



EMERGENCY RESPONSE GUIDELINES

For APC Volunteers and Staff

Last updated: 15 September 2026

Purpose: This Emergency Response Guidelines is to ensure that Volunteers are aware of steps to protect life, alert the right people, control the situation and get professional help during times of crisis and emergency within Church premises. This document is applicable to all APC Church locations. Every volunteer serving at any campus is expected to read, understand and be trained on this document.

1. THE GOLDEN RULES IN ANY EMERGENCY

1. **STAY CALM.** Your calm response prevents panic in the congregation.
2. **ASSESS THE SITUATION.** What happened? Is anyone injured or in danger? Is it still developing? Do you need emergency services?
3. **ALERT THE APPROPRIATE PERSON IMMEDIATELY.** Inform your Team Leader / Ministry Leader / Church Staff / Security Team.
4. **CALL EMERGENCY SERVICES WHEN NECESSARY.** For serious or life-threatening situations, **call 112**, or have a designated person make the call.
5. **DO NOT PUT YOURSELF OR OTHERS AT UNNECESSARY RISK.**

2. IN CASE OF A MEDICAL EMERGENCY

Examples: serious injury, chest pain, breathing difficulty, seizures, severe bleeding, or any situation requiring immediate medical attention.

First Action

- Stay with the person.
- Alert your Team Leader/POC and find doctors around you.
- Ask someone to bring the nearest First-Aid Kit.
- If serious or life-threatening, call 112.
- Keep the surrounding area clear and give the person space.
- If possible, have someone meet emergency medical personnel at the entrance and guide them in.

Volunteers SHOULD

- Remain calm and reassure the person.
- Follow basic first-aid procedures only if trained.



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- Note important information useful to medical personnel (what happened, time, symptoms).
- Keep children and crowds away from the area.
- Follow instructions from trained medical personnel or emergency responders.

Volunteers SHOULD NOT

- Attempt medical procedures they are not trained to perform.
- Give medication unless directed by a qualified medical professional/guardian and per church procedure.
- Move an injured person unnecessarily, particularly if a serious injury is suspected.
- Allow a crowd to gather around the person.
- Take photographs or videos.

- ❖ Every Team Leader must know the location of the nearest First-Aid Kit before the service/event begins. For medical emergencies, the on-site doctor (where available) should be alerted.
- ❖ Every Location must have a list of doctors and nearest hospitals put up where visible and accessible to all volunteers.

Location	First-Aid Location	Kit	On-Site Doctor — Name & No.	Nearest Hospitals
APC Central	Info Desk POC: Ranjith Jayakumar		Dr Sanjana Ann Abraham - +91 98866 07788 Dr Ipe Jacob +91 98442 08268 Dr Megan Mathew +91 63662 26267 Dr Shreha Joy +91 99673 46916	Hosmat Hospital – Magrath Road VSH Hospital – Vittal Mallya road SPARSH Hospital – Infantry Road
APC South	Ushering Cupboard POC: Richard Daniel		Dr Manonith +91 78297 65026 Dr Monica +91 78994 37310 Amit Dey (Nurse) +91 97383 35262	United Hospitals – Jayanagar Apollo Speciality Hospital – Jayanagar Sagar Apollo, Jayanagar AMC Multispeciality Hospital - Jayanagar
APC East	Info Desk		NA	Manipal Hospital, ITPL Main Road



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Location	First-Aid Location	Kit	On-Site Doctor — Name & No.	Nearest Hospitals
	POC: David Premanand			Ayu Health Hospitals, Whitefield Main Road Svastha Hospital, Whitefield Main Road
APC North	Info Desk POC: Vasu, Ps Vinay Moses		NA	Manipal Hospital, Yelahanka SPARSH Hospital – Yelahanka NAVYA

3. SOMEONE FAINTING / BECOMES UNRESPONSIVE

First Action

- Check if the person responds when spoken to.
- Alert the Doctor on site immediately.
- Ask someone to bring the First-Aid Kit.
- Check whether the person is breathing normally.
- If not breathing normally or not regaining consciousness, call 112 immediately and follow the operator's instructions.
- Keep the area clear and provide privacy.
- Do not allow the person to stand up suddenly after regaining consciousness.

