

Emergency Procedures

An emergency can strike any museum at any time. Do the people who work at your place know how to respond immediately? This guide shows you how to develop an emergency procedures flipchart. The model has been developed in consultation with and input from the emergency services.

INSIDE

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- 4 Sample charts

The **immediate** response

This guide looks at how you can inform your paid staff and volunteers of what to do immediately an emergency strikes. This is the initial response. It is stage one in your emergency recovery plan. Stage two involves everything after your initial response.

Knowing your emergency procedures can mean saving lives and, at the very least, preventing damage to valuable collections.

The bigger picture

An emergency recovery plan ensures documentation and systems are in place to respond effectively to an emergency at any museum site.

- See *Preventive Conservation* (Te Papa National Services Resource Guides 5) for help in taking a proactive approach to all matters of protection, safety and security in your museum.
- See *Minimising Disaster* (Te Papa National Services Resource Guides 6) for help in developing your overall contingency plan for emergencies.

Emergency Procedures has been designed to be read in conjunction with these two guides.



The **emergency**

procedures

flipchart

What emergency procedures need to communicate

Emergency procedures must:

- encourage and empower all staff to be responsive
- be simple and clear to understand
- provide a basis for staff training and drills
- recognise cultural issues
- involve established agencies within the community
- provide a framework that encourages the use of common sense.

The flipchart approach

The emergency procedures flipchart included in this guide has been developed by the Museum of New Zealand Te Papa Tongarewa. The approach that led to this form of communication involved substantial research and consultation with emergency services. The model of the flipchart offered here is for you to adapt to your museum's requirements.

WHAT'S MOST IMPORTANT IN AN EMERGENCY?

WHAT HAPPENS FIRST?

YOU NEED TO SET EMERGENCY PRIORITIES.

Why have a flipchart?

A flipchart is a convenient way to convey information to all staff.

- It can be prominently displayed in an accessible place.
- It is a convenient A4 size.
- It is spiral bound and multi-layered for easy access to a topic.
- It is produced on laminated coloured card for increased durability.
- It is easy and cost effective to amend if the content needs updating.

The priorities

The procedures in this guide have been developed around the policy of the Museum of New Zealand Te Papa Tongarewa. This sets the following order of priority for protection:

- visitors and staff
- buildings (that is, protection for collections)
- collections
- property (such as furniture, fittings, computers).

What does the flipchart cover?

The sample charts in the following section go through the flipchart topic by topic as shown in the illustration below. They cover the necessary emergency procedures for all conceivable emergencies, from illness and injury to chemical spills and fire.

Additional information

Please note that the flipchart should be supported with specific notices, for example, wall maps showing where staff should assemble in an emergency to ensure all have been evacuated.

A staff member should also be designated as first point of contact for emergency services. For smaller museums, this is the person referred to in the text as 'security' or 'security personnel'.

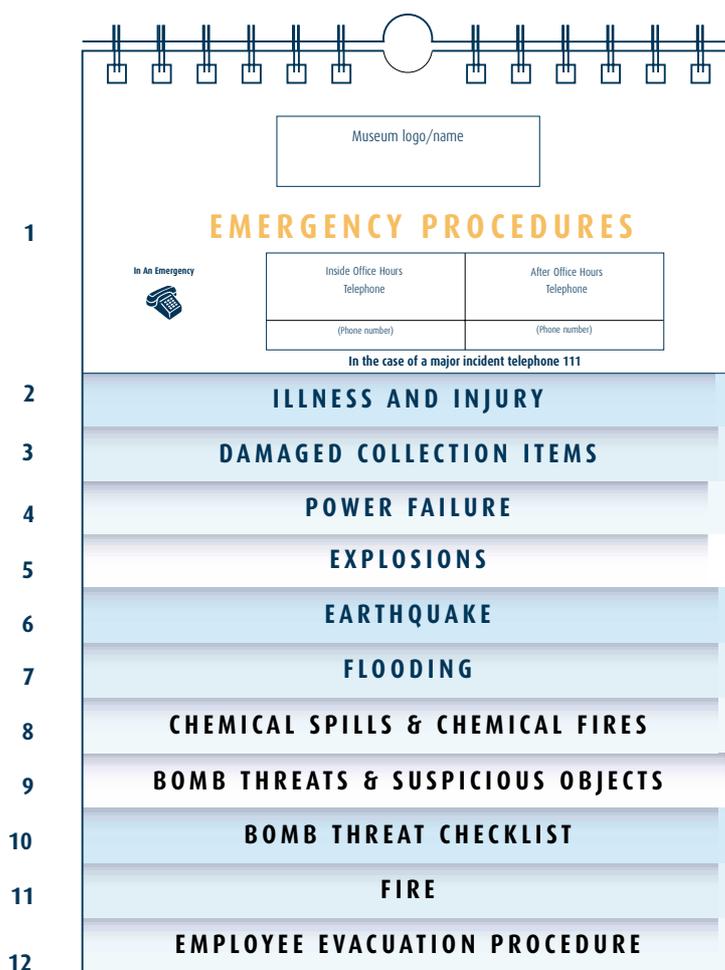
Involve local emergency services in your planning

