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b. Specific Preventative Maintenance

DAILY

During the day – done by all (unless specified)

- Make sure there are no trouble indicators on fire panels or monitors.
- Move button “in” on loading dock Button Board when at work
- Sign in/out at Front Desk when arriving/leaving premises
- Check for any unusual smells or sounds.
- Clean restrooms. (CFM Housekeeper)
- Vacuum floors and rugs. (CFM Housekeeper)
- Make sure no pipes, faucets, or toilets are leaking.
- Make sure all work and storage areas are neat and tidy to prevent unnecessary hazards. Remove clutter, and large stacks or piles of materials that may cause risk. Store cleaning supplies and flammables appropriately.

End of the day – done by all (unless specified)

- Always lock exterior doors and close all interior doors (magnetized gallery doors will close themselves in the event of fire). In case of fire, closed doors will help reduce its spread and keep smoke from damaging contents in other rooms.
- Make sure locks on doors and windows are secure, all keys (personal, staff duty tote, front desk key drawer) are accounted for, and alarm systems are working. Have effective and consistent closing procedures.
- Make sure no one is hiding/sleeping in the building(s). Be sure to check bathrooms, gallery corners, and unlocked closets.
- Unplug small appliances.
- Remove trash from interior and exterior receptacles. (CFM Housekeeper)

WEEKLY -

- **Mondays** - Test generator. (NHC PM)
- **Tuesdays** - Test temperature, humidity and water alarms. (Collections)

MONTHLY – first work day of month

- Make sure two-way radios are operational. (Collections, Education, Front Desk)
- Train on various topics of plan during staff meetings. (Collections)

QUARTERLY – June, Sept, December, March, or seasonally

- Update the Museum Volunteers and Interns list (I.d.)
- Update the Data/Equipment Recovery Priorities list (I.i.)
- Back up computer C:drive, or “My Documents”.
- Review the Emergency Evacuation Procedures and hold a drill during a staff meeting.
- Check disaster supplies/batteries. Replace/recharge as needed. (Collections)
- Check First Aid kits; replace as needed. (CFM Safety Officer)
- Check building roofs for soundness and standing water. Are rubber membranes, wooden shingles, and/or flashings present and intact? (NHC PM/US Waterproof)
- Check gutters and storm drains and clean regularly. Check drainage around doors. (NHC PM/US Waterproof)
- Check sump pumps in collections storage, freight elevator shaft, corner of alley & 9th street. (NHC PM)
- Check for signs of structural damage to buildings, e. g. loose bricks. Remove any stray stones/bricks from grounds. (Exhibits)
- Check windows to ensure caulking/sealants are sound. (NHC PM)
- As necessary, check that trees/bushes are away from buildings. Ask Parks to trim as needed. (Exhibits)
- Check outdoor hazards. Are railings, benches, planters, light/flag poles well anchored? Are overhanging tree branches trimmed? (Exhibits)
- Check air filters in HVAC system and change as needed. (NHC PM)
- Check emergency exits. Are signs illuminated, lights functional, and doors easily opened?

- Check electrical equipment. Make sure there is no overloading, that wiring and appliance cords are in good condition. Do not use temporary extension cords on a permanent basis and check for fraying before use. (All/Fire Marshall)

BI-ANNUALLY – First work day of January & July

- Update resources. (Collections)

ANNUALLY – First week in May

- Review plan. Make any necessary changes. (Collections)
- Update Artifact Priority List. (Collections)
- Check security system. (ASG Co.)
- Check that fire extinguishers and smoke detectors and alarms are operable. (NHC Contractor)

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c. General Preparedness Measures

In the case of foreseeable disasters (such as hurricanes), CFM's Director/designee is in overall charge of preparing the Museum. When directed, staff will prepare the collection and building to withstand, or at least minimize, possible damage:

FINANCE (handled by Administration Unit)

- Secure adequate cash for post-emergency operations.
- Empty the donation box, safe located in Education office, Front Desk and Store tills; take all cash to the appropriate banks.

COLLECTIONS STORAGE (handled by Collections Unit)

- Establish communication with Polygon (our disaster response company) and any other potential responders.
- Raise artifacts, materials, equipment, etc. in storage up off the floor and on to higher shelves or onto pallets.
- Cover all shelves, stacks, artifacts, exhibit cases, etc. with plastic sheeting and secure.
- Cover library bookshelves with plastic sheeting.

GALLERIES (handled by Exhibits Unit)

- Check emergency supplies.
- Pull and secure gate across entrance to CFS Gallery
- Close all gallery doors and lock
- Remove all artifacts from lobby display cases and transport to Collection Storage.

IN REST OF MUSEUM (handled by all staff)

- Unplug and cover computers, printers, etc. with plastic garbage bags and secure.
- Cover vital equipment (cash registers, copiers, file cabinets, etc.) with plastic sheeting and secure.
- Everyone is responsible for securing his/her work area:
 - Clear all loose work and other papers into file cabinets.
 - Move items away from windows.
 - Clear tops of desks and work tables completely. Put away small tools, etc.

- Backup all critical computer files.
- Unplug all electrical equipment.
- Place small items of furniture, boxes of materials, records, artifacts, chairs, etc. on top of tables and desks.
- Retrieve unit priority continuity of operations (COOP) materials to have available for recovery.

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d. Specific Preparedness Measures

i. HURRICANES

Of all possible natural disasters, hurricanes are CFM's greatest threat. Be prepared to deal with a major storm making landfall in southeastern North Carolina.

Hurricane season runs from June 1st to November 30th.

County Managers and/or the Emergency Management Director will inform all employees when a hurricane is a possibility and/or imminent. Follow their directions as you receive notification.

TO DO

Condition 3 – Landfall predicted within 36 hours

- Convene staff meeting, assign and review responsibilities. (Director)
- Inspect outside for loose materials, trash, debris, etc. Secure all objects that cannot be brought indoors. (Exhibits)
- Take down promotional banners. (Exhibits & PM)
- Secure Maritime Pavilion: strap boats to cradles; place label boards face down at rear wall; take down hanging sign. (Exhibits & Collections)
- Empty all plastic garbage containers to use to catch leaks. Locate all plastic buckets to catch leaks. (Education)

Condition 2 – Landfall predicted within 24 hours

- Remove public from facility and close CFM when directed by NHC Management. (Administration)
- Remove all artifacts from lobby display cases and transport to Collection Storage. (Collections)
- Raise artifacts, materials, equipment, etc. up off the floor and on to higher shelves or onto pallets. (Collections)
- Cover all shelves, stacks, artifacts, exhibit cases, etc. with plastic sheeting and secure. (Collections)
- Cover vital equipment (cash registers, copiers, file cabinets, etc.) with plastic sheeting and secure. (Administration)
- Secure YOUR work area:
 - Clear all loose work and other papers into file cabinets.

- Move items away from windows.
- Clear tops of desks and work tables completely. Put away small tools, etc.
- Unplug all electronics and cover computers, printers and scanners with heavy-weight plastic trash bags.
- Place small items of furniture, boxes of materials, records, artifacts, chairs, etc. on top of tables and desks.
- Retrieve unit priority continuity of operations (COOP) materials to have available for recovery.

