shepherd Catholic Community
1000 Tinker Rd.
Colleyville, Texas 76034
817-421-1387
gscc.net

If you wish to provide feedback or if you have questions or concerns, you may also send us an email to communications@gscc.net.