It is essential to get input from your local emergency services in the development of your contingency plans and emergency procedures.

Spiral bound with hanger for prominent display

Multi-layered for easy access to a topic

Laminated for durability



Personalised with the museum's logo and security numbers

'Plain words' language - clear and easy to understand

Format allows easy and cost-effective amendments

Use of coloured card denotes level of emergency

Sample charts from the flip chart

1

museum logo/name

EMERGENCY PROCEDURES

In An Emergency



Inside Office Hours	After Office Hours
Telephone	Telephone
Security Company (Phone number)	Security Company (Phone number)

In the case of a major incident telephone 111

2

ILLNESS AND INJURY

What to do if a person is ill or injured:

Avoid moving the person	<ul style="list-style-type: none">• Don't move the person unnecessarily, unless the situation is life threatening
Inform Security	<ul style="list-style-type: none">• Telephone Security - numbers are on the front cover
Wait with the person for first aid assistance	<ul style="list-style-type: none">• Security will arrange first aid assistance• Communicate quiet reassurance• Security will call ambulance and other services if necessary• Render first aid only if you are trained to do so
Give help & information	<ul style="list-style-type: none">• Find out the person's name and help to take care of their needs• Give information to the investigating security officer for, or fill in, the accident report

ILLNESS AND INJURY

DAMAGED COLLECTION ITEMS

If collection items are damaged:

- | | |
|-------------------------------|---|
| Initial action | <ul style="list-style-type: none"> • Do NOT move the object • Immediately report damage by telephoning the Manager Collection Services • If you are not sure who to contact, telephone Security. They have a prioritised list of contact names and telephone numbers, and can make a decision about what action to take next • Take an in-situ photograph if possible |
| Guidelines on movement | <ul style="list-style-type: none"> • Do NOT move an item if it is safe where it is • Follow instructions of the appropriate conservator |

DAMAGED COLLECTION ITEMS

POWER FAILURE

If a general power supply failure occurs:

- | | |
|---|--|
| Remain calm | <ul style="list-style-type: none"> • Assist visitors and staff in your area, if required |
| Safety of visitors | <ul style="list-style-type: none"> • Security officers will move through all public spaces with flashlights, escorting visitors to safety • Security officers will secure galleries and storage areas from vandalism, intrusion and fire |
| Unlit areas | <ul style="list-style-type: none"> • Egress areas are lit by emergency lighting units • A torch is kept in each emergency cabinet • Proceed cautiously to an area that has emergency lighting or the nearest exit |
| If you are stuck in a lift | <ul style="list-style-type: none"> • Stay calm • Use the emergency telephone to notify the operator |
| Instructions & possible evacuation | <ul style="list-style-type: none"> • Security will give instructions • If asked to evacuate, proceed to an Assembly Area (Refer to wall map) |

POWER FAILURE

EXPLOSIONS

If there is an explosion:

Remain calm & alert

- Remain calm and be prepared for more explosions
- Evacuate the area, leaving doors and windows open
- Avoid objects that may fall on you (Objects to avoid include windows, mirrors, overhead fixtures, filing cabinets, bookcases and electrical equipment)
- Be prepared for fire or power failure which can sometimes follow explosions
- Be guided by the security officer
- If evacuation is ordered proceed to Assembly Area (refer to wall map)
- Don't move injured people unnecessarily

Things to remember:

Open doors carefully
 Watch for falling objects
 Do not use lifts
 Do not use matches or lighters
 Keep telephone lines free

Possible causes of explosions:

Bombs
 Flammable/explosive objects
 Chemical accidents
 Leaking gas
 Faulty boilers
 Motor vehicles

EXPLOSIONS

EARTHQUAKE

If there is an earthquake:

Take cover

- Take cover under your desk or workstation
- If you are away from your desk, seek shelter in a secure position such as a doorway
- Beware of falling objects such as ceiling tiles and light fittings
- Remain where you are until tremors have ceased

If there is structural damage

- DO NOT RUN FROM THE BUILDING
- Remain where you are until the risk of further tremors or danger from falling objects has ceased
- Make verbal contact with others to identify the severity of the situation
- Follow the instructions of your floor warden

Things to remember

- Life comes before collections and property
- Look after your own safety first
- Keep telephone lines free
- Do not use the lifts
- Avoid 'live' electricity: hanging cables, light fittings, or any metal objects or water that might be in contact with loose wires
- Be careful of using the stairs; they could have been weakened or dislodged by the earthquake

EARTHQUAKE

FLOODING

If a water leak occurs:

Inform Security & remain calm

- Telephone Security - numbers are on the front cover
- Advise them of the exact location and severity of leak
- Indicate whether any part of the collection is involved, or in imminent danger
- Security will call the appropriate people
- Remain calm

Inform manager

- Advise manager of the location and extent of the leak if possible

Beware of electricity

- Use extreme caution around electrical appliances and electric outlets near the leak
- Do NOT stand in water
- If there is any danger, evacuate the building

If water source is known

- If you know the source of the water and are confident of your ability to stop the problem safely, then do so

Give assistance

- Be prepared to assist in protecting objects if requested by Security or the Preventive Conservator
- Take only the essential steps to avoid or reduce immediate water damage:
 - 1 Cover large objects with plastic sheeting
 - 2 Carefully move small or light objects out of the emergency area

FLOODING

CHEMICAL SPILLS & CHEMICAL FIRES

If there is a chemical spill:

- | | |
|----------------------------|---|
| Flush affected skin | <ul style="list-style-type: none"> • Immediately flush the affected area with CLEAN WATER • Use chemical showers if available |
| Telephone Security | <ul style="list-style-type: none"> • Telephone numbers are on the front cover |
| Inform manager | <ul style="list-style-type: none"> • Advise manager of extent and location of the spill, if possible |
| Possible evacuation | <ul style="list-style-type: none"> • If there is any possibility of danger, evacuate your area |

If there is a chemical fire:

- | | |
|--|---|
| Stay calm & inform Security | <ul style="list-style-type: none"> • Telephone numbers are on the front cover • Security will call the Fire Service |
| Extinguish small chemical fires with dry powder | <ul style="list-style-type: none"> • IF fire is small AND you can extinguish it in less than 5 seconds THEN you can put it out with DRY POWDER • Do NOT use water on chemical fires or jeopardise your safety |
| Keep a clear exit path | <ul style="list-style-type: none"> • Keep a clear exit path between you and the fire at all times |
| Inform manager | <ul style="list-style-type: none"> • Advise manager of location and extent of the fire, if possible |
| Evacuate | <ul style="list-style-type: none"> • Evacuate your building • Close doors and windows behind you to confine the fire • Go to Assembly Area (Refer to wall map) |
| Things to remember: | <ul style="list-style-type: none"> • Do not break windows • Oxygen feeds fire • Do not attempt to save possessions at the risk of personal injury • Do not return to the emergency area until instructed to do so by Security • Report chemical spills and fires to Security |

CHEMICAL SPILