Type of Document: Disaster/Emergency Plan  
Date: 2006

Museum Name: Brooklyn Children’s Museum  
Type: Children’s or Youth Museum

Budget Size: $1 million to $4.9 million  
Budget Year: 2007

Governance Type: Private, Nonprofit Organization  
Accredited: Yes

The document contains the following required elements:
- Is tailored to the institution’s current facilities and specific circumstances
- Covers all threats/risks relevant to the institution
- Addresses staff, visitors, structures, and collections
- Includes evacuation plans for people
- Specifies how to protect, evacuate, or recover collections in the event of a disaster
- Delegates responsibility for implementation

Notes on strengths or special features:
The document contains the following sections:

Emergency Preparedness/Response Procedures
- Accidental Damage
- Bomb Threat
- Civil Disturbance
- Earthquake
- Environmental Emergencies
- Fire
- Flood
- General Guidelines
- Hazardous Materials
- Hurricane
- List of Emergency Supplies
- Mechanical Failure
- Medical/Health Emergency
- Mold
- Neighboring Emergency

Emergency Cleanup Procedures
Collections
- Active Infestation
- Dirt & Debris

Nuclear Disaster
- Power Loss/Energy Cutback
- Safeguarding Records
- Security/Theft/Vandalism
- Structural Failure
- Terrorism
- Tornado/Windstorm

Other: Behavioral Emergencies, Explosion, Offsite Emergencies
(incidents occurring near the museum and incidents occurring in museum vehicles), Overcrowding, Snow Emergency

General Guidelines
Mold
Water

Non-Historic Buildings
☐ Air
☒ Documentation
☐ Electronic/Magnetic Media
☐ General Guidelines
☐ Glass
☐ Masonry/Concrete/Brick
☐ Mechanical & Electrical Systems

☐ Metal
☐ Office Equipment
☐ Painted Surfaces
☐ Plaster & Drywall
☐ Plastic
☐ Textiles
☐ Tile & Porcelain
☐ Wood & Woodwork

Institution-Specific Information
☐ Building Floor Plan
☐ Chain of Command
☒ Collection Priorities
☐ Community Emergency Information
☐ Computer Backup Procedure

☒ Emergency Contacts/Call List
☐ Emergency Resources/Suppliers
☐ Evacuation Procedures
☐ Public Relations
☐ Staff Responsibilities
☒ Other: Emergency Headquarters

Forms and Checklists
☐ Accident Report
☐ Bomb Threat Report
☐ Chemical Exposure Report
☐ Condition Report
☐ Incident Report

☐ Maintenance Checklist
☐ Recovered Property Report
☐ Response Checklist
☐ Suspicious Persons Report
☐ Threats by Telephone Report

Other: Staff emergency phone number have been removed. Appendices are mentioned but not included in this document.

USE STATEMENT & COPYRIGHT NOTICE

The AAM Information Center has provided this sample document. It serves as an example of how one museum addresses a particular issue. Museums should compose original materials based on their unique circumstances. Any document produced by the recipient should not substantially use the contents of this sample as the basis.

Materials in the AAM Information Center are provided "as is," without any guarantee or warranty of any kind, expressed or implied.

NOTICE CONCERNING COPYRIGHT RESTRICTIONS

Under certain conditions specified in the copyright law of the United States (Title 17, United States Code), libraries and archives may furnish a photocopy or other reproduction. The photocopy or reproduction may not be “used for any purpose other than private study, scholarship or research.” If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of “fair use,” that user may be liable for copyright infringement.
BROOKLYN CHILDREN’S MUSEUM

EMERGENCY PLAN

Updated October 2006
I. EMERGENCY SERVICES TELEPHONE NUMBERS

II. STAFF EMERGENCY TELEPHONE NUMBERS

III. INTRODUCTION

IV. EMERGENCY PREVENTION AND PREPAREDNESS MEASURES
   A. Prevention and preparation measures:
      1. Building and collections security and safety
      2. Environmental protection of the collections
      3. Fire prevention
      4. Flood prevention
      5. Protection from hazardous materials
      6. Prevention of mechanical failures (including power outages)
      7. Medical/health emergency prevention
      8. Pest prevention
      9. Prevention of accidents to objects
     10. Safeguarding records
     11. Staff training
     12. Vehicle safety
   B. Contingency plans

V. BCM EMERGENCY PROCEDURES
   A. General emergency procedures
   B. Who’s in charge in an emergency
   C. Procedures for specific emergencies
      1. Behavioral emergencies
      2. Bomb or mail threat; suspicious object
      3. Chemical spills; gas leaks; suspicious odors
      4. Civil disturbance
      5. Energy loss or cutback; power failure
      6. Explosion
      7. Fire
      8. Flood; water damage
      9. Medical emergencies: staff, volunteers, Kids Crew, visitors
     10. Off-site accidents involving the Museum
     11. Overcrowding in the Museum
     12. Pest invasion
     13. Snow emergency
      14. Collection object theft, vandalism, or object in peril
   D. Priorities for emergency removal and salvage
   E. Public relations plan

VI. RECOVERY AFTER DAMAGE TO THE COLLECTIONS
APPENDIX

A. Evacuation plan (staff, visitors)
B. Evacuation plan (animals) – draft
C. Staff emergency telephone tree – to come
D. Map of fire extinguisher locations – to come
E. Floor plans showing gas, water, electric turn-off valves
F. List of emergency supplies
G. Priorities for removal and salvage from collections, library, administration records from museum – to come
H. Floor plan showing locations of priority items – to come
I. Maintenance checklist – to come
J. Guidelines for handling and transporting collection objects
K. Sample object damage report
L. Food policy
M. Hazardous materials handling policy
N. Sample Incident Report form
O. Hardhat protocol
P. Computer / Network access back up I.T. Coordinator
Q. Long-term closure for Union members
R. Fire Code
## I. EMERGENCY SERVICES TELEPHONE NUMBERS

