

**Assemblies of God
Chaplaincy Department**



R E S P O N S ETM

**Preparedness and Response
Procedural Handbook**

**Website: 461Response.org
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461 Response Ministries

Assemblies of God Chaplaincy Critical Incident Ministries (CIM): A Handbook for Critical Incident Preparedness and Response

461 Response Ministries is an extension of the Assemblies of God U.S. Missions Chaplaincy Department.

This **461** Response handbook outlines the procedures used by the Assemblies of God (AG) Fellowship in coordinating and organizing their constituency in the provision of humanitarian, spiritual, and psycho-social care to those experiencing critical incidents. The term “critical incident” is used with specific intent in lieu of the term “crisis.” While the words “crisis,” “disaster,” and other such language denote a need for immediate ministry and response care, the term “critical incident” is more comprehensive and encompasses the ongoing nature of this ministry. While the term “critical incident” can include a crisis event, it also encompasses the dynamics that are experienced before the incident becomes a crisis. Critical incident ministries deal with events that people experience on a broader field than terms such as “crisis” or “disaster.” One can define a critical incident as:

An event that generates an extraordinary amount of stress and has the potential to impair a person’s normal coping skills. If not properly managed, the critical incident may result in becoming a crisis. Crisis events have the potential to alter peoples’ spiritual understanding, impair relationships, limit their adjustment and coping skills, and negatively impact the fulfillment of life responsibilities.

Critical incident preparedness describes an organization’s seriousness to provide holistic health to those experiencing a critical stress event.

The name **461** Response comes from Psalm 46. This Psalm describes God as sovereign and capable of providing protection in times of trouble. Psalm 46:1 describes our Christian mission of directing people in distress to God: **“God is our refuge and strength, an ever-present help in trouble”** (NIV).

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1.0 INTRODUCTION

The **461** Response network offers each Assemblies of God (AG) district or ministry network (hereafter referred to simply as “district”) the opportunity to participate in a national plan that unites individuals and churches and coordinates their efforts as a team, enabling them to better respond to critical incidents. AG clergy and lay leaders must be cohesive in teamwork, professionalism, preparedness, and terminology to effectively minister to people experiencing critical incidents of all kinds, including disasters, tragedies, or personal issues. This level and quality of care and response demonstrates the stewardship of a Christian organization focused on Kingdom work and the welfare of humanity.

A critical incident is not a respecter of people, time, or borders. Therefore, it is imperative that our AG Fellowship unifies efforts to build a response system that more successfully and holistically manages these unexpected situations; a system that reaches across our man-made parameters and provides the highest quality of spiritual care to those in need. Preparing for critical incidents is not an option; it is a necessity for vigilant awareness. In regards to critical incidents, we must develop and maintain a culture of preparation and instill this within our Fellowship.

Throughout the Gospels we read Jesus’ words of warning concerning troubled times ahead. In Mark 13:7–9,21 and Matthew 24:7–8, Jesus tells us that His Second Coming will be preceded by disasters and crises. He instructs his followers to be mindful of these events, which suggests we should be prepared. Leaders entrusted with the care of His people must be attentive and prepare for whatever crises may come. Daily news and recent studies show disasters and violence have increased tremendously since the early 1960’s. Both biblical and contemporary information provide ample evidence that our churches and leaders must prepare a method to better manage this increase in critical incidents.

461 Response ministries provides the AG with a national plan uniting districts, churches, and other Assemblies of God entities in order to establish an effective National Response Team capable of providing a rapid, efficient, and comprehensive critical incident ministry.

2.0 MISSION STATEMENT

It is the mission of the Assemblies of God **461** Response Ministries to:

Equip and mobilize the body of Christ for critical incident ministries by preparing, educating, and organizing the Assemblies of God leadership and adherents to professionally respond to diversified critical incidents.

Mission Objectives

In accordance with sharing God’s love to the world, the Assemblies of God **461** Response Ministries strive to provide pastoral and humanitarian care to those involved in critical incidents — this includes

responders, victims, and anyone who may be affected – through personal interactive ministry provided by clergy and/or believers trained in critical incident stress management and response. In doing so, Christians fulfill Jesus’ parable of the “Good Samaritan” seen in Luke 10:29–37. It is the goal of **461 Response** to assist the Assemblies of God leadership and adherents in the following ways:

- Provide education, consultation, training, and support services to best prepare for, respond to, and recover from critical incidents, crises, and disaster situations
- Assist districts in the development of the logistics, protocols, and procedures concerning critical incident ministry, specializing in the provision of pastoral care and recovery to those affected by crises and critical incidents
- Assist in the development of an organized network of Assemblies of God caregivers trained in critical incident stress management; a network of caregivers who understand the importance of working with and supporting other community organizations involved in disaster preparedness, crisis management, and emergency response
- Supply representatives from the Assemblies of God Chaplaincy Department to provide leadership, training, and assistance in times of crises, disasters, or critical incidents
- Collaborate with other response organizations and ministries to increase service capability to those in need

Significance of the **461 Response** Ministries:

Response efforts and the provision of Christian care to people who have suffered loss in disasters is an immeasurably valuable ministry. However, response ministries generally focus on immediate and first responding care needs, and are often limited to mass disaster events. The ministry of **461 Response** includes and goes beyond this type of care. It encompasses training for first and last responders as well as long-term care needs. It prepares local people to be effective caregivers within their own environments. It also equips caregivers with specialized skills to minister to a broad range of response needs. Through this ministry, clergy can serve their communities by being equipped to more effectively respond to individual and group needs that may arise as a result of a variety of critical incidents that routinely happen in their ministries. A few examples of critical incident ministry opportunities include:

- Disasters (natural)
- Disasters (manmade/accidental)
- Violent incidents
- Personal crisis
- Responders, public protectors, and those working in high-risk/stress occupations

3.0 DEFINITION OF TERMS

Titles and roles directly related to the 461 Response national office:

461 Response National Office Administrative Team:

Assemblies of God Senior Director of Chaplains — Responsible for the Assemblies of God Chaplaincy Program, including 461 Response Ministries

461 Response Director — Assigned to direct and manage 461 Response Ministries

461 Response Coordinator — Chaplaincy Department staff member responsible for assisting the 461 Response Director and performing administrative, coordination, and consulting duties

461 Response Technical Liaison — Person within the Chaplaincy Department who assists districts with IT, database, and Web concerns

District 461 Response Administrative Team:

District Superintendent — Serves as the elected official who serves as director over critical incident events within the districts

461 Response District Manager — Appointed individual responsible for the oversight of the district 461 Response operation

Additional roles may include:

461 Response District Coordinator — Appointed individual responsible for assisting the 461 Response District Manager and responsible for logistics and field dynamics of all critical incident events

461 Response Assistant District Coordinator — Person(s) assigned to assist the 461 Response District Coordinator (may specialize in specific fields, i.e., training, preparations, coordination, or ministerial provisions)

Through the work of the district team, the 461 Response District Manager can coordinate the following areas: Operations, Logistics, Financial, and Planning.

Church 461 Response Authority:

461 Response Church Incident Manager — Trained church leader (may be the pastor) responsible for oversight of local incidents affecting their church.

