



# Conserve O Gram

September 2005

Number 21/10

## Museum Staff Emergency Procedures: A Sample Emergency Telephone List

### *Introduction*

As noted in *Conserve O Gram* 21/9, every park should develop an Emergency Operations Plan (EOP). An approved EOP, combined with regularly-held practice drills, ensures an effective response to all types of emergencies that you can reasonably anticipate.

Every EOP should include a section pertaining specifically to the protection of the museum collection and other cultural resources, a Museum Emergency Operations Plan (MEOP). An Emergency Operations Plan should also include an:

- Emergency “Flip Chart,” which lists emergency contacts and procedures. (See the example in *Conserve O Gram* 21/11.)
- Emergency Telephone List, a one-page emergency contacts and procedures in small “card” format.

Your Emergency Telephone List should include:

- emergency contact numbers
- the most likely emergency situation that staff may encounter.

**Note:** Various offices’/individuals’ Emergency Telephone Lists may have some differences. For

example, the emergency telephone number will likely be the same. However, the most likely emergency situation at the visitor center front desk is probably not the same as that in the maintenance shop or the museum collections storage facility.

### *Emergency Telephone List vs. Emergency Flip Chart*

Do not confuse your Emergency Telephone List (a one page “card”) with your Emergency Flip Chart. The Emergency Flip Chart is a more comprehensive loose-leaf “booklet” or binder containing emergency contacts **and** procedures.

The Emergency Telephone List is a **short one-page** listing of the primary park emergency telephone numbers. It should be short, concise, and, ideally on a single-page in “card” format.

It’s a good idea to laminate the Emergency Telephone List and attach it to the wall or desk near every park phone. Be sure to supply an Emergency Telephone List to bookstore staff, friends groups, contractors, or other partners with office telephones at the park.

### *Important Points to Remember*

- Having an Emergency Telephone List and an Emergency Flip Chart does not elimi-

nate the need for an up-to-date and approved Emergency Operations Plan. The Telephone List and Flip Chart are merely components of an EOP.

- The sample Emergency Telephone List which follows is just that, a sample to guide you in developing your own.
- You can use the sample Emergency Telephone List to help you develop your own interim Emergency Telephone List.
- Replace your interim Emergency Telephone List with the Emergency Telephone List specified in your new or revised EOP.

### ***For More Information***

For additional information about developing an Emergency Telephone List, Emergency Flip Chart, or EOP, contact your:

- Chief Ranger
- Park Law Enforcement Specialist
- Regional/SO curator
- Regional Law Enforcement Specialist

Betty Knight  
Regional Curator (Retired)  
National Park Service  
Alaska Regional Office  
Anchorage, AK

Steven P. Floray  
Museum Specialist  
National Park Service  
Park Museum Management Program  
Washington, DC

## **Emergency: Dial 9-911**

Visitor Center Staff are to dial # 9-911 to report all emergencies such as fires, bomb threats, acts of physical violence and life threatening, critical emergencies.

When calling # 9-911, be prepared to provide the following information:

1. Your name, title, and telephone number.
2. The nature of the emergency.
3. The exact location of the emergency.
4. The victim or other persons involved.

**After calling 911, call the Ranger Station at extension 2817.**

### **Suspicious Person Guideline**

If you have a problem or suspicious person in the visitor center or other locations and they have not responded to an appropriate helpful contact, or if you feel uncomfortable making that contact, proceed as follows:

1. If you believe the suspicious person is a threat and/or an emergency, call # 9-911. Otherwise contact your supervisor and Ranger Services at extension 2817.
2. Alert your supervisor. Observe, but **DO NOT CONFRONT THE PERSON.** Let law enforcement staff do their job.
3. Ask the victim (if any) to remain until rangers/officers arrive.
4. Obtain names, addresses, and phone numbers of witnesses.

## **Emergency: Dial 9-911**

*Figure 1. Sample Emergency Telephone List*

## Emergency: Dial # \_\_\_\_\_

Staff are to dial # \_\_\_\_\_ to report all emergencies such as fires, bomb threats, acts of physical violence and life threatening, critical emergencies.

When calling # \_\_\_\_\_, be prepared to provide the following information:

1. Your name, title, and telephone number.
2. The nature of the emergency.
3. The exact location of the emergency.
4. The victim or other persons involved.

### Suspicious Person Guideline

If you have a problem or suspicious person in the museum or other locations and they have not responded to an appropriate helpful contact, or if you feel uncomfortable making that contact, proceed as follows:

1. If you believe the suspicious person is a threat and/or an emergency, call # \_\_\_\_\_.
2. Alert your supervisor. Observe, but **DO NOT CONFRONT THE PERSON**. Let law enforcement personnel do their job.
3. Ask the victim (if any) to remain until law enforcement officers arrive.
4. Obtain names, addresses, and phone numbers of witnesses.

## Emergency: Dial # \_\_\_\_\_

*Figure 2. Sample Emergency Telephone List that you can photocopy, note your emergency numbers, and post.*

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The series is distributed to all NPS units and is available to non-NPS institutions and interested individuals on line at <[http://www.cr.nps.gov/museum/publications/consveogram/cons\\_toc.html](http://www.cr.nps.gov/museum/publications/consveogram/cons_toc.html)>. For further information and guidance concerning any of the topics or procedures addressed in the series, contact NPS Park Museum Management Program, 1849 C Street NW (2265), Washington, DC 20240; (202) 354-2000.