**EMERGENCY NUMBERS**

<table>
<thead>
<tr>
<th>Name of Contact</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>POLICE</td>
<td>911; 718-735-0611</td>
</tr>
<tr>
<td>FIRE</td>
<td>911</td>
</tr>
<tr>
<td>AMBULANCE</td>
<td>911</td>
</tr>
<tr>
<td>POISON CONTROL CENTER</td>
<td>212 764 7667</td>
</tr>
<tr>
<td>UTILITIES: CON EDISON EMERGENCY</td>
<td>718 802-5178 (24 hrs); xxx xxx xxxx</td>
</tr>
<tr>
<td>BROOKLYN UNION GAS</td>
<td>718 643 4050 (24 hrs)</td>
</tr>
<tr>
<td>EPA—WATER DEPT.</td>
<td>718 699 9811 (24 hrs)</td>
</tr>
<tr>
<td>NYSIF</td>
<td>212-587-4923</td>
</tr>
<tr>
<td>C.I.S. (HVAC SYSTEMS)</td>
<td>516 225 2166</td>
</tr>
<tr>
<td>Tomex Electronics</td>
<td>718-326-1622</td>
</tr>
<tr>
<td>Mariano Molina</td>
<td>201-434- 6600</td>
</tr>
<tr>
<td>Sal Electric</td>
<td>718-417-5253</td>
</tr>
<tr>
<td>JD Masters</td>
<td>718-386-0514; cell xxx-xxx-xxxx</td>
</tr>
<tr>
<td>P.S. 289</td>
<td>Principal: 718-000-0000</td>
</tr>
<tr>
<td>Thatford Glass</td>
<td>718-444-4000</td>
</tr>
<tr>
<td>ACME EXTERMINATOR</td>
<td>212 594 9230</td>
</tr>
<tr>
<td>Ace Locks</td>
<td>800-223-5625</td>
</tr>
<tr>
<td>(ANIMAL RESCUE?)</td>
<td></td>
</tr>
<tr>
<td>Waldike / Pincheck</td>
<td>718-783-3333</td>
</tr>
<tr>
<td>CONSERVATION LAB—BROOKLYN MUSEUM</td>
<td>718 638 5000 x276</td>
</tr>
<tr>
<td>(LEGAL ADVISOR)</td>
<td></td>
</tr>
<tr>
<td>(VETERINARIAN)</td>
<td></td>
</tr>
<tr>
<td>MARCUS GARVEY NURSING HOME</td>
<td>718-467-7300 &amp; 718- 773-6263</td>
</tr>
<tr>
<td>(temporary headquarters)</td>
<td></td>
</tr>
</tbody>
</table>
II. STAFF EMERGENCY NUMBERS

To be notified in all emergencies:

LLOYD HEADLEY, DIRECTOR OF SECURITY AND OPERATIONS  xxx-xxx-xxxx
CAROL ENSEKI, PRESIDENT  xxx-xxx-xxxx
ALEX DRIKER, FACILITY DIRECTOR  xxx-xxx-xxxx
JUDY LEVENTHAL, VICE PRESIDENT OF FINANCE AND ADMINISTRATION  xxx-xxx-xxxx
GREGORY ZUROSKI, VICE PRESIDENT OF DEVELOPMENT & MARKETING  xxx-xxx-xxxx

To be notified in event of emergencies that threaten collections and archives:

BETH ALBERTY, DIRECTOR OF COLLECTIONS  xxx-xxx-xxxx

To be notified in event of emergencies that threaten the live animals:

WARREN TAYLOR, ANIMAL PROGRAM, EPD  xxx-xxx-xxxx
The Brooklyn Children’s Museum is dedicated to serving children and their families. As an institution open to the public, the Museum takes seriously its responsibility to provide a secure, safe environment for visitors and for the collections that it holds in trust for them. The Museum adheres to the principle that the best defense against emergencies is to practice prevention and to be prepared.

This Emergency Plan describes the practices that the Museum routinely follows to ensure the safety and security of the building and its visitors. It then spells out the Museum’s preparations for emergencies, which are designed to guide staff response and to minimize the impact of emergencies on visitors, staff, collections, and building.

The Museum values the lives and safety of visitors and staff above its collection and material assets. In any emergency, the Museum’s first concern is for the safety of staff, visitors, and volunteers. It is to be emphasized that at no time should any person on the staff risk personal injury or death or that of anyone else to safeguard the Museum or its property.

The Museum’s second priority in emergencies is to safeguard its resources for the future.

The Director of Security and Operations administers this Plan under the supervision of the Vice President of Finance & Administration, who is responsible for emergency preparation and response in general.

Copies of the Emergency Plan are kept in the Security Office, the Collections Dept., the Exhibits Dept., in the administrative offices of the Museum, and at off-site storage at Public Space, 1026 St. John’s Place, and Brooklyn. A copy is maintained in the Personnel Office for perusal by all new staff.

For convenience and immediacy in an emergency, the Museum has also prepared a summary entitled Individual Staff Emergency Procedures, which is given to each new staff member and is posted in or near critical areas, including the staff pantry, the theaters, the library, the exhibition shop, and the mezzanine.
IV. EMERGENCY PREVENTION AND PREPAREDNESS MEASURES AT BCM

A. PREVENTION AND PREPAREDNESS MEASURES

1. BUILDING AND COLLECTIONS SECURITY AND SAFETY

The Museum is committed to maintaining a secure, safe and clean facility for visitors and staff. Security staff is present 24 hours a day, 365 days a year. The grounds and building are protected by wrought iron fencing, steel safety mesh on the windows, and surveillance cameras throughout the building. Museum doors are equipped with safety locks that protect from exterior intrusion and open easily from the inside. Non-public areas are clearly marked and, except for fire exits doors, locked to assure protection.

The security staff member stationed at the front entrance monitors visitors and contractors for suspicious objects. Staff is encouraged to keep personal belongings locked up. Money from admissions and the shop is deposited daily in a locked drop safe.

A daily schedule of maintenance and a timetable of inspection, cleaning, and repair (see Appendix: *Maintenance Schedule*) are in effect. These schedules include tests of fire safety equipment, lifts for the disabled, the HVAC system, the elevator, alarms, lighting equipment, the emergency generator, humidifiers and other electrical and mechanical equipment. Maintenance and repair of exhibits and building systems are done on days when the Museum is closed to the public. All Museum areas meet OSHA standards.

The Museum’s collections are secured by a swipe system in addition to a key system. Swipes are individually programmed and enable monitoring of access to the area by computer. Swipes are issued only to collections staff, the Director of Security, and the Head Maintainer. A swipe card for emergencies is kept in a glassed alarm box. Maintenance is done only when collections staff are present. A system of sign-out for use of objects by program staff is in effect. Program staff is not allowed to use objects until they have had an orientation and training by collections staff.

The Museum maintains a backup generator to provide emergency lights.

All security guards must be certified by NY State, which requires rigorous background checks and security training. Security staff is also offered training in visitor service, cultural diversity, and protection of exhibits and collections. All new staff is offered a safety and security orientation.

The building is subject to periodic unscheduled visits by NYC building inspectors, who check for compliance with health and safety codes. Health and safety advisors from Zee Medical Services provide training, supplies, and Health Code standards.

2. ENVIRONMENTAL PROTECTION OF THE COLLECTIONS

BCM is air-conditioned and maintains contracts with HVAC specialists as well as having a full-time Building Manager licensed in refrigeration, sprinkler systems, and EPA 608 certification.

The Collections Dept. has separate, digitally controlled monitors for temperature and humidity in the storage areas and archives. Climate conditions in the Collections Dept. areas are monitored daily. Temperature-humidity gauges in exhibits cases are read monthly. Lights in storage and exhibit cases are UV filtered. Exhibit lights are adjusted to recommended levels. Ventilation ducts in storage areas have filters to screen particulate matter. Metal cabinets in storage are water and fire resistant. They are closed. Objects on open shelves are covered with polyethylene sheeting.

Display cases are constructed of -sound materials (following established *Guidelines for Exhibition Case Design and Materials*), is equipped with silica gel or Arts orb, and is sealed.

In the event of an emergency, Con Edison, the City’s utility company, will hook up emergency power to sustain the HVAC function.

3. FIRE PREVENTION

The Museum building and grounds conform to NYC Fire Codes. Fire exits are clearly marked. The Museum has smoke and fire detectors throughout the building and in the HVAC
ducts. They trigger an automatic shutoff of air in an emergency. The building is equipped with sprinkler system. Twenty-three fire extinguishers are distributed around the building. The main alarm pull box is directly linked to the local Fire Dept. station. Alarms include flashing strobe lights for people with hearing impairments. In a fire, the elevator, which is for staff use only, is automatically recalled to street level and remains there until the fire alarm is reset.

The Fire Dept. conducts periodic unscheduled inspections. The building maintenance timetable factors in daily, weekly and monthly inspections and tests of the fire equipment (see Appendix: Maintenance Schedule).

The local Fire Department station is located within 10 blocks of the Museum. The Director of Security works to maintain good relations with the local Fire Dept. officials.

There is an Evacuation Plan (see Appendix A). Every staff member is trained in fire and evacuation procedures and fire drills are held every 2 months. Security and maintenance staff receives additional training to enable them to carry out their special responsibilities for fire response. The Director of Security is a certified fire safety director, and the Building Manager is also certified in fire safety. All security guards receive fireguard training from NYC.

Smoking in the building is prohibited.

4. FLOOD PREVENTION

For Collections: Renovation of the building completed in 1996 enabled the relocation of the collection to the middle level of the building away from threats from outside water. The renovation included sealing exterior walls and the roof, removing the upper part of the stream over the new area, and properly sealing the remainder of the stream. Alarm systems connected to the HVAC controls monitor humidity conditions and trigger alarms in the Security office in the event of excess humidity. Collection objects are stored in water-resistant metal cabinets and are off the floor.

5. PROTECTION FROM HAZARDOUS MATERIALS

The Museum adheres to OSHA standards. Hazardous materials in use in the Museum are documented according to OSHA Hazard Communication Standard Title 29. MSDS sheets are kept outside the shop where they are primarily used. The Museum’s Occupational Safety and Health Manager, the Head Maintainer maintains them. See Appendix: Hazardous Materials Management Policy and Practices at BCM. The materials are properly labeled and housed, either in the shop or in a secure area in the silo, and are used in spaces with appropriate ventilation. Staffs who are responsible for handling heavy machinery or potentially hazardous materials are appropriately trained and supervised. They are instructed to follow manufacturer's guidelines for use.

Warning signs are posted. Fire extinguishers appropriate to the materials are located near hazardous materials storage. The Museum provides appropriate protective clothing and equipment for use with hazardous materials.

The Museum maintains an eyewash station and showers that conforms to OSHA standards.

Any accidents or incidents involving hazardous materials are documented on Incident Report forms filed with the Security Dept.

The Sanitation Dept. is notified to come and dispose of hazardous materials such as paint. A private waste company picks up waste oil.

6. PREVENTION OF MECHANICAL FAILURES (INCLUDING POWER OUTAGES)

The Museum has a maintenance staff on 24-hour call. They conduct regular inspections of equipment and perform routine maintenance. Inspection checks are performed on the schedule given in the Appendix; this schedule is being computerized and will provide automatic prompts. The Museum has service contracts for the boiler, HVAC system, elevator, lighting, security gates, and handicap lifts.
In an emergency, a backup generator will provide emergency lights and a manual override operates the security gates.

The Maintenance Dept. maintains emergency supplies such as polyethylene sheeting, duct tape, buckets, and flashlights with fresh batteries, emergency lights, and fans for use in the event of a system failure. See Appendix: List of Emergency Supplies. These are kept in a dedicated cabinet in the second service tube and are maintained by the Building Manager.

The computer network server has a battery backup power supply. Sensors in the backup unit signal the server to shut down in an orderly manner if the battery voltage drops below a preset level.

7. MEDICAL/HEALTH EMERGENCY PREVENTION MEASURES

Museum staff, especially maintenance staff, works to avoid hazardous conditions. First aid supplies are kept on each level of the building and are refreshed periodically (see Appendix: Maintenance Checklist). Licensed trainers provide yearly CPR and first aid certification training for all security staff and floor program staff. Emergency phone numbers and procedures are posted at most telephones throughout the building. Accidents are all reported on Incident forms kept by Security, with copies to Personnel. Staff personnel files give emergency contacts, which are kept up to date by individual staff members. Health and safety advisors from Zee Medical Services provide training ON THE RIGHT KNOW PROGRAM, supplies, and Health Code standards.

8. PEST PREVENTION

The Museum is aware of the dangers to the collection of pests. In addition to daily cleaning of galleries and routine removal of office trash, good housekeeping by all staff is encouraged. A food policy limits food debris to readily cleanable areas away from collections. Special attention is given to cleanliness around the live animals, which are isolated on another level from the collection, as are designated eating areas. Food garbage is kept outside the main building and disposed of quickly.

BCM maintains a service contract with a pest control company that has museum experience. The company performs routine pest control twice a month and responds to special situations as called upon. In 1996, the company recommended a number of measures to secure the building from pests (e.g., wire mesh barriers across openings around the service tube roll-down gate) and these were implemented.

Objects offered to the collection must be free of pest infestation. If an object were to show signs of infestation, it would be sealed in plastic and a conservator consulted.

9. PREVENTION OF ACCIDENTS TO OBJECTS

At BCM, all objects on display are secured in cases or, if not, are suitable for handling. All objects in use for programs have been preapproved for this purpose by Collections Dept. staff and are handled by program staff that have been trained in proper handling and transport methods. Collections Dept. staff in appropriate materials and containers packs objects that travel. The Museum carries the appropriate insurance.

Good housekeeping, proper storage, regular pest control, an established policy limiting food, good working habits and a properly arranged workroom, and frequent training of non-Collections staff also ensure protection of objects.

See Appendix: Object Handling and Transport Guidelines.

10. SAFEGUARDING RECORDS

The Museum maintains duplicates of the following records off-site. These are updated at appropriate intervals:
-Collection accession records
-Backups of computerized collection catalogue
- Past financial records
- Duplicates of the Museum’s routine computer backups
- Emergency Plan
[Should master copies of exhibit designs, publications, or computer-generated graphics also be kept offsite?]

On-site, some important financial records are kept in the Museum’s fireproof safe or in a fireproof file cabinet.

11. STAFF TRAINING

The Museum provides staff members with training in visitor services and emergency procedures during an orientation workshop for new staff and occasional special programs for all staff. In addition, regular drills ensure staff familiarity with the Museum’s evacuation procedure.

“Exceptionally friendly” is the Museum’s guiding philosophy for visitor services? During the orientation, along with reviewing the Museum’s rules as they apply to admissions and visitors, staff receives training in how to convey and enforce rules in a firm but polite and friendly manner. They also receive some training in conflict resolution. Staff also is given copies of the Emergency Plan. The sections on fire, bomb threats, and evacuation procedures are emphasized in review. The training format includes films and skits of emergency situations, in addition to lecture.

12. VEHICLE SAFETY

The Museum’s vehicles receive routine maintenance and are insured. Drivers are limited to those with the appropriate licenses.
B. CONTINGENCY PLANS

In the event of an emergency, the Museum will set up an emergency headquarters at the Marcus Garvey Nursing Home a half-block from the Museum at 810 St. Marks Avenue. This headquarters would be used by Department Heads to coordinate recovery efforts. During recovery efforts, their roles would be:

**President:** Oversee recovery; relate to media, Board, collegial institutions, and external affairs

**Director of Security & Operations:** Secure building; oversee evacuation; relate to police, fire and other City service departments; implement salvage plan

**Director of Government and Community Affairs:** Communicate with government, elected officials and the community.

**Vice President of Finance and administration:** Plan and oversee salvage and reconstitution of financial and technological resources. Secure new space, phone lines and office equipment

**Director of Collections/Chief Curator:** Plan and oversee salvage and, if necessary, evacuation of collection

**Director of Education:** Reassign staff; establish program outposts for non-essential (to recovery) staff

**Director of Exhibitions:** Assess and plan salvage of exhibits

**Director of Communications:** Media contact

Other staff who may have an immediate role in emergency recovery:

**Program Developer for Live Animals:** Evacuate animals

The Museum has numerous connections with other organizations in the local community who could potentially provide a temporary home for some or all of its staff should an emergency require closing the building for cleanup and repairs. Specifics would depend on the timing and circumstances of the emergency.

The Museum carries … insurance. (For interruption of business)

In its off-site storage space at Public Space, 1062 St. John’s Place, BCM maintains duplicates of important records and a set of emergency supplies. The Museum maintains a good working relationship with Materials for the Arts, non-profit organizations that recirculate office furniture and equipment, from whom BCM could (and has) obtain temporary furniture. Trustees who work for major corporations have also been able to provide us with temporary furniture and sometimes supplies and might do so again.

Computer/network access is backed up on a daily bases and stored off site by (I.T. Coordinator - See Appendix P)

Emergency long-term closures for Union Members are as follows: (See Appendix Q)
V. PROCEDURES FOR SPECIFIC EMERGENCIES

A. GENERAL EMERGENCY PROCEDURES

Follow the procedures for specific emergencies and disasters detailed in the following pages. Some procedural steps may occur concurrently rather than in the given order. Also, not all guidelines may apply.

Responsibility for immediate decision-making during building emergencies rests with the Security Supervisor and the Floor Manager. Notify these individuals immediately if you observe an emergency situation and await their decision before taking action, except as noted for specific emergencies. (See Section V.B. Who’s in charge in an emergency, for more information.)

1. All non-essential staff should remain uninvolved in the emergency unless requested by the Floor Manager to do so. Staff should be familiar with and follow the procedures for specific emergencies detailed in the following pages. Use common sense.

2. The Public Announcement (PA) system should not be used to announce any emergency unless the Floor Manager deems it appropriate. Under no circumstances is the emergency to be announced as a crisis, as in “Fire!” Or “Will the owner of the blue car come to the front, your car has been stolen.”

3. In an emergency, human life and safety are paramount. At no time should any person on the staff risk personal injury or death or that of anyone else to safeguard the Museum or its property. However, staff should proceed with concern for the lives and safety of the Museum’s visitors.

4. All communications with members of the media are the responsibility of the President and the Vice President of Development & Marketing. All inquiries should be referred to them. No other staff should talk with members of the media about Museum emergencies without specific authorization.

5. In emergencies that occur when no senior staff are on duty (e.g. nights), notify the Director of Security immediately and, if the emergency warrants, the Director for Administration or the President.

FOLLOWING A SMALL-SCALE EMERGENCY:

1. Attend to visitor, volunteer, and staff injuries, if any. (See Emergency Procedures: Medical/Health).
2. Notify the President and Vice President of Development & Marketing, if they are not already informed.
3. Assess the situation or damage.
   a. Contact the authorities before re-entering the site, if necessary.
   b. Secure utilities if possible, necessary, and safe to do so.
   c. Document building, object, and/or equipment damage with photographs, videotape, and written records.
   d. Gather samples, if necessary, before any recovery operations begin (air, dust, water, mud) and have them sampled for toxic off-gassing, particulates, etc. that might affect people.
4. Review the situation.
5. Contact insurance agents.
Recovery
1. Begin conservation and repair of objects, archival materials, and books, if necessary.
2. Begin building repairs, if necessary.
3. Complete Incident Reports as required. The Security Supervisor will complete and sign the report, obtain the Floor Manager's signature, and give copies to the Vice President of Finance and Administration and the Director of Security and Operations.
4. Analyze the incident and update emergency response procedures and prevention measures.

FOLLOWING A MAJOR EMERGENCY:
1. Evacuate the building, if necessary. Do not evacuate injured people unless absolutely necessary.
2. Attend to injuries.
3. Notify President, Director of Security and Vice President of Development & Marketing, if not already informed. Reassemble staff, using the phone tree (see Appendix) if staff is not at the Museum. Organize survey teams, with Department Heads responsible for their own areas.
4. Establish an emergency command center.
5. Assess the safety of the building and grounds, if necessary.
6. Review the situation.
7. Mobilize resources.
8. Secure the building and grounds.
9. Secure and/or evacuate objects and live animals.
10. Prepare statements for the media; contact local officials.

Recovery
1. Attend to staff morale.
2. Review and coordinate claims and restoration work with insurance agents and conservators. (Accompany all insurance agents, contracts, and others when touring the site and take detailed notes of conversations for future reference.)
3. Maintain public goodwill.
4. Clean buildings and grounds.
5. Begin building repair work.
7. Reward efforts of staff, volunteers, and trustees following an emergency.
8. Analyze the event.
9. Return objects to storage.
10. Monitor buildings, collections, and grounds for long-term damage.
B. WHO’S IN CHARGE IN AN EMERGENCY?

Visitor and building emergencies: The Security Supervisor and the Floor Manager are in charge during visitor and building emergencies. They have distinct roles and authority.

- **The Security Supervisor:**
  - Decides to call 911, sound the alarm, and/or evacuate the building.
  - Calls 911 or sounds the alarm boxes.
  - Directs emergency response by staff.
  - Makes any follow-up calls to the Police Dept.’s Community Relations liaison.
  - Completes Incident Reports and distributes them to Director of Security, Floor Manager, Director for Administration.

If the Director of Security is in the building at the time of the emergency, he/she will take charge of the situation and the Security Supervisor will assist as directed.

In the absence of the Security Supervisor and the Director of Security, the next most senior security staff member will be in charge.

- **The Floor Manager**
  - Decides if the police or paramedics are to be called.
  - Conveys to Department Heads on site or off what is happening, if emergency warrants.
  - Calms the public.

Senior staff in the building at the time of an emergency will act in support of the decisions of the Floor Manager and the Security Supervisor.

In the absence of the Floor Manager or at times when no Floor Manager is assigned, the Security Supervisor will be the sole authority and is charged with performing the Floor Manager’s emergency responsibilities.

**Snow emergencies:** Vice President of Finance and Administration and/or President

**Collections emergencies:** Chief Curator and/or Director of Collections
C. PROCEDURES FOR SPECIFIC EMERGENCIES

1. BEHAVIORAL EMERGENCIES

Extreme behavioral problems/situations include:
- Parental child abuse
- Violent or threatening behavior
- Loud argument between visitors
- Staff abuse or solicitation by visitors (real or alleged)

1. Notify the closest security staff member. This person should notify the Security Supervisor and the Floor Manager. These two should confer as soon as possible.

2. Remove the individuals having the difficulty from the public spaces and to the administrative offices. At no time is the problem to be solved in the public spaces unless there is no way of moving the persons involved. An issue concerning one or two individuals should not become the issue of all visitors.

3. Upon the recommendation of the Floor Manager, the Security Supervisor will call the paramedics or police if needed. The Security Supervisor will also make any follow-up calls to the precinct’s Community Relations liaison.

4. All non-essential staff should remain uninvolved in the emergency unless requested by the Floor Manager to do so. Use common sense. Do not spread rumors.
2. BOMB OR MAIL THREAT; SUSPICIOUS OBJECT

1. Note all details surrounding the receipt of a bomb threat.
   
   If the bomb threat is delivered by telephone:
   a. Be calm and courteous. Do not interrupt the caller.
   b. Listen carefully and record the exact wording of the threat and all other information given. It is desirable to have a second person listen if a means to do so is available or to record the threat.
   c. Inform the caller that the building is occupied and the bomb could result in the death of or serious injury to innocent people.
   d. Ask the following questions:
      - Where is the bomb exactly? (Always the first question)
      - What time will the bomb explode?
      - What does the bomb look like?
      - Why did you place the bomb?
      - Where are you calling?
      - What is your name?
   e. Keep the caller on the line as long as possible. Ask him/her to repeat the message.
   f. Listen closely to the voice. Try to determine sex, age, and racial or regional background, accents and/or speech impediments.
   g. Listen for background noises (such as music, running motors) that might give a clue as to where the call is coming from.
   h. Remain available for law enforcement personnel who will want to interview you.

   If the bomb threat is delivered by note or letter:
   a. As soon as its contents are apparent, cease handling the letter. Place it in a clean plastic bag if possible.
   b. Make note of any information concerning receipt of the letter.

   If a suspicious object is found:
   a. Under no circumstances should anyone tamper with or move a suspected bomb.
   b. As discretely as possible, isolate the area of the suspected bomb from visitors and staff.

2. After receiving the call or note or identifying a suspicious object, notify the Security Supervisor only.
   Do not mention a bomb threat to anyone other than the Security Supervisor until the Floor Manager and Security Supervisor have determined what action to take. If radios must be used, word transmissions carefully.

3. The Security Supervisor will alert the police.

4. Follow police instructions. If evacuation is recommended, calmly evacuate buildings and grounds immediately, following the Evacuation Procedures (see Appendix A). Evacuate live animals (see Appendix B) if police confirm there is enough time (approximately 20 minutes).

5. If a bomb is found, ask police to allow staff to move nearby collection objects or drape them with heavy blankets. If staff is not allowed, ask police if they will do it.

6. Notify the President and Vice President of Development & Marketing.

7. Complete an Incident Report.

8. Analyze the event and modify response procedures if necessary.
3. CHEMICAL SPILLS; GAS LEAKS; SUSPICIOUS ODORS

For small-scale spills or incidents:
1. **Determine what chemical the victim was using when affected.** Flush the affected area with clean water for at least 15 minutes. Use a chemical eyewash, located in the Exhibits Shop, or shower, located in the bathrooms on the sub cellar level. Check the Material Safety Data Sheet (MSDS, kept outside the Exhibits Shop) for information on further treatment.

2. **Notify Security immediately.** Give the location of incident and indicate what has happened and whether any people, collections, or other valuables are involved or in danger. Security will determine whether it is necessary to call the Fire Dept.

3. **Evacuate the area in the case of gas, chemical fumes, or suspicious odors.**

For major gas leaks or incidents:
1. **Call Security immediately.** Security will call 911.
   a. Provide as much information as possible without entering the affected area, e.g. type of incident, number of people involved, source of leak or spill, type of gas/chemical involved.
   b. **In case of a gas leak, do not turn on lights, use telephone, or transmit by radio.** If possible, ventilate area.

2. **Evacuate the building if necessary.** Security will give the evacuation signal.

3. **Switch off the gas, electricity, and HVAC systems, if possible.**

4. **Security will assist the Fire Dept. or Brooklyn Gas with keys, building maps, and hazardous materials lists.**

5. **Notify President and Director of Security, if not already informed.**

**Recovery**
1. **Reopen the building, if it was closed.** Ventilate.

2. **Clean the affected area as recommended by the MSDS and the Fire Dept.**
   a. Wear protective equipment.
   b. Dispose of hazardous materials in an appropriate manner.
   c. Replace air filters if necessary (possibly several times).

3. **Complete an Incident Report.**

4. **Review and revise emergency procedures.**
4. CIVIL DISTURBANCE

1. Inform the Security Supervisor and the Floor Manager.

2. The Director of Security or, in his absence, the Vice President of Finance of Administration, will deal with protesters or threatening persons.
   a. Prevent protesters or threatening persons from entering the Museum, if possible.
   b. Notify police.
   c. Remain calm.
   d. Be firm but polite. Do not argue or offer opinions.
   e. Do not allow staff to apprehend a threatening person.
   f. If the threatening person is armed and making demands, do as he/she says.
   g. Close the building if necessary.

