

Protecting Your Collections

WRITING A DISASTER RESPONSE PLAN

PART 3: ACTION STEPS

JULIE PAGE – WESTPAS

Pocket Response Plan (PReP)™

SIDE B: ACTIONS

- Immediate Response
- Assessment
- Communication
- Collection Salvage
- Collection Priorities
- Incident Command System

PReP Side B: Actions

IMMEDIATE RESPONSE AND CHECKLIST FOR COLLECTIONS RECOVERY	ASSESSMENT	COMMUNICATION	COLLECTION SALVAGE	COLLECTION PRIORITIES	MAJOR INCIDENTS INCIDENT COMMAND SYSTEM
<p>IMMEDIATE RESPONSE</p> <p>1. Stop the source, remove standing water</p> <p>2. Stop collection with power</p> <p>3. Remove collection from contact with water</p> <p>4. Remove collection from contact with water</p> <p>5. Remove collection from contact with water</p>	<p>1. Assess damage to collection</p> <p>2. Assess damage to collection</p> <p>3. Assess damage to collection</p> <p>4. Assess damage to collection</p> <p>5. Assess damage to collection</p>	<p>1. Notify the Incident Team</p> <p>2. Notify the Incident Team</p> <p>3. Notify the Incident Team</p> <p>4. Notify the Incident Team</p> <p>5. Notify the Incident Team</p>	<p>1. Salvage collection using appropriate methods</p> <p>2. Salvage collection using appropriate methods</p> <p>3. Salvage collection using appropriate methods</p> <p>4. Salvage collection using appropriate methods</p> <p>5. Salvage collection using appropriate methods</p>	<p>1. First Priority Collections</p> <p>2. Second Priority Collections</p> <p>3. Third Priority Collections</p> <p>4. Fourth Priority Collections</p> <p>5. Fifth Priority Collections</p>	<p>1. Incident Commander</p> <p>2. Operations</p> <p>3. Logistics</p> <p>4. Finance/Administration</p> <p>5. Public Information</p>

PReP Side B: Actions

Immediate Response and Checklist for Collections Recovery	ASSESSMENT	COMMUNICATION
<p>IMMEDIATE RESPONSE</p> <p>Evacuation site</p> <p>WATER RESPONSE</p>	<p>1. Notify 911 to report staff and collection recovery site.</p> <p>2. Determine if public access is safe.</p> <p>3. Determine if collection recovery site is safe.</p> <p>4. Determine if collection recovery site is safe.</p> <p>5. Determine if collection recovery site is safe.</p> <p>6. Determine if collection recovery site is safe.</p> <p>7. Determine if collection recovery site is safe.</p> <p>8. Determine if collection recovery site is safe.</p> <p>9. Determine if collection recovery site is safe.</p> <p>10. Determine if collection recovery site is safe.</p>	<p>1. Contact collection recovery site manager to report emergency situation.</p> <p>2. Contact the public relations officer to report emergency situation.</p> <p>3. Contact the public relations officer to report emergency situation.</p> <p>4. Contact the public relations officer to report emergency situation.</p> <p>5. Contact the public relations officer to report emergency situation.</p> <p>6. Contact the public relations officer to report emergency situation.</p> <p>7. Contact the public relations officer to report emergency situation.</p> <p>8. Contact the public relations officer to report emergency situation.</p> <p>9. Contact the public relations officer to report emergency situation.</p> <p>10. Contact the public relations officer to report emergency situation.</p>