Condition 1 – Hurricane imminent

- Close all doors and secure. (Exhibits)
- Place absorbent booms along all doors vulnerable to leaking—front doors, courtyard doors, handicapped door, and 2nd floor cargo doors. (Collections)
- Remove artifacts from any areas subject to leaks. (Collections & Exhibits)
- Assist where needed or begin to move important documents and top priority artifacts to the **Break Room** and/or the **Learning Center**. (All staff)
- Ensure CFM is secure and leave for home. (Director & CFM Safety Officer)

d. Specific Preparedness Measures

ii. NUCLEAR POWER PLANT INCIDENT

Brunswick 1 and 2 plants operate near Southport, within thirty miles of CFM. Obtain public emergency information materials from your local emergency services office or Progress Energy. If you live within ten miles of the power plant, you should receive these materials yearly from the power company or your state or local government agency. Familiarize yourself with these terms to help identify a nuclear power plant emergency:

Notification of Unusual Event - A small problem has occurred at the plant. No radiation leak is expected. No action on your part will be necessary.

Alert - A small problem has occurred, and small amounts of radiation could leak inside the plant. This will not affect you and no action is required.

Site Area Emergency - Area sirens may be sounded. Listen to your radio or television for safety information.

General Emergency - Radiation could leak outside the plant and off the plant site. The sirens will sound. Tune to your local radio or television station for reports. Be prepared to follow instructions promptly.

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d. Specific Preparedness Measures

iii. SEVERE WINTER WEATHER

- Insulate or cover outside faucets and exposed water lines.
- Make sure furnaces and heating units are operating properly.
- Contact Property Management if HVAC is not operating properly.

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d. Specific Preparedness Measures

iv. TORNADO

Tornados occur with almost no warning, leaving little time for preparation. CFM Visitor Services staff have a National Weather Alert Radio that should be monitored when severe weather is imminent.

If a tornado warning is sent from the NHC Alert System by email to each employee, follow the procedures below.

If a Tornado is predicted:

- Front Desk staff person monitors the weather radio at all times. If the radio announces a tornado warning, the FD person immediately contacts the Staff Duty person.
- The Staff Duty person announces over the PA system that there is a tornado warning in effect and that all visitors should report to the lobby.
- The FD staff person locks the all the glass entry doors to the lobby, locks the cash drawer and pockets the key, and grabs the staff and contractor sign-in sheets.
- Staff will immediately sweep the floors—whatever floor they happen to be on—and escort any visitors to the first floor break room and/or adjacent hallway (where the ladders hang on the wall).
- If visitors have gathered in the lobby, staff will escort them to the first floor break room and/or adjacent hallway (where the ladders hang on the wall).
- If the Museum is exceptionally crowded (due to an event, school field trips, etc.) other areas of the building that can be used for shelter are the first floor restrooms, the Learning Center, and the Museum Store. Try to keep to windowless interior spaces on the first floor.
- Once staff and visitors are in the break room, the FD staff person uses the staff sign-in sheet to do a head count. If necessary, additional announcements over the PA system can be made from break room phone.
- The weather radio in the break room is monitored for receiving the “All Clear” announcement, at which time visitors and staff can resume their activities.

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a. General Emergency Response

SAFETY SHOULD BE YOUR PRIMARY FOCUS!

During any disaster, either natural or man-made, Cape Fear Museum's (CFM) priorities are:

1. Safety of People—visitors, volunteers, and staff
2. Safekeeping of CFM's building and artifacts
3. Survival of computer data

Before you respond to an emergency, you need to assess whether the area is safe. To assess risks ask yourself the following:

- Are there electrical wires loose or down?
- Are power points in contact with water?
- Does the water extend beyond your view? Electrical contact may be occurring where you can't see it.
- Are there more than two inches of water on the floor?
- Are the passageways blocked or obstructed in any way?
- Is there danger from falling material?
- Is there a smell of gas or smoke?
- Do the walls or ceiling appear unstable?

If the answer to **ANY** of these questions is **yes**, the site is **unsafe**. Leave the area and **DO NOT** re-enter until Emergency Services personnel have deemed it safe.

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b. Emergency Evacuation Procedures

GENERAL GUIDELINES

All staff must be aware of evacuation procedures and use the tag/sweep system to ensure all people are cleared from the building.

- Each floor of CFM (basement, first, second) has an evacuation sweep plan mapped out (i.e., route to take through identified spaces ensuring all people can be evacuated.) The first and second floors each have two separate routes.
- On each floor is a large red station holding a flashlight and the floor's respective "sweep map(s)", by a designated exit:
 - **Basement:** beside main exit door in loading area/hallway, leading to stairwell.
NOTE: Turn off occupancy light switch when taking the sweep map.
 - **First floor:** beside exit door leading from Education office area to loading dock.
NOTE: there are two sweep maps; two staff perform separate routes.
 - **Second Floor:** near administrative desk, beside exit door into public hallway. *NOTE: there are two sweep maps; two staff perform separate routes.*
- An enlarged version of the sweep map is located above the hanging tag.
- A flashlight is located adjacent to the tag.
- Evacuation maps for all floors are hung in the first floor Housekeeper's closet, and are attached to the Housekeeper's cleaning cart.

WEEK DAY PROCEDURES

In the event that evacuation is required, CFM staff, regardless of their location, need to:

- Ensure staff, volunteers and general public are moved to the nearest exit.
- Check to see if sweep map is still hanging by the designated staff exit.
 - *If the sweep map is gone*, move to the nearest exit and go to the outdoor meeting location at the picnic benches in front of Maritime Pavilion.
 - *If the sweep map is still there*, take the tag and flashlight. Conduct the sweep following the outlined route to ensure all people are evacuated from the indicated areas. When your sweep is completed, go to the outdoor meeting location and take tag with you. Give the tag to most senior staff person at the Maritime Pavilion.

- If any problems are encountered on the sweep, staff members should protect themselves and continue to the exit. Be prepared to describe the problem(s) encountered and indicate location on the sweep map for emergency personnel.
- If a sweep map is missing, it may be an indication that difficulties were encountered during that sweep, and emergency personnel should be alerted.
- Most senior staff should account for all staff present according to the staff check-in sheet.
- If a disabled person is present, ask ~~visitors~~ or available staff for assistance in getting him/her to the nearest safe fire exit and out of the building.
- If a disabled person is present, ask if they are able to walk. If they are, ask available staff for assistance in getting him/her to the nearest safe fire exit and out of the building.
- If a disabled person confined to a wheelchair is on the *first* floor, ask available staff to wheel them to the nearest safe fire exit and out of the building.
- If a disabled person confined to a wheelchair is on the *second* floor, wheel them to the nearest Emergency Rescue Area. There are two:
 - **Emergency stairwell off the North Gallery:** wheel the visitor through the fire door and park them on the landing at the top of the stairs. Exit the building. Immediately inform first responders that a visitor needs to be evacuated and identify the stairwell.
 - **Emergency stairwell next to freight elevator:** wheel the visitor through the fire door and park them on the landing at the top of the stairs. Exit the building. Immediately inform first responders that a visitor needs to be evacuated and identify the stairwell.
- Only carry a disabled person down the stairs when it is a life or death situation. It is preferable for two staff people to wheel them down the stairs, one person tilting the wheelchair back and lowering while the other grabs the feet plates in the front and guides.

Special Assignments

- **Visitor Service Staff:**

- Secure cash in drawer, lock drawer and take key with you.
- If deemed safe, stay in front desk area to help direct general public evacuation.
- Retrieve the staff check-in list to account for staff at the meeting location.