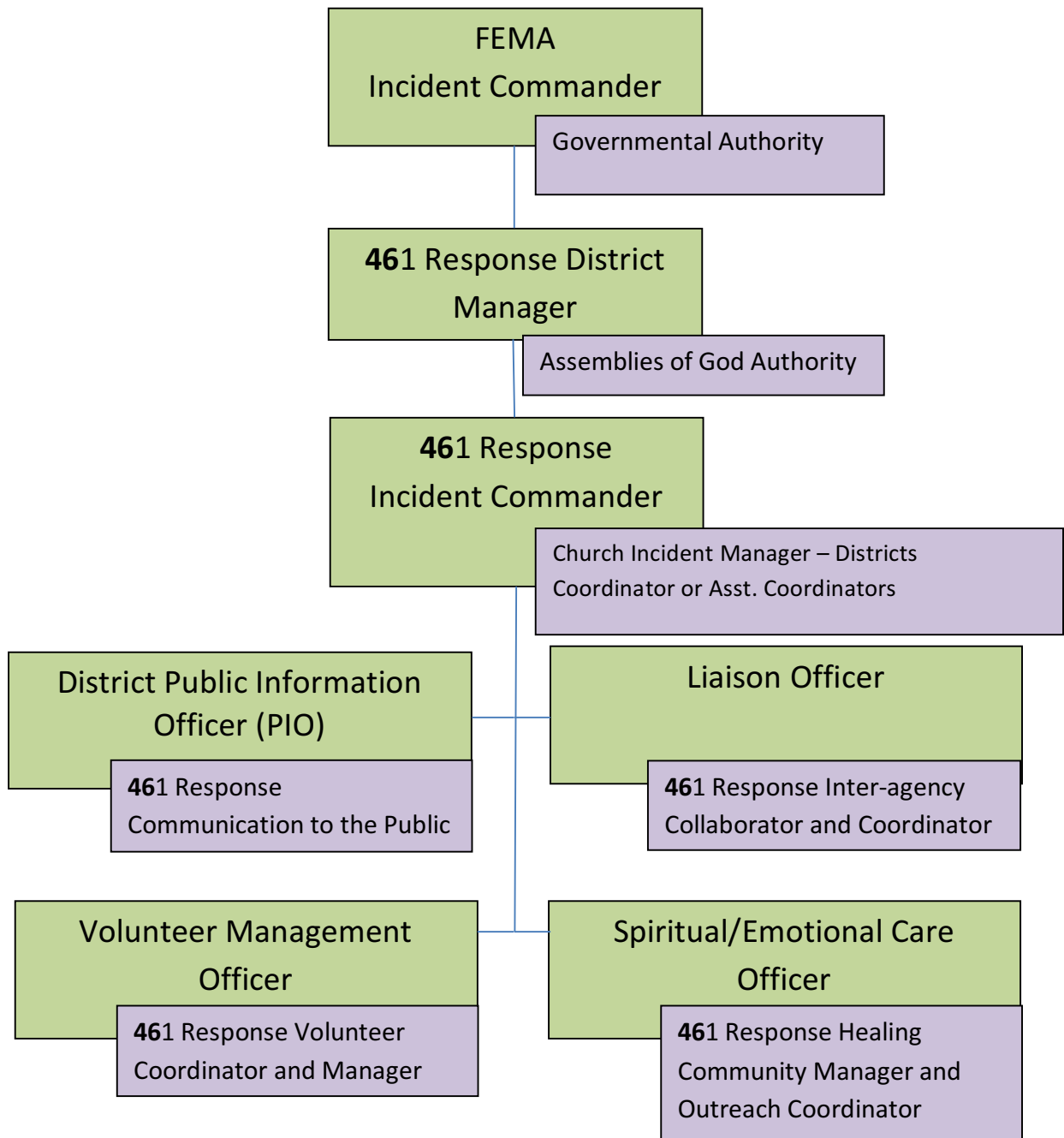
461 Response Command Center:

During the operation of a Command Center, the church will use Command Center protocols and titles as follows: Incident Commander, Public Information Officer (PIO), Liaison Officer, Volunteer Management Officer, and Emotional/Spiritual Care Officer. A Point of Distribution (POD) Supervisor may be recruited to assist the Volunteer Management Officer in facilitating a POD. Command Center protocols and titles are discussed in more detail in Appendix B.

Incident Activation Protocols and Logistics

At the onset of an incident, the involvement of **461** Response Ministries will be determined and a **461** Response Incident Commander will take charge. If the impact of the critical incident goes beyond the scope of an individual church, the **461** Response District Manager will assign an Incident Commander. If the incident is unexpected and there is no time for pre-planning, the first person on the scene will act as the Incident Commander, until the district appoints a new Incident Commander. Depending on the size and impact of the incident, the first Incident Commander will come from the church. The title of Incident Commander is a temporary one that only lasts for the duration of the event.

If the incident continues to expand, the Incident Commander will begin to utilize other leaders to facilitate and organize response efforts. The Incident Commander supervises four other officers responsible for operations during the event. These four officers are assigned in the field; the assignments are temporary, and only last for the duration of the incident. A Public Information Officer (PIO) will be assigned to communicate all appropriate details of the incident to the public. A Liaison Officer serves as a mediator between the **461** Response operation and other agencies (including government) and organizations. The Liaison Officer most importantly coordinates and collaborates with FEMA, VOAD, COAD, and other government officials. The Volunteer Management Officer assists the Incident Commander by serving as a human resource manager and church care team coordinator. They will be responsible for scheduling, recruiting, and assignments. A Spiritual/Emotional Care Officer will serve as the manager of spiritual and emotional care during the incident. This makes up the Command Center Staff. Following is a flowchart describing the incident command logistics:



4.0 OPERATIONAL GUIDELINES

The operational guidelines stipulate the need for collaboration with other existing organizations, agencies, and faith groups dedicated to caring for those affected by disasters, critical incidents, and crises. **461** Response Ministries is committed to respecting and working within the guidelines of officially appointed organizations and agencies having authority over all incidents in which **461** Response

representatives are involved. It is not the intention of **461** Response Ministries to duplicate other ministries in the field of crisis response, sustenance provision, or critical incident stress management, but to broaden the body of Christ's responding capabilities and produce a more comprehensive approach to helping and healing those experiencing critical incidents.

461 Response teams strive to operate on the local level rather than organizing responders from a distance. This local response model is the standard practice, unless the incident produces a need for greater assistance or local resources are overwhelmed, depleted, or exhausted. Equipping people in local areas and those in close proximity (not affected by the critical incident) provides faster response efforts, better access to equipment and facilities, better understanding of cultural relativity, and the prospect of long-term care provision.

461 Response Ministries assures the provision of complete autonomy to all AG districts; the goal is to provide assistance and support to the districts as they manage their critical incident events. **461** Response Ministries works with other crisis response associations which collaborate with the AG. Enhancement of these partnerships is a priority.

5.0 461 RESPONSE NATIONAL OFFICE PROVISIONS

5.1 461 Response Database

Items that can be found on the **461** Response database:

461 Response Handbook — this can be downloaded from the website.

Information Forms for Caring, Responding, and Healing Communities

Completing these forms is the first step once a district, church, or individual has been registered to join the database. Information from these forms will be stored on the database and can be queried and displayed on a map showing the assistance available within the surrounding area of an incident. This will allow for comprehensive and rapid response efforts and decisions. The information should be reviewed and updated annually.

- Information entered by a district will be visible to that district office, and the **461** Response national office.
- Information entered by a church will be visible to the district in which they are located, as well as the national office.
- The "individual" category includes chaplains, ministry organizations and leaders, invited response care givers, and individuals not involved in participating churches. The information entered by these individuals will be visible to their district and the national office.

More information concerning the church models can be found in “461 Response Infrastructures” section 5.2.

Church Emergency Plans

Each participating 461 Response church can begin participation by completing an electronically generated emergency response plan. This plan will be provided via a fill-in-the-blank format. It covers an extensive range of questions pertinent to preparing a church for emergency response. This form will be uploaded to the 461 Response database and will be available to their church and district. In case of a critical incident, this information may be shared with emergency responders, such as law enforcement or fire department, or FEMA.

