TEAR-OUT 1.5

**Emergency Preparedness Framework**

EMERGENCY AND
DISASTER PLAN

The Emergency and Disaster Plan is a comprehensive procedural document that guides the museum’s response in an emergency or disaster. The following is an example Emergency and Disaster Plan. If you decide to follow this template, include only the portions of the Plan that relate to your museum. Make changes as required, and remember that template documents that have not been customized to the organization are often not helpful when they are really needed. Ensure that the document you develop is current, relevant, and comprehensive enough to work for your organization.

This template assumes the museum is managed by a staff, has access to trained volunteers, and is governed by a Board of Directors as a not-for profit organization. The sample assumes a medium or large-sized museum and addresses some complex scenarios. This approach follows the theory that it is easier to pare down a template than it is to add to it. If the context assumed in the Plan is too complex, ensure the same plan objectives and relevant topics are dealt with adequately in a simpler document.

Reach out to your community and use the resources available to you to ensure your Emergency and Disaster Plan meets your museum’s needs.

For additional context, tools, case studies, and resources, see *HELP! An Emergency Preparedness Manual for Museums,* 2nd Edition, edited by Crystal Willie (Edmonton: Alberta Museums Association, 2018),available for purchase at [www.museums.ab.ca](http://www.museums.ab.ca).

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TEAR-OUT 1.5 **Emergency Preparedness Framework**

EMERGENCY AND DISASTER PLAN TEMPLATE

[*Museum Name*]

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**In the case of an imminent or occurring emergency requiring evacuation, contact emergency service authorities and see the FIRE AND EVACUATION PROCEDURE immediately.**

**CALL 9-1-1**

# Introduction

# 1 OVERVIEW AND OBJECTIVES

The [Museum] Emergency Preparedness Framework provides an integrated emergency and disaster planning system that embeds planning and preventive measures into day-to-day practices. It also provides guidance, critical information, and processes when an emergency or disaster is occurring or imminent. Within that Framework, this Emergency and Disaster Plan, together with the Fire and Evacuation Procedure, guides the actions of staff and volunteers in preparing for, responding to, and recovering from an emergency.

Emergency preparedness and planning, regular and preventive maintenance, and regular training, review, and testing of the Framework will safeguard human safety and protect the collection, supporting the [*Museum’s*] mission to [*include mission*].

1.1 A situation will be considered an emergency if it constitutes a “situation or occurrence of a serious nature, developing suddenly and unexpectedly, and demanding immediate attention.”[[1]](#footnote-2) A disaster is a large-scale emergency with calamitous consequences that generally extends beyond [*Museum*] to include neighbouring buildings [*and the larger locality*]. This document focuses on emergencies that pose a direct threat to the safety of the [*Museum’s*] visitors, staff, volunteers, building, and collections, and which, without prompt response, will result in injury, loss, or significant damage. Many of these occurrences are the result of geographical or climatic factors which cannot be avoided, or are unforeseeable disasters of human origin.

In order to minimize the damage incurred by such situations, the [*Museum*] has developed an Emergency and Disaster Plan. The Plan’s objectives are to

• protect people;

• coordinate responders;

• secure the site;

• limit damage and stabilize the environment;

• save collections;

• restore building(s);

• obtain supplies and equipment;

• inform the community and stakeholders;

• document the incident; and

• manage resources for response.[[2]](#footnote-3)

1.2 Priorities for emergency action will be

• human safety;

• protection of only those records and equipment crucial to operation (for example, foundational documents, collections records, and critical operational files);

• collections salvage and building rehabilitation (see Section 16  for specific Salvage Priorities).

 Human Resources

# 2 EMERGENCY RESPONSE TEAM

All staff are familiar with emergency planning and their role in its execution, and have the resources, training, and authority to undertake their duties and responsibilities. There is a designated [*Emergency Response Team (ERT)*] established to guide the [*Museum’s*] actions and response. In the event of an emergency, the key decision maker will be the Response Lead or their designate who will lead the [*ERT*]. All staff may be called on to assist in the response and recovery effort, often in roles outside of their usual responsibilities.

2.1 To facilitate an efficient, organized, and prompt response in the event of an emergency, individuals have been designated with specific duties and responsibilities for which they will be trained in advance and prepared to undertake. The [*ERT*] includes staff in the following roles:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| RESPONSE LEAD:*Insert NamePosition Title*ALTERNATE:*Insert NamePosition Title*  |  | FACILITIES LEAD: *Insert Name, Position Title*ALTERNATE: *Insert Name, Position Title* |  | STAFFING ASSISTANT: *Insert Name, Position Title*ALTERNATE: *Insert Name, Position Title* |
|  |  |  |
| COLLECTIONS LEAD: *Insert Name, Position Title*ALTERNATE: *Insert Name, Position Title* |  | COLLECTIONS ASSISTANT: *Insert Name, Position Title*ALTERNATE: *Insert Name, Position Title* |
|  |  |  |
| COMMUNICATIONS LEAD: *Insert Name, Position Title*ALTERNATE: *Insert Name, Position Title* |  | COMMUNICATIONS ASSISTANT: *Insert Name, Position Title*ALTERNATE: *Insert Name, Position Title* |

The positions listed here provide an example of the kind of roles your ERT may have. Keep in mind that if your team trains together, they will have knowledge of each of the roles on the team, not just their own. Members
of the team can be assigned both a lead and an alternate role, or two alternate roles, to keep the overall number of people on the team reasonable. For example, there are seven roles listed here, but fourteen people on your [*ERT*] is probably too many.

This can be addressed by merging the relevant responsibilities listed here into positions that fit the skill sets
and experience of the people filling them. You can also be creative in how you assign the roles. Perhaps the Collections Lead’s Alternate is the Collections Assistant and thus with the Collections Assistant’s Alternate,
you have a three-person Collections Team. Test the Lead / Alternate list with scenarios that have more than
one person missing to ensure your backup plans work.

Remember as the individuals in the positions change, the positions may also need to change—especially as they relate to authorities and specialized training held by individuals who might be needed in a specific role. When creating your team, identify the roles that work best for your organization, its collections, its priorities, and its organizational culture. Likely the Emergency Response Lead and the Collections Lead will be required no matter the size or the type of your museum. (See 1.4 Emergency Response Team in HELP! An Emergency Preparedness Manual for Museums  for more information on forming your team.)

**RESPONSE LEAD:** [*Position Title*]

**ALTERNATE:** [*Position Title*]

**PRIMARY AREA OF RESPONSIBILITY:** [*Management / Response*]

The Response Lead

* takes charge and coordinates emergency response and recovery;
* declares emergency and implements the [*Emergency and Disaster Plan*] and evacuation procedures as per the [*Fire and Evacuation Procedure*];
* contacts emergency services first responders (fire / police / ambulance);
* works closely with first responders, team members and third-party contractors, and relays decisions to team members;
* summons members of the ERT; [*Team Lead and Assistant titles below are examples. Create a team that works for your organization and assign the responsibilities accordingly. Identify relationships in the duties when it is important that positions work collaboratively.*]
* with the Facilities Lead, works to ensure the safety of people and the security and integrity of the building;
* with the Collections Lead and Assistant, works to ensures the safety of the collection and vital records;
* with the Staffing Assistant, works to ensure the safety of staff and volunteers who are undertaking to restore operations and protect the collection and assets;
* with the Communications Lead, responds to requests for information and media requests;
* with the Recording Assistant, ensures internal staff and volunteer communication is quick and effective and that records critical to the response are maintained;
* makes and authorizes all decisions related to administrative and financial matters, in alignment with policy and procedure and in consultation with the [*Executive Director and Board, or the appropriate authority*] when required (i.e., personnel and administrative records, insurance claims, purchase of emergency supplies, equipment, and services);
* keeps the [*Executive Director*] advised of the status of the response and of critical issues and risks.

**COLLECTIONS LEAD:** [*Position Title*]

**ALTERNATE:** [*Position Title*]

**PRIMARY AREA OF RESPONSIBILITY:** [*Collections / Insurance / External Resources and Supplies*]

The Collections Lead

* takes charge of collections evacuation in an advance warning situation;
* takes charge of all aspects of salvage operations of the collections, and with the Staffing Assistant, delegates responsibilities among volunteers and assistants;
* evaluates the museum environment and, in consultation with the Facilities Lead, determines measures to stabilize it;
* evaluates damage to the collections and liaises with insurance adjusters;
* liaises with external conservation expertise;
* contacts external emergency response resource organizations;
* takes charge of arranging equipment, service providers, and supplies;
* determines appropriate salvage procedures in light of the condition of objects as well as curatorial criteria
(i.e., the historic significance, cultural and community value, and uniqueness of each object).

**FACILITIES LEAD:** [*Position Title*]

**ALTERNATE:** [*Position Title*]

**PRIMARY AREA OF RESPONSIBILITY:** [*Facilities / External Services / Environmental Controls*]

The Facilities Lead

* takes charge of evacuating and securing the building;
* takes charge of stabilizing and restoring the building;
* controls access and movement of all personnel in and out of the building;
* together with the Collections Lead, arranges for off-site storage and work facilities where required;
* arranges for transportation of collections if off-site facilities are required;
* arranges security services for the response;
* evaluates damage to the building and provides information to the Collections Lead for insurance claim purposes;
* is knowledgeable about all aspects of building utilities and systems and works with the Collections Lead to manage environmental conditions;
* obtains and supervises building recovery services and contractors in consultation with the Collections Lead with respect to collections safety and environmental controls;
* maintains copies of detailed and current blueprints and floor plans.

**COMMUNICATIONS LEAD:** [*Position Title*]

**ALTERNATE:** [*Position Title*]

**PRIMARY AREA OF RESPONSIBILITY:** [*External and Internal Communications / Emergency Operations Centre / Media Relations*]

The Communications Lead

* establishes an Emergency Operations Centre (EOC) and takes charge of communications for the team, the staff, and external support during response / recovery operations;
* liaises with information technology staff to restore and maintain communications technologies and systems as well as access to vital records and collections records needed for response and recovery;
* provides information to relevant levels of government to aid in the emergency response and recovery;
* distributes information and responds to media, and if the disaster is large-scale, coordinates media response in alignment with [*Crisis Communications Plan*];
* monitors news, weather and public services messages, including alert systems and social media notifications to collect information on pending and occurring disasters;
* coordinates social media messages;
* handles incoming and outgoing public messages, including calls for volunteers, supplies, and equipment as well as messaging when these needs have been filled;
* with Staffing Assistant, maintains communications among Volunteer Support Team.