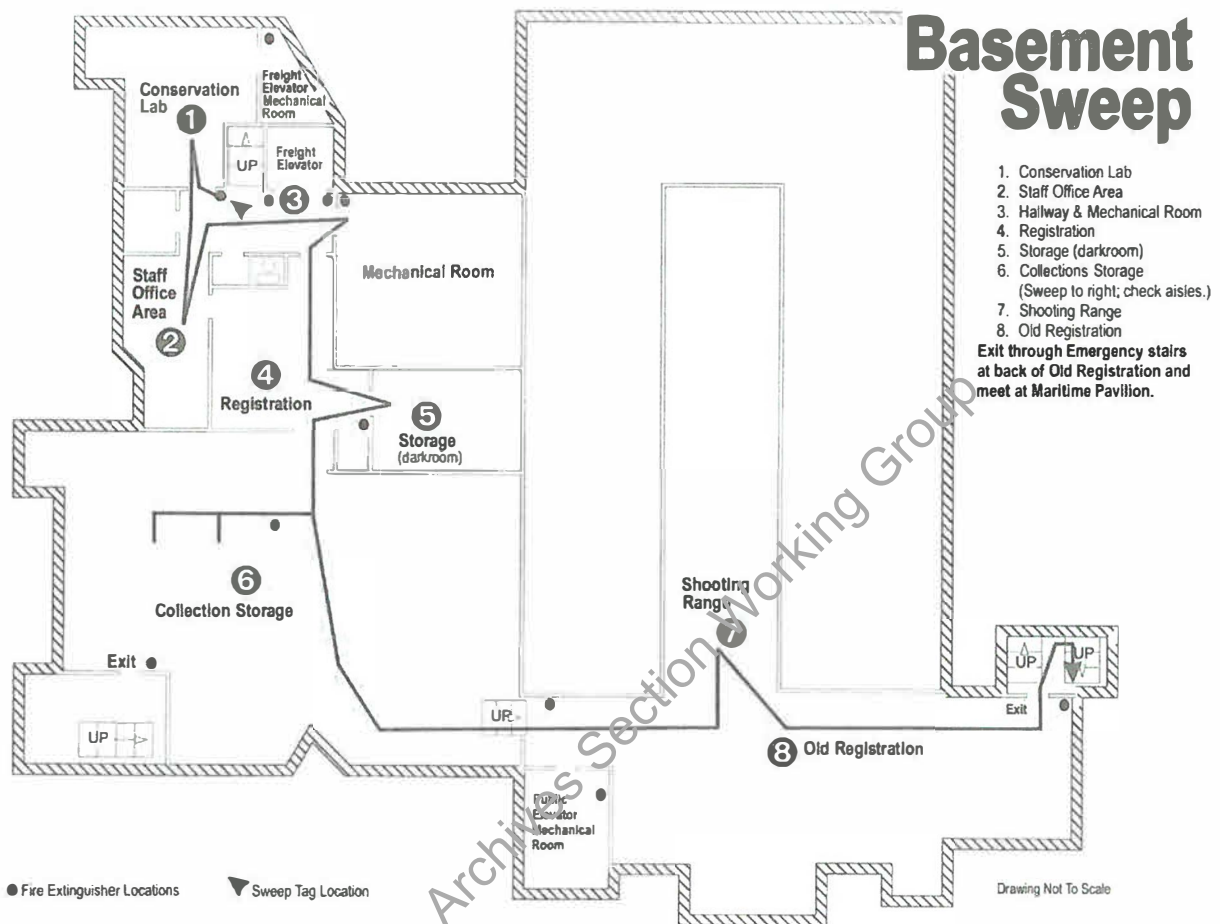
- Exit and go to the outdoor meeting location at the Maritime Pavilion.
- Report to most senior staff person on duty at meeting location.
- **Housekeeper**
 - Leave building using nearest exit
 - Go to Maritime Pavilion
 - Report to most senior staff person on duty

WEEKEND PROCEDURES

In the event that evacuation is required, CFM staff should conduct sweeps, as they are able, according to Weekday Procedures.

NOTE: The basement light (located above the alarm code panel) should be an indication of the requirement to sweep the basement: light ON—sweep the basement; light OFF—no need to sweep the basement.

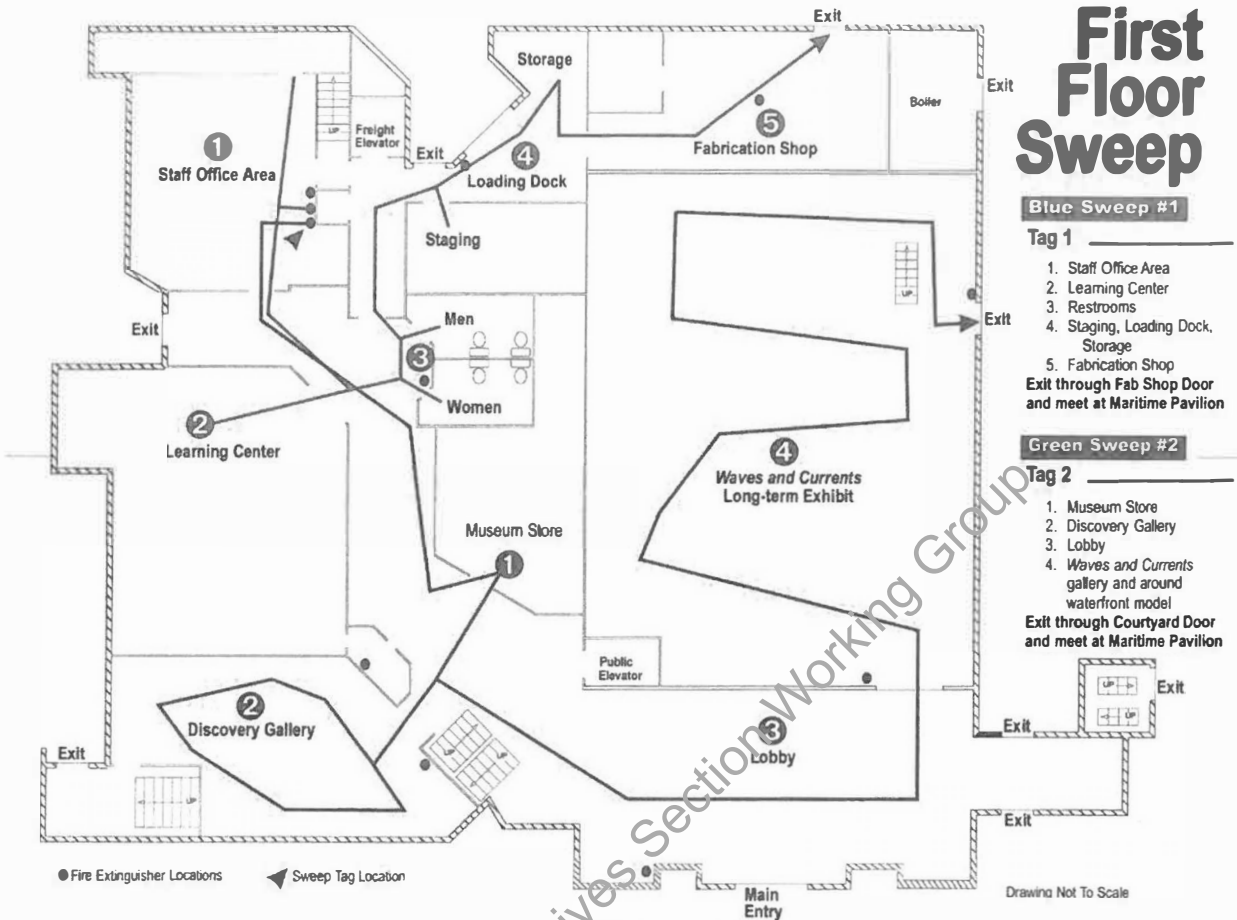
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SWEEP PLAN SEQUENCE

Basement: Pick up tag beside main exit door (leading into stairwell to first floor) and turn off the hall light (red switch plate) located next to tag.