Church Assistance Network (In Development)

This network link enables churches to request resources needed as a result of a critical incident. Through the district manager’s approval, church leaders may post the need for specific resources which other 461 Response participants can view.

National Network Assistance and Deployment

In the event of a critical incident, each district will assess the situation and determine if assistance is needed. Upon request, the 461 Response national office will assist the districts by coordinating response teams and/or spiritual/emotional care teams. In cases where districts may need consultation, training, equipping, or preparation, the 461 Response national office will connect them with those who can assist.

Education Options (In Development)

This section of the resource page contains courses offered by or through 461 Response Ministries for the training of individuals, teams, and congregations to deal with multiple aspects of critical incidents. This includes crisis and emotional/spiritual care training through ICISF, active shooter training through ALICE and the Department of Homeland Security, basic community chaplaincy training, and a class in 461 Response operations, logistics, and implementation procedures.

5.2 461 Response Infrastructures

Each district, church, and individual will have the opportunity to participate in critical incident ministry by identifying with one or more of the 461 Response church missions. These church mission models are listed as follows:

- **Caring Community**: The property of churches within the Caring Community become the hub of ministry for their surrounding community. Team members will be trained in National Incident Management System (NIMS)/FEMA command center protocols.
- **Responding Community**: This community is comprised of qualified and equipped team members who are deployed to provide resources and relief in critical incident

situations. These individuals should be trained in NIMS/FEMA command center protocols and certified in response work.

- **Healing Community:** Churches which are part of this community have CISM qualified teams that provide spiritual and emotional care to victims of critical incidents.

The above models provide the Assemblies of God with a network of believers capable of managing any aspect of critical incident response. By equipping, organizing, and supporting the Assemblies of God church and district teams, effective and efficient care giving responses can be achieved for those experiencing critical incidents.

**Due to the vulnerable nature of individuals affected by crisis and critical incidents, it is highly important that thorough and regular background checks are run on any team members who wish to participate in any of the communities or responding teams. Churches need to run background checks before permitting individuals to join their teams or fill leadership positions in the teams/mission models. Responsibility for ensuring appropriate background checks are carried out rests on the individual churches or districts who form teams or make plans for conducting responding efforts.

6.0 461 RESPONSE PREPARATION

6.1 Preparing Assemblies of God Districts

1. Once a district chooses to become a **461** Response partner, a manager will be appointed and identified, along with any other persons delegated to be in leadership roles within their district. These individuals will be identified in the **461** Response database. Communication with the national office concerning any critical incident details will be facilitated through this individual. Access to the **461** Response database is then authorized. Only the **461** Response District Manager and district-delegated personnel may access the database.
2. District managers and team members will be required to complete the National Incident Management System courses (NIMS) 100 and 200. Additional NIMS courses to pursue are 288 and 700. These free courses may be found on the Federal Emergency Management Agency (FEMA) website.
3. District managers and team members will be required to have CISM training, which is offered through ICISF classes.
4. Each participating **461** Response district should dedicate a link on their Web page that enables donations for possible critical incidents within their area of responsibility.
5. **461** Response national leaders will provide training for all individuals approved by the district. This training provides detailed logistics of how the district functions. Training will also include duties and details for the operation of the database.

6. It will be the responsibility of the district to establish emergency plans/protocols. The **461** Response District Manager or delegate will require the use of the database; they may choose to use the model plan provided by **461** Response Ministries or upload their own plan. The **461** Response district emergency response plan model may be found on the database.
7. Participating districts are encouraged to adopt some connection with **461** Response Ministries in the name of their emergency response team. By doing so, better care can be given, communication can be practiced, and responders will have less stress. Also, sharing similar **461** Response wear, gear, and qualification certificates will enable easier identification.
8. Partnering districts agree to encourage pastors, churches, and leaders to be involved with **461** Response Ministries by becoming a Caring, Responding, or Healing Community. In order to expedite the mission of **461** Response Ministries and assure a ready response for those in need, AG districts are encouraged to assist **461** Response leaders with developing rapport within their areas. Rapport is needed to develop avenues of training and partnerships.
9. **461** Response Ministries encourages districts to improve their response efforts by investing in equipment, staging plans, conducting rehearsals, and obtaining and managing gear, resources, and proper storage.

6.2 Preparing Local Churches

1. Churches desiring to be familiarized with **461** Response Ministries may request an introduction for their church/sectional fellowship. **461** Response leaders from the national office or district will provide this information, either by way of a personal presentation and informational session when possible, or through a written summary.
2. Once a church decides to be involved in **461** Response Ministries, they will need to register for an account at 461response.org.
3. Once registered, the church will choose which of the three communities they wish to be involved in, using the online forms to input their information. They do have the choice to be involved in all three, if so desired (see church mission model above).
4. Churches will identify qualified leaders to serve within their **461** Response program.
5. Churches need to complete the Church Emergency Plan and upload it to the database. Both the church and the district have access to this information via the database.
6. It is highly encouraged that churches establish a **461** Response locker for emergency preparedness.

6.2.1 Caring Community

1. Team members for the Caring Community will learn how to effectively collaborate with other agencies, partnerships, and organizations through

the National Incident Management System (NIMS) courses. These free courses can be found on the Federal Emergency Management Agency (FEMA) website. Each team member will be asked to take the 100 and 200 courses. Additional NIMS courses to pursue are 288 and 700.

2. **461** Response leaders from either the **461** Response national office or the district will provide training to churches on how to make their church a Caring Community in a time of crisis. It is preferred that the NIMS courses be taken first. Churches will learn to use their facilities to the best of their ability; becoming a hub for ministry that extends past their property. They will learn how to best use their facilities to direct people and traffic through and around their property as the church provides for their needs. This training will include **461** Response logistics and protocols. CISM courses can also be offered.
3. Upon request, the church will also receive specific education on how to provide spiritual, emotional, and humanitarian care to those who have experienced tragedy. Special emphasis will be given to sensitivity and the ministry of presence. Instructors will focus on ways a church can perform spiritual triage and follow-up care.
4. Churches will learn how to be a Point of Distribution (POD). Serving as a POD and a hub for care giving requires extensive thought and planning.
5. Caring Communities should prepare in the following ways:
 - a. Verify current insurance coverage is adequate to cover their intended goals.
 - b. Comply with all health and sanitation codes where food is prepared
 - c. Register with their local Volunteer Organizations Active in Disasters (VOAD) and/or Community Organizations Active in Disasters (COAD)
 - d. Register with state, county, and/or municipal governments as needed.
 - e. Meet safety codes and notify the Red Cross if the church is used as a temporary shelter
 - f. Pre-approve temporary shelters through FEMA or the Red Cross

6.2.2 Responding Community

1. Responding Community team members will begin their preparation by taking the National Incident Management System (NIMS) courses. These free courses can be found on the Federal Emergency Management Agency (FEMA) website. Each team member will be asked to take the 100 and 200 courses. Additional courses to pursue are 288 and 700.
2. **461** Response Ministries will help facilitate additional training to assist churches in the development of their response teams. This training will consist of a FEMA-recognized course and provide certifications to the team members. Preferably each church would also have CERT (Community

Emergency Response Team) training. Any qualifying certifications should be carried by the team members and presented upon request by authorities at disaster/crisis sites.

3. Each Responding Community should invest in proper gear to use in times of disasters/crises. This gear and identifying wear can be purchased by contacting the **461** Response national office. Having responding team members with similar tactical gear and wear will help identify AG **461** Response teams.