**COLLECTIONS ASSISTANT:** [*Position Title*]

**ALTERNATE:** [*Position Title*]

**PRIMARY AREA OF RESPONSIBILITY:** [*Collections Stabilization and Movement / Documentation*]

The Collections Assistant

* coordinates the packing of collections for relocation, assessment, stabilization, and salvage;
* is responsible for visual (photographic, video recording) and written documentation of damage and records recovery efforts for insurance and evaluation purposes;
* works with the Collections Lead to ensure the safety and salvage of collections and vital records;
* records the movement of collection objects;
* prepares post-emergency collections reports.

**STAFFING ASSISTANT:** [*Position Title*]

**ALTERNATE:** [*Position Title*]

**PRIMARY AREA OF RESPONSIBILITY:** [*Human Safety / Emergency Staffing*]

The Staffing Assistant

* ensures the safety of staff and volunteers at all times during the emergency;
* ensures appropriate health and safety equipment is available and utilized;
* attends to wellness considerations such as fatigue, mental health, breaks, food, music, rest, and lengths of shifts;
* liaises with human resources staff on Human Resources Policy and administration matters, including time tracking, overtime, benefits, and payroll considerations;
* ensures staff and volunteers have access to psychological first aid, crisis counselling, or other mental health supports;
* in a community-wide disaster, coordinates the dissemination of disaster response information and resources for employees and volunteers whose homes or families have been affected;
* contacts Volunteer Support Team, coordinating with the Communications Lead and the Collections Lead for skilled volunteer services from the museum and archives community;
* accepts or declines offers of volunteer support based on the museum’s needs, each volunteer’s skills and training, and health and safety considerations;
* works with Collections Lead to provide human resources needed for salvage effort.

**RECORDING ASSISTANT:** [*Position Title*]

**ALTERNATE:** [*Position Title*]

**PRIMARY AREA OF RESPONSIBILITY:** [*Documentation and Internal Communications*]

The Recording Assistant

* attends meetings of the [*ERT*] and all other response meetings—including staff and volunteer updates—and records decisions and action items;
* with the Communications Lead, is responsible for internal communication and disseminates information as required to the [*ERT*] and staff and volunteers;
* ensures a photograph and video record of all response efforts is created and maintained, and works with the Collections Assistant to coordinate the documentation of collections damage;
* records meetings of the [*ERT*];
* maintains a document management system to secure and make accessible to the [*ERT*] the records associated with the response.

2.2 The [*ERT*] will hold regular meetings to coordinate efforts and make decisions regarding the [*Museum’s*] emergency response. When possible, the key decision points and action items from these meetings will be recorded by the Recording Assistant using the [*ERT*] Meeting Record found in the [*Emergency Preparedness Framework Binder*]. In a salvage situation, meetings will be held at least daily. [*ERT*] members will serve as team leads for disasters requiring a large-scale response. It is their responsibility to communicate decisions and action planning to their work groups.

2.3 [*ERT*] members should be provided with the materials and equipment needed to facilitate communication and emergency responses. In particular, cell phones or radios should be made available and used. If required, additional [*Museum*] cell phones or radios will be secured. [*ERT*] members with a [*Museum*] issued cell phone should ensure that contacts, alert systems, emergency response apps, and other information that is important in an emergency is stored on the device and, when possible, available without a cellular or Wi-Fi connection.

2.4 In the case of a smaller scale emergency or an emergency localized to a particular area, the [*ERT*] may decide to operate with a modified team. This modified team will still ensure that the relevant position functions and plan objectives as identified in Section 1.1 are accounted for.

# 3 VOLUNTEER SUPPORT TEAM

3.1 A list of trained volunteers who may be called on in the event of an emergency to assist in salvage and cleanup operations is included in the Tools section of the [*Emergency Preparedness Framework Binder*]. These volunteers should be included in the appropriate aspects of the [*Museum’s*] emergency preparedness training.

3.2 Volunteers, along with staff members without assigned duties, will provide assistance in areas determined by the [*ERT*]. The Volunteer Support Team will report to the Staffing Assistant.

3.3 Unsolicited volunteer help will be accepted or assigned when their support is both needed and appropriate, and when it is safe to do so according to the direction of the [*ERT*].

3.4 Skilled volunteers from the museum and archives community will be sought as required to undertake certain aspects of the collections salvage efforts.

Communications and Command

# 4 CHAIN OF COMMAND

All members of the [*ERT*] will observe the Chain of Command as follows:

* All staff and volunteers will respond to any instructions or directions given by emergency service authorities including police, fire, and ambulance personnel.
* In the event of an evacuation, all staff and volunteers will respond to the directions provided by the [*Chief Fire Warden and Fire Wardens*].
* The [*ERT*] members (Collections Lead, Facilities Lead, Communications Lead, Collections Assistant, Staffing Assistant, and Recording Assistant) will report to the Response Lead.
* Volunteers and other staff not assigned specific duties will report to the Staffing Assistant, or once specified, their work team Leads.
* In the case of a community-wide disaster, the Response Lead will liaise with [*the community’s*] [*Incident Command Team*] as per [*the Community’s Disaster Response Plan*].

# 5 COMMUNICATING AN EMERGENCY / DISASTER

5.1 A situation is declared an emergency or a disaster by the Response Lead in consultation with the [*Executive Director*]. In the absence of the [*Executive Director*], or if they cannot be reached, the Response Lead (or when unavailable, their Alternate) is authorized to declare an emergency and assemble the [*ERT*]. [*For this section it is important that the clause reflect the process through which the [ERT] is authorized to take over responsibility for the emergency response from the organization’s usual chain of command. This example clause assumes the Executive Director is not the Response Lead.*]

5.2 When an emergency or possible emergency is encountered by any member of the [*Museum’s*] paid or volunteer staff, the Response Lead should be contacted immediately. If the Response Lead is unavailable, any member of the [*ERT*] can be notified. **If human safety is a concern, call 9-1-1 first.**

5.3 When an emergency requiring full or partial evacuation is encountered, fire alarm and public address (PA) system protocols will be initiated according to the [*Fire and Evacuation Procedure*]. All staff and volunteers will be trained to understand the PA system codes and the procedures that they trigger. [*If your museum does not have a PA system, consider how evacuation and other instructions will be provided to visitors and staff, and reflect those processes here.*]

5.4 In the case of an emergency declared after hours, especially one that causes the [*Museum*] to be closed to staff or where staff may be assigned different locations to work or a different role than usual, the following protocol will be initiated:

* Internal messages will be developed according to the procedure described in the [*Crisis Communications Plan*]. This may involve the use of holding messages when more details are not available.
* All staff will be contacted by [*text message / phone / email*]. [*Choose a method that is typical of how staff are generally contacted and that is within the technical ability of the museum’s staff and information technology capacity to set up*]. Staff will be asked to check in with their supervisor by [*text message / phone / email*] by a specified time. Staff who have not checked in by that time will be contacted directly by their supervisor.
* Supervisors who lead departments or work units will contact the Recording Assistant once they have contacted all of their staff, as well as for updates. [*Several clauses in this section use the museum’s organizational chart as a traditional phone tree. The clause should be adapted to describe the organizational structure used by the museum.*]
* Once the emergency response has begun, and depending on their work function, supervisors may be assigned to another member of the [*ERT*] for communication purposes and work assignments.
* Supervisors should have access to after-hours contact information for staff who report to them for use in an emergency situation. [*When privacy policies limit the distribution of personal information, contact the officer responsible for the best way to handle personal contact information in an emergency. Many organizations handle this by having those in possession of private information sign a policy statement stating they will use the information only in approved situations.*]
* If servers are non-functional or internet communication has been disrupted, phone calls will be used instead and the organizational chart will act as a phone tree to facilitate a prompt process. The Recording Assistant will initiate and monitor this process.
* Staff who manage programming and rental bookings may have to contact members of the public to cancel bookings. The Communications Lead, using processes outlined in the [*Crisis Communications Plan*], will provide direction for messaging and methods for contacting external parties.

# 6 DISASTER WARNING

If warning of an oncoming disaster can be obtained, the [*Museum*] should take all possible measures to prepare for the expected emergency situation. Potential situations where warning might be available include wildfires, river flooding, flooding or building damage due to severe storms, or any other event which allows for some pre-emptive measures to prepare facilities and collections for an emergency situation. The following steps should be taken if there is any chance of facilities being affected:

* Put all [*ERT*] members and related staff on alert, and warn them that their assistance may be required if an emergency should endanger the building or the collection.
* Call in all [*ERT*] members to direct efforts to prepare the [*Museum*] for an emergency event, and ensure that preventive measures are taken.
* Evacuate the building if the emergency will pose a threat to human life or safety.
* Assemble emergency supplies as needed.
* If relevant, prepare the building site for unusually large quantities of precipitation or overland water. This may include obtaining sandbags, shovels or other equipment, and sandbagging the area surrounding the museum, entrances, and access points such as parkades, low points, or vulnerable windows.
* If it is safe to move about the building, set up a schedule of frequent and thorough building inspections. This should include a comprehensive survey of all collections storage and exhibit areas to ensure that all systems continue to function properly and no leakage or damage occurs. Use the Building and Contents Damage Assessment form (see Emergency Preparedness Framework Binder ) to record any damage. Establish active communication with [*facility services / maintenance / building operations staff or volunteers*] to ensure staff are notified immediately of system failures or facility breaches that have been detected through [*inspections or the alarm system*].
* Protect any vital records and equipment from water or other damage. Evacuate vital records and collections, beginning with those designated as critical followed by those located in the most vulnerable areas of the building (if they can be better protected elsewhere during the emergency).
* If large-scale damage will be the result of the oncoming disaster, and if the building and collection objects will be affected, remove and relocate objects and records as outlined in Section 18: Evacuating or Relocating Collections .

# 7 EMERGENCY OPERATIONS CENTRE

7.1 In a disaster or emergency situation requiring a longer-term response, and in particular if a full or partial evacuation is required, the [*ERT*] will establish an Emergency Operations Centre (EOC) to provide a space to direct the response and recovery efforts.

* The EOC will serve as a communications centre where meetings can be held and supplies and equipment for the response can be stored and distributed.
* The [ERT] will consider basic needs of response and recovery for staff and volunteers, including sanitation and bathroom facilities, food, rest, first aid, and communication technology.
* Space will be provided for health and safety equipment. If required, this may include a quarantine space for contaminated equipment and a decontamination space, with showers if needed, for ensuring contaminants are not spread on clothing or persons.
* This space may be on- or off-site as circumstances dictate. Administrative and salvage operations may need to be conducted out of separate spaces.