- 1) Conservation Lab
- 2) Staff Office Area
- 3) Hallway / Mechanical Room
- 4) Registration
- 5) Storage (darkroom)
- 6) Collections Storage (sweep to right and look down aisles, then return to main aisle)
- 7) Shooting Range
- 8) Old Registration

Exit through emergency stairs at back of Old Registration



Pick up tag by exit door leading to loading dock.

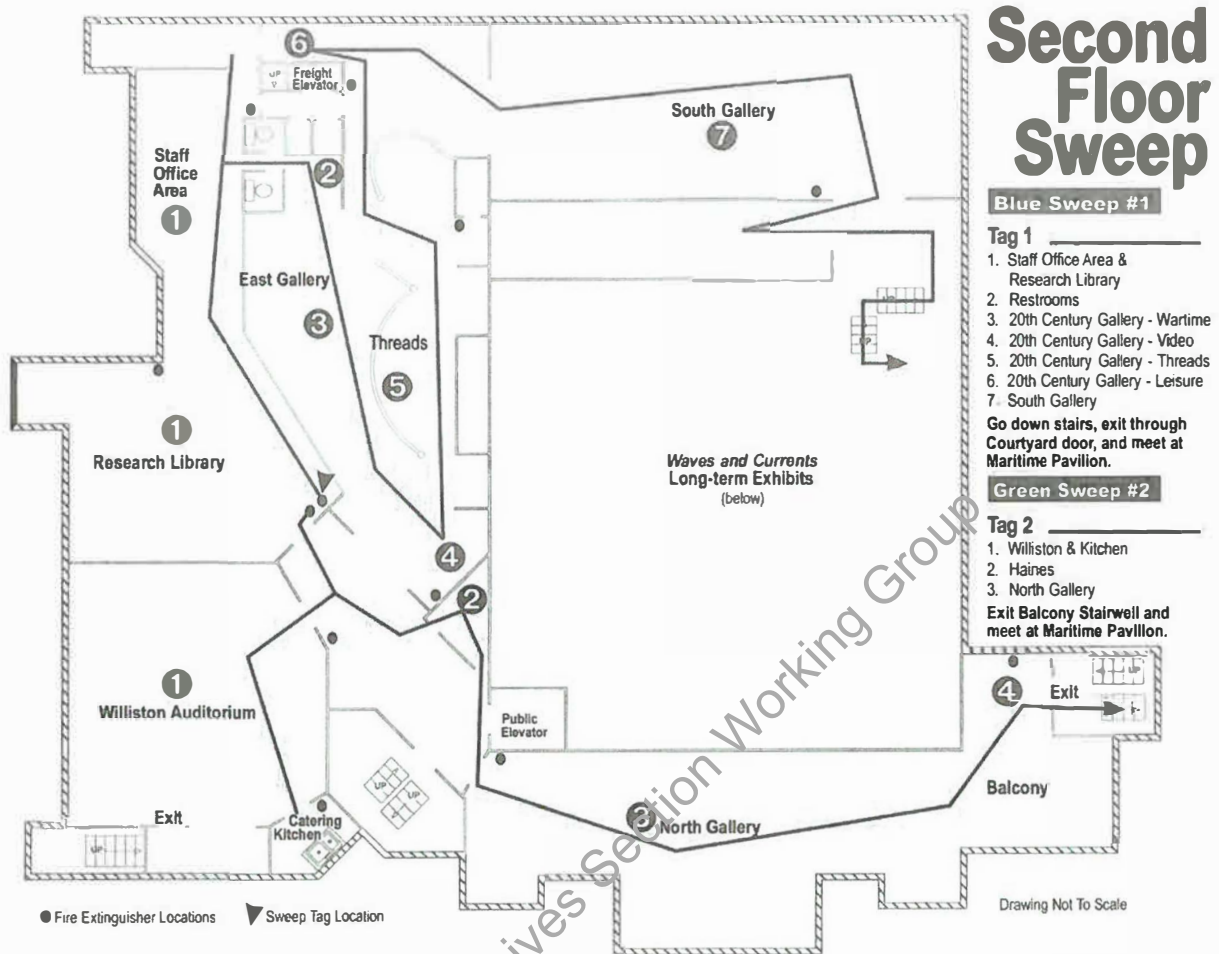
NOTE: Two tags are located here. Two staff each perform a separate sweep.

Tag 1 – Blue Sweep

- 1) Staff Office Area
 - 2) Learning Center
 - 3) Staff Kitchen
 - 4) Restrooms
 - 5) Staging, Loading Dock, Storage
 - 6) Fabrication Shop
- EXIT through Fabrication Shop door

Tag 2 – Green Sweep

- 1) Museum Store
 - 2) Discovery Gallery
 - 3) Lobby
 - 4) First floor of *Cape Fear Stories* (flow through gallery and around waterfront model)
- EXIT through emergency exit door into Courtyard.



Pick up tag & flashlight by exit door near administration workstation/entrance to 2nd floor lobby. NOTE: Two tags are located here. Two staff each perform a separate sweep.

Tag 1 – Blue Sweep

- 1) Staff Office Area / Research Library
- 2) Restrooms
- 3) 20th-Century Gallery – Wartime
- 4) 20th-Century Gallery – Video
- 5) 20th-Century Gallery – Threads
- 6) 20th-Century Gallery – Leisure
- 7) South Gallery (Education / Reconstruction / Ft. Fisher)

Go down stairs, EXIT through Courtyard door, and meet at Maritime Pavilion.

Tag 2 – Green Sweep

- 1) Williston Auditorium / Catering Kitchen
- 2) Haines/2nd floor Lobby exhibits
- 3) North Gallery / Balcony

EXIT Balcony Emergency Stairwell Exit and meet at Maritime Pavilion.

c. Specific Emergency Response

i. ACTIVE SHOOTER

ACTIVE SHOOTER POLICY adopted by NHC July 1, 2016

I. INTRODUCTION AND PURPOSE

Active shooter situations are becoming more prevalent in our society. Therefore, it is important that New Hanover County prepares appropriately to safeguard our employees, and provides them with the tools to respond to these situations.

New Hanover County is committed to the safety and security of its employees, citizens, and visitors, and will continually work with law enforcement to incorporate best practices into policies, employee training, and practice drills.

The purpose of this administrative memorandum is to establish a common policy and set of procedures across all New Hanover County facilities, so that employees know how to respond during an active shooter scenario occurring in the workplace.

II. ORGANIZATION(S) / INDIVIDUALS AFFECTED

This administrative memorandum applies to all New Hanover County-owned or operated facilities and all county departments and agencies, except the Sheriff's Office.

III. DEFINITIONS

Active Shooter – One or more individuals who are actively trying to injure or kill multiple people in a confined and populated area; in most cases active shooters use firearms and there is no pattern or method to the selection of victims.

Rally Point – Designated safe area(s) at each building/facility for evacuating employees and citizens to congregate/wait for help.

Violent or Threatening Behavior – Any behavior that a reasonable person would interpret as being potentially violent, including, but not limited to, such as throwing things, pounding on a

desk, wall or door, or destroying property; any kind of physical assault; specific threats to inflict harm; stalking behavior, general verbal or written or implicit threats (e.g. “I’ll get you...” or “This isn’t over yet...”); using an object or animal to intimidate and/or attack another person; explosive outbursts of anger or rage without provocation.