Do Not

- Give food or water while the person is unconscious.
- Slap, shake or pour water on them.
- Move them immediately unless there is imminent danger.
- Allow multiple people to crowd around them.

4. FIRE / FIRE EVACUATION

If You Discover a Fire

- Immediately alert those nearby.
- Inform the Team Leader/Security Team.
- Activate the fire alarm if available.
- Call 112.



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- Begin evacuation using the nearest safe emergency exit.
- Follow instructions from the designated evacuation team.
- Close doors behind you where appropriate, without locking them.
- Move to the designated Assembly Point and remain there until told it is safe to return.

During Evacuation

- Walk quickly; DO NOT RUN.
- Remain calm and speak clearly.
- Give priority assistance to children, elderly persons and anyone needing extra help.
- Do not use lifts/elevators.
- Do not stop to collect personal belongings.
- Do not re-enter the building.
- Do not block emergency exits or access routes.

If There Is Smoke

- Stay as low as possible.
- Avoid areas with heavy smoke.
- Use an alternative exit if the normal route is unsafe.

Fire Extinguishers

- All Locations must mandatorily have access to fire extinguishers.
- Service Coordinators and POCs along with few volunteers must be trained on how to use the fire extinguisher in case of fire. Only volunteers/staff who are trained and authorised should attempt to use a fire extinguisher. If the fire is spreading rapidly or there is significant smoke, evacuate immediately rather than attempting to fight the fire.
- Service Coordinators at each location must ensure the availability of the fire extinguishers at the location and notify the Events coordinator when approaching expiry and need for replacement.

EXITS AT APC LOCATIONS

APC CENTRAL – At St. Joseph's College of Law, there are 9 exit ways: 1 main lobby entrance, 4 semi-circular gates below the stage in the hall to the right, 1 accessible gate on the left of the auditorium, and 1 exit behind the stage leading to the bike parking lot.

APC SOUTH – There is 1 main entrance/exit. The windowpane beside the main door can be opened in an emergency, and evacuation can be done through the staircase directly outside.

APC EAST – Wings Elim Centre has 4 main exit doors: 1 near the stage on the right and 1 towards the back of the hall and 2 on the other side of the hall, opening onto the common ground.



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APC NORTH – The service venue at Ryan International School has 1 main entrance/exit and a staircase outside.

Emergency Exit Rules

- Emergency exits must remain clear and accessible at all times.
- Do not place chairs, tables, equipment, boxes or other items in front of exits.
- Do not lock or obstruct emergency exits during a service.
- Volunteers should be familiar with more than one evacuation route.
- During an evacuation, direct people to the nearest safe exit — not necessarily the entrance they came through.

5. MISSING CHILD

First Action

- Stay calm and immediately inform: the Child's Ministry Leader, the Security Team, and the Service Coordinator/Leadership.
- Obtain the child's: Name, Age, Description/clothing, Recent photograph (if available), Last known location, Parent/guardian details.
- Alert designated security personnel.
- Secure and monitor the entrances/exits.
- Search designated areas systematically.
- Check toilets, classrooms, corridors, play areas and other likely locations.
- Do not create unnecessary panic with a general announcement unless instructed by the designated leader/security team.

Important

- Do not allow a volunteer to take the child away alone without following church safeguarding procedures.
- If the child is found, immediately inform the designated leader and parent/guardian.
- Record and report the incident per church safeguarding procedures.

If Abduction Is Suspected

Do not confront or pursue a suspected individual yourself. Immediately alert Security/Church Leadership and contact the appropriate authorities.

6. SECURITY CONCERN



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May include: suspicious behaviour, unauthorised access, threatening behaviour, aggressive individuals, suspicious packages, someone entering restricted areas, or any situation that makes you feel unsafe.

First Action

- Do not confront the person unnecessarily.
- Inform Security/Team Leader immediately.
- Keep a safe distance.
- Observe and remember useful details — clothing, location, direction of movement.
- Keep congregation members away from the area if instructed.
- If there is immediate threat to life, call 112.

Suspicious Package / Object

- DO NOT touch it.
- DO NOT move it.
- DO NOT open it.
- DO NOT attempt to investigate it yourself.
- Move people away from the immediate area and notify Security/Church Leadership immediately.

7. DISRUPTIONS IN SERVICE

Any behaviour that intentionally interrupts or interferes with the service, such as shouting, heckling, refusing to leave restricted areas, approaching the stage, or creating a disturbance in the congregation.

- Remain calm and do not confront, argue with, or provoke the individual.
- Alert the Service Coordinator discreetly and immediately.
- Two designated team members should calmly approach the person and request them to step outside the hall.
- Do not use force unless necessary to prevent immediate harm.
- If there is a threat to safety or violence, prioritise the safety of the congregation and contact 112/emergency services if required.
- Document the incident and inform senior leadership after the service.

8. CROWD MANAGEMENT



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Especially important during evacuations, medical emergencies, major services, special events, unexpected incidents, and large gatherings.

Volunteers Should

- Stay at their assigned positions.
- Give clear, simple instructions.
- Direct people towards safe routes.
- Keep emergency exits and walkways clear.
- Prevent unnecessary crowding around an incident.
- Help children, elderly persons and people who need assistance.
- Communicate calmly and confidently.

Never

- Push or physically force people unnecessarily.
- Create panic.
- Spread unverified information.
- Block exits.
- Leave your assigned area without informing your Team Leader, unless necessary to protect someone.

9. EMERGENCY SERVICES NUMBERS (BENGALURU / INDIA)

Service	Number
All-India Unified Emergency Helpline (Police / Fire / Medical)	112
Police (Bengaluru City)	100
Fire & Emergency Services	101
Ambulance (National toll-free — GVK EMRI)	108
Ambulance (In Karnataka)	102
Bengaluru City Police Control Room (landline)	080-2294-3400/ 080-2294-3322
Women's Helpline	1091
Child Helpline	1098

All Locations Volunteers heads are requested to please have access to these service numbers.



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10. WHAT EVERY VOLUNTEER SHOULD KNOW BEFORE SERVING

Before each service/event, volunteers should know:

- Who their Team Leader is.
- Where the nearest First-Aid Kit is.
- Where the emergency exits are.
- Where the Assembly Point is.
- Who the Security Team members are.
- Who the doctors on-site are
- How to report an emergency.
- Any special instructions for the day's service/event.

11. WHAT VOLUNTEERS SHOULD DO

- Stay calm.
- Act quickly.
- Alert the right people.
- Follow the emergency chain of command.
- Give clear and simple instructions.
- Protect children and vulnerable people.
- Keep emergency routes clear.
- Follow instructions from emergency responders.
- Report incidents to your Team Leader.
- Maintain confidentiality and respect people's privacy.

12. WHAT VOLUNTEERS SHOULD NOT DO

- Panic or create unnecessary fear.
- Attempt something you are not trained to do.
- Put yourself in danger.
- Move seriously injured people unnecessarily.
- Give medication without appropriate authorisation.
- Confront violent or threatening individuals.
- Touch suspicious packages.



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- Spread rumours or unverified information.
- Take photos/videos of emergencies.
- Post about an emergency on social media.
- Give statements to media or outsiders unless authorised by Church Leadership.
- Leave an emergency scene without ensuring the appropriate person has taken over.

13. SIMPLE EMERGENCY RESPONSE MODEL

SEE — Identify what is happening.

ALERT — Immediately inform your Team Leader/Security/Church Staff and call 112 when necessary.

PROTECT — Keep people away from danger and maintain safe access/exit routes.

ASSIST — Help only within your level of training and ability.

REPORT — Once under control, report to the designated leader and complete the incident report.

You do not have to solve an emergency by yourself. Your responsibility as a volunteer is to recognise the situation, remain calm, alert the right people, protect those around you and follow the emergency response procedure.