❖ Immediate Response

❖ Assessment

❖ Communication

❖ Water Response

Assessment

Appendix 6

Field Guide Assessment Form

From the Field Guide to Emergency Response

NAME: _____

DATE: _____

LOCATION: _____

TIME OF DAY: _____

TYPE OF EMERGENCY: _____

WEATHER: _____

TYPE OF DAMAGE: _____

SEVERITY OF DAMAGE: _____

REMARKS: _____

Material	# objects damaged	% collections damaged	Nature/severity (see key below)	Treatment needed? (circle)	Capital Priority (circle one if shown)	Notes
Example: Books	1,037	-5%	A1, B3, W2, L2	yes urgent	1 2 3	many books okay, some need urgent care
Books				yes no	1 2 3	
Paper				yes no	1 2 3	
Photos				yes no	1 2 3	
Film				yes no	1 2 3	
Magnetic media				yes no	1 2 3	
Plastic				yes no	1 2 3	
Electronic equipment				yes no	1 2 3	
Miscellaneous				yes no	1 2 3	
Other organic				yes no	1 2 3	
Glass				yes no	1 2 3	
Metal				yes no	1 2 3	
Ceramic				yes no	1 2 3	
Clay				yes no	1 2 3	
Furniture				yes no	1 2 3	
Textile				yes no	1 2 3	
Paintings				yes no	1 2 3	
Other				yes no	1 2 3	

Appendix 6: Assessment Form

From the Field Guide to Emergency Response

Repeat Collections Assessment

Material	# objects damaged	% collections damaged	Nature/severity (see key below)	Treatment needed? (circle)	Capital Priority (circle one if shown)	Notes
Example: Books	1,037	-5%	A1, B3, W2, L2	yes urgent	1 2 3	many books okay, some need urgent care
Books				yes no	1 2 3	
Paper				yes no	1 2 3	
Photos				yes no	1 2 3	
Film				yes no	1 2 3	
Magnetic media				yes no	1 2 3	
Plastic				yes no	1 2 3	
Electronic equipment				yes no	1 2 3	
Miscellaneous				yes no	1 2 3	
Other organic				yes no	1 2 3	
Glass				yes no	1 2 3	
Metal				yes no	1 2 3	
Ceramic				yes no	1 2 3	
Clay				yes no	1 2 3	
Furniture				yes no	1 2 3	
Textile				yes no	1 2 3	
Paintings				yes no	1 2 3	
Other				yes no	1 2 3	

Nature of Damage:
 A) Water damage E) Cracks, splits, breaks or holes H) Fire damage M) Other _____
 B) Mold F) Leaks J) Discoloration
 C) Corrosion G) Peeling, flaking or staining/paint K) Loose pieces N) Severe
 D) Structural damage I) Contamination L) Tears O) Moderate
 P) Minor

Are collections in jeopardy of further damage? Yes No If yes, what needs to be done to prevent further damage? _____

PReP Side B: Actions

Immediate Response and Checklist for Collections Recovery

IMMEDIATE RESPONSE
Evacuation (if appropriate)

- 1. Evacuate staff and visitors with and without warning.
- 2. Evacuation route(s) for building and collection
- 3. Evacuation routes
- 4. Evacuation routes
- 5. Advance the Disaster Plan's emergency response actions
- 6. Advance the Disaster Plan's collections disaster
- 7. Follow other Communicable plan

o Evacuation site

WATER RESPONSE

- 1. Stop the source, remove standing water
- 2. Clean collections with plastic
- 3. Remove materials that have path, move collections higher on shelves if appropriate

ASSESSMENT
Inspect through proper walkways that all hazards are investigated and being

- 1. Assess with proper walkways
- 2. Inspect damage to collections, including information systems
- 3. Determine if emergency work is done, make potential water water "hot" or "cold"
- 4. Other items are affected?
- 5. How much of the collection is damaged?
- 6. What type of material is damaged?
- 7. Are other information systems affected?