IV. POLICY

A. Reporting active shooter situation

How do you report an active shooter?

- Anyone can report an active shooter incident by calling 911, dialing #70 from any Cisco phone in a County facility, or pressing a panic button (where available)
- If possible, provide 911 with information about the shooter including:
 - Location of the shooter
 - Number of shooters
 - Physical description of the shooter(s)
 - Type and number of weapons (automatic weapon, rifle/shotgun, handgun) held by the shooter(s)
 - Number of injured or wounded individuals at the location

B. Response to active shooter

What happens when an active shooter situation is reported?

- You will hear an audible alarm and announcement: “There is an active shooter in the building/facility. Please exit the building or seek shelter in a safe location immediately.” In addition, employees will also receive a text message indicating that there is an active shooter in the building/facility.
- Where available, the outer doors to the building will automatically lock to prevent new people from entering the building, and automated signs will indicate that the building is in lockdown and visitors should return to their cars.

C. Action to be taken

What to do when an active shooter is in your vicinity, you receive a text notification, or you hear an active shooter alarm/announcement that an active shooter is in the building/facility:

- a. RUN – whenever possible, attempt to exit the building/facility if safe to do so.
- If there is an escape path, attempt to evacuate as quickly as possible.
 - Help others to escape, if possible.
 - Evacuate, whether others agree or not.
 - Leave your belongings behind and keep your hands visible.
 - Unless otherwise directed by law enforcement, report to a designated safe area (“rally point”) outside of the building/facility

Do not get in your car and attempt to leave – it increases the risk of inadvertently injuring another escaping employee or citizen and may clog the road(s) and entrances to the facility, which could delay law enforcement and medical help from arriving.

- b. HIDE – If escape is not an option, try to remain hidden from the shooter.
- Hide in an area that is out of the shooter’s view.
 - Block the entry to your hiding place and lock doors, if possible. If you are outdoors, get behind protective cover (wall, dumpster, car, etc.)
 - Turn off lights and silence your cell phone and/or pager; be as quiet as possible.

Stay in place until law enforcement instructs you to move or you receive an “all clear” message from the County Manager. Please be aware that this may take several hours.

c. FIGHT – As a last resort, and only when your life is in imminent danger, attempt to incapacitate the armed shooter. Consider using improvised weapons. Act with aggression and commit to your actions.

- d. When you are safe/when it is safe to do so:
- Call 911 to report the active shooter; and
 - Respond to the active shooter text message alert to let staff and administration know your location and whether you are safe or injured.

D. Law Enforcement on scene

Arriving law enforcement's first priority is to engage and stop the shooter as soon as possible. Officers will immediately proceed to engage the shooter, moving towards the sound of gunfire.

- Remain calm and follow instructions.
- Keep your hands up and visible at all times.
- Avoid pointing at, yelling, or reaching towards officers; do not make quick movements.
- Know that help for the injured is on its way.
- Proceed in the direction from which law enforcement officers arrived

After reaching a safe area/rally point, you will likely be held by law enforcement until the situation is under control and witnesses have been questioned. Do not leave the area until law enforcement authorities have instructed you to do so.

E. Recognizing Potential Workplace Violence / Prevention

Unfortunately, not all active shooters are unknown assailants. Intuitive managers and co-workers may notice characteristics of potentially violent behavior of a current or former employee, or an acquaintance or significant other of a former or current employee.

Any employee who experiences or witnesses (or receives a report by a citizen who experiences or witnesses) any violent or threatening behavior, as described above, must immediately contact either his/her supervisor, department head or the Human Resources Department, and if necessary, local law enforcement.

Similarly, if a citizen or visitor observes an individual behaving in a threatening or violent (or potentially threatening or violent) way, employees should immediately inform their supervisor, and the supervisor will take the appropriate steps to inform HR or law enforcement, as necessary.

V. INTERNAL CONTROLS

All employees are required to attend mandatory training and participate in periodic drills about how to respond to an active shooter situation. Employees are responsible for attending/completing training classes and participating in any drills, as appropriate.

Supervisors and managers are responsible for:

- a) Orienting staff to facility-specific procedures and updating staff with any changes.
- b) Ensuring that subordinates provide updated cell phone information, where appropriate.
- c) Verifying/communicating employee course completion information with Human Resources, if applicable.
- d) Ensuring compliance with all other workplace violence policies and procedures, in accordance with Article 6.17 of the personnel policy

Department Heads are responsible for ensuring that active shooter training is appropriately managed in their department, communicating any changes and updates to their department employees, and participating in the development and periodic review of facility-specific procedures.

Human Resources, in conjunction with department representatives, will maintain training records indicating course name and date completed. Human Resources will advise supervisors on appropriate steps to take regarding reported potential workplace violence concerns/threats.

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c. Specific Emergency Response

ii. CHEMICAL SPILLS / ASSOCIATED FIRE

If a chemical spill occurs:

- If toxic chemicals come in contact with skin, immediately flush the affected area with clear water.
- Evacuate the area of the spill and allow only trained HAZMAT personnel into the area. Follow **Emergency Evacuation Procedures**
- Notify CFM's Director/your supervisor, the County Safety Officer, and County Management of the extent and location of the spill as soon as possible.

If a chemical fire occurs:

- Activate the nearest fire alarm. Follow **Emergency Evacuation Procedures**.
- Do not turn on or off any electrical equipment.
- Do not use cell phones near the fire.
- If the fire is small, attempt to put it out with a fire extinguisher. **Do not jeopardize your personal safety.**
- Never allow a fire to come between you and the exit.
- Evacuate your area if you are unable to put out the fire. Close doors and windows behind you to contain the fire. Follow **Emergency Evacuation Procedures**.
- Do not break windows. Oxygen feeds a fire.
- Do not attempt to save artifacts/possessions at the risk of personal injury.
- Do not return to the emergency area until instructed to do so by fire department personnel.

Explanation of Fire Extinguishers

There are three (3) types of fire extinguishers in the Museum:

TYPE / COMMENTS	LOCATION
ABC* (dry chemical) for use on all types of fires Definition of types: A – wood/paper B – liquids C – electrical • <i>Leaves a caustic residue which is harmful to artifacts.</i>	<ul style="list-style-type: none">• First floor• Second floor• Basement
Carbon-dioxide (CO2) for use on liquid and electrical fires. • <i>Not recommended for use in our galleries.</i> • <i>If used in the mechanical room, will not be harmful if taken up by the blowers and distributed throughout the building.</i>	<ul style="list-style-type: none">• Basement• Elevator• Mechanical rooms
Halon (compound of fluorine, bromine, and carbon) for use on all types of fires • <i>Does not leave a residue</i> • <i>Does remove the oxygen out of the air when discharged</i> • <i>Use as you retreat/back out of an area</i> • <i>Close the door as you exit to keep the halon concentrated.</i>	<ul style="list-style-type: none">• Basement

c. Specific Emergency Response

iii. CIVIL DISTURBANCE

Should a sudden, unexpected surge in civil disturbance arise, the following actions should be taken by staff.

- Lock all outside doors immediately.
- Urge visitors to remain calm and in the facility until the disturbance has ceased. If they insist upon leaving, allow them to do so, but immediately relock doors.
- Remain clear of outside windows.
- Close and lock all inside doors.
- Reduce lighting to give the impression of being closed.
- Remove artifacts from lobby display areas to Collection Storage if the time/situation allows.
- Assemble staff and visitors in first floor Break Room or Learning Center, because there are exits nearby and no windows.