6.2.3 Healing Communities

1. If not already qualified, Healing Communities should receive Critical Incident Stress Management (CISM) training on how to provide spiritual care to those who have been involved in critical incidents. Training should specialize in debriefing, defusing, and crisis management briefing techniques. This training is available through the national office upon request.
2. These teams will be of great assistance in providing spiritual/emotional care and reaching the communities in which the churches exist.
3. Churches desiring to participate as a **461** Response Healing Community will identify their team, along with their contact information, on the **461** Response database.
4. Only persons who have certified CISM education may take part in CISM responses. (ICISF certification is preferred)
5. ICISF-approved training specializes in many types of CISM applications. If a Healing Community does not feel they have the appropriate certification or experience to provide the care needed, they may call upon the **461** Response national office to request deployment of certified ministers specializing in the specific area of need.
6. In addition, Healing Communities can improve their ministry potential by receiving training from other responding organizations such as: Red Cross, Salvation Army, Convoy of Hope, Psychological First Aid, Samaritan's Purse, Texas Baptist Men, or Victims Assistance.

7.0 461 RESPONSE EDUCATION

7.1 Background support

In order to meet the objectives of the **461** Response program, education remains essential. **461** Response ministries desires to educate and equip as many AG leaders as possible with the tools to professionally and effectively serve their community in the spirit of Jesus Christ.

In our present society there are many faith-based and secular response teams serving in disaster/crisis relief. **461** Response Ministries provides education for the AG Fellowship that goes beyond disaster/crisis relief and enables the church to provide ongoing care

for people in need. This focus on education at the local level facilitates the provision of rapid response, cultural relativity, and long-lasting care.

With the understanding that government agencies are assuming greater roles in responding efforts and control of disaster sites, it is imperative that AG leaders become educated about collaborating with other agencies' and organizations' protocols and logistics. Professionalism, performance, and teamwork are a representation of Jesus within the fellowship.

7.2 Education Options

The following are classes or training programs offered through **461** Response and/or governmental organizations. Further information can be found on the website.

CISM Classes Through ICISF:

*Costs for ICISF classes are approximate – actual costs will be determined on a case-by-case basis. Final cost most likely will not exceed estimates posted here. To schedule a class, contact **461** Response at: 461Response@ag.org*

- Assisting Individuals in Crisis

Crisis Intervention is NOT psychotherapy; rather, it is a specialized acute emergency mental health intervention which requires specialized training. As physical first aid is to surgery, crisis intervention is to psychotherapy. This program is designed to teach participants the fundamentals of, and a specific protocol for, individual crisis intervention.

- Two-day course
- 13 contact hours
- Approximate cost per person: \$175

- Group Crisis Intervention

Fundamentals of Critical Incident Stress Management (CISM) will be outlined and participants will leave with the knowledge and tools to provide several group crisis interventions, specifically demobilizations, defusings and the Critical Incident Stress Debriefing (CISD).

- Two-day course
- 14 contact hours
- Approximate cost per person: \$175

- Assisting Individuals in Crisis and Group Crisis Intervention

Combines all of the content of ICISF's Assisting Individuals in Crisis & Group Crisis Intervention courses.

- Three-day course

- 27 contact hours
 - Approximate cost per person: \$225
- Advanced Assisting Individuals in Crisis
- This program will teach advanced scenario-based crisis intervention techniques based upon an understanding of the basic crisis intervention concepts, principles, and tactics taught in the first assisting individuals in crisis program.
- Prerequisite: Assisting Individuals in Crisis
 - Two-day course
 - 13 contact hours
 - Approximate cost per person: \$175
- Suicide Awareness: An Introduction for Crisis Responders
- This course is designed to increase awareness of suicide, and equip participants with information and basic skills to respond to a person considering suicide. Discussions, demonstrations, and scenarios will be used to facilitate learning. This is an introductory level course designed for those without formal mental health training.
- One-day course
 - 7 contact hours
 - Approximate cost per person: \$125
- Pastoral Crisis Intervention I & II
- Pastoral Crisis Intervention may be thought of as the combination of faith-based resources with traditional techniques of crisis intervention. Chaplains, pastoral counselors, mental health professionals, ministers, and anyone interested in the use of faith-based resources in healing should find this course of interest.
- Three-day course
 - 26 contact hours
 - Approximate cost per person: \$225
- Workplace Violence
- This course will provide an overview of current thinking and best practices in workplace violence prevention, response, and recovery. This course will benefit crisis responders as well as any business, employee, or management group interested in successful strategies in dealing with workplace violence.
- One-day course
 - 7 contact hours
 - Approximate cost per person: \$125

Active Shooter Courses:

- Active Shooter: What You Can Do

This course is developed by the Department of Homeland Security. Evidence from past events has proven that the traditional “lock down” approach is no longer the safest or most viable option when faced with an active shooter. This course is designed to help individuals realize how the actions they can take in this situation will increase their chances of survival. This training will also help security teams and facility leaders learn what they can do to make their institutions as safe as possible, and what steps they should take after an event to ensure the mental and emotional wellbeing of individuals after a traumatic event. The instructor will offer recommendations for adapting this training to houses of worship and specific churches if applicable.

- Course length: 4 hours
- In-class, interactive, instructor-led course
- Cost will be determined on a case-by-case basis to minimize expense. No profit will be made from this class.

This course can also be taken as a free, one-hour class for individuals, and can be found on the FEMA website.

- ALICE: Alert, Lockdown, Inform, Counter, Evacuate

This instructor-led class prepares individuals and organizations to proactively handle the threat of an aggressive intruder or active shooter event. The option-based tactics at the core of ALICE training have become the accepted standard in lieu of the traditional “lockdown only” approach. ALICE training involves hands-on, physical drills and exercises, and is recommended for smaller groups of people, church security teams, or individuals who need a higher level of recognized active shooter training certification.

- Cost for this class is determined through an arrangement between 461 Response and ALICE representatives. For information on pricing, please contact the national office: 461response@ag.org

International Conference of Police Chaplains (ICPC) Courses:

ICPC offers a course covering 12 Basic Core classes which include: Death Notification, Stress Management, Confidentiality and Legal Liability, Sensitivity and Diversity, and Substance Abuse to name a few. More information concerning this training can be found on their website at www.icpc4cops.org. or by contacting 461Response@ag.org.

- Course length: 18 hours

- Cost for this class will be minimal to cover expenses, and will be determined on a case-by-case basis.

NIMS Courses

These are online courses offered through FEMA and are meant to be taken independently. All classes are free.

- IS-100: Introduction to Incident Command System
This course describes the history, features, principles, and organizational structure of the Incident Command System (ICS). It also explains the relationship between ICS and the National Incident Management System (NIMS).
 - Course length: 3 hours
- IS-200: ICS for Single Resources and Initial Action Incidents
IS-200 is designed to enable personnel to operate efficiently during an incident or event within the Incident Command System (ICS).
 - Prerequisites: IS-100. Completion of IS-700 is recommended as well
 - Course length: 3 hours
- IS-288: The Role of Voluntary Organizations in Emergency Management
The overall goal of this course is to increase awareness of the roles and responsibilities of voluntary agencies in emergency management.
 - Course length: 10 hours
- IS-700: National Incident Management System (NIMS) An Introduction
This course introduces and overviews the National Incident Management System (NIMS). NIMS provides a consistent nationwide template to enable all government, private-sector, and nongovernmental organizations to work together during domestic incidents.
 - Course length: 3 hours

COADS/VOADS

COADS are Community Organizations Active in Disasters. They are generally organized at the county level, and are comprised of various organizations (governmental, business, and nonprofit) and local representatives of organizations who wish to plan for and be prepared to help recovery efforts during a disaster.