WATER RESPONSE

- 1. Identify materials needing attention
- 2. Stop the source, remove standing water
- 3. Clean collections with plastic
- 4. Remove materials that have path, move collections higher on shelves or into tubs/stock trucks
- 5. Identify materials needing immediate salvage and/or (boxed paper, machine-readable, sensitive ink, artwork, film, etc.)
- 6. Stabilize the environment (vent, dry, dehumidify, or dehumidify)
- 7. Quick response is essential to prevent mold growth and irreversible damage to collections
- 8. Organize staff/volunteers to handle priority materials into Responder based on material type
- 9. Organize staff/volunteers to handle materials that should not be Responder

COMMUNICATION
Establish and maintain channels of communication

- 1. Establish communication with Responder and a Regional emergency management
- 2. Communicate with staff using the Disaster Plan
- 3. Contact the manager and Responder staff
- 4. Contact the public relations office
- 5. Contact Regional Contacts, Responder staff
- 6. Contact media (Emergency Responder Service)
- 7. Gather Inventory records for emergency services needed
- 8. Contact Regional Director to report collection damage to Responder
- 9. Report status to administration and Responder
- 10. Post emergency information and instructions to the collection site
- 11. Check appropriate permits to maintain site (public, water, permit, health, structural, engineering)

❖ Immediate Response

❖ Assessment

❖ Communication

❖ Water Response

PReP Side B: Actions

COLLECTION SALVAGE
Salvage collections using pre-established Collection Priorities, taking into account access & extent of damage

- 1. Identify and gather emergency supplies
- 2. Identify source, dry location for pack out and drying
- 3. Manual staff/volunteers
- 4. Wear appropriate safety protection
- 5. Start collection salvage guided by Disaster Plan and collection response protocols, including Collection Priorities

WATER RESPONSE

- 1. Stop the source, remove standing water
- 2. Clean collections with plastic
- 3. Remove materials that have path, move collections higher on shelves or into tubs/stock trucks
- 4. Identify materials needing immediate salvage and/or (boxed paper, machine-readable, sensitive ink, artwork, film, etc.)
- 5. Stabilize the environment (vent, dry, dehumidify, or dehumidify)
- 6. Quick response is essential to prevent mold growth and irreversible damage to collections
- 7. Organize staff/volunteers to handle priority materials into Responder based on material type
- 8. Organize staff/volunteers to handle materials that should not be Responder

COLLECTION PRIORITIES
First Priority Collections:

Second Priority Collections:

Third Priority Collections:

Fourth Priority Collections:

Other:

COLLECTION SALVAGE PRIORITIES
First Salvage Priorities:

- Incoming Loan Items on Exhibit
- Photo Collections (P&C & similar)
- Photographic Collections DLR
- Flat File DLR Storage

Second Priority Collections:

- Archive Records
- Printed Materials
-

Five & Equipment:

- Accession Records
- Office Laptop
- Collections Server (CPU)
- External Hard Drive

LOCATE THE SALVAGE WHEEL WITH SUPPLIES

PReP Side B: Actions

COLLECTION SALVAGE
Salvage collections using pre-established Collection Priorities, taking into account access & extent of damage

- 1. Identify and gather emergency supplies
- 2. Identify source, dry location for pack out and drying
- 3. Manual staff/volunteers
- 4. Wear appropriate safety protection
- 5. Start collection salvage guided by Disaster Plan and collection response protocols, including Collection Priorities

WATER RESPONSE

- 1. Stop the source, remove standing water
- 2. Clean collections with plastic
- 3. Remove materials that have path, move collections higher on shelves or into tubs/stock trucks
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- 7. Organize staff/volunteers to handle priority materials into Responder based on material type
- 8. Organize staff/volunteers to handle materials that should not be Responder

Immediate Response and Checklist for Collections Recovery

COLLECTION PRIORITIES

First Priority Collections:

- Recover Hard Drives and file server
- Photo boxes
- Items with reflective tape

Second Priority Collections:

- Preselected textile boxes in closet
- Archive box 180 on lower shelf of documents shelf
- Gramophone items in home life display
- exhibit button collection

1st PRIORITY ITEMS are packed out first unless they are NOT in danger, or if it is impossible/ dangerous to access them.

2nd PRIORITY ITEMS are salvaged next. All other materials are saved if possible, time and conditions permitting.