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c. Specific Emergency Response

iv. EARTHQUAKE

- Move visitors to safety in interior rooms: Learning Center, Break Room.
- Watch for falling objects.
- Crawl under a sturdy table or desk, or stand in a non-glass doorway. Get a solid wall between you and glass walls and glass doors.
- Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
- Remain in a protected area until it is safe to move or until directed to move. Aftershocks can be just as dangerous as the first tremor.

Procedures Immediately Following an Earthquake:

- Be prepared for aftershocks.
- If the Museum telephones do not work, use Collections cell phone or the Front Desk panic button.
- **Be aware that the building might not be safe due to structural damage.**

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c. Specific Emergency Response

ix. MEDICAL EMERGENCIES – Life Threatening

- Notify a staff person to call **911**. Be sure that Visitor Services is aware that emergency personnel have been called so that they can direct the response team when they arrive.
- Do not attempt to render any first aid unless you are qualified to do so.
- Steer visitors away from injured person(s).
- Do **not** attempt to move the injured person if they have fallen and/or appear to be in pain.
- Avoid unnecessary conversation with, or about, the ill or injured, or members of his/her party. Limit your communication to quiet reassurances.
- **Do not discuss the possible cause of an accident or any condition(s) that may have contributed to the cause.**
- After the person has been taken care of, and the incident is over, complete an ***Accident Report Form*** (at Front Desk and on Intranet) and give to CFM's Director. Copy will be conveyed to the NHC Safety Officer and Risk Manager.

MEDICAL EMERGENCIES – Non-Life Threatening

Visitors and Volunteers:

- Visitors and volunteers may be taken to any health care facility of their choice. An ***Accident Report Form*** must be completed and given to CFM's Director.

Staff:

- During normal work hours (8AM – 8PM) injured staff should be taken to the closest MEDAC facility (see I.h.)
- During evening hours (8PM-8AM) staff should be taken to the Emergency Room of NHCMRH.
- Employee injury report Form 19 must be completed and turned in to CFM's Director.

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C. Specific Emergency Response

v.EXPLOSION

- **Take cover.** Crawl under a sturdy table or desk.
- Be prepared for possible further explosions.

Procedures Immediately Following an Explosion:

- Expect a fire (or fires) will follow an explosion.
- Be aware of dust and/or vapors.
- Watch for falling objects. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
- **Do not move the seriously injured unless they are in obvious, immediate danger.**
- Open doors carefully.
- **Do not use the elevators.**
- Do not use matches or cigarette lighters. There may be natural gas leaks from municipal or internal fuel lines, or chemical spills.
- Follow **Emergency Evacuation Procedures** (*see III.b.*)

If you are the first to reach the scene of an explosion:

- Pull the nearest fire alarm whether or not you see a flame.
- Follow **Emergency Evacuation Procedures**.

SAA Museum Archives Section Working Group

c. Specific Emergency Response

vi.FIRE

- Know the location of all fire extinguishers. Reference the **Evacuation Procedures** (III.b.) for locations.
- If you see flames or smoke, pull the nearest alarm box and call 911.
- If the fire is small (i.e., trash can, computer, etc.), and you know how to use the proper fire extinguisher, you may choose to put it out.
- **DO NOT attempt to extinguish a fire by yourself unless it is small and you have the knowledge, training, and confidence to do so.**
- Evacuate your area and leave the building by the shortest route.
- If smoke is heavy, it may be necessary to crawl to the nearest safe fire exit.
- Know where the fire exits are located so you can lead or give precise directions. Reference the **Evacuation Procedures** (III.b.) for locations.
- If visitors refuse to leave the area, and fire is present or you suspect structural damage, do not risk your own life.
- Report the number of individuals and their location to emergency personnel and to the Director / designee as soon as possible by the fastest possible means.

Explanation of Fire Extinguishers

There are three (3) types of fire extinguishers in the Museum:

TYPE / COMMENTS	LOCATION
ABC* (dry chemical) for use on all types of fires Definition of types: A – wood/paper B – liquids C – electrical • <i>Leaves a caustic residue which is harmful to artifacts.</i>	• First floor • Second floor • Basement
Carbon-dioxide (CO ₂) for use on liquid and electrical fires. • <i>Not recommended for use in our galleries.</i> • <i>If used in the mechanical room, will not be harmful if taken up by the</i>	• Basement • Elevator • Mechanical

<i>blowers and distributed throughout the building.</i>	rooms
Halon (compound of fluorine, bromine, and carbon) for use on all types of fires <ul style="list-style-type: none">• <i>Does not leave a residue</i>• <i>Does remove the oxygen out of the air when discharged</i>• <i>Use as you retreat/back out of an area</i>• <i>Close the door as you exit to keep the halon concentrated.</i>	• Basement

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c. Specific Emergency Response

vii.FLOOD / WATER DAMAGE

- Determine location and cause, and report to PM.
- Move objects away from water, if at all possible.
- Remember when dealing with artifact recovery to consult the Emergency Response and Salvage Wheel located on each floor of the building.
- Cover objects with plastic sheeting, if at all possible.
- Use Hazorb booms and buckets, where needed to control water flow.
- Set up dehumidifier and thread hose into a receptacle to catch water.
- Set up box fans to move air to discourage mold spores from settling onto surfaces.
- Begin using wet vacuums to remove standing water.

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c. Specific Emergency Response

x.NUCLEAR POWER PLANT EMERGENCY

- Keep a battery-powered radio with you at all times and listen to the radio for specific instructions. Close and lock doors and windows.
- If you must go outdoors, place a cloth over nose and mouth.
- If you are told to evacuate keep car windows and vents closed. Use re-circulating air.
- If you are advised to remain indoors:
 - Turn off the air conditioner, ventilation fans, furnace, and other air intakes.
 - Go to a basement or other underground area, if possible.
 - Do not use the telephone unless absolutely necessary.
- Keep food in covered containers or in the refrigerator. Food not previously covered should be washed before being put into containers.
- If you expect you have been exposed to nuclear radiation:
 - Change clothes and shoes.
 - Put exposed clothing in a plastic bag.
 - Seal the bag and place it out of the way.
 - Take a thorough shower.

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c. Specific Emergency Response

xi. POWER OUTAGE

Strategically placed, battery-powered emergency lighting is located throughout the building.

- CFM staff will follow **Emergency Evacuation Procedures** (III.b.) but in addition check the lobby and freight elevators to ensure no one is trapped between floors.
- If you are in the lobby or freight elevators when the power goes off, stay calm. Use the telephone or emergency button to notify management.
- If CFM telephones do not work, use Collections cell phone or Front Desk panic button.

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c. Specific Emergency Response

xii. TELEPHONE THREAT / MAIL THREAT / SUSPICIOUS OBJECT

If you receive a telephone threat:

- Listen carefully. Be polite and show interest. Try to keep the caller talking, so that you can gather more information. Write down what the caller says.
- If possible, signal a colleague to telephone **911** for you; or call as soon as the caller hangs up.
- In the event CFM management orders an evacuation, someone will be assigned to make the following announcement several times on the public address system:

We have an emergency in the Museum. All visitors and staff, please calmly leave the building by the nearest exit.

- CFM staff will follow the **Emergency Evacuation Procedures** (III.b.)
- Promptly write down as many details as you can remember. This information will be needed by the Director, County Management and police. Key information:
 - Time the call was received.
 - The actual message, as completely as you are able to recall.
 - The threat, as accurately as you are able to recall.
 - Characteristics of voice – male, female, young, old, nervous, threatening, etc.
 - Any background noises.