VOADS are Volunteer Organizations Active in Disasters. They are quite similar COADS, but operate on a state level. It is recommended that individuals and teams associated with **461** Response get connected with their local COADs and state

VOADS. There are often trainings and exercises offered through these agencies that would be beneficial for members. Also, establishing connection and cooperation during times of peace will facilitate smoother and more effective working relationships during times of crises. Information for VOADS can be found at www.nvoad.org. An Internet search should provide information on COADS active in specific communities.

CERT Training

CERT educates individuals about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills such as fire safety, light search and rescue, team organization, and disaster medical operations. These courses are offered through FEMA. Individuals and teams are encouraged to get connected with CERT programs in their local communities. CERT programs can be found through the FEMA website at: <https://www.fema.gov/community-emergency-response-teams>.

- Course length: three days (often offered over three consecutive Saturdays)
- Approximate cost per person: \$20

8.0 461 RESPONSE RESPONDING TO CRITICAL INCIDENTS

Acting upon the Christian call to help those in need.

Each of the **461** Response church communities (Caring, Responding, and Healing) have an active role within this responding segment.

8.1 District Protocols

When an AG church is affected by a critical incident, they should inform their affiliated district. If help is needed, district representatives — generally the **461** Response District Manager — will work with the church to determine the level of need and the ways the district can help.

8.2 Caring Community

****All health and sanitation codes must be followed where food is prepared.**

In response to a critical incident, a Caring Community will activate any emergency plans necessary and will also activate its **461** Response protocols. If any safety concerns exist for the church or church members, emergency plans must be the primary focus.

Directives to initiate the **461** Response protocols can be found in the church's **461** Response Emergency Plan (this should be in both hard copy and electronic form).

Once the church has assured its own safety, security, and stabilization, it may engage its Caring Community role. This role, depending on the incident, may include things as simple as preparing meals for community members who have been through personal crisis. The church's role may encompass more complex care, such as organizing a staging area, operating as a Point of Distribution (POD), collaborating with other responding organizations, or preparing for RV hookups. The church might be prepared to offer their facility as a command center, housing center, or meal center for responders. For a more detailed procedure for the Caring Community see the "Caring Community" section under the "Preparing Local Churches" heading in this handbook, section 6.2.1.

Churches can be classified as a Caring Community if they are willing to provide for practical needs on their church property. If serving as a POD, outside volunteers may provide prepared food through portable kitchens and only need a location to set up and work. The Caring Community might be of assistance as a spiritual care provider or any number of creative things that may rise during times of hardship. However, if food or sustenance needs are provided through the church, this action specifically is accomplished through a Caring Community role.

8.3 Responding Community

After a critical incident, before initiating response efforts, the Responding Community will assure the safety and security of its members and their families. Once this is accomplished, the new focus becomes the target community.

A Responding Community should have a **461** Response Go-Pack and a locker or designated area to keep their responding gear, wear, and necessities. Documents of qualification should be readily available and stored in a safe and waterproof area. Electronic copies may also be kept in the individual responder's cell phone. The Responding Community will need to have a team leader, and it would be helpful to have someone who has a certification in CISM on the team as well.

The Responding Community will notify the district manager of any official action that they are involved in or mission they are assigned to. The Responding Community will establish their own authority within their home church area; however, when a response assignment is at another location, the chain of command will be defined by the deploying authority.

The Responding Community should be trained and certified by FEMA recognized training organizations. Collaboration efforts with local VOAD and COAD organizations

should be in good standing and recognize the Responding Community team's mission. Local churches can facilitate most clearances of outside 461 Response teams by incorporating them into their 461 Response community.

In addition, Responding Communities can improve their ministry potential by receiving training from other responding organizations, such as the Red Cross, Salvation Army, Psychological First Aid, Samaritan's Purse, Texas Baptist Men, or Victims Assistance.

CISM

Most CISM-related needs are met through the Healing Community. However, at times issues arise within the Responding Community when someone must have CISM skills. It is for this reason that it would be advantageous for all Responding Communities to include someone who is CISM certified on their teams.

Material Restoration Assistance

One assistance dynamic that is most generally associated with crisis/disaster response is that of material restoration. While 461 Response ministries specializes in the spiritual and emotional support and care of disaster victims, the need for materials and restoration of peoples' lives and property is an extremely important mission that cannot be overlooked and thus must be included in the 461 Response program. The 461 Response database was created to help with this need. When joining the database, all districts and church response teams can identify their area of expertise and response capability. District leaders can then run a query to search for teams qualified in areas such as carpentry, plumbing, electrical work, etc. who can then be called up for deployment in the event of a disaster.

8.4 Healing Community

In the event of a local incident, the Healing Community team must conduct a self-assessment concerning their influence and/or personal impact related to the incident. It might be that members of the Healing Community ineffective for their mission due to the closeness of the event.

Once the initial self-assessment has determined the viability of the team's involvement, the team leader will contact the District Manager to alert the district of the incident. If the Healing Community team feels they are not qualified to provide the spiritual/emotional care needed in response to the incident, the District Manager can use the database to locate qualified individuals. It might be necessary to contact the 461 Response national office to find persons outside the district who are qualified to provide the specialized care needed.

One of the best, most unique qualities of the Healing Communities is their specialized training. These teams are located throughout the U.S. and are trained in ICISF protocols to be able to respond to a variety of critical incidents. It is the **461** Response objective to continue equipping AG leaders to develop Healing Communities in order to build a more professional, spiritual resource for those in need.

The Healing Community's broad range of caring possibilities provides many ministry opportunities for the local church. Types of critical incidents that Healing Communities can be involved in include tragedies from a personal and localized level to those on a public and mass scale. These ministry teams will serve as a great asset to the local pastors and the churches.

8.5 Follow-up

In order for all response initiatives to be successful, there must be follow-up. It is especially important to assure that spiritual and emotional health care is provided for those who experience hardship and shock. Generally, the bulk of follow-up work falls under the purview of the Healing Community. However, the follow-up program remains the individual church's responsibility, so it is ultimately the responsibility of the Church Incident Manager. The follow-up program will be developed by the church, who best understands its community's needs.

9.0 CONCLUSION AND CONTACT INFORMATION

This **461** Response procedural handbook is intended to be a resource guide and instrument to assist the Assemblies of God Fellowship and those serving alongside, in order to improve their abilities in comforting people who experience hardships. Any questions about this handbook can be directed to the national office as listed below:

Website: 461response.org
Email: 461response@ag.org
Number: (417) 862-2781 ext.3262

Appendix A:

Common Terms and Acronyms

AG – Assemblies of God

AG DISTRICT – Assemblies of God Districts

CERT – Community Emergency Response Team

CISM – Critical Incident Stress Management

COAD – Community Organizations Active in Disasters

FEMA – Federal Emergency Management Agency

FFC – Federation of Fire Chaplains

IAFF – International Association of Fire Fighters

ICISF – International Critical Incident Stress Foundation

ICPC – International Conference of Police Chaplains

NIMS – National Incident Management System

NVOAD – National Voluntary Organizations Active in Disasters

OEM – Office of Emergency Management

PIO – Public Information Officer

POD – Point of Distribution

VOAD – Voluntary Organizations Active in Disasters

Target Community – A community that has been victimized through a critical incident and is the mission field of the **461** Response Team; “Target Community” is generally used in reference by the Responding Community

Deploying Authority – The person within an organization, agency, or fellowship who has the authority to request deployment of a person or team

Incident Commander – Person responsible for the operation of a critical incident response effort (Incident Commanders are generally engaged in larger scaled incidents)

AG Incident Command Center – Place where the Assemblies of God stages their response and care team headquarters; this term is not to be confused with the FEMA, OEM, or NIMS Incident Command Center

Appendix B:

461 Response Incident Logistics and Protocols Scenario

The selected scenario below describes a 461 Response procedure as it relates to a tornado. Most crises and/or critical incidents require similar responses. Even in a unique or rare crisis situation, much of the logistics of a general response will still be applicable. While it would be overwhelming to create a scenario for every possible incident, the following situation describes one scenario that demonstrates the logistics of how 461 Response protocols work.