GROUND FLOOR

SECOND FLOOR

Collection Priorities

Appendix 7

CONSIDERATIONS FOR ESTABLISHING SALVAGE PRIORITIES

The following are the considerations for establishing salvage priorities for collections. These considerations should be used to determine the relative importance of the collection and the relative importance of the collection's components. The considerations are listed in order of importance, with the most important considerations listed first.

1. Determine the relative importance of the collection and the relative importance of the collection's components.
2. Determine the relative importance of the collection's components.
3. Determine the relative importance of the collection's components.
4. Determine the relative importance of the collection's components.
5. Determine the relative importance of the collection's components.
6. Determine the relative importance of the collection's components.
7. Determine the relative importance of the collection's components.
8. Determine the relative importance of the collection's components.
9. Determine the relative importance of the collection's components.
10. Determine the relative importance of the collection's components.

Salvage Priorities - Collections

Priority Level	Assessment No./Call No./Collection	Location	Material Type	Size	Notes (including security info, consultants, etc.)

Salvage Priorities - Bibliographic Records

Priority Level	Records	Location	Format	Size	Notes (including security info, consultants, etc.)

Appendix 7: Collection Salvage Priorities

Salvage Priorities - Collections

Listed below are those portions of the collection to which salvage priorities have been assigned.

Priority Level	Assessment No./Call No./Collection	Location	Material Type	Size	Notes (including security info, consultants, etc.)

Salvage Priorities - Bibliographic Records

Listed below are the priorities for salvaging bibliographic/inventory records necessary to reestablish the integrity of the collection.

Priority Level	Records	Location	Format	Size	Notes (including security info, consultants, etc.)

Appendix 7: Collection Salvage Priorities

Salvage Priorities - Administrative Records

Listed below are the priorities for salvaging administrative records that are vital to recovery operations, including personnel records.

Priority Level	Assessment No./Call No./Collection	Location	Material Type	Size	Notes (including security info, consultants, etc.)

Salvage Priorities - Equipment / Other

Priority Level	Type	Notes (including security info, consultants, etc.)

Incident Command System

PReP Side B: Actions

INCIDENT COMMAND SYSTEM

USA Authority structure

- 1. Incident Management Organization
- 2. Incident Management Organization
- 3. Incident Management Organization
- 4. Incident Management Organization
- 5. Incident Management Organization
- 6. Incident Management Organization
- 7. Incident Management Organization
- 8. Incident Management Organization
- 9. Incident Management Organization
- 10. Incident Management Organization
- 11. Incident Management Organization
- 12. Incident Management Organization
- 13. Incident Management Organization
- 14. Incident Management Organization
- 15. Incident Management Organization
- 16. Incident Management Organization
- 17. Incident Management Organization
- 18. Incident Management Organization
- 19. Incident Management Organization
- 20. Incident Management Organization


INCIDENT COMMAND

Incident Command System (ICS) Organization

Incident Command

Incident Management Organization

Appendix 8

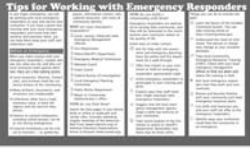


Emergency Responders

Situation Report

- Who is in charge?
- What is the safety status?
- What has happened and the cause?
- What are the hazards?
- Who discovered and reported the damage?
- What has been done so far?
- Can the staff handle the situation initially?
- Is relocation of some/all of the collection required?
- Who is handling the media?

Appendix 9



What hinders disaster preparedness?

psychologically difficult

overwhelming nature

“it can’t happen to us”

financial/personnel resources

not a priority

lack of administrative support

Preparedness makes good sense ...

- Helps to minimize damage
- Expedites response & recovery
- Saves time, trouble & expense
- Replaces chaos with thoughtful response & recovery
- Allows for prompt resumption of service

Appendix 6

From the *Field Guide to Emergency Response*

Field Guide Assessment Form

(Photocopy this form before using.)