3. Isolate people from the threat, if possible.
   a. Evacuate people to a safe area away from the disturbance without calling attention to the evacuation.
   b. Close and lock doors when evacuating.

4. Take action to protect the building, collection objects, and animals during serious disturbances.
   a. Follow evacuation procedures for objects and animals. Objects can be transported to the St. John’s storage area; animals to…. 
   b. Shut the security gates.

AFTER THE INCIDENT:

1. Complete the Museum’s Incident Report and any police criminal incident reports.

2. Review and revise emergency procedures
5. ENERGY LOSS OR CUTBACK; POWER FAILURE; AIR CONDITION FAILURE

Extreme and rapid fluctuations in temperature and humidity can cause severe damage to collections. Therefore, loss of power that impacts the Museum’s HVAC systems, including the digital control system in Collections, constitutes an emergency for the Museum’s collections.

In general, since the Museum’s storerooms and exhibit cases are relatively well sealed and the exhibit cases are supplied with silica gel, it is better to leave objects in these “micro-environments” than to move them.

In the event of total power loss:
1. Contact Con Edison to arrange for emergency power, if the outage will be prolonged. The Museum’s backup generator will switch on automatically to provide work lights. If Con Edison cannot provide emergency power, obtain portable generators.

2. Live animal staff will decide best course of action for live animals.

3. Take additional steps described for partial power loss.

In the event of partial power loss:
1. Limit access to collection storage areas to minimize fluctuations in temperature and humidity. Do not open storage cabinets.


4. Install fans, powered by portable generators if necessary, in Rooms 210, 202, the Archives, and the live animal room to maintain air circulation.

5. Move objects from the Portable Collections Storeroom and workroom to Rooms 210 and 202.

6. In the event of prolonged power outage or brownout and high exterior humidity, consider installing portable dehumidifiers in Rooms 210, 202, and the Archives, powered by portable generators if necessary. In the event of drastically lowered humidity in the storerooms, consider installing portable humidifiers, preferably ones that do not atomize, or place large pans of water on the floor.

In the event of air conditioning failure:
1. Animal staff will decide whether to evacuate the animals. Alternatively, install fans in the animal room.

2. Protect objects from excess heat by turning off exhibit case lights wherever possible.

3. Open doors to the building and install fans as liberally as possible to circulate air.

FOLLOWING RESUMPTION OF POWER:

1. Increase or decrease temperature and relative humidity as gradually as possible. A recommended (but usually not practical) rate is 2%RH and 1°F per week.

2. Continue monitoring and recording RH and temperature in the storerooms and exhibit cases.

3. Review and revise emergency procedures.
6. EXPLOSION

Following an explosion:

1. **Remove people from immediate danger. Evacuate the area of the explosion.** But, do not move seriously injured people unless they are in obvious, immediate danger from fire, etc.

2. **Notify Security immediately.** Security will activate the alarms or call 911.

3. **Close the area of the explosion off.** Exercise care in the area:
   a. Open doors carefully.
   b. Watch for falling objects.
   c. Avoid windows, overhead fixtures, and freestanding units.

4. **Turn off building mechanical systems and utilities, if necessary.**

5. **Follow instructions from police, firefighters, and emergency personnel.**
   a. Security will provide police or firefighters with keys, swipe cards, and building plans.
   b. If objects are exposed, ask police or firefighters whether staff can protect them with sheeting or blankets. If not, ask whether police or firefighters can do this.

6. **Notify President and Vice President of Development & Marketing, if not already informed.**

**Recovery:**
1. Assess the damage. If indicated, call a structural engineer to assess danger from structural damage and prepare a plan for repairs, if needed.
2. Remove damaged objects in the area of the explosion to a safe place, if possible.
3. Secure and clean the affected area.
4. If indicated, prepare statements for the media; contact local government officials.
5. Begin conservation of objects and repair of damaged area.
7. Reopen the building.
8. Review and revise emergency procedures.
7. FIRE

1. At the first sign of a fire, advise the Security Supervisor.

   If the fire is quite small and contained and occurs while the building is occupied:
   a. Disconnect electrical equipment if it is on fire and it is safe to do so.
   b. Attempt to put the fire out with a fire extinguisher.
   c. Do not let the fire come between the firefighter and the exit.

   If the fire is not contained:
   a. Close doors in the area of the fire to isolate it from other areas, if possible.

2. Security will activate the Fire Alarms.
   a. The main Fire Alarm Box is near the Information desk. It is connected directly to the local fire station and police precinct and, once activated, allows Security to speak directly to both stations. The second Fire Alarm Box is at the southwest corner of Brooklyn and St. Marks Avenue. In an emergency, both alarms must be activated.
   b. The Director of Security or the Security Supervisor will stand by to direct the Fire Dept. to the location of the fire. They will make keys, swipe cards, and building plans available.

3. Evacuate the building, following the Evacuation Plan (Appendix A).

   Staff on the floor when the evacuation signal occurs will move classes and visitors through the appropriate exit to the Promenade (or to the Marcus Garvey Nursing Home in the event of rain).

   All other staff will:
   a. Turn off electrical equipment, if possible.
   b. Close doors behind them.
   c. Proceed quickly to the Promenade (or to the Marcus Garvey Nursing Home in the event of rain).
   d. Await further instructions from Security.

4. Security staff, following the Evacuation Plan (Appendix A), will:
   a. Escort visitors through the appropriate exits and to the Promenade.
   b. Unlock gates leading to the roof, to the Promenade, and both gates next to the handball court.
   c. Check restrooms and secluded areas to make sure everyone is out.
   d. Account for all persons.
   e. Help keep evacuated persons calm.
   f. Keep tuned to radios for further instructions.

5. At the sound of the alarm, the Maintenance staff will:
   a. Close the inner roll-down fire gate in the service tube to the yellow line.
   b. Leave the service tube gate open.
   c. Remain available to assist the Fire Dept.

6. At the All-Clear signal:
   a. Security Supervisor will instruct everyone to enter the building through the front door only.
   c. Security Supervisor will re-lock the gates.
7. **If the fire occurs in the evening and the building is unoccupied, Night Staff will:**
   a. Pull both Fire Alarms.
   b. Open the gate over the front entrance.
   c. Evacuate other security or maintenance staff.
   d. Notify the Director of Security.
   e. Lower the inner roll-down fire gate in the service tube to the yellow line.
   f. Open the service tube gate.
   g. Stand by to direct the Fire Dept. Make keys, swipe cards, and building plans available.