For a complete list of terms and abbreviations that will be used here, see Appendix A.

Scenario Process

Location – Church A

Incident – Tornado

Preliminary Events – During Warning:

- I. Church A – Church Incident Manager (most likely the pastor) alerts team
 1. Follows plans as outlined in their church emergency response plans
 - A. Serves as shelter
 - Engage people responsible for church disaster management
 - Open and prepare church
 - Follow tornado protocol
 - B. Prepare and have Responding Community Team ready for local response – standby status
 - C. Contact Caring Community Leaders – standby status
 - D. Church Incident Manager prepares to coordinate incoming calls from humanitarian agencies and volunteer organizations (appoints and communicates with Liaison Officer and Volunteer Coordinator)
 - E. Healing Community Team prepares for other community responses – standby status
- II. Action – According to protocols and logistics of response plans
 1. Responding Community engaged
 2. Caring Community engaged
 3. Healing Community engaged
 4. Command Center Staff engaged

Post Event – Serious Structural Damage:

- I. Church Incident Manager
 1. Serves in the role of overseer and liaison to the district office (though the sequence of actions may vary dependent on situational priorities, these steps should still be completed)
 2. In charge of church operations during the incident

Revised: March 22, 2017

3. Appoints someone to serve as the Incident Commander

II. Incident Commander

1. Establishes a Command Center
2. Appoints a Public Information Officer (PIO). All information to the public, including media, will be disseminated through this person
3. Appoints a Volunteer Management Coordinator who:
 - A. Confirms identification of individuals assisting in response efforts
 - B. Fields incoming calls and contacts
 - C. Assists in keeping records of all calls and correspondence from the field, agencies/organizations, and volunteer groups
 - D. Manages volunteer work and schedules
4. Appoints a Spiritual/Emotional Care Officer who determines the best way to triage spiritual/emotional care to those in need
5. Appoints a Liaison officer who connects with COAD/VOAD and other official response agency leaders to:
 - A. Determine their assessment of local damage
 - B. Explain the status of the church's situation and plans
 - C. Inform them of AG volunteers and teams that offer assistance
 - D. Gather information concerning local, state, and governmental plans
 - E. Offer available church and parishioner resources to the community if not as severely affected as others in the area
6. Coordinates efforts through Command Center Team
 - A. Makes immediate assessment of church and parishioner losses (if the church has a pre-designated safety officer, this should be done in conjunction with him/her)
 - B. If loss of human life or serious injuries have occurred, the Healing Community is activated for visitation and ministry
 - C. If the church does not have a Healing Community to activate, help from surrounding Healing Communities can be requested from the district or **461** Response National Office
7. Activates the Church's Caring, Responding, and Healing Communities
 - A. Team Leaders meet to discuss the incident (meeting should be short and established protocols will be put into action)
 - B. Meeting will include a secondary assessment – damages, loss, level of engagement, etc. – and Plan A is established
 - C. Contact **461** Response District Manager (DM)
 - Inform the DM of damages and losses
 - Inform the DM of local plan and needs
 - Discuss any communication difficulties or protocols changed by the disaster
 - Discuss volunteer and humanitarian coordination efforts
 - Discuss authority protocols
 - DM will contact **461** Response Director
 - D. The Church Incident Manager will be responsible for operations while the Incident Commander is absent in meetings, etc.

- E. Each **461** Response Community Team Leader provides their plan in the meeting. The Volunteer Coordinator records the plans (the notes may be as simple as, “Church plan is to follow the Church Emergency Response Plan and established protocols”)
8. If the church becomes overwhelmed by the disaster and needs further assistance, they should contact their district office.

III. Caring Community (CC)

1. Caring Community Leader

A. Lays out plan that may include:

- Volunteer protocols
- Organizational process for shelter and electrical power
- Collaborating and organizing with agencies/organizations with humanitarian donations
- Duty organizing and assignment of roles to Caring Community volunteers
- Point of Distribution (POD) agreements with contributing agencies
- Distribution location
- Directing transportation
- Managing foot traffic
- Spiritual triaging (assessing spiritual needs – use of prepared literature and language aides can be very helpful in this process)
- Cooking procedures
- Feeding procedures

B. Organizes personnel needs

- Schedules shifts of volunteers
- Role assignments
- Break areas
- Tools and handyman needs

C. Develops security procedures for:

- POD
- Feeding area
- Property and damaged area

2. Prepares for any responder needs

- A. Food
- B. Information for any Critical Incident Stress Management (CISM) needs
- C. Provide a retreat or resting area if possible

IV. Responding Community (RC)

1. Responding Community Leader

- A. In emergency situations that require an immediate response, teams will activate to assist the community in life-saving missions. These efforts may be defined as emergency response, or search and rescue missions. To save lives and help with personal injuries, some response teams may be asked to assist and work with other public safety or government agencies.
- B. Once the search and rescue mission has moved to an assistance category, the Responding Community can alter its mission to organizing plans for longer term care initiatives.

- C. Meeting with the Church Incident Manager to:
 - Assess the physical welfare of the church community
 - Offer team's assistance for priority concerns of the church
 - Formulate action plan based on information from VOAD/COAD and other agencies that the Church Incident Manager has gathered
 - Determine if the severity of the incident will require the assistance of a Healing Community, then arrangements must be made on how the Responding Community Leader and Healing Community Leader will communicate to arrange for assistance
 - Discuss locations and procedures for victim referral
 - Emphasize the importance for the Responding Community Leaders to stay in close communication with Incident Commander
 - Discuss information concerning communication and report times (communication issues might be difficult due to the severity and type of incident)
 - D. Schedule response teams, locations, mission, and debriefings/meetings of Responding Community Leader and team
 - Checks with team on the welfare of their families and church community
 - Go-Packs are properly stocked
 - Verifies needed documents and certifications to enter and/or work in disaster areas are ready for inspection and stored in waterproof containers in the Go-Packs
 - Reviews action plan — mission, location, transportation, referral plans, schedule, any personal team member issues, debriefings, food and hydration plans, collaborative efforts involving the incident, and protocols
 - Determines reassembly destinations in case of team separations
2. Responding Community Team Members
 - A. Verifies the safety of their families and any personal needs they may have
 - B. Checks the inventory of their Go-Packs and personal response gear
 - C. Establishes communication plans with family
 - D. Devises plans for any personal transportation needs
 - E. Bring all personal attire, bedding, and personal hygiene items which might be needed for extended response efforts
 - F. Prepares necessary hydration and food items
 - G. Meets with rest of the team at pre-designated area
 - H. Participates in response efforts as directed by the team leader
 3. Follow-up
 - A. Takes time to defuse if necessary
 - B. Assures debriefing at end of day
 - C. Takes care of any team needs that arise
 - D. Assignments to take care of any needs that are mentioned in meeting

V. Healing Community (HC)

1. The Healing Community Leader

- A. Meets with the Church Incident Manager to:
 - Determine the extent of the tragedy