Date _____ Time _____ am pm
Name _____ Affiliation _____ Other participants _____

Assessor/Inspector: Conservator Volunteer Staff member Other _____
Page(s) 1 of _____ Attachments: Sketches Documents Images Other _____

Assessor Contact Information
Street address _____ Assessment Location
City/State/Zip _____ Site location _____
City _____ County _____ State _____
Phone _____ E-mail _____ Neighborhood/area _____

Jurisdictional Information
(If known; leave blank if not sure. Name of agency, institution, or individual that currently owns or administers the collection and is responsible for its long-term care)

Owner/Administrator _____
Contact _____ Department/Division _____
Street address _____ City/State/Zip _____
Telephone _____ E-mail _____

Initial Situation Survey
What type of emergency is it? _____ Is it still happening? Yes No

What is the nature (e.g., water, fire, structural dirt/debris) and extent of damage? _____
Where is the damage (e.g., room, furniture, collection)? _____

Can the staff handle the situation initially? Yes No Who is in charge? _____
Is it safe to enter? Yes No If no, what needs to be done to make it safe? _____

Who discovered/reported damage? _____ How long has the collection been damaged? _____
What has been done so far? _____

What is the security status? _____
Does anything need to be done to clean and/or secure the area before attending to the collection? _____

Other notes _____

Appendix 6

Rapid Collections Assessment

Material	# objects damaged	% collections damaged	Nature/severity (use key below)	Treatment needed? (circle)	Curatorial Priority (circle one if known)	Notes
Example: Books	1,037	~5%	A1, B3, K2, L2	(yes) no (urgent)	(1) 2 3	many books okay; some need urgent care
Books				yes no	1 2 3	
Paper				yes no	1 2 3	
Photos				yes no	1 2 3	
Film				yes no	1 2 3	
Magnetic media				yes no	1 2 3	
Plastic				yes no	1 2 3	
Electronic Equipment				yes no	1 2 3	
Wood				yes no	1 2 3	
Other organic:				yes no	1 2 3	
Stone				yes no	1 2 3	
Metal				yes no	1 2 3	
Ceramic				yes no	1 2 3	
Glass				yes no	1 2 3	
Furniture				yes no	1 2 3	
Textile				yes no	1 2 3	
Paintings				yes no	1 2 3	
Other:				yes no	1 2 3	

Nature of Damage:
 A) Water damage
 B) Mold
 C) Corrosion
 D) Structural damage
 E) Cracks, splits, breaks or holes
 F) Losses
 G) Peeling, flaking or tenting paint
 H) Delamination
 I) Fire damage
 J) Discoloration
 K) Loose pieces
 L) Tears
 M) Other: _____

Severity of Damage:
 1) Severe
 2) Moderate
 3) Minor

Are collections in jeopardy of further damage? Yes No If yes, what needs to be done to prevent further damage? _____

Appendix 7

Salvage Priorities - Collections

Listed below are those portions of the collection to which salvage priorities have been assigned.

Priority Level	Accession No./Call No./Collection	Location	Material Type	Size	Notes (including security info, consultants, etc.)

Salvage Priorities - Bibliographic Records

Listed below are the priorities for salvaging bibliographic/inventory records necessary to reestablish the integrity of the collection.

Priority Level	Records	Location	Format	Size	Notes (including security info, consultants, etc.)

Salvage Priorities - Administrative Records

Listed below are the priorities for salvaging administrative records that are vital to recovery operations, including personnel records.

Priority Level	Accession No./Call No./Collection	Location	Material Type	Size	Notes (including security info, consultants, etc.)

Salvage Priorities - Equipment / Other

Priority Level	Type	Notes (including security info, consultants, etc.)

GUIDELINES FOR ESTABLISHING SALVAGE PRIORITIES

The collection priorities list is meant to be a guide. Consider the circumstances and limiting factors (access to materials, extent of damage, time, availability of resources, etc.) that may require deviations from the plan.

1. Assemble an appropriate team to establish salvage priorities. Knowledge of the collection is essential as are the administrative requirements for business continuity. The team must reach a consensus *before* a disaster. Lack of an action plan will result in a lack of direction, ultimately resulting in wasted time and the very real possibility of collection loss.
2. Develop criteria from which prioritization will be determined. There are a few guidelines available to facilitate this thought process. See below for an example of established criteria.
3. Make a list and discuss items that meet the criteria. Don't try to prioritize item by item; do it by groups of materials. These are decisions that will be highly individual to each institution. A library might use subject areas or call numbers; an archives use record groups; and a museum use material groupings.

Established Criteria

Heritage Preservation's *Field Guide to Emergency Response* guidelines:

Decide which objects, collections, and records are vital to your organization. These should be the highest priorities for salvage. For example:

- Objects and collections that are central to the institution's mandate, mission, services, and programs
- Essential records – bibliographic and collection catalogs, inventories, electronic storage devices, personnel, and financial
- Items of high historic, scholarly, or monetary value
- Objects or collections that are impossible or difficult to replace

Staff and personnel records necessary to continue payroll and operations should also be prioritized. It is strongly recommended that these types of records be duplicated (electronic backups) and stored off-site to prevent their irretrievable loss. Also, do not forget to include objects for which the institution has legal obligations, such as loans or conditional gifts.

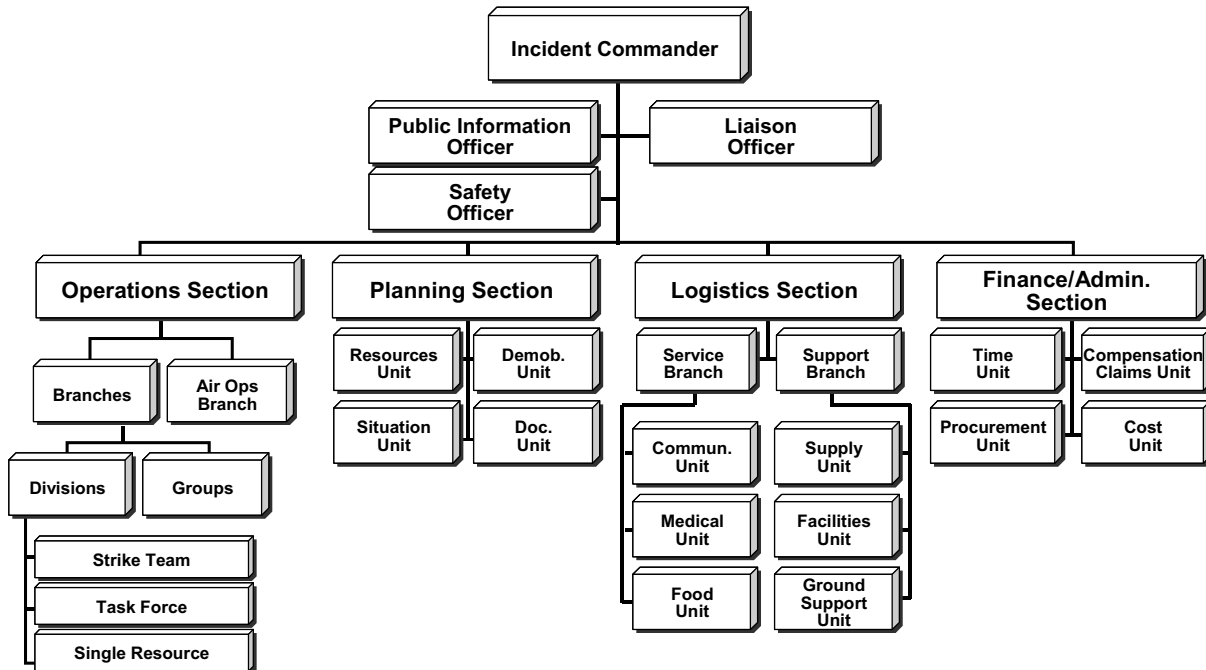
To create the lists of priorities, identify the collections or the objects, note their location and include any security and display information that will allow for speedy removal. Both the list of prioritized collections and security information should be considered sensitive information. Consider carefully what information to include in the distributed plan. If kept separate, make it easily accessible by the salvage team and to share with the local fire department in case of an event. Floor plans with priority collection areas highlighted and/or pictured can be especially useful during a response.

Once a list is established, it is useful to sort by location or collection type. For example, objects housed in a vault may have one list of priorities, while archival collections housed in a library may be better served by another list. This way if there is a minor or localized event in the building, the affected collection will have its own prioritized list. Similarly, in the event of a major disaster, separate salvage efforts can ideally be in effect simultaneously.

It may also be useful to create different levels, or ranks, of prioritized objects. HIGH priority may include objects that have higher vulnerability and require immediate treatment or be essential records. MODERATE priority may contain objects that, while a high priority, may just need to be checked and treatment could be delayed until everything at a HIGH priority has been assessed and treated. LOWER priority could be objects of slightly lower priority or those that are so large as to be difficult to move or treat (e.g., mural-sized painting, large sculpture).

Think ahead about what preparations might help with emergency evacuation of priority collections (e.g., color-coded dots or reflective tape on shelving/boxes, grouping together priority objects, marking priorities on floor plans). Each institution must determine the best system to fit its needs. Update the list of collection priorities frequently to account for incoming/ outgoing loans, stack shifting, exhibit changes, new storage locations, etc.

ICS Organization



- **Command Staff:** The Command Staff consists of the Public Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander.
- **General Staff:** The organization level having functional responsibility for primary segments of incident management (Operations, Planning, Logistics, Finance/Administration). The Section level is organizationally between Branch and Incident Commander.
- **Branch:** That organizational level having functional, geographical, or jurisdictional responsibility for major parts of the incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals, by function, or by jurisdictional name.
- **Division:** That organizational level having responsibility for operations within a defined geographic area. The Division level is organizationally between the Strike Team and the Branch.
- **Group:** Groups are established to divide the incident into functional areas of operation. Groups are located between Branches (when activated) and Resources in the Operations Section.
- **Unit:** That organization element having functional responsibility for a specific incident planning, logistics, or finance/administration activity.
- **Task Force:** A group of resources with common communications and a leader that may be pre-established and sent to an incident, or formed at an incident.
- **Strike Team:** Specified combinations of the same kind and type of resources, with common communications and a leader.
- **Single Resource:** An individual piece of equipment and its personnel complement, or an established crew or team of individuals with an identified work supervisor that can be used on an incident.

<http://training.fema.gov/EMIWeb/IS/ICSResource/assets/reviewMaterials.pdf>

Carmicheal, David W. Implementing the Incident Command System at the Institutional Level: A Handbook for Libraries, Archives, Museums, and Other Cultural Institutions. Heritage Preservation and RescuingRecords.com, 2011

Tips for Working with Emergency Responders

In any major emergency, you will be working with local emergency responders to save and secure your institution. If you have a good relationship with your local emergency responders and know how their systems and practices work, you can help them keep your staff and collections safe.

Before an Emergency

When you make contact with your emergency responders, explain who you are, what you do, and why cultural resources need special attention. Here are a few talking points:

- ◆ Local museums, libraries, historic sites, and archives hold the collective history of the community.
- ◆ Many artifacts, documents, and structures are irreplaceable.
- ◆ Collections often have a high monetary value, in both the objects and the tourism they attract.
- ◆ Visitors to cultural institutions, including school groups, can be at risk during emergencies.
- ◆ Cultural institutions can be critical to recovery — as gathering

places, information centers, educational resources, and icons of community identity.

WHO are your emergency responders?

- ① Local, county, tribal, and state Emergency Management officials
- ① Fire Department
- ① Police/Sheriff's Department
- ① Emergency Medical Technicians
- ① National Guard
- ① Coast Guard
- ① Federal Bureau of Investigation
- ① Local Emergency Planning Committee
- ① Public Works Department
- ① Mayor or Community Administrator's office

HOW do you find them?

Search the blue pages in your phone book or online at ready.gov and similar sites. Consider attending chapter meetings of the American Red Cross (www.redcross.org) or National Voluntary Organizations Active in Disaster (www.nvoad.org).

HOW do you build a relationship with them?

Emergency responders are dedicated to serving their community, and they will be interested in the contributions your institution makes to the quality of life.

Some ways to make contact:

- ✓ Ask for help with site assessment and emergency planning. Have the police and fire department do a walk-through.
- 📄 Offer free tickets to your institution or hold an emergency responders appreciation night.
- 🔔 Invite emergency responders to participate in your training and drills.
- 👋 Explore ways that staff members might volunteer with emergency responders.
- 🗒️ Suggest that the local emergency management agency stage a table top exercise at your institution.
- 😊 Take lunch/cookies to the fire station or police or sheriff's department. Remember that there may be three shifts.

Things you can do to smooth the path:

- 📖 Learn the basics of the Incident Command System. You can take training online at <http://training.fema.gov>.
- 👉 Understand the chain of command. The person in charge may change as your situation develops.
- 📝 Take local Community Emergency Response Training (CERT). Check with your local emergency management offices to find out when and where the training is held.
- 📞 Ask local emergency responders how they work and communicate.
- 📄 Review and become familiar with your community and state emergency response plans.
- 👋 List skills and resources you and your staff can offer to the emergency responders.
- 🗒️ Identify ways your institution could help the community in an emergency.

WHAT do they need to know?

The more information you have prepared in advance, the easier it will be to salvage your collections and maintain a good relationship with the emergency responders. Consider giving them information ahead of time: prepare a briefcase or box for them to keep. It should include:

- 📁 Maps of the institution showing entrances, exits, elevators, utility (water, gas, electricity) shut-offs, the alarm and sprinkler systems, telephones, cable, and hazardous materials.
- 📁 All names of site locations, current and historical, so emergency responders aren't looking for 'Main Building' when the sign on the building says 'John Henry's House.'
- 📁 An aerial photograph of the institution and surrounding area for reviewing response routes. Your local municipality may have such photos.
- 📁 Blueprints of the buildings.
- 📁 Floor and room plans with room names or numbers.

📁 Any changes to floor plans due to special exhibits, maintenance, etc.

📁 Contact information for staff and key responders. Photos can help identify missing or injured people.

📁 Locations and types of hazardous materials, including collections (e.g., ammunition, medical supplies, preserved specimens).

📁 Locations of priority objects. These can be marked on the plans using shading, colored notations, or photographs.

📁 Master keys and keys to the exhibit cases (or how to get them).

Other things you can do to help things go smoothly:

- ❖ Appoint a liaison who has authority to make decisions on behalf of your institution. Designate two backups.
- ❖ Require the liaison to wear an orange vest or hat so he or she is easily identifiable.
- ❖ Develop a Memorandum of Understanding with emergency responders that spells out the

chain of command and mutual expectations of each party.

During an Emergency

During a disaster, you may be scared or confused. If emergency responders already know you and your institution, the situation will be easier for everyone. But even if you don't have a relationship, you can help the responders by providing this information:

- ➔ What happened?
- ➔ How large an area is affected?
- ➔ Who is in the building?
- ➔ Where are the entrances and exits?
- ➔ What hazards are present and where?
- ➔ What location is good for a staging area?
- ➔ What response has already taken place?
- ➔ What and where are the priority materials?

In a disaster during public hours, the emergency responders will need information on visitors: how many and where they might be. They will also need to know about staff members with special needs.

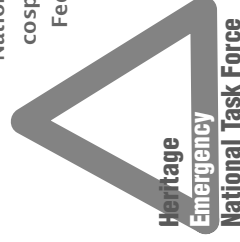
Remember that the emergency responders will be in control of your facility until they turn it back over to you.

After an Emergency

Take time to debrief. Include all the agencies you worked with and discuss what went right and what did not. Discuss what you could have done better and incorporate the information into your emergency plan.

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