7.2 Additional space will likely be required to manage collections salvage and stabilization and, in the longer term, collections quarantine, conservation treatment, or deaccessioning activities. This space may be on- or off-site as circumstances dictate. The [*ERT*] will establish an access-controlled workspace for collections activities that is safe for work crews and where collection objects are protected to the maximum extent possible. The space may require areas for work crews to rest, eat, hold meetings, and receive instructions and equipment.

7.3 Office space to ensure operational continuity apart from the EOC may also be required in a longer term site evacuation scenario. The [*ERT*] will lead the securing and set up of off-site office space. In a shorter term evacuation, staff may be asked to work remotely.

Response

**In the case of an imminent or occurring emergency requiring evacuation, contact emergency service authorities and see the FIRE AND EVACUATION PROCEDURE immediately.**

**CALL 9-1-1**

# 8 EVACUATION AND FIRE

8.1 In the case of a fire or other imminent threat to human safety,
begin evacuation procedures as outlined in the [*Fire and Evacuation Procedure*] **immediately**. Follow instructions provided by Fire Wardens.

8.2 [*The museum should have a detailed fire safety plan with evacuation routes, information about fire alarms, occupancy load limits, fire lanes and routes, training, drills and inspections, fire extinguisher operation, fuel sources and special hazards, identified Fire Wardens, and other relevant information. The information here should not contradict the information in your Fire Plan. A one-page Fire and Evacuation Procedure document might be used in summary of the Fire Plan so that it can be posted around the museum. Change the information below to suit the layout and unique circumstances of your building(s).*]

In the case of a fire, activate the nearest fire alarm and evacuate the building. Gather at an outdoor Muster Point. Do not use elevators. Close doors and windows as you go. Do not open doors that are hot to the touch, or take an alternate route if you encounter smoke. Stay low to the ground if there is smoke present. Use fire extinguishers only if the fire is small and it is safe to do so, or if it is required to clear a route out of the area. Call 9-1-1. Alert authorities of

* the nature of fire;
* the location of the fire;
* your name;
* if a museum collection is in jeopardy.[[3]](#footnote-4)

8.3 In all other situations, an evacuation can be ordered by emergency service authorities or the [*ERT*].

8.4 In the case of a collection evacuation, follow the procedures described in Section 18: Evacuating or Relocating Collections .

8.5 Means of egress and Muster Points are clearly marked and should be used as learned in training, and indicated on maps and signs.[[4]](#footnote-5)

8.6 In the case of a smaller scale emergency, where it is safe for staff to stay and initiate an emergency response, the [*ERT*] should determine if the public only should be evacuated from all or part of the building.

The [*ERT*] should consider

* the possibility of a situation becoming dangerous for the public;
* the need for staff to focus on an emergency;
* the safety of visitors, and especially minors, if they were evacuated from the building
(i.e., are visitors safer inside?);
* the safety of the collection if public unrest occurs.

# 9 DISASTER RESPONSE

In a disaster situation requiring evacuation, follow the [*Fire and Evacuation Procedure*]. If it is safe for staff to remain on-site or to return to the site following an evacuation, proceed as below. If at any time the building becomes unsafe, people should be evacuated immediately. If required, and if time and circumstances permit the **safe** evacuation of the collection, collections can also be evacuated. At no point should the safety of people be compromised to protect collections. In the case of a smaller scale emergency, where it is safe for staff to stay and initiate an emergency response, the [*ERT*] should determine if the public should be evacuated from all or part of the building.

When customizing this Plan, emergency situations should be included in the order in which they are likely to occur according to the museum’s risk assessment. Any situations identified in the risk assessment as posing a significant threat to life, facilities, or the collection should be identified in this section. The following are common examples. Consider unique spaces and risks in / on your grounds and buildings, and address them specifically below if there are special considerations that would come into play in that emergency. If your museum has a living collection, such as a zoo, nature centre or a living history site with livestock, a plan for animal safety will need to be developed and aligned with the museum’s general Emergency Plan. The following are GENERAL procedures only; they may not be right for all organizations and they should be altered to fit your organization, your building(s), and your staff. Use language that is common in your institution and remove items that do not apply (for example, an elevator). Practice the procedures you use in drills and Tabletop Exercises and make changes so that it works for your situation.

Note that the individuals responsible for various procedures are identified in the role descriptions of the [*ERT*] and the Chain of Command. Some emergency response plans specify who will carry out the points included in the procedures below; that has not been done here because these roles have already been assigned and, as this is a template, the specific roles adopted by your museum may be different from those outlined here. Whether included in this section, in the [*ERT*] and Chain of Command sections, or elsewhere, ensure that staff members and especially the [*ERT*] know what they are responsible for through documentation, training, and drills.]

## 9.1 RIVER FLOOD / OVERLAND FLOOD / STORM SEWER

In the case of a river flood / overland flood / storm sewer systems backup,

* alert [*facilities services / maintenance staff*].
* contact all [*ERT*] members.
* monitor emergency alert services on social media and the radio.
* prepare to evacuate; plan the route based on information available and initiate an evacuation if required. If you are able to, use the PA system to advise people where to gather and what to do.
* staff should not walk through areas where water has accumulated until it has been deemed safe to do so by a qualified individual. **BE AWARE OF ELECTROCUTION RISKS.**
* assume flood water contains contaminants and use appropriate PPE.
* locate the source of water and alert facilities services to stop or mitigate the flow of water if possible.
* move computers and other electronic equipment off the floor and unplug electronic equipment and appliances in susceptible areas. **BE AWARE OF ELECTROCUTION RISKS.**
* move vital records, collections records, and archival collections out of low drawers and off of low shelves.
* move all objects that can be moved off the floor and off of lower shelves.
* if flooding on lower levels is anticipated, move objects and records to a higher level. Begin with objects located in [*list vulnerable areas*].
* if required and it is safe to do so and time allows, initiate a collections evacuation, following the procedures in Section 18: Evacuating or Relocating Collections .
* work with a facilities services and if large-scale, with the [*community emergency response authorities*] to prepare the exterior of the building. If relevant, prepare the building site for unusually large quantities of precipitation or overland water. This may include obtaining sandbags, shovels or other equipment, and sandbagging the area surrounding the building, entrances, and access points such as parkades, low points, and vulnerable windows.
* if it is safe to move about the building, initiate regular and thorough building inspection for leaks or damage. This should be done with priority on collections storage and exhibit areas, beginning in [*list vulnerable areas*]. Use the Building and Contents Damage Assessment form (see Emergency Preparedness Framework Binder ) to record any damage.
* prepare emergency supplies, including buckets, polyethylene sheeting, mop and towels, and Coroplast boxes for relocating affected objects or those that could potentially be harmed. Locate Emergency Supplies Kits and see the Emergency Supplies List (see Emergency Preparedness Framework Binder ) for further details.
* proceed with Section 12: Building and Environmental Stabilization  once the initial cause of damage is under control or has subsided. Note that in the case of severe flooding, a building inspection by a qualified engineer may be required before re-entry is permitted. Salvaging operations may begin as soon as it is safe to do so, to minimize damage to objects or records.
* remember that mould growth begins after approximately 48 hours.

## 9.2 WILDFIRE / GRASS FIRE

If a wildfire warning is issued,

* contact all [*ERT*] members and establish communication with [*emergency service authorities / your community’s Incident Command Structure*].
* monitor emergency alert services on social media and the media.
* notify staff and visitors regarding what action is required. If you are able to, use the PA system to advise people what to do.
* prepare to evacuate and plan the route based on information available. Initiate an evacuation if required, and assemble at [*Muster Point away from the danger where emergency responders can access evacuees*].
* release staff to secure vulnerable family members if they are under an evacuation alert.
* close windows and doors.
* if it is safe to do so, evacuate vital records and high priority collection objects.[[5]](#footnote-6)
* check readiness of battery-powered equipment and backup power sources.
* turn on interior and exterior lights.
* turn off exterior air intake.
* move vulnerable outdoor objects inside if possible.
* move combustibles away from the building. Consider furniture, landscaping such as woodchips or brush, fallen leaves or branches, awnings, and banners.
* hose down building, beginning with the side facing the fire and—if it is deemed appropriate—attach sprinklers to exterior hoses to dampen the site and building. This is to prevent sparks and embers from finding a foothold; it is not expected to save the building in the case of an out of control wildfire.
* in a large-scale disaster, only use landlines and cell phones for emergency calls. Text messaging uses less space on the network than voice calls.
* contact [*facility services / maintenance staff*].
* **turn off gas.**
* immediately upon an evacuation order being issued, evacuate following directions from emergency authorities.

If you are trapped and unable to evacuate,

* if you can, contact authorities so they know where you are and who is with you.
* stay inside.
* close but do not lock all windows and doors, and block gaps with damp towels.
* remove flammable items like blinds, curtains, and awnings from windows, and move furniture that is near windows.
* keep the lights on.
* turn on exterior sprinklers to wet roof, building, and grounds.
* fill buckets and sinks to fight small interior fires.

## 9.3 TORNADO[[6]](#footnote-7)

Tornadoes are common in Canada, especially in the prairie provinces and parts of Ontario and Québec.
Weather warning systems vary from one province to another. In Alberta the Alberta Emergency Alert App can be downloaded onto mobiles devices and set to provide a loud alert of impending emergencies. At least two members of the ERT should have this alert system, or another with an audible alert, installed on their mobile phones and devices, as should staff responsible for off-site programming or who work in areas away from the main building. Tornado warnings often do not give staff much time to react; when signs of dangerous weather become evident, staff may need to make extra efforts to proactively monitor weather warnings. This is why this responsibility
is assigned to the individual in the Communications Lead role on the ERT in Section 2: Emergency Response
Team in HELP! An Emergency Preparedness Manual for Museums. If this role is filled by an individual responsible for communications and marketing at the museum, monitoring social and traditional media is an everyday part of their job. If they have emergency alert apps installed and follow emergency alert services on social media, they are likely to see emergency warnings quickly.