- Personal
 - Congregational
 - Community
 - Determine the need for a crisis management briefing
 - Establish priorities and concerns
 - Discusses possibilities of offering the Healing Community ministries to any public safety agency, institution, or organization who needs this type of assistance
 - Discusses the training, experience, and specialties of Healing Team regarding the incident
- B. Healing Community Teams will often be asked to assist with communities' Critical Incident Stress Management (CISM) needs. The Healing Community Team Leader, in conjunction with the Liaison Officer, would then meet with the authorities responsible for overseeing the welfare of the incident. The Healing Community Team Leader gathers important information in order to equip Healing Community Team to better serve their target group.
- C. Meets with the Healing Community Team Members to:
- Discuss the plan
 - Assign duties
2. CISM meetings
- A. Offered to individual or group
- B. Be alert for referral needs (counselors, clergy, mental health professionals, etc.) and have qualified people available and ready
3. Assess follow-up with additional group sessions or individual interventions
4. Team follow-up
- C. Take time to defuse, if necessary
- D. Debrief at end of day
- E. Take care of any team needs that come up
- F. Assignments are given to care for any needs that are mentioned in meeting

VI. **461** Response District Manager (DM)

1. Is made aware of information of the disaster from pastors, Incident Commanders, or news broadcasts
2. Contacts established **461** Response district team members
3. Assesses damages
4. If, after contact with the church, it is determined to be a district level response incident, then the **461** Response director will be contacted
5. Uses the **461** Response database
 - A. To determine proper protocols for the affected church or affiliated AG institution
 - B. To determine the closest and most effective resources in relation to the target location
 - C. To determine the closest and most effective teams to respond to the target area
 - D. To appropriately place teams and volunteers coming into the area to provide assistance
 - E. To determine appropriate contact information for teams and volunteers
6. Corresponds with the pastors and/or AG-affiliated institutional leaders to verify the availability of desired team members

7. Devises plans to provide assistance to the areas of concern
8. Deploys teams to incident areas
9. Confirms that appropriate protocols are being followed at the local level
10. Serves as liaison with district network leaders
11. Coordinate teams, donations, and assistance coming into the district
12. Serves as liaison to the **461** Response director
13. Acts as a liaison when the **461** Response director can't be reached.

VII. **461** Response Director

1. Communicates with the district (district manager) affected by the incident
2. With the assistance of the district's district manager, plans are made concerning deployment of chaplains and teams from other districts or national appointments if needed.
3. The **461** Response Director assists the districts with protocols, resources, collaboration efforts with other agencies, logistics, database issues, and chaplaincy deployments.
4. When possible, the **461** Response Director will make on-site visits to high-impact disaster areas to offer assistance and care. Every effort will be made to ensure that delegate will be present if the **461** Response Director cannot make an on-site visit.

VIII. **461** Response Coordinator:

1. Works with the district to organize and ensure that the appropriate teams are deployed and care is provided in a timely fashion
2. Works with the **461** Response Director to resolve logistical and practical issues
3. Acts as a liaison when the **461** Response Director can't be reached

Appendix C:
461 Response Go-Pack List

1. Bible
2. Biblical Literature (Language Sensitive)
3. Cell Phone
4. Water Bottles
5. Flashlight
6. Multi-tool
7. Pocket Knife
8. Emergency Food (e.g., MREs and Energy Bars)
9. First-Aid Kit/Medications
10. Compass
11. Sewing Kit
12. Maps
13. Duct Tape
14. Lighter
15. Hiking Tarp
16. Flares
17. Signal Mirror
18. Whistle
19. Chlorine Bleach
20. Salt
21. Dental Floss
22. Extra Socks
23. Rubber/Latex Gloves
24. Rain Suit or Poncho
25. Bandanas
26. AM / Weather and Two-Way Radios
27. Batteries
28. Plastic Trash Bags
29. Binoculars
30. Eating and Cooking Utensils
31. Scissors
32. Sunglasses
33. Sunscreen
34. Anointing Oil
35. Small Tool Kit
36. Emergency Credit Card
37. Personal Identification Papers & Qualifying Credentials
38. Family Photos (Morale Booster)
39. Dust Mask
40. Emergency Cash (\$20 or \$50)
41. Rubbing Alcohol
42. Can Opener/P-38/John Wayne (Wallet Can Opener)
43. Chemical Hand-Warmer Packets
44. Survival Books
45. Leather Gloves
46. Internet Connection Device
47. Cards or Information About Local Church

BRAND GUIDELINES

v11.2015



RESPONSE™



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The General Council of the Assemblies of God trademarks, service marks, trade names, trade dress and logos hereafter referred to as “asset(s)” are valuable assets subject to protection of the trademark and copyright laws. This **461 Response** Asset Usage Guide will help us protect these valuable asset rights and strengthen the corporate and brand identities of The General Council of the Assemblies of God.

By using a **461 Response** trademark, you acknowledge that The General Council of the Assemblies of God is the sole owner of the trademark and promising that you will not interfere with The General Council of the Assemblies of God’s rights in the trademark, including challenging our use, registration of, or application to register such trademark, alone or in combination with other words, anywhere in the world, and that you will not harm, misuse, or bring into disrepute any trademark of The General Council of the Assemblies of God. The goodwill derived from using The General Council of the Assemblies of God assets or any part of a **461 Response** trademark exclusively inures to the benefit of and belongs to The General Council of the Assemblies of God. Except for the limited right to use as expressly permitted under these Guidelines, no other rights of any kind are granted hereunder, by implication or otherwise. If you have any questions regarding these guidelines, please contact the **461 Response** ministry or The General Council of the Assemblies of God.

The General Council of the Assemblies of God grants a non-exclusive license for the use the 461 Response assets only to the “official Assemblies of God churches, districts, ministers or other pre-approved partners, or pre-approved associates,” hereafter referred to as “licensee.” The Licensee may NOT use the 461 Response assets and logos for commercial purposes or for use for any other event or purpose without prior written authorization. Use of these assets is for promotional use only. See terms of use. If you do not agree to these terms of use you may not use these assets. The license is subject of the compliance of the Licensee and may be revoked if Licensee is found in violation of any one of these stipulations.

Licensee use of the *461 Response* assets and logo is subject to the following terms (terms are subject to change):



- Use only approved *461 Response* logo artwork
- Include the TM symbol.
- Use the logo on light or white backgrounds. The full-color reverse logo may be used on dark color backgrounds, as well as dark areas within photographs.
- The logo is blue (see RGB/CMYK/Pantone color). The reversed logo is white. The **46** is always the same color as the background or, when using the logo on the “clear space” box color around logo must be black, gray, blue (as defined), or white.
- If you are printing in black and white, you must use the white, reversed logo with the black box background.
- Printed logo must be on a clean background. When placing the logo on a busy or complex background, you must include the white “clear space” box around the logo or the black “clear space” box around the reversed logo.
- Logo is NOT a design element. The logo is placed on top of all design elements.
- The clear space around each side of the logo should be at least 12.5% of the height of the logo, but can be greater. For example, if the logo is 1 inch tall, the clear space around each side of the logo should be at least 1/8 inch. If the logo is 4.25 inches tall, the clear space around each side of the logo should be at least 17/32 inch.
- Do not change the size relationship of RESPONSE to **461**.
- Do not add effects like shadows, dimensions, and gradients to the logo.
- Do not create logo “lockups” by adding text in close proximity to the logo or logo type.
- Do not add anything to the logo.