8. **If the fire occurs at night during a special event:**

9. **Notify President and Vice President Development & marketing, if not already informed.**

**AFTER A FIRE:**

1. Consult a fire recovery specialist.
2. Determine if air system needs professional cleaning.
3. Recharge fire extinguishers, if necessary.
4. Perform maintenance on the sprinkler system.
5. Notify the insurance agent and consult as needed.
6. Review and revise emergency and evacuation procedures.
8. FLOOD; WATER DAMAGE

1. **For small leaks, notify Maintenance.**
   a. Avoid contact with electrical outlets or appliances near the leak.
   b. If you know the source of the water and are confident of your ability to stop it (unclog drain, turn off faucet, etc.), do so. If not, wait for Maintenance.
   c. Maintenance will turn off stream, if that is source of leak, and put “Temporarily Out of Order” sign on it.

2. **For major problems, notify Security.**

3. Evacuate if there is any danger to people or live animals (Appendix A, B).

4. **Maintenance will:**
   a. Switch off utilities to the affected area, including the water main, if it is safe to do so.
   b. Check for live wires.
   c. Turn off stream, if that is source of leak.

5. **Determine the cause of the leak if it is safe to enter the affected area.**
   a. Notify the utility company, if necessary.
   b. Determine if something can be done immediately to stop or contain the water (e.g., sandbags, sump pump, buckets).

6. **If collections or library are threatened, notify respectively the Director of Collections and/or Chief Curator or the ERC Manager.**
   a. Follow their instructions.
   b. If they are unavailable, cover objects or bookshelves with polyethylene sheeting or rise off floor. Move things only as a last resort and only when there is a secure place to which to move them.
   c. If there is a major threat of flooding to the collection, evacuate collections (see Appendix: Priorities for removal and salvage), under the supervision of a Collections Dept. staff member.
      1. Evacuate to the workshop, the tank, or the Commons, in that order of preference, if those areas are safe from flooding.
      2. Do not leave objects unattended at any time.
      3. Secure storage areas.
      4. Collect emergency supplies and recovery equipment such as blotting paper, muslin, polyethylene sheeting, fans and dehumidifiers.

7. **If live animals are threatened, notify live animal staff.**
   a. Follow his/her instructions.
   b. If he/she is unavailable, follow animal evacuation plan (Appendix B).

**Recovery**
1. Clean the affected areas.
2. Assess damage to objects and books.
5. Review and revise emergency procedures.
9. MEDICAL/HEALTH EMERGENCIES

1. **Survey the scene and assess the nature of the situation:** Is the victim breathing? Is the victim conscious or unconscious? Are there visitors around? Are there other staffs that can help?

**Condition A – Minor problem that can be handled by staff**
2. If the victim is a member of the public and the incident occurs in the public galleries, escort the visitor (and companions) to an unoccupied area.
4. **If you are trained in first aid:**
   a. Identify yourself as being trained.
   b. Before giving first aid, obtain the victim's consent. If the victim is unconscious, and a parent or guardian is not present, assume that consent would have been given.
   If you are not trained in first aid, Security Supervisor will provide first aid.
5. Administer first aid. Follow first aid procedures. Wear latex gloves if there is blood, and take other precautions as necessary.

**Condition B – Major medical problem**
1. Check the victim's condition and notify Security Supervisor.
2. Security Supervisor will call 911.
3. Remain calm. Reassure victim. If in a public area, reassure visitors, but try to keep others away from the victim.
4. Do not move an unconscious victim unless the situation is life threatening.
5. Avoid unnecessary conversation with or about the victim unless reassurance or consolation would be helpful.
6. If the victim is taken to a medical facility, a staff member will accompany the victim and notify next-of-kin if possible.

**Other:**
1. **Stay with a victim who is a member of the public or assign someone to stay.** If alone and no one can be summoned, leave just long enough to get help and then return to the victim.

2. **An injured visitor should never be transported to a hospital by BCM staff.**

3. **If victim is in Kids Crew, notify a Kids Crew staff person.**

3. If the incident occurs in public galleries, reassure visitors that the situation is under control.

4. **Do not apologize for or accept any responsibility for an accident. Do not discuss the possible cause of an accident or its circumstances except with the Executive Director or emergency medical personnel.**

5. **An injured employee, whose injury does not require emergency treatment on site, may be transported to the hospital in the BCM van.** The best nearby ER for severe injury is Methodist Hospital, 7th Avenue and 7th Street in Park Slope.

**Recovery:**
1. Find out what caused the incident.
2. Complete an Incident Report.
3. Contact insurance company and/or lawyer if necessary.
4. Review and revise emergency preparation and procedures.
10. OFF-SITE EMERGENCIES

Type 1: Incidents occurring near the Museum
Examples:
- Personal property of visitors or staff stolen or damaged (e.g., car)
- Visitors or staff robbed or accosted on the street
- Injuries sustained outside by a person not visiting the museum (e.g., child playing in park)
- Abandoned child

The Museum will try to assist victims of incidents that occur in its neighborhood, who then come to the Museum for help.

2. Security Supervisor will call police precinct to report robberies or other criminal activity, or an abandoned child.
3. Follow procedures for Medical/Health emergencies, section 9, if appropriate.

Type 2: Incidents occurring away from the Museum in Museum vehicles
Examples:
- Accident in the van involving staff or children
- Accident or disturbance in the Museum trolley

   Minor accidents:
   1. Return to the Museum.
   3. If Kids Crew members are involved, the Kids Crew staff person will decide on appropriate action.

   Major accidents or incidents:
   1. Call 911.
   3. Stay with the vehicle, unless personal injuries require emergency transport.
   4. Get names and telephone numbers of passengers who are not staff members.
   5. Get names and telephone numbers of witnesses, if any.

Other:
1. Stay calm, be reassuring, and assist people first.
2. Following incident, complete Incident Report.
3. Following incident, review and revise emergency preparations and procedures.
11. OVERCROWDING

Security Supervisors and Floor Manager will coordinate the smooth flow of traffic in the museum.

Keep visitors on line informed of the potential hazard of a quality experience in the museum.
12. (MAJOR) PEST INVASION

For large-scale active infestation of the building or grounds.

1. **Call in the exterminating company** under contract to the Museum to identify the pest, if necessary; to determine the extent of the infestation and its danger to the collection, library, or other Museum resources; and to advise on the appropriate measures to take.

2. **Seal off threatened areas** such as collections storage and the library from areas of infestation; using heavy plastic sheeting, duct tape, and other barrier materials. Seal vents as well as doors.

3. If the pests are related to the live animal collection, **evacuate the animals** and thoroughly clean their quarters.

4. If pests are related to the plant collection, **seal the greenhouse** from the building, bag or dispose of infected plants, and thoroughly clean the area.