* Monitor severe weather warning systems.
* Contact all [*ERT*] members.
* Gather all staff, volunteers, and visitors in an interior space (ideally in a basement), away from windows and other hazards. Advise people to protect themselves beneath stairs or heavy furniture and by covering their neck and head with their arms and a blanket or coat. The Interior Muster Points in case of tornado are
	+ [*List the Interior Muster Point(s) with no windows, under stairs or with the most structural protection possible. Go to the lowest level possible, ideally a basement. If your museum has an extensive grounds where some staff or visitors are likely to be far from shelter, work with local emergency authorities to define procedures for those individuals to follow and include them in this Plan.*]
* Follow directions provided by emergency service authorities.
* If the building has been locked down, do not allow people to leave the building unless it has been deemed safe to do so by emergency service authorities.
* If the building is not locked down, advise against people leaving. They are safest if they shelter-in-place.
* Ensure battery-powered flashlights and communication technology are available (i.e., cell phones, tablets, battery-powered chargers, or radios). [*Identify where they are stored on floor plans.*]
* **IF A TORNADO WARNING IS IN PLACE, TAKE SHELTER IMMEDIATELY AND DO NOT TRY TO PREPARE THE BUILDING OR PROTECT COLLECTIONS.** If significant time is provided, such as during a tornado watch, and it is safe to do so, particular attention should be paid to structures or furniture surrounding the building to ensure that they are stable and are not in a position to damage the building. If it is safe to do so, [*list items that should be moved indoors or secured*]. Close and seal all doors and windows. Close [*shutters, drapes, or blinds*]. Windows may blow out; window coverings provide very minimal protection from flying glass. Move collection objects and people away from areas that might be impacted by falling or flying objects or debris.

## 9.4 SEVERE STORM – SUMMER / WINTER

* Contact all [*ERT*] members.
* Monitor the news and the emergency and weather alerts for updates and warnings.
* Notify staff and visitors if / what action is required.
* If it is unsafe for people to leave the building, initiate shelter-in-place procedures and gather people in a safe interior space, away from windows and other hazards. Advise people to protect themselves beneath stairs or heavy furniture and by covering their neck and head with their arms. The Interior Muster Point(s) for severe weather are
	+ [*List the Interior Muster Point(s)*]
	+ [*List the Interior Muster Point(s)*].
* If it is safe to do so, alert [*facilities services / maintenance staff*] for assistance in preventing water pooling or ice accumulation on the building and grounds.
* If it is safe to do so, work with [*facilities services / maintenance staff*] to prepare the exterior of the building. If relevant, prepare the building site for unusually large quantities of precipitation or overland water. This may include obtaining sandbags, shovels, or other equipment and sandbagging the area surrounding the building, entrances, and access points such as parkades, low points, and vulnerable windows.
* If safe to do so, initiate regular and thorough building inspection for leaks or damage. This should be done with priority given to collections storage and exhibit areas, beginning in [*list vulnerable areas*]. Use the Building and Contents Damage Assessment form (see Emergency Preparedness Framework Binder ) to record any damage.
* If the storm involves severe winds, particular attention should be paid to trees and structures or furniture surrounding the building to ensure that they are stable and are not in a position to damage the building. If it is safe to do so, [*list items that should be moved indoors or secured*]. Close and seal all doors and windows. Monitor all windows for breakage. Close [*shutters, drapes, or blinds*]. Windows may need to be boarded. Move collection objects and people away from areas that might be impacted by falling or flying objects or debris.
* If it is safe to do so, locate Emergency Supplies Kits. Prepare additional emergency supplies, including buckets, polyethylene sheeting, mops and towels, Coroplast boxes for relocating affected objects or those which could potentially be harmed. See the Emergency Supplies & Equipment List in the Emergency Preparedness Framework Binder  for further details.
* If damage to the building or collections occurs, alert [*facilities services / maintenance staff*] and proceed with the steps outlined in Section 12: Building and Environment Stabilization . Staff should not walk through areas where water has accumulated until it has been deemed safe to do so by a qualified individual. **BE AWARE OF ELECTROCUTION RISKS.** Once the initial cause of damage is under control or has subsided, and affected areas are deemed safe to enter, salvaging operations may begin as soon as possible, to minimize damage to collections.
* Remember that mould growth begins after approximately 48 hours.

## 9.5 WATER LEAK

In the case of a water leak / burst pipe:

* Alert [*facilities services / maintenance staff*].
* Contact all [*ERT*] members.
* Staff should not walk through areas where water has accumulated until it has been deemed safe to do so by a qualified individual. **BE AWARE OF ELECTROCUTION RISKS.**
* Locate source of water and alert [*facilities services / maintenance staff*] to turn off the source or, if appropriately trained and it is safe to do so, turn off the source.
* Place buckets directly under the source of the leak or use towels or absorbent materials, such as absorbent socks, to prevent the spread of water.
* Use polyethylene sheeting to protect collections from an overhead leak and to divert water away from collections.
* Move computer and other electronic equipment off of the floor. Unplug electronic equipment and appliances in susceptible areas. **BE AWARE OF ELECTROCUTION RISKS.**
* Remove any objects or records that are directly or indirectly affected by the leak. Place these in conservation labs or another designated space to be treated if damage has occurred.
* Cover with polyethylene sheeting anything that cannot be removed.
* Move all objects that can be moved off of the floor and off of lower shelves if water is likely to reach them.
* Mop any puddles which may have accumulated, and remove any wet carpet or other materials in order to lower humidity in the environment.
* Remember that mould growth begins after approximately 48 hours.

## 9.6 UTILITY FAILURE

Note that some building operators have very specific rules about vacating the building immediately in the event of a power loss; if you do not own your building, make sure you know what your lease agreement says about utility failure and evacuations. Also note when building-wide shutdowns of the heating, ventilation and air conditioning (HVAC) system may not consider the unique needs of collections spaces. Address these with the building operator in advance and put agreements in writing. The procedures may vary considerably based on the type of building you have, whether there are larger policies governing your use of the building, and the cause of the power outage.

In the event of a power loss during operating hours,

* alert [*facilities services / maintenance staff*].
* contact all [*ERT*] members.
* [*Include if relevant.*] be aware that the emergency generator [*will automatically start up / identify how it is started*], providing [*identify lights and vital systems serviced by the generator*] for [*list hours expected*].
* open window coverings and doors to maximize access to outside light.
* locate emergency equipment such as flashlights and battery-powered communication technologies such as cell phones, tablets, battery-powered chargers, or radios. [*Identify where they are stored on floor plans.*]
* establish active communication with [*facilities services / maintenance staff*].
* [*Include if relevant.*] check the elevators for trapped occupants and if there are people inside, contact the Fire Department [*and security / facilities services / maintenance staff*] immediately.
* determine if it is safe to evacuate the building. If civil unrest, a severe storm, or a nearby accident has caused the power failure, it may be advisable to shelter-in-place. Assemble at Interior Muster Points.
* if the decision is made to leave the building, assemble any visitors at Interior Muster Points and, if light levels are low, use flashlights to evacuate them from the building until power can be restored. Gather at the Exterior Muster Point. If unaccompanied minors are on-site, work with program leaders and teachers to ensure all minors are accounted for. Do not allow unaccompanied minors to leave. Museum staff will need to determine if the outage is considered short-term (where visitors and staff will be able to return to the museum) or if visitors and staff should be sent home. Seek advice from the power company or building operator as available. Be prepared to address questions about belongings left behind.
* if the ERT determines that it is not safe to leave the building due to very cold or inclement weather or other circumstances, evacuate visitors and staff from darkened areas such as the lower levels / stairwells / interior galleries or offices with no windows and assemble in an area with natural light. If windows pose a threat to people, see the procedures for severe weather. The Interior Muster Points in event of a power outage are
	+ [*List the Interior Muster Point(s)*]
	+ [*List the Interior Muster Point(s)*].
* situate security to protect people, collections, and the building. Establish communication with emergency service authorities.
* once evacuated, the [*Museum*] will be closed for the duration of the power loss, until all systems have been restored and are functioning normally.
* environmental conditions should be actively monitored to ensure backup systems [*if they are in place*] are functioning at expected levels and that fluctuations are minimized. In winter, the temperature should not be allowed to fall to a level that could cause water pipes to burst.
* Freezers that are storing collection items, quarantine items, or food should remain closed. If power is expected to be out long enough that thawing is a risk, freezer items may need to be evacuated to a working freezer offsite. [*If freezers are part of your collections care processes or food service activities, a backup plan should be in place, including a prior agreement with a freezer truck service or with another location with freezers.*]
* When power is restored, undertake a full check of any power-dependent systems to ensure they started up correctly.
* If loss of power is expected to last for an extended period of time, take alternate steps to ensure that environmental conditions in collections storage and exhibit areas are maintained at as stable a temperature and humidity level as possible. Portable generators, heaters, fans, dehumidifiers, and humidifiers should be obtained as required, and monitoring equipment placed throughout vulnerable areas to ensure prompt response to environmental fluctuations. Particularly sensitive high priority objects may need to be relocated or otherwise protected. Contact the CCI or a qualified conservator for advice. Fuel for diesel-powered generators may need to be secured. [*How long power can be out before out-of-the-ordinary steps need to be taken to protect the collection is dependent on the type of collection, the type of building, and other factors. Consider whether collections have high power needs to support a particular storage method (i.e., frozen objects). Backup systems should be in place to meet the needs of your institution, and knowing how quickly to act requires knowing your collection.*]
* If alarm systems fail, trained external security personnel should be secured.

In the event of a system malfunction,

* [*facilities services / maintenance staff / other staff*] will be notified when a system failure occurs (HVAC, alarm, electrical, plumbing, or other).
* [*If your alarm system notifies staff of an after-hours malfunction, list the procedure here*].
* establish active communications with [*facilities services / maintenance staff*]. If the scale of the malfunction constitutes an emergency, contact [*ERT*] members.
* if an elevator malfunctions with people inside, contact [*the Fire Department / elevator service provider / maintenance staff*] immediately.
* monitor equipment placed throughout vulnerable areas to ensure prompt response to environmental fluctuations. The temperature should not be allowed to fall to a level that could cause water pipes to burst. Alternate steps may be required to ensure that environmental conditions in collections storage or exhibit areas are maintained at as stable a temperature and humidity level as possible. Portable generators, heaters, fans, dehumidifiers, and humidifiers should be obtained as required. Particularly sensitive high priority objects may need to be relocated or otherwise protected. Contact the CCI or a qualified conservator for advice.

## 9.7 EXPLOSION / EARTHQUAKE

Earthquakes happen in Alberta but generally only at very low, mostly imperceptible magnitudes. A more likely occurrence is shaking or physical force damage to buildings resulting from an explosion nearby, including in industrial areas, on roads or railway lines. These procedures may apply in those situations or in others that cause shaking to the building. [*If your museum is in an earthquake zone, you will need to incorporate earthquake protection into your storage and display systems. Historic buildings may need special attention to meet modern safety codes in earthquake zones. Contact your local emergency response authorities to discuss what your facility needs.*]

* Drop, take cover under large stable furniture, supported door or archways or against an interior wall, cover your head and torso, and hold on. Do not move around. Stay away from windows and shelves.
* If shaking is severe or continuous, and you are able to do so, use the PA system to advise people to drop to their knees, cover their neck and head, take cover under large stable furniture, supported door or archways or against an interior wall, lock wheelchair wheels, and hold on.
* If you smell gas, get out of the building. Otherwise, do not go outside until the shaking or incident has stopped.