- Do not use **461** without RESPONSE
- Do not place the logo on backgrounds that provide insufficient contrast.
- The logo must appear only in a horizontal position.
- The logo must stand alone and may not be combined with any other object, including but not limited to other logos, words, graphics, photos, slogans, numbers, design features, or symbols. The logo must never be used to represent the words “*461 Response*” in text, including in a headline, product-name logotype, or body copy.
- The logo must not be incorporated or used in any manner as part of, or in close proximity to another company’s name, domain name, product or service name, logo, trade dress, design, slogan, or other trademarks. The logo must never appear with any other symbol or icon, be contained within a square, circle, or other shape, or be combined with any other name, logo, or icon to create a co-branded logo.

Licensee branding

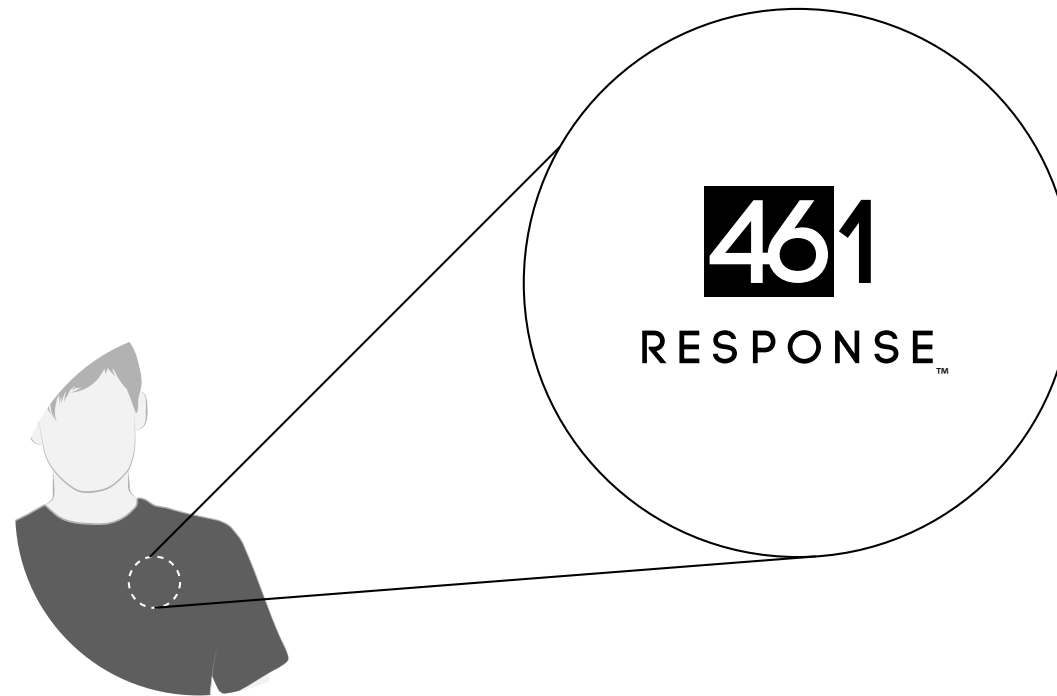
Licensee use of the *461 Response* logo Pursuant to these guidelines must also display in the primary and more prominent position, their own logo(s), business name, product names, or other branding. When using the *461 Response* identification in affiliation with your identity it must be clear that you are representing your Assemblies of God district or other pre-approved licensee group and that you are not the *461 Response* national organization.

Licensee agrees not to put the logo on items that are for sale or on articles of clothing. The logo shall only be placed on printed promotional items, such as brochures, fliers, and banners, or on an Assemblies of God official district or other licensee associative websites for promotional and show of approved affiliation purposes only.

Online and in printed materials, the *461 Response* logo must be of equal or greater height when compared with other logos.

If the *461 Response* logo is used in a group of other logos as one of many partner organizations, the logo may be smaller than the main organization’s logo, but must have the same or greater height of the tallest other logo used, the same or greater width as the widest other logo used, or use the largest version of the logo that will fit in the allotted space.

ARTICLES OF CLOTHING:



The **461 Response** national office can provide the licensee with official articles of clothing. For most items and for an additional charge, we can place your licensee logo and/or identifying text on the article of clothing. If you choose to place your logo and/or identifying text on the items yourself, you agree that:

The **461 Response** logo goes on the wearer's left side, above the pocket, if applicable. Any other logo or group information may be placed on the left sleeve or on the right side of the shirt opposite the **461 Response** logo. Text identifying a district or group may be placed under the **461 Response** logo, minding the clear space requirements, only if no other logo is present. Other logos or group information must be of equal or smaller height and font size. No other area will have anything added to it.

Using **461 Response** mark within text:

- The **461 Response** trademark must stand out in the text, the **46** shall be bold, but not the “1” or “Response.” Capitalize the R, but not “esponse.”
- Never use the **461 Response** mark as a noun.
- Use **461 Response** trademark is an adjective to describe a noun. Below is a list of suggested nouns one can use **461 Response** to describe. The nouns always directly follow the use of **461 Response** mark.

Incorrect Use:

Here is a wallet card by **461 Response**.

Correct use:

Here is a **461 Response** wallet card.

Licensee may not limit the geographic area of use for the **461 Response trademark**, however the district name may be used with its regional area.

Incorrect Use:

461 Response of Texas is here to help.

Texas **461 Response** is here to help.

Correct Use:

The **461 Response** AG North Texas district is here to help.

List of suggested nouns for use with 461 Response trademark in text (such as 461 Response National Office)

461 Response...

National Office

[district name]

Team

Ministry

Community

Communities

Responding Community

Healing Community

Caring Community

Network

Church

Chaplain

Clergy

Command Center

Church Assistance Network

Database

Map

Website

Brochure

Pamphlet

Flier

Promotional material

Water bottle

Backpack

Go-Pack

Pen

Shirt

Hat

Resource

Wallet Card

Debriefing Card

Reference Card

Training

Workshop

Presentation

Letterhead

Business Card

Logo

Flashlight

Patch

Jacket

Sweatshirt

Polo

Button-up

T-Shirt

Hoodie

Wind Breaker

Locker

Manual

Emergency Plan

Emergency Response Plan

Folder

LOGO USAGE BASICS

Following a few simple rules using our logo will help build and protect the integrity of the brand.

Be cautious when using the logo on complex photography.



General Rules

Please don't alter the appearance of the logo. It should **not** be:

Stretched



Re-colored



Separated



Outlined



BRAND COLOR PALETTE

Please use the following brand colors.

RGB for on-screen media.

CMYK for 4-color printing.

Pantone when applicable.

RGB



R=0
G=83
B=137

CMYK
(4-COLOR PROCESS)



P224-1
C=100
M=35
Y=0
K=40

PANTONE



P308

LOGO VARIATIONS

Let it breathe

The clear space around the logo should be 12.5% (1/8) of the height of the logo added to each side. If the logo is 1" tall, the clear space would make it 1.25" tall (.125" added to the top and .125" added to the bottom).



In the case of partnership branding, also leave room for the additional brand name.



EXAMPLE OF LOGO ON LIGHT OR WHITE BACKGROUND



EXAMPLE OF LOGO REVERSED ON BLUE BACKGROUND



EXAMPLE OF LOGO ON DARK BACKGROUND



TYPEFACE

The brand font will be used at a minimum to keep the logo set apart by avoiding use in “workhorse” font use such as body copy.

Code Pro is the logo font and should be used sparingly on headers or pull quotes.

CODE PRO ABCDEFG

Body copy should be a sans serif font such as Arial for online or Helvetica Neue for print.

Arial
abcdefg

Helvetica Neue
abcdefg