5. **Set appropriate traps.**

6. Follow exterminator’s recommendations for use of chemical strategies. Inform staff to avoid areas where chemicals are being used.

**Recovery:**

1. Double-clean areas affected by pests. Unseal sealed areas.
2. Inspect collections and/or library for damage and begin remediation.
3. Review pest prevention measures, including food policy and procedures for care of live animals and plants as well as housekeeping and building and grounds maintenance. Revise, if needed.
4. Complete an Incident Report, including notation of chemical used.
5. Monitor building and grounds for additional pest activity.
MEMO

TO: All Staff

FROM: Lloyd Headley

DATE: JAN 09, 2006

RE: SNOW EMERGENCY

In the event of extreme weather conditions, the decision of an emergency closing will be made by Carol Enseki, our President, before 7:00 a.m. Carol will contact Judy Leventhal Vice President of Finance & Administration, Lloyd Headley Director of Operations & Security, and Paul Pearson Vice President of Programs. Please follow the procedure outlined below:

1) Call (718) 735-4400 ext 137 to find out whether the Museum will be closed for the day. Museum security staff on duty will be notified by 7:00 a.m. If you do not get an answer, phone your immediate supervisor. Department Heads will be notified by 7:00 a.m. as well. Please see contact info outlined below.

DO NOT LEAVE FOR WORK if there is any doubt that the Museum will be open. Continue trying to reach someone.

2) If you cannot reach your supervisor, do not hesitate to call any other department head for instructions.

Carol Enseki
718-935-0982

Lloyd Headley          Judy Leventhal          Paul Pearson          Alex Driker          Gregory Zuroski
718-759-6700          212-865-3777             718-230-8978         718-441-9568       718-884-4918

Margaret Walton      Beth Alberty               Roslyn Smith          Sharon Klotz        Deborah Hays
212-491-9172        212-923-6560    718-596-9998         973-378-8058       718-499-0372

Kimberly Snyder
917-902-0478
14. COLLECTION OBJECT THEFT, VANDALISM, OR OBJECT IN PERIL

Theft, vandalism
1. Notify Security Supervisor of any objects missing or endangered.

2. Secure area against further theft or loss of evidence by closing the area and stationing someone at the scene.

3. Security Supervisor will notify police, Floor Manager, Collections and Exhibits staff. A Collections staff person should be available when the police arrive. He/she will provide information and, if available, a picture of a missing objects. Exhibits may be needed to give access to case.

4. Decide when area can be reopened.


Object in peril
Examples:
-Object about to fall off a shelf
-Object that has fallen
-Exhibits case with broken Plexiglas


2. Security Supervisor notifies Floor Manager, Collections and Exhibits staff.

3. Determine, in consultation, whether area needs to be closed and what appropriate action will be taken.
D. PRIORITIES FOR EMERGENCY REMOVAL AND SALVAGE

The following is a list of priorities for removal and salvage of collection and non-collection things in the event of a disaster that threatens or damages them. These priorities are established in order to tell police, firemen, or others who are authorized to enter the building under emergency conditions what areas or items in the Museum should be protected or removed if possible, or salvaged first.

Considerations involved in establishing priorities include the following:

**Non-collection**
1. Life value: animals.
2. Value for continuing or restoring institutional operations (e.g., financial records, personnel records)

**Collection and Archives**
1. Objects on loan to the Museum. A list of these objects is kept current in the Security Office.
2. Value for documenting the establishment and history of the Museum
3. Value for the community
4. Monetary value
5. Irreplaceability
6. Reparability

Priority objects and records are listed in the Appendix. Plans showing their locations are given. The actual objects and records, or their storage unit, are marked by red dots.
E. PUBLIC RELATIONS IN AN EMERGENCY

In an emergency, the President, the Chairperson of the Board of Trustees, or the Vice President of Development & Marketing will make all communications with press and media. Other staff members should refer inquiries to these officials. Comments should be withheld until one of them is available.

Communications to visitors in an emergency, if necessary, should be timely but factual, succinct, and delivered in a calm, reassuring manner.

Role and Responsibility of Communications Department in an Emergency

Communications will manage all media contacts, and in collaboration with the president, will serve as lead spokesperson for the Museum. Communications will arrange all interviews and press conferences, will distribute all press releases to the media, and will assist with communications to the Museum community during the emergency. Communications will update Web site accordingly with information about the emergency and Museum programs/services. Communications will maintain communications with media and others effected by the incident. After the emergency, Communications will continue to handle media inquiries, and general visitor information
VI. RECOVERY AFTER DAMAGE TO COLLECTIONS

During the emergency:

The Director of Collections or Chief Curator must be notified immediately in the event of fire, flood, or any other building situation that threatens the Collections Dept. area or objects on display, regardless of whether the situation appears to be a building-wide emergency. Upon notification and if necessary, the Collections Dept. staff member will come to the Museum as soon as possible to supervise operations related to the collection.

Movement or handling of objects should occur under the direction, preferably in person but by telephone if this is impossible, of a Collections Dept. staff member.

After the emergency:

At the earliest moment following the emergency, the Collections Dept. will assess its impact on the collection and take action as appropriate. Steps in the recovery process depend on the nature of the emergency. Steps may include the following, taken by the Director of Collections or Chief Curator unless otherwise noted. The order of steps may vary with the circumstances.

- Re-secure storage areas and objects on display if necessary. Adjust climate system to lower temperature, if warm; to dry area, if damp. (If mold is present, do not circulate air.)
- Assemble a disaster response team consisting of other Collections Dept. and Operations staff members.
- Document conditions in the galleries and storage by photography or video.
- Notify the Museum’s insurance company (Administration).
- Contact colleagues at the Brooklyn Museum of Art, the NYU Conservation program, and American Museum of Natural History for advice and help as needed.
- Contact other emergency conservation services. See attached list for immediate contacts.
- Set up a salvage area. This might be the Collections Dept. workroom and the public Workshop adjacent to Collections (closed for this use). Additional secure space could be the sub cellar Exhibitions storage area; the tank; or the Commons Theater. If off-site space is required, Collections Dept. will estimate square footage and other features needed. These spaces would have to be adapted for use:
  - Modify or install locks to insure access by Collections & Security Depts. Only (Security Dept).
  - Set up the Museum’s large folding tables (Maintenance Dept).
  - Obtain and install temporary metal shelving from Materials for the Arts or from McMaster’s (Administration, Collections Dept., Maintenance)
  - Purchase basic materials such as plastic sheeting and unbleached muslin in quantities appropriate for the situation.
- Remove to salvage area the objects needing immediate attention. See Appendix for list of priority objects and areas of the collection.