If your museum has an extensive grounds, and some staff or visitors are likely to be far from shelter, work with local emergency authorities to define procedures for those individuals to follow and include them in this Plan. Coastal British Columbia and the St. Lawrence and Ottawa River Valleys, as well as parts of the northern Territories, are the most prone to earthquakes in Canada. Review whether earthquakes are a risk in your
area and develop procedures specific to your buildings and grounds.

* Earthquakes often have secondary effects including aftershocks, fires resulting from gas leaks (also a risk after an explosion), tsunamis in coastal areas, landslides in mountainous or hilly areas, or flooding in low-lying areas. Listen to emergency authorities, get to safety, and do not attempt to begin collections salvage or other activities until people are safe.
* When the shaking has subsided, contact the [*ERT*] members to coordinate efforts to ensure human safety and prevent further object damage.
* Put on sturdy shoes and protective clothing to help prevent injury from debris, especially broken glass.
* When the building has been declared safe by authorities, thoroughly inspect all systems and building functions with qualified maintenance personnel to ensure that no damage was incurred or to address any damage that is found. Use the Building and Contents Damage Assessment form (see Emergency Preparedness Framework Binder ) to record any damage.
* Thoroughly inspect all collections storage and exhibit areas and perform an initial documentation of the damage (document using video first, followed by photographic / written documentation as determined by the Collections Lead). Use the Initial Collections Damage Assessment form (see Emergency Preparedness Framework Binder ) to record any damage. Be cautious when opening doors or drawers and when standing under high shelves as objects may have shifted and could fall. Take any possible immediate action to prevent additional damage to objects if further structural failure or aftershocks occur. Priority for action should be ceramics, glass, and other fragile pieces, and may include laying objects on their sides and padding delicate or fragile items with foam or supporting equipment.
* When all threats of further structural failure or aftershocks have been eliminated and all areas have been declared safe, complete the damage assessment and begin salvage operations as described in Section 15: Collections Salvage .[[7]](#footnote-8)

## 9.8 HAZARDOUS CHEMICAL OR BIOLOGICAL MATERIALS

Hazardous materials accidents can occur either internally or externally on nearby roads or railway lines.

External / Large-Scale Internal:

* First contact police or medical authorities as applicable and follow directions provided by emergency service authorities, including recommendations for implementing evacuation or shelter-in-place procedures. Depending on the hazard, it may be safer to leave the area or it may be safer to shelter-in-place and seal off the building.
* The Interior Muster Points are
	+ [*List the Interior Muster Point(s)*]
	+ [*List the Interior Muster Point(s)*].
* Contact [*facilities services / maintenance staff*] and determine if external air intakes should be shut down and entrances, windows, and other exterior air access points blocked and sealed.
* Establish communication with the [*Health and Safety Committee / Officer / staff*] and comply with directions regarding hazardous materials safety.
* The [*Health and Safety Committee / Officer / staff*] and the [*ERT*] will work together to coordinate the [*Museum’s*] response.
* Only personnel fully trained in safety procedures and wearing PPE should come into contact with hazardous materials.

Internal / Small-Scale or Localized:

* Only personnel fully trained in safety procedures and wearing PPE should come into contact with hazardous materials.
* For biohazards, including medical waste, needles, narcotics, bodily fluids, or soiled objects or materials, do not touch or expose yourself to potentially hazardous materials and take steps to prevent others—visitors and staff—from being exposed to potentially dangerous substances. Cordon off or otherwise clear and close affected areas. Contact the [*facilities services / maintenance staff*] immediately, proceed according to instructions, and complete an Incident Report Form. PPE appropriate to the situation should be worn.

## 9.9 CIVIL DISORDER / DEMONSTRATION

In the event of civil disorder or demonstrations during operating hours,

* contact police and follow directions provided by emergency service authorities.
* initiate security protocols and situate security to protect people, collections, and the building(s). [*The ERT / security*] will determine if the building should be locked down.
* the [*ERT*], following the advice of emergency service authorities, will determine if the threat is significant enough to warrant closure, evacuation, shelter-in-place protocols, or a relocation of objects.
* the Interior Muster Points are:
	+ [*List the Interior Muster Point(s)*]
	+ [*List the Interior Muster Point(s)*].
* the Response Lead will ensure that authorities understand the unique assets held by, and risks posed to, the [*Museum*] as a [*cultural institution / civic landmark*] that holds collections [*perhaps with cultural significance or sensitivity—consider what might make the museum a unique target and include those points here, such as the presence of irreplaceable objects, culturally significant and sensitive objects, objects of high monetary value, objects with high recognition value, weapons, etc.*].
* if it is safe to do so, remove particularly valuable, portable, or high priority objects from display and place in secure storage facilities.

## 9.10 BOMB THREAT / SUSPICIOUS PACKAGE

**A Note on Drills**: Never run a drill on a scenario involving violence or criminal acts without the full knowledge and involvement of the police. Drills for extreme situations such as active shooters or bomb threats should only be arranged and carried out with the help of a security or policing professional. People have been injured and killed in mock training scenarios where those not involved in the drill mistook it for a real-life situation. Also be aware that drills involving violence often trigger anxiety, post-traumatic stress responses, or other unexpected responses in participants. Consider that participants may have personal experience with violent situations. Have crisis counsellors available, and make sure that people know there is a drill happening and that they can opt out of participating—perhaps working remotely or leaving the site for the duration of the drill. Tabletop or smaller scale after-hours drills might be a good option for testing procedures in many cases. In those cases, include the police in your exercise. (See 2.3 Training and Exercises for more information on drills, Tabletop Exercises, and other ways of testing and practicing your procedures.)

* The person who receives a phone call with a bomb threat should stay calm, be polite, and listen. Try to get as much information about the bomb as possible. Do not interrupt the caller and listen for details in the person’s voice or in the background. If possible, initiate a call trace action and signal for a co-worker to call 9-1-1. If call display displays any information, write it down.[[8]](#footnote-9)
* Use the Bomb Threat Telephone Procedures and Checklist (see Emergency Preparedness Framework Binder ) and write down as much information as you can remember. Store a copy of this form with [*reception or anyone who answers general calls from the public*].
* If you find a suspicious package, leave the area, take others with you, close the door, and call 9-1-1; immediately follow the directions provided by emergency service authorities.
* Do not shake, handle, smell, or taste a suspicious package or letter. If you have handled a suspicious package, wash your hands or shower with soap and water **immediately**after leaving the area as above. Carefully remove any clothing with powders or liquids on it and seal them in a plastic bag.
* If instructed to do so by emergency service authorities, evacuate the building as per the [*Fire and Evacuation Procedure*].

## 9.11 VIOLENT PERSON / DISRUPTIVE PERSON / SUSPICIOUS PERSON

* If a person is behaving in a violent, disruptive, or suspicious manner and human safety is a concern, call 9-1–1.
* Follow any instructions provided by emergency services authorities.
* After calling 9-1-1, or if the threat is not severe or imminent, contact [*security staff*] and follow instructions provided.
* If instructed to do so by emergency service authorities, evacuate the building as per the [*Fire and Evacuation Procedure*].
* Record the incident using the Incident Report Form (see Emergency Preparedness Framework Binder ).

## 9.12 ACTIVE SHOOTER / ATTACKER WITH WEAPON

* If it is safe to do so, call 9-1-1. Note that it might not be safe to call police immediately. Active shooter situations begin and evolve quickly.
* If you encounter an active shooter or attacker at the museum, get out, hide, or if you choose to do so, fight.
	+ **GET OUT:** Leave the building or area immediately if you hear gunshots or see an attack in progress. If doing so will not alert the attacker to your position, shout and warn others. Stop others from entering the area.
	+ **HIDE:** If you cannot get out or if you do not know where the shooting is happening, hide. If you can do so, lock or barricade the door, using whatever objects are available to you. Stay out of the line of fire and assess possible exits or ambush strategies if your spot is compromised. Silence your phone, turn off the lights, and stay quiet. Stay in your spot until police evacuate you from the area.
	+ **FIGHT:** As a last resort, if you are trapped or have no escape, you might choose to fight or stop the shooter. It is your decision to fight an attacker. If you decide to fight, commit to a physical attack. Be as aggressive as possible. Use objects to strike or stop the shooter and disarm or incapacitate them. Assume that they intend to harm you.
* Police officers responding to the incident will make stopping the shooter their priority. They may not stop to help you immediately. They may treat you as though you are a threat. Keep your hands visible, and do not run toward police officers. Remain calm and follow directions provided by police officers.[[9]](#footnote-10)

## 9.13 THEFT / VANDALISM

* If a theft or act of vandalism is in progress, do not approach the individual committing the act. Cooperate if you are confronted by an individual committing a criminal act. Call 9-1-1 when it is safe to do so and follow directions provided.
* In the case of a break and enter,
	+ if you suspect there is someone in the building
		- leave immediately;
		- call the police (phone 9-1-1).
	+ cooperate if you are encountered by a break and enter perpetrator.
	+ leave the scene untouched.
	+ do not clean up.
	+ report it immediately (phone 9-1-1).
	+ preserve the evidence.
	+ keep onlookers out.
	+ do an inventory check with the police.
	+ contact facility services to secure the facility.
* For an incident discovered after the fact,
	+ immediately upon discovery, report any theft or act of vandalism to at minimum two people, beginning with [*your supervisor / Executive Director / collections management staff / security*].
	+ contact the police and supply them with relevant photos and other documentation as requested. (Because they are likely to be asked to make a police statement, theft or vandalism is normally reported to police by the staff person who discovers it. Call 9-1-1 if you encounter a theft or criminal act in progress; otherwise, use the non-emergency number or call the local detachment directly.)
* document the incident using an Incident Report Form and collection damage documentation as deemed required (see Emergency Preparedness Framework Binder ).
* if the incident requires a public statement, initiate procedures as described in the [*Crisis Communications Plan*].
* if objects have been stolen or damaged to the point that they are not useful to keep in the collections, collections staff will initiate the deaccessioning of the object as described in the [*Collections Policy*]. Insurance and collections record considerations will be addressed.