If you receive a written threat or a suspicious parcel, or if you find a suspicious object anywhere on the premises:

- If a written threat is received, place the letter/note in a clear plastic bag so as to avoid disturbing any possible evidence left by the sender. Save any envelope which held the letter/note in the same manner. Write down any information concerning its receipt.
- **Safety is essential.** Keep people from handling or approaching any suspicious parcel or object.
- **Do not use a two-way radio or cell phone in the vicinity of a suspicious object.** Some types of explosive devices can be triggered by radios and other electronic equipment.
- If an evacuation is ordered by management, follow **Emergency Evacuation Procedures**.
- Do not discuss the threat other than in the course of taking appropriate safety measures.

- Promptly write down everything you can remember about receipt of the letter or parcel or finding the object. This information will be needed by the Director, County Management and law enforcement.

SAA Museum Archives Section Working Group

c. Specific Emergency Response

xiii. VANDALISM / THEFT

If you observe vandalism or theft:

- If vandalism or theft is serious – criminal in nature – call **911**. Notify Visitor Services that emergency personnel have been summoned.
- Police can also be summoned by pressing one of the panic buttons (for 5 seconds) located at the Visitor Services desk, Staff Duty caddy, and the Museum Store. Security Central will dispatch the police if the signal is received.
- Meet police and describe the person(s) involved and where the individual(s) was last seen.

Further actions:

- If feasible and safe, two or more staff members may proceed to the location of the perpetrator(s) and maintain observation over the vandalism or theft. The presence of an observer may be sufficient to stop the actions.
- ***As a matter of safety, staff members are to act as witnesses. DO NOT attempt to prevent the person(s) from leaving the building. Apprehension of suspects is a job for the police.***
- Document the incident by a written description and/or photographs; time and date; nature of vandalism / theft; any details about companions, direction of departure, etc.
- If a student who is part of an organized tour is observed stealing or vandalizing, notify an education staff member (if time allows) so they can connect with the group teacher/chaperone to address the situation. If time does not allow for notifying an education staff person, approach the teacher/chaperone directly.

SAA Museum Archives Section Working Group

c. Specific Emergency Response

xiv. WORKPLACE VIOLENCE

- If directly threatened, or witness to a threat call 911.
- Police can also be summoned by pressing one of the panic buttons (for 5 seconds) located at Visitor Service stations and the Museum Store. Security Central will dispatch the police if the signal is received.
- If possible, immediately afterwards alert a supervisor or Manager On Call (MOC). The supervisor or MOC, as soon as possible, should notify and consult with the Human Resources or the County Safety Officer. The supervisor will then document the incident and any actions taken, a copy of which will be forwarded to Human Resources.
- Document any incidences of insubordination, assault, verbal intimidation, or stalking for future reference. Record date/time/action by offending party, as well as response by victim of such actions.
- During an incident:
 - Remain calm and courteous at all times. Diffuse tension as much as possible.
 - Show respect for the other person, even if you do not agree with him or her.
 - Focus on the problem or behavior, not on the person. (Do not be judgmental.)
 - Do not respond to a threat with a threat; do not argue or raise your voice.
 - Take special care when working at night.
 - Do not display valuables or carry more money than necessary.
 - Do not try to be a hero; if someone demands your money or valuables in a life-threatening situation, hand them over.
- After an incident involving injury or death:
 - Call 911
 - The supervisor or MOC, as soon as possible, should notify and consult with the Human Resources or the County Safety Officer.

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c. Specific Emergency Response

xvi. LOST OR MISSING CHILD

- The employee who takes the initial report shall immediately activate the PA system from the closest phone and announce a “Code Adam” alert and dial 911 to request assistance from local law enforcement to locate a missing child. The employee will then:
 - Note the time that the alert was announced.
 - Having announced the alert on the PA system, the facility is now locked-down – all staff will immediately proceed to the public and emergency exits.
 - The staff duty person will ensure exits are covered and instruct additional staff to gather walkie-talkies and report to the front desk. Walkie-talkies, located at the front desk, in the basement, and in the first floor offices shall be utilized to coordinate the search.
 - No one shall be allowed to enter or leave the facility, with the exception of law enforcement, until the “Code Adam” alert is cancelled.
- The employee who takes the report shall move to the front desk with the parent/guardian and obtain a detailed description of the child:
 - Name, age, gender, and race
 - Weight, height, hair and eye color
 - A description of what the child is wearing, specifically the color and type of clothing/shoes
- Report information about the missing child to the responding authorities when they arrive and all staff who will be involved in the search. Staff not needed at the exits will report to the front desk for the search. The employee initiating the report shall notify the manager on-call who will alert county management and Museum PR.
- If the child is found with someone other than the parent or guardian, reasonable effort shall be made to delay the departure of the person accompanying the child without risking injury to the child, yourself or others in the area. If possible, notify responding authorities and describe the identity of the person accompanying the child.
- When the missing child is located the child should be delivered to responding authorities who will reunite the child with the parent or guardian. At this point the PA system shall be utilized to cancel the “Code Adam” alert and reverse the facility lock-down.

If the child is not located within a reasonable period of time – 30 minutes or until all areas have been thoroughly searched – authorities shall be notified so that an “Amber Alert” can be broadcast from the 911 center.

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a. RETURN TO WORK

- The Director / Recovery Director (RD) and Property Management, in consultation with other necessary experts and County Management, will determine when the building is safe to enter *See Permission to Re-enter Form (VII.c.i)*
- CFM's Director, in consultation with County Manager's office, will decide whether the Museum should remain open or closed so staff can participate in salvage operations.
- As directed, all employees **must** return to work as soon as possible.
- If you cannot, you must call your supervisor or the Manager On Call.
- The Director will coordinate the activities of outside resources.

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b. STEPS IN DISASTER RECOVERY

GENERAL

- Do not enter the Museum or any building until it has been declared safe to enter. Confer with New Hanover County's Safety Officer, Property Management, Engineers, and local fire and police departments. *See Permission to Re-enter Form (VII.c.i)*
- Once it is determined that the area is safe, the situation should be assessed in order to decide on the next steps. *See Building Assessment Form (VII.c.ii.)*
- **Safety is essential. Always err on the side of caution.**
- Be alert to structural damage, broken glass, downed electrical lines, standing water, broken gas lines, and other hazards.
- Do not use any tools or equipment with which you are unfamiliar.
- Dress for conditions, and wear protective equipment as needed/directed.
- Report hazardous conditions to the Recovery Director
- CFM Director (or designee) serves as the **Recovery Director (RD)**.
- **All media contacts** will be referred to the NHC Manager's office / Community Relations Coordinator at (910) 798-7446
 - If communications are directed to be handled at the Museum level, CFM's Public Relations Specialist, in consultation with the Director, will prepare a basic press release at the earliest possible time.
- RD assigns available staff to the following teams to deal with recovery assessment and clean-up tasks:
 - **Collections Team** – Led by the Curator or available Collections staff member
 - **Facilities Team** – Led by the Exhibits Manager or available Exhibits staff member
 - **Health / Safety Team** – Led by Education Manager or available Education staff member
 - **Administrative / Financial Team** – Led by Administrative Specialist or available Administrative staff member
- The RD ensures that s/he has an office or desk near the site and is accessible by telephone or walkie-talkie.

