



Conserve O Gram

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Museum Staff Emergency Procedures: A Sample Emergency “Flip Chart”

Introduction

As noted in *Conserve O Gram* 21/9, every park requires an Emergency Operations Plan (EOP). See *Museum Handbook*, Part I, Chapter 10: Emergency Planning, for a discussion of museum emergency planning, crises you may face, risk analysis, and what to include in a Museum Emergency Operations Plan (MEOP).

An approved EOP, combined with regularly-held practice drills, ensures an effective response to all types of emergencies that you can reasonably anticipate. Your EOP also should include an Emergency “Flip Chart,” with:

- a listing of the various emergency situations that are most likely to occur at the park; one emergency per page/section (the sample which follows has been condensed to fit within this *Conserve O Gram*)
- response procedures
 - what should you do?
 - who should you call?
- emergency contact information
- other relevant information (park-specific)

Use a thin three-ring binder. Index tabs will help you find the right pages in an emergency. Then, distribute the Emergency Flip Chart to all staff (include bookstore, friends groups, con-

tractors, or partners with park offices), and:

- Place a copy in every office and other work area (information desk, workshop, store-rooms, etc.) in plain sight near a telephone.
- Make sure it’s easy to find in an emergency!

If your park doesn’t have an approved EOP, if it’s out-of-date, or if it doesn’t include an Emergency Flip Chart, you can use the sample Emergency Flip Chart on the following pages to develop your own procedures in the interim.

Important Notes to Remember

1. Having an Emergency Flip Chart **does not** eliminate the need for an up-to-date and approved Emergency Operations Plan. The Flip Chart is merely one part of an EOP.
2. The sample Emergency Flip Chart which follows is from a recently prepared park EOP. It includes basic information that should apply to most park museum settings. But remember, it’s a **sample** to guide you in developing your own Emergency Flip Chart. Yours may need more information.
3. Be sure to include any needed maps or diagrams in your Flip Chart, for example you should include an Evacuation Map. **Note:** This *Conserve O Gram* doesn’t include a sample Evacuation Map.

Sample Emergency “Flip Chart”

STAFF EMERGENCY PROCEDURES

The following sections provide a summary of some of the emergency situations which the park may face. The material is intended to assist staff in knowing what to expect and how to respond initially.

IN CASE OF EMERGENCY: DIAL 911.

FIRST AID/MEDICAL EMERGENCY

If a park staff member, visitor, student, or volunteer is ill or injured:

1. Remain Calm.
2. Notify dispatch by radio or telephone at extension #2385, or advise law enforcement (LE) or emergency personnel (if already on-site).
3. Law enforcement /emergency personnel will respond and determine if first aid or additional treatment is necessary, such as paramedics, ambulance, etc.
4. Unless it is a life-threatening situation, do not attempt to render any first aid yourself before emergency personnel arrive.
5. Do not attempt to move a person who has fallen and appears to be in pain.
6. Avoid unnecessary conversation with, or about, the ill or injured person. You might increase the individual’s distress or fear. This could contribute to medical shock. Limit your communication to quiet reassurances.
7. After the individual’s needs have been met, and the incident is concluded, remain on-site. You’ll need to assist the investigating ranger with pertinent information for the injury report.

POWER OUTAGE

The park has emergency generators which provide emergency lighting and power for the visitor center, administrative offices, museum storage, and the maintenance shop.

If a power outage occurs:

1. Remain calm.

2. Provide assistance to visitors and staff in your immediate area.
3. In public areas: Floor wardens (NPS staff) will move through all public spaces with flashlights, escorting visitors to safety. LE rangers will secure all exhibit and museum storage areas from vandalism, intrusion and fire.
4. If you are in an unlighted area, proceed cautiously to an area that has emergency lights.
5. If you are in an elevator, stay calm. Use the emergency phone to notify dispatch, ext. 2385.
6. Stand by for instructions from responding LE rangers. If instructed to evacuate, proceed to the appropriate assembly area. (See Map [Include an Evacuation Map in your Flip Chart])

WATER DAMAGE

Serious water damage can occur due to: burst pipes, clogged drains, broken skylights, flooding, etc.

If a water leak occurs:

1. Remain Calm.
2. Notify the Maintenance Division IMMEDIATELY, dial ext. 2111. Advise the Maintenance Clerk of the exact location and severity of the leak. Indicate if the collection is involved, or if it's in imminent danger. The B&U Foreman will ensure the appropriate response. **Note:** After hours or if no answer at ext. 2111, contact dispatch at ext. 2385 or via radio.
3. Notify your supervisor of the extent and location of the leak, if possible.
4. If there are electrical appliances or electrical outlets near the leak, **DO NOT APPROACH OR STEP INTO STANDING WATER! THIS IS AN ELECTROCUTION HAZARD!**
 - If there is any possible danger, evacuate the area.
 - Block access to the area until maintenance and law enforcement staff are on scene.
5. If you know the source of the water and are confident of your ability to stop it (i.e., unclog the drain, turn off water, etc.), do so cautiously.
6. Be prepared to assist when asked to do so by the Curator in protecting museum objects that are in jeopardy. Take only essential steps to avoid or reduce immediate water damage:
 - Cover large objects with plastic sheeting.

- Carefully move small or light objects out of the emergency area.

EXPLOSION

Chemical accidents, leaking gas, faulty boilers, or motor vehicles can cause explosions.

1. Remain calm.
2. Be prepared for possible further explosions.
3. Crawl under a table or desk.
4. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases and electrical equipment.
5. Follow the instructions of LE staff or the Incident Commander. If evacuation is ordered, proceed to the appropriate assembly area (see map, last page of this section [include a map]).
6. Do not move seriously injured persons unless they are in obvious, immediate danger (such as fire, building collapse, etc.).
7. Open doors carefully. Watch for falling objects.
8. Do not use elevators.
9. Do not use matches or lighters.
10. Avoid using telephones.
11. Do not spread rumors.