## 9.14 MISSING / FOUND CHILD

If a child or vulnerable adult is noticed to be missing from a program or a visitor reports that a child in their care is missing,

* report the missing child to [*security / programming staff / ERT*][[10]](#footnote-11) immediately and
	+ quickly complete the Missing / Found Child Form (see Emergency Preparedness Framework Binder ).
	+ initiate a Missing Child Alert [*insert code. Many organizations use Code Adam, which is a universally recognized code for a missing child*] to all staff, communicating the description of the child and their clothing. [*Designated staff—trained and identified in advance*] will monitor all exits. Other staff will initiate a search of the building / grounds.
	+ if the child is not found within ten minutes, or immediately if staff or parents feel urgent concern, call 9-1-1.
	+ if the child is found and appears lost, they should be reunited with the parent or guardian. The parent or guardians identification should be checked and confirmed before the child is released. The staff member and parent or guardian should both sign the Missing Child / Found Form confirming the release of the child.
	+ if the child is found with someone other than a parent or guardian, staff should attempt to delay their departure until police arrive, if doing so does not endanger the child, staff, or others. Note details about the individual’s appearance.
	+ cancel the Missing Child Alert once the child is found.
* Document the incident, using the Missing / Found Child Form to aid in the response and the Incident Report Form to record the incident (see Emergency Preparedness Framework Binder ).

If a child is found unaccompanied by an adult or identifies themselves as missing,

* contact [*security / programming staff / ERT*] and follow instructions provided.
* ask the child their name and with whom they came to the museum; gather any information you can about the child’s parents or guardians including their names or phone number, and document the information using a Missing / Found Child Form (see Emergency Preparedness Framework Binder ).
* bring the child to [*safe location / first aid room / designated office / meeting room*]. Note that the child may be confused or distressed and may not be able to answer questions based on age or developmental abilities. They may not want to go with museum staff. Unless it is a safety issue, do not force a child to come with you. Two museum staff should be present with the child at all times.
* if the name of the child’s parent or guardian is provided, that person can be paged on the PA system. Alternatively an adult may have already reported a missing child. Confirm the parent or guardian’s identity before releasing the child. The staff member and parent or guardian should both sign the Missing / Found Child Form confirming the release of the child.
* if no one comes forward as the child’s parent or guardian, contact the police and follow any instructions provided by emergency services authorities.[[11]](#footnote-12)

# 10 MEDICAL EMERGENCY

10.1 If a person is found to be in medical distress, including extreme emotional distress,

* call 9-1-1 and follow directions provided by emergency service authorities.
* call [*first aid certified staff / security*] and alert the [*ERT*].
* clear the area of the public and, if it is safe to do so, assist first responders or first aid providers as requested. Be respectful of the individual’s privacy and the needs of their family members or companions.
* complete an Incident Report Form (see Emergency Preparedness Framework Binder ).

10.2 First Aid Kits are located

* [*List the first aid locations in each work area*]
* [*List the first aid locations in each work area*]

10.3 The [*Museum*] complies with the [*Occupational Health and Safety Act and Code*] with regard to first aid training for staff [*Consult the Act and Code or relevant legislation in your jurisdiction for the number of individuals that are required to be certified given the nature and size of your organization.*]. See the [*Health and Safety Committee Materials / document that records medical emergency responses*] for procedures to be followed when responding to, reporting, and documenting the incident.

10.4 In the case of a pandemic or community-wide outbreak of an infectious disease, contact medical authorities and proceed as instructed. The [*ERT*] and / or the [*Health and Safety Committee / Officer / staff*] may be asked to provide advice to human resources staff regarding instructions to staff about reporting to work. Individuals who know they are contagious or that they have been exposed to an infectious disease should not come to the work site.

10.5 If the incident requires a public statement, initiate procedures as described in the [*Crisis Communications Plan*].

Damage Mitigation and Salvage

# 11 COLLECTIONS STORAGE

This section contains little detail because it is highly dependent on the risks posed by each museum’s location
and building(s), as well as the needs of their collection objects. Consult a collections storage professional in designing or assessing collections storage areas, and consider your Emergency and Disaster Plan, especially
your risk assessment, in that process as well as the everyday needs of your collection. Much of this information
is preventive and should be included in the museum’s Collections Policy or procedures manual. If that is the case at your museum, you may not need it here.

Collections storage areas should be organized to consider collection storage standards as they relate to emergency and disaster prevention and response.

11.1 Collection objects will not be stored in situations that include unnecessary risks or that are outside of established collection procedures. Collections staff are trained in the care and handling of collections and the terms of the [*Collections Policy*].

11.2 Collections areas should be equipped with fire suppression systems and extinguishers, as well as collections emergency supplies such as Spill Kits, plastic sheeting, and other materials required in a quick response.

11.3 Inspect collections areas for maintenance issues and signs of damage regularly. Include an inventory of emergency supplies in regular inspections to ensure Kits do not have expired or missing items.

11.4 In general, collections will be stored:

* [*Identify collections storage areas with a brief description of the type or tier of collection stored there.
If relevant, note which collections cannot be safely stored in this area.*]
* [*Identify collections storage areas with a brief description of the type or tier of collection stored there.
If relevant, note which collections cannot be safely stored in this area.*]
* [*Identify collections storage areas with a brief description of the type or tier of collection stored there.
If relevant, note which collections cannot be safely stored in this area.*]

11.5 When storing collections,

* [*Replace these statements with storage requirements related to emergencies identified in the museum’s risk assessment. The following represent ideal situations. If your museum’s storage area is not ideal, consult with a conservation storage specialist about the best and most cost-effective way to mitigate the risks you are most likely to encounter in your space.*]
* keep items off of the floor. Lower shelves should either be left empty or used for sympathetic non-collections storage so that collection objects are a minimum of 10 to 15 cm off the floor. Objects too large to be placed on shelves can be placed on pallets, blocks, or dollies.
* avoid placing collections under overhead pipes. If it cannot be avoided, take actions to mitigate the risk of an overhead leak. Consider sprinkler systems, windows, and exterior walls in the selection and placement of storage shelving and cabinets.
* avoid basement or lower level storage if at all possible. Note that some collections insurance will not cover flood damage to objects stored in basements. Attics also have an increased risk of leaks.
* use boxes, trays, and dollies or wheeled pallets to aid in the faster and safer evacuation of higher priority or at-risk objects.
* use spaces or buildings that have
	+ good maintenance and design (properly sloped roof, gutters, and drains, insulation and vapour barriers, protective membranes);
	+ been flood proofed (backflow valve, no plumbing in the space, no windows or skylights, proper exterior grading, wall waterproofing);
	+ fire detection and suppression systems;
	+ adequate locks, security systems, and alarms;
	+ good access for evacuation efforts;
	+ no public access.[[12]](#footnote-13)

# 12 BUILDING AND ENVIRONMENT STABILIZATION

12.1 Members of the [*ERT*] will work with [*facility services / maintenance staff*] to coordinate an assessment of damage to the building and resulting environmental conditions. Insurance adjusters may also be involved in aspects of the review. Involving a restoration company, especially if provided by your insurance coverage, should be done under the supervision of the [*ERT*].

12.2 [*Museum*] staff will be responsible for documenting damage to the building, with the assistance of an insurance adjuster and under the direction of the Facilities Lead. Documentation will include written and visual evidence of the damage, including thorough photographic and video recording. Damage can be recorded using the Building and Contents Damage Assessment form (see Emergency Preparedness Framework Binder ).

12.3 Take immediate action after the initial emergency situation to limit the extent of damage to collection objects due to fire, flood, or other disasters:

* Damage such as mould, paper and wood distortion, and corrosion can be limited if the environment is stabilized once the cause of the disaster or emergency has been controlled and the site has been determined by authorities to be safe.
* Humidity levels due to water or moisture should be lowered by
	+ mopping puddles;
	+ removing wet carpets;
	+ placing fans and dehumidifiers throughout the affected area.
* If possible, conditions should be set and maintained as close as possible to standard operating levels for the season. When that is not achievable due to extreme circumstances created by a disaster, the goal is to lower relative humidity (RH) and temperature in order to slow mould risk on wet objects and to eliminate mould / corrosion on non-wet artifacts. Remember that mould growth on damp articles begins after approximately 48 hours.

12.4 In the period immediately following a disaster, the [*Museum*] may require extra security protection, particularly if the electronic security system is dysfunctional or the building has been damaged. To protect the objects and records remaining in the building from theft, as well as to protect the building itself from acts of vandalism, increased security measures may be required. Trained external security personnel should be secured. [*If trained security services are not covered by insurance or affordable for the museum, talk to the community’s emergency response planners and the local police for suggestions. Boarding up or otherwise restricting access and installing a video camera may also be advisable.*]

12.5 For both liability and inventory control reasons, access to affected areas will be restricted to staff members, volunteers, external advisors, and service providers assisting in response and salvage activities. The [*ERT*] is responsible for limiting and monitoring site access.

12.6 Following the incident and depending on the nature of the emergency, the [*Museum*] could be particularly susceptible to biopredation by insects, rodents, fungal agents, or other biological pests. To limit potential for further damage of this nature, all points of entry should be sealed, especially if portions of the building have been damaged. [*ERT*] members and work crews should be trained to watch for and report signs of insects, rodents, and especially signs of mould or fungal growth. If any of the above are found, appropriate health and safety measures should be implemented to protect workers, and affected objects should be removed immediately and bagged, labeled, and quarantined.

# 13 DAMAGE ASSESSMENT

13.1 An assessment of damage is undertaken by the Collections Lead and Collections Assistant prior to beginning any salvaging operations. External conservation support may be required for this process.

13.2 If loss or damage has occurred (including collections materials, furniture and office equipment, and personal items belonging to staff), the [*ERT*] will be contacted to initiate an insurance assessment and claim. [*Museum*] staff will be responsible for the documentation process, with the assistance of adjusting personnel and under the direction of the Collections Assistant. Documentation will include both written and visual evidence of the damage, including thorough photographic and video recording.

13.3 Assessments should be made of objects that are

* dry, partially wet, or completely saturated
* smoke- and / or fire-damaged
* broken
* damaged in any other way

and details of the actual damage recorded using the Initial Collections Damage Assessment form. Depending on the scale of the emergency, a CCI Emergency Action Plan should be completed to guide an initial response. In a large-scale emergency, this assessment may occur concurrently with salvage activities. (See Emergency Preparedness Framework Binder  for forms.)

# 14 RECORDS PROTECTION

The priority placed on protecting the vital records of the organization depends very much on whether there are backup copies available. Having digital versions of key records—for example, scanned copies of signed contracts and gift agreements—means that, once people are safe, the museum will be able to focus on collections, knowing that the information is still be available to them. It is critical in those cases that there is an off-site or Cloud backup so that the digital records are also protected. See 2.2.3 Organizational Preparedness: Procedures and Systems—Vital Records in HELP! An Emergency Preparedness Manual for Museums  for more information.

14.1 In the case of an emergency, human safety is the primary priority. The organization’s records are the next most important focus as they constitute the legal and historical record of the [*Museum*], the community, and the collections. The following records should be secured, relocated to a safe space, or removed from the building as deemed appropriate by the [*ERT*] (see Section 16: Salvage Priorities  for a more complete list):

* Collection Records including Gift Agreements
* Foundational Documents: Certificates / Articles of Incorporation, key agreements, bylaws
* Key Operational Documents: contracts, banking information, personnel records, policies, plans, insurance agreements and contacts

14.2 Key records can be backed up and stored digitally when having duplicate hard copies is not practical. [*Describe how digital records are backed up and stored. This should include an off-site server, Cloud storage, or another means of creating and storing a backup off-site.*] Digital backups should exist in more than one location, apart from each other. In particular, the backup of the collections database and other digital assets should be regularly monitored and tested.

14.3 In an emergency, server data may not be accessible for a period of time. Ensure that data that is needed to respond in an emergency is backed up locally and / or in hard copy. At a minimum, this includes

* the Emergency Preparedness Framework, including all Supporting Documents;
* a listing of collection objects / archival holdings for inventory control and location tracking in the event of a collections evacuation.

# 15 COLLECTIONS SALVAGE

15.1 In determining collections salvage activities, begin by stabilizing objects so that further damage is not incurred. Once the collections are stabilized, cleaning and treatments can begin and be continued over a longer term. Depending on the circumstances, these processes might need to happen concurrently. Consider both short-term and long-term considerations at the beginning stages so that stabilization efforts do not undermine future long-term care strategies.

15.2 Secure conservation advisory support from trained conservators for advice on stabilization, salvage, and treatment.

15.3 After initial first-response action has been performed and any damaged collection objects have been stabilized, conservation by trained personnel may proceed according to priorities established by the [*ERT*]. Expense and difficulty of conserving collection objects will also be considered.

15.4 Whenever possible, and if it is safe for staff to access the collections, action for salvaging water-damaged objects will be taken within 48 hours.

15.5 Salvage efforts will be documented using [*written, photographic and video records*]. [*List the media you intend to use. Written documentation in the object record, photographic documentation of the process (both before and after) as well as an initial video scan of the situation is typical, but ensure this section reflects the process that will result in the correct records for your museum and that considers the time availability and the capacity of staff.*]

15.6 The [*ERT*] will ensure that if no section of the building is useable, objects and records will be relocated to a designated relocation site for salvage efforts to take place.

15.7 See the [*Salvage Guides in Chapter 4 of HELP! or another salvage guide (see Chapter 4 Recovery References)*]. [*Store a relevant salvage guide for reference purposes in the Museum’s Emergency Preparedness Framework Binder. Include whatever guides are the most useful for your collection and that you have available with the Framework and in the Collections Response Kits. These guides should be provided as quick reference to support the guidance and training provided by a professional conservator overseeing or advising the salvage and recovery efforts.*]

# 16 SALVAGE PRIORITIES

16.1 Determining salvage priorities must consider

* the location of damaged objects and the vulnerability of items;
* the likelihood of loss and the severity of that loss to the museum’s fiduciary responsibilities and their mission;
* the ease of replacing an item or of accessing it in a different way (for example, a digitized record);
* the cost and benefit of saving certain objects or documents over others;
* the protection afforded to items based on how they are stored (for example, boxes or cabinets that might protect them).

16.2 Salvage priorities are identified in this Plan to aid in decision making by the [*ERT*]. If higher priority items are in a less vulnerable position than lower priority items, vulnerability may be seen to be more important than other factors. To identify salvage priorities,

* the [*ERT*] will complete an initial assessment of the damage areas and collections;
* the [*ERT*] will order priorities based on the circumstances and the priorities listed in this Plan.

If required, the Collections Lead will assess, adjust, and communicate changes in the priorities as the situation evolves.

**Salvage priority considerations include the following.**

16.3 Vital records or equipment essential to the operation and rehabilitation of the [*Museum*]: these should generally be salvaged first. These are records of incorporation, governance, ownership interest, legal status, banking, insurance, party to a contract, and employment. Priority items include: [*Make changes to this list to reflect the items most important to your museum’s operations. If a record is available digitally or is accessible from a third party (like your bank, accountant, or lawyer), it may be a lesser priority for salvage.*]

* Collection Permanent Files and Gift Agreements showing ownership
* Accessions Ledger
* Banking and Insurance Information
* Contracts
* Human Resources Records
* Lists and / or master drawings, maps and charts of the building
* Certificate and Articles of Incorporation, Bylaws, minute books
* Annual Reports with Financial Statements
* Policy and Procedure Manuals
* Master Forms

16.4 Objects on loan from other institutions or private individuals: these will be a high priority for stabilization and salvage. The objects’ owners should be contacted immediately and treatment measures should not be undertaken without consultation and consent. Consult the terms of your loan agreement for other requirements.

16.5 Collections salvage priorities are established to preserve as much collection value as possible. When more than a few objects or records are affected, salvage actions will be organized to give precedence to those of higher collection value. [*Some museums have collections tiering systems that can be used to determine priorities, or a list of high priority items can be created. If such a document exists, identify it here.*] Objects designated as consumable will receive the least attention.

16.6 Other criteria for prioritizing the salvage of collection objects include:

* [*Use the museum mandate / collections mandate to create this list. The following are examples. Particularly high value items, by whatever standard is relevant to the museum, might be identified by collection category or individually by accession number. Depending on length, this list might be included here or in a Collection Salvage Priority document included in the appendices.*];
* the historical importance of the object [*to the community*];
* its [*technological, cultural, scientific, or community*] significance;
* its research value;
* its monetary value;
* the vulnerability of an object to hazards created by the situation.

16.7 Organic objects, because of their sensitivity to water, fire, smoke, and changes in the environment, should be considered of primary importance in most disaster situations. Generally speaking, with respect to an object’s vulnerability, priority objects or collection areas are as follows: [*Change this list to reflect the items in your collection with the greatest vulnerability by material. Single out particular collections that should be paid special attention because of their materials. Remove those items that do not apply to your collection.*]

* Fine art, including oil paintings
* Paper documents / Works of art on paper
* Leather, skins, and furs
	+ those displaying mould
	+ painted rawhide or leather
	+ rawhide parchment or fine white kidskin
	+ partially wet leather / skin
	+ any object which has taut and secured skins stretched over another body (for example, drumheads)
* Basketry
	+ any displaying mould
	+ any with applied paint or decoration
* Textiles
	+ textiles with dyes that run in water
	+ any textiles showing mould
	+ textiles with metal attachments (for example, buttons, hook-and-eyes, etc., those made of iron or copper alloys)
	+ partially wet objects
* Ivory and bone
	+ Susceptible to severe warping when exposed to moisture and heat
* Wood / Furniture
	+ jointed objects
	+ musical instruments
	+ wood with iron components
* Metals
	+ iron and steel
	+ copper and copper alloys (brass and bronze)
* Synthetics / Plastics

# 17 HANDLING DURING SALVAGE

Standard guidelines for handling and moving museum objects and archival records should be followed, with adjustments as required to address the unique damage from the incident. Also see the [*list Collections Procedures / Care and Handling Guidelines / other document with the museum’s collection care standards*]. In addition

* the [*ERT*] will secure protective gear, including nitrile or latex gloves and masks for all staff and volunteers handling collections. Ensure that all staff and volunteers understand how to use the equipment provided to them.
* if an object is charred or covered in soot but is not wet, do not handle it without training or the advice of a trained conservator as even the slightest touch can leave permanent marks. [*Members of the ERT should receive training on how to handle fire- and water-damaged objects in advance. If that has not occurred, contact a conservator or the CCI for advice.*]
* Certain objects, including paper and some textiles and basketry, become more fragile when wet or fire-damaged. Extra support is necessary when handling or moving these objects.
* Never discard an object or object piece for any reason, regardless of its condition. If immediate treatment cannot be performed, remedial action can be scheduled at some time in the future. When an object is broken, keep all pieces— even tiny fragments—together and place in a box or other appropriate container. If it is deemed beyond treatment, it can be deaccessioned at an appropriate time, according to the procedures outlined in the [*Museum’s Collections Policy*].
* In the case of a large-scale disaster, some objects will need to be deaccessioned and disposed of, especially if they pose an immediate health risk to staff that cannot be reasonably mitigated. Avoid making these decisions without first developing a strategy for making these choices. Ideally the [*ERT*] should identify a temporary space where items identified for disposal can be safely held until they can be documented and the museum has more information from the insurance company, disaster aid funders, and conservators about what can be salvaged. Note that in certain cases discarding items without documentation or an assessment from your insurance adjuster can impact your insurance coverage.

# 18 EVACUATING OR RELOCATING COLLECTIONS

Collections may need to be moved, either within the facility or to an off-site location, to facilitate stabilization, salvage, and rehabilitation efforts. In this event, the ERT will arrange for appropriate space and oversee the move as described below.

## 18.1 RELOCATION / EVACUATION

* Pay special attention to collection objects that are stored [in vulnerable parts of the building; list them here].
* [*List special instructions for moving objects by collection storage area / collection type in vulnerable areas using equipment and supplies that the museum has available. This may include using trays, plastic bins, boxes (if objects are not wet), or wheeled carts.*]
* If required, the Collections Lead will secure freezer or moving trucks and off-site space to accommodate the evacuated collection.
* If there is an adequate room in the building that is still useable, seal it off to create a stable microclimate for damaged collections (note that for smaller incidents, a sealed space may not be required). Salvage work can then proceed in that space.
* If collection items are wet, equip relocation area with fans and dehumidifiers to keep air circulating, help the drying process, and discourage mould growth.
* Prior to relocation, set up clean tables to provide work space and surface areas to spread out collection objects. There should be sufficient aisle space for easy movement.
* Adequate lighting should be brought in if not already in place.
* Monitor access to the space to ensure the security of the collections.

## 18.2 INVENTORY

* The Collections Assistant will be charged with overseeing the records and inventory management.
* A complete inventory of all objects displaced from their regular storage locations will be made. This will include the accession number and / or a temporary number, a brief description of the object, its former location, and its new location including box number, site, and location within the site. (Any piece of an object that has been separated from the original object should be tagged with its accession number and / or a temporary number and included on the inventory.)
* Numbering and tagging protocols will be identified by the [*ERT*] based on the scale and type of emergency. [*These should be discussed by the ERT in training in advance but are not delineated here because the nature and scale of the emergency may change the approach. See 4.1.3 Documentation in HELP! An Emergency Preparedness Manual for Museums*  *for more information. If your museum has a protocol developed, describe it here.*]

## 18.3 PACKING

* Objects moved off-site will require packing. Objects moved within the building may require support but not packing. See Section 17: Handling During Salvage  for more information.
* Methods and materials for packing will be determined by the Collections Lead in consultation with conservation advisory support and using tools such as [*insert Salvage Guides that the museum uses*].
* When possible, small objects will be packed before movement.
* Objects will be wrapped, padded, or otherwise packaged as needed to prevent further damage.
* Like materials will be boxed or bagged together. Boxes or containers will be numbered and their contents indicated on the outside to facilitate later retrieval and to distinguish packed collection objects from non-collection materials and garbage.
* Objects will be moved in their storage boxes when the boxes are in good condition and will provide adequate support. If possible, do not move objects in soiled boxes. When it is not possible to repack objects before moving (for example, if doing so may further endanger or damage the object), use alternate supports as needed.

Financial Management

This section contains general information only and assumes that the museum has insurance covering collections as well as property and liability insurance. See 2.2.3 Organizational Preparedness: Procedures and Systems—Assessing or Choosing Insurance in HELP! An Emergency Preparedness Manual for Museums  and 3.2 Insurance in HELP! An Emergency Preparedness Manual for Museums  for more information. Get to know your insurance policies well. Change these points to reflect the insurance that your museum has and to reflect specific action required of the museum staff in your insurance policies so that initial response actions do not inadvertently impact insurance coverage and claims.

# 19 INSURANCE

19.1 In the event of an emergency causing harm or damage to the building or collection, insurance providers will be contacted immediately and a liaison with the [*Collections Lead / Facilities Lead / ERT Member assigned the insurance liaison role*] will be established to coordinate and pay for damage assessment and salvage efforts.

19.2 Procedures for assigning value to, registering, and reporting on collection objects are outlined in the [*Collections Policy / Collections Procedures / other document used for this purpose*].

19.3 Work with insurance adjusters to establish priorities for building restoration, property and equipment replacement, and salvaging records and objects based on each object’s importance, value, and vulnerability to damage as described in Section 16: Salvage Priorities .

19.4 Ensure insurance adjusters understand the unique needs of museum collections. Adjusters and restoration service professionals provided by the insurance company should be accompanied, and possibly supervised, by museum staff whenever possible

# 20 EMERGENCY FINANCIAL PROCESSES

This section assumes that some modifications to the normal authorization of purchasing decisions may be required due to disruptions to normal operating procedures and the need to move more quickly (i.e., procedures around obtaining quotes, invoicing, and other procedures may not be practical). Reference relevant policies on purchasing and reimbursement here and test them in training exercises to determine where modifications are required. Ensure the points listed here reflect those modifications and identify who is responsible for authorizing them. Include relevant forms in your Emergency Framework Binder and reference them in this section.

20.1 The [*Executive Director / other authorized person*] will determine and authorize the process for obtaining emergency cash or credit in the event of an emergency.

20.2 Staff making purchases using personal funds for expenses related to ERT requests should do so only if authorized and by following the process identified by the [*Executive Director / other authorized person*]. Maintain receipts and other records for reimbursement, for insurance documentation, and for reporting to funders and stakeholders.

20.3 As much as possible, emergency response and salvage expenses will be incurred with knowledge of what is eligible for reimbursement under an insurance claim or for anticipated disaster or emergency funding.

Information Management

# 21 POST-EVENT DOCUMENTATION

21.1 Following any emergency, detailed documentation based on the information collected by the Recording Assistant and Collections Assistant will be compiled. This record and analysis will be used to

* determine insurance coverage and liability for damage incurred;
* provide the information necessary to update the condition reports and to catalogue records of any affected collection objects;
* evaluate and assess the Plan to determine how well it functioned in the emergency and to make any improvements or changes to improve the museum’s future responses or to mitigate the situation’s recurrence.

21.2 In many cases, an emergency will require the completion of an Incident Report Form (see Emergency Preparedness Framework Binder ). In large-scale emergencies or disasters, a full reporting of the event with learnings and recommendations should occur.

21.3 Serious incidents are required by the Alberta Occupational Health and Safety (OHS) Act to be reported to the Government of Alberta. OHS Reportable Incidents are those that

* result in a death;
* cause a worker to be admitted to hospital for more than two days;
* involve an unplanned or uncontrolled explosion, fire, or flood that causes or has the potential to cause a serious injury;
* involve the collapse or upset of a crane, derrick, or hoist; or
* involve the collapse or failure of any component of a building or structure necessary for the structural integrity of the building or structure.

[*If your museum is not in Alberta, research and reference the appropriate legislation for your jurisdiction and list the requirements here.*]

# 22 SCHEDULE OF REVIEW

The Emergency and Disaster Plan and corresponding policies, plans, procedures, and Supporting Documents must be considered living documents. It is important that all staff are aware of the Plan and familiar with their roles in it, and that regular training and occasional drills take place.

The Emergency and Disaster Plan will be reviewed every [*two years / or another timeframe deemed appropriate*] and updated according to the Calendar of Review.

|  |  |  |  |
| --- | --- | --- | --- |
|  APPROVED: |  |  |  |
|  |  Signature of Authorized Officer |  |  DD / MM / YY |
|  REVIEWED: |  |  |  |
|  |  (By Responsible Individual or Committee) |  |  DD / MM / YY |
|  REVISED: |  |  |  |
|  |  (By Responsible Individual or Committee) |  |  DD / MM / YY |
|  NEXT SCHEDULED REVIEW: |  |  |  |
|  |  MM / YY |  |  |

1. Canadian Centre for Occupational Health and Safety, cited in Government of Alberta in consultation with the Building Owners and Managers Association et al., Recommended Practices in Health & Safety: A Guide for Building Owners and Managers (Edmonton: Government of Alberta, 2009), 59, http://work.alberta.ca/documents/WHS-PUB\_bp006.pdf. [↑](#footnote-ref-2)
2. Government of Canada, Department of Canadian Heritage, Canadian Conservation Institute, Emergency Response Planning Workbook, version 4 (Ottawa: Canadian Conservation Institute, 2016), slide 8. [↑](#footnote-ref-3)
3. Adapted from Government of Canada, Department of Canadian Heritage, Canadian Conservation Institute, “Emergency Response Plan—Template,” version 2 (Ottawa: Canadian Conservation Institute, August 2014), 7. [↑](#footnote-ref-4)
4. Marking and posting these routes and Muster Points must be done in advance. A means of egress is your clear and unobstructed path out of a space, including the way to the exit, the exit itself, and the way clear of the exit after passing through. Means of egress may be horizontal or vertical. [↑](#footnote-ref-5)
5. Note that this would apply only if time permits and if your museum has a grab list and objects prepacked to be quickly evacuated with staff. [↑](#footnote-ref-6)
6. “Get Prepared: Hazards and Emergencies—Tornadoes,” Government of Canada, accessed March 31, 2017, https://www.getprepared.gc.ca/cnt/hzd/trnds-en.aspx; “How to Prepare for a Tornado,” United States of America, Department of Homeland Security, Federal Emergency Management Agency, accessed March 31, 2017, https://www.fema.gov/media-library-data/1409003506195-52740fd2983079a211d041f7aea6b85d/how\_to\_prepare\_tornado\_033014\_508.pdf. [↑](#footnote-ref-7)
7. “Get Prepared: Hazards and Emergencies—Earthquakes,” Government of Canada, accessed March 31, 2017, https://www.getprepared.gc.ca/cnt/hzd/rthqks-en.aspx;“Earthquake Safety,” American Red Cross, accessed March 31, 2017, http://www.redcross.org/get-help/prepare-for-emergencies/types-of-emergencies/earthquake#During. [↑](#footnote-ref-8)
8. Royal Canadian Mounted Police, “Bomb Threats Telephone Procedures” form by Government of Canada, Canadian Bomb Data Centre. n.d. [↑](#footnote-ref-9)
9. Adapted primarily from “Responding to an Active Shooter Situation,” University of Alberta, accessed March 25, 2017, https://www.ualberta.ca/protective-services/informationsafety/active-shooter; United States of America, Department of Homeland Security, Federal Emergency Management Agency, Guide for Developing High-Quality Emergency Operations Plans for Houses of Worship (Washington, D.C.: Federal Emergency Management Agency, 2013), accessed March 25, 2017, https://www.fbi.gov/about/partnerships/office-of-partner-engagement/active-shooter-resources; United States of America, Department of Homeland Security, Active Shooter: How to Respond (Washington, D.C.: Department of Homeland Security, 2008), accessed March 25, 2017, https://www.dhs.gov/xlibrary/assets/active\_shooter\_booklet.pdf; and “Cultural Properties Council Recommendations for Preparing Museums for Active Shooter Situations” (ASIS International, July 21, 2009), accessed March 26, 2017, https://www.asisonline.org/Education-Events/Documents/ActiveShooterStatement.pdf. [↑](#footnote-ref-10)
10. missing child protocol can be led by the ERT or other designated staff members, identified by their positions in this plan, who are most likely to encounter a situation. Often the museum’s programming, education, or special events staff are the most important individuals to be trained in these procedures, as it may be those staff members who initiate a missing child response. While this procedure specifies “child” throughout, the same steps would be followed with a vulnerable adult. [↑](#footnote-ref-11)
11. “Code Adam,” National Center for Missing & Exploited Children, accessed March 26, 2017, http://www.missingkids.com/CodeAdam. [↑](#footnote-ref-12)
12. Developed with information from Government of Canada, Department of Canadian Heritage, Canadian Conservation Institute, “General Precautions for Storage Areas,” CCI Notes 1/1 (Ottawa: Canadian Conservation Institute, 2002); Siegfried Rempel and Helen McKay, “Storage Planning for Cultural institutions: A Workshop for Museum & Art Professionals,” Canadian Conservation Institute Workshop, St. Albert, Alberta, January 30 and 31, 2004; Willie, Standard Practices Handbook, 187 – 192. [↑](#footnote-ref-13)