- If a purchase order (PO) is necessary to begin recovery, contact the **Emergency Operations Center (EOC)** – not NHC Finance. All expenditures must be accounted for as part of emergency disaster relief funds.
- Contact EOC if outside vendors (eg. Polygon or others) are needed for recovery. EOC must approve the expenditure before any vendors can be called.
- If Polygon has been contacted and has responded to the emergency, its staff will work in conjunction with CFM staff to stabilize the facility and recover artifacts. They have expertise in water extraction, debris removal, mold remediation, structure and contents cleaning, air quality testing, and can supply temporary HVAC equipment and freezer trucks for artifact recovery.
- Keep track of staff time used and staffing needs. Volunteers are permitted to assist with recovery under staff supervision.
- Everyone must accurately account for their hours worked in order to satisfy requirement for reimbursement from insurance or the Federal Emergency Management Agency (FEMA).
- Keep the RD informed of your efforts on a regular basis. Accurate information is absolutely essential.
- Keep accurate records of disaster and resulting damage to provide proof of loss for insurance claims and state or federal assistance, for use in possible legal action, future fund-raising or media coverage, and to establish salvage priorities and record response efforts.
- Remember when dealing with artifact recovery to consult the Emergency Response and Salvage Wheel located on each floor of the building. *See Artifact Priority List (VII.a) and Artifact Recovery Guidelines (VII.b)*

c. STEPS IN DISASTER RECOVERY

SPECIFIC RECOVERY ROLES

Recovery Director:

- Coordinate recovery and keep things moving, address conflicts, set priorities *See Supplies COMAND CENTER Form (VII.c.ix)*
- Define goals and outline response plan (post if possible); clearly define the chain of command
- Watch over morale (make regular breaks mandatory – post schedule if necessary);
- Keep track of workflow so you can send people where they are most urgently needed; meet with each team at least once a day and at shift changes
- Monitor and maintain communication with other NHC departments as needed.

Communications Coordinator:

- facilitate communication among team members and serve as media liaison to handle all media inquiries;
- set up communications center w/ contact information for local media, board, etc. (Internet group, ham radios, etc.);
- call staff if emergency happened outside working hours;
- make sure you know how to contact Team Leaders at all times;
- find a way to post information useful to team members;
- compile facts for the media;
- keep informed about larger disaster in community, if there is one;

Collections Team:

- Conduct a thorough, professional, accurate survey of the collections to determine nature and extent of damage, taking photographs or videotape when possible to document damage. *See Collections Assessment Forms (VII.c.iii-v.)* Update assessment as needed to ensure you are always working with the most up-to-date and accurate description of conditions

- Provide RD with assessment results in writing, who will forward to NHC Emergency Management
- Contact Polygon if approved by EOC.
- Seek professional conservation/preservation advice if needed
- Set up fans, dehumidifiers, etc. for air drying;
- Identify and if possible, set up locations to be used for triage and salvage respective to the type and amount of objects requiring salvage and the condition of building (ideal = close to disaster site, secure, good air movement, stable environmental conditions, running water, easy access;
- Start list of type and quantity of supplies needed and consult with Supplies & Equipment Coordinator. *See Salvage Supplies OBJECT HANDLING Form (VII.c.xii) and Salvage Supplies PACKING Form (VII.c.xiii)*
- Determine whether in-house staff and volunteers can handle salvage, how many people required, what training necessary, and recruit; provide staff with specific instructions on how to handle and sort objects and how to box and label for removal (may want to assign specific staff specific materials)
- If possible, capture following information for each damaged object: type of object, accession or catalog number, location of object in room, general condition of object, type of damage, degree of damage. *See Artifact Damage Loss Form (VII.c.vi)*
- Document your salvage efforts including record of movement of collections, off-site storage, salvage measures and techniques, conditions as they change over the course of response. *See Artifact Tracking Form (VII.c.vii)*
- Tag objects with destination; identify and record objects in each box or container and note destination; label boxes clearly with waterproof markers
- Once triage/salvage areas set up, sort objects for salvage based on priorities; separate objects for salvage based on type of damage suffered and how it should be addressed: separate objects by degree of wetness; separate and isolate moldy objects, separate muddy objects, isolate objects that are wet from contaminated water, isolate objects that are charred or have soot or ash deposits and limit handling, separate out coated paper-based materials;
- After you have finished triage sort, relocate objects for salvage; develop inventory control sheet. *See Artifact Tracking Form (VII.c.vii)*

Facilities Team:

- Conduct a thorough, professional, accurate survey of damage to the building (inside and outside), taking photographs or videotape when possible to document damage. *See Building Assessment Form (VII.c.ii)* Update assessment as needed to ensure you are always working with the most up-to-date and accurate description of conditions
- Provide RD with assessment results in writing, who will forward to NHC Emergency Management
- Control access to building and collections; make sure all authorized personnel are clearly identified; establish check-in procedures and make sure teams, volunteers, NHC personnel, contractors, first responders, etc., sign in and sign out *See Supplies DEMOLITION Form (VII.c.x) and Salvage Supplies LIST Form (VII.c.xi)*
- Give first responder copies of your keys and the building plan; alert first responders to any risks they may encounter (access issues, structural dangers, hazardous substances); indicate where priority collections and vital records are held (mark on building plan, if possible);
- Request special access for trained staff to assess collections; work with Collections Team to provide key information about building and collections to first responders ask for help to evacuate threatened collections or to protect them from further damage
- Work with Property Management to:
 - Reduce the temperature to less than 65° F (18° C) by turning down the air conditioning (if possible).
 - Lower relative humidity level by installing dehumidifiers, if possible, and monitoring.
 - Circulate air with fans if there is electricity. Open doors if security is available. Activate emergency generator if necessary
- Monitor hazards and ensure that building and grounds are safe for both people and collections
- Serve as liaison w/ utility companies

Health and Safety Team:

- Locate available in-house supplies and assemble them at the disaster site. *See Supplies FIRST AID Form (VII.c.viii)*
- Establish, staff, and stock first aid/rest station (1 gallon water per person per day, comfortable place to eat and rest, arrangements for toilet facilities, remind staff to wash hands and change gloves frequently);

- Maintain records of injuries or illnesses related to emergency;
- Ensure frequent and regular breaks (one per hour with longer breaks every two or three hours);
- Review health and safety procedures at the beginning of every shift to meet changing needs
- Equip teams with appropriate clothing/protective supplies
- Assess the need for new supplies and services with other team members
- Order supplies and equipment as necessary and arrange for delivery or pick up and storage

Administrative/Financial Team:

- Contact EOC and/or NHC Risk Management ASAP
- Ask if you can begin salvage before the insurance adjuster arrives;
- Collect and keep copies of all documents and photos that can support your claim, like condition reports;
- Make sure you have the passwords to access critical databases concerning personnel, finances, and collections;
- Work with NHC IT to secure the servers storing vital records;
- Retrieve off-site copies of essential documents like building plans, financial records, and collections inventory.
- Work with NHC Emergency Management or Finance to obtain authority to expedite payment for supplies, equipment, and services; to check eligibility for local, state, or federal assistance;
- If a purchase order (PO) is necessary to begin recovery, contact the **Emergency Operations Center (EOC)** – not NHC Finance. All expenditures must be accounted for as part of emergency disaster relief funds.
- Help RD inform trustees, banker, and other critical contacts about your emergency;
- Obtain copies of current contracts with suppliers or service contractors; establish clear lines of communication with contractors, within chain of command

a. ASSESSMENT STEPS

- Review disaster operations.
- Modify disaster plan accordingly.
- Send notes of thanks to all who helped.
- Inspect collections closely over the next year to prevent mold outbreaks, infestations, etc.
- Publish the results to aid other institutions.

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