Be prepared for fire or power failure to follow explosions.

FIRE

If a fire occurs in your area:

1. Remain calm.
2. **Dial 911 IMMEDIATELY.**
3. If the fire is small, you may attempt to put it out with a fire extinguisher if you have received fire extinguisher training. Do not jeopardize your (or others') personal safety.

4. Never allow the fire to come between you and the exit.
5. Disconnect electrical equipment that is on fire if it is safe to do so. Pull the plug or throw the circuit breaker.
6. Notify your supervisor of the location and extent of the fire, if possible.
7. Evacuate your area if you are unable to put out the fire. Close doors behind you to confine the fire. Proceed to the assembly area (see map, last page of this section [include a map]).
8. Do not break windows. Oxygen feeds a fire.
9. Do not open doors, except to escape. Before opening any door; touch it near the top. If the door is hot or if smoke is visible, do not open the door.
10. Do not use elevators.
11. Do not attempt to save possessions at the risk of personal injury.
12. Do not return to the emergency area until instructed to do so by the emergency personnel.
13. All fires, no matter how small, **must be reported** to the Chief Ranger and the Structural Fire Management Officer (SFMO). The SFMO will complete a Case Incident Report as well as prepare a report using the NPS Structural Fire Incident Reporting System.
14. If you hear the evacuation alarm: Proceed to the appropriate assembly area (see map, last page of this section [include an evacuation map for the building]).

CHEMICAL SPILL

If a chemical spill occurs:

1. Remain calm.
2. If toxic chemicals come in contact with your skin, immediately flush the affected area with clear water. Use chemical showers if available – Shower Locations:
 - Eastside Ranger Station Maintenance Shop
 - Maintenance Garage
 - Maintenance Warehouse
 - Museum Workroom
3. Notify Dispatch IMMEDIATELY at ext. 2385.

4. Notify your supervisor of the extent and location of the spill, if possible.
5. If there is any possible danger, evacuate your area.

If a chemical fire occurs:

1. Remain calm.
2. Dial 911 IMMEDIATELY.
3. If the fire is small, you may attempt to put it out with a fire extinguisher if you have been properly trained. Do not jeopardize your personal safety.
4. Never allow the fire to come between you and the exit.
5. Notify your supervisor of the location and extent of the fire, if possible.
6. Evacuate your area if you are unable to put out the fire. Close doors and windows behind you to confine the fire. Proceed to the appropriate assembly area (see map, last page of this section).
7. Do not break windows. Oxygen feeds a fire.
8. Do not attempt to save possessions at the risk of personal injury.
9. Do not return to the emergency area until instructed to do so by the emergency personnel.
10. All chemical spills and fires, no matter how small, must be reported to the Park Safety Officer.

TELEPHONE THREAT

It is possible, but unlikely, that you might someday receive a threatening telephone call or letter, receive a suspicious parcel, or discover a suspicious object somewhere on the premises.

If you receive a telephone threat:

1. Remain calm.
2. Listen carefully. Be polite and show interest. Try to keep the caller talking, so that you can gather more information.
3. If possible, write a note to a colleague to call Dispatch, or, as soon as the caller hangs up, notify Dispatch at extension 2385.

4. DO NOT call the police yourself. Park LE staff will investigate the incident and notify other law enforcement and public safety agencies as appropriate.
5. After the threat has been made, write down as many details as you can remember. This information will be needed by LE interviewers.
6. DO NOT discuss the threat with other park staff.
7. If evacuation is ordered, proceed to the appropriate assembly area (see map, last page of this section [include an evacuation map for the building]).

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

1. Remain calm.
2. Keep anyone from handling the item or going near it.
3. Notify Dispatch IMMEDIATELY via land-line telephone at ext. 2385. DO NOT USE A RADIO OR CELLPHONE!
4. DO NOT call the police yourself. Dispatch will notify park LE staff to respond.
5. DO NOT discuss the threat with other park staff.
6. Promptly write down everything you can remember about receiving the letter or parcel, or finding the object. This information will be needed by LE interviewers.
7. If evacuation is ordered, proceed to the assembly area (see map, last page of this section).

EVACUATION

In advance, each staff person (NPS and non-NPS), intern, and volunteer should:

1. Understand this evacuation plan.
2. Recognize the sound of the evacuation alarm.
3. Know at least two ways out of the building from your regular workspace, and practice using those exits.

When you hear the evacuation alarm or are told to evacuate the building:

1. Remain calm.

2. Immediately shut down all machines and equipment.
3. Leave quickly.
4. Floor Wardens present in each area are responsible for insuring that all members of their work area evacuate. In addition, every employee should check that all others in that work-space are leaving as instructed.
5. As you exit, quickly check nearby restrooms, copier rooms, closets, etc.
6. Accompany and assist disabled personnel, visitors, and any co-worker who appears to need calm direction or assistance.
7. Take: your keys, purse and /or briefcase. Don't attempt to take large or heavy objects.
8. Shut all doors behind you as you go. Closed doors can slow the spread of fire and smoke.
9. Do not use elevators, but proceed as quickly as possible in an orderly manner. Do not push or shove. Hold handrails when you are walking on stairs. Stay to the right when going downstairs; this allows room for responding firefighters to pass on your left.
10. Once out of the building, move away from the structure and to the assembly area.
11. Meet with other members of your work group and remain in the assembly area. Wait for further instructions from the Incident Commander.

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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/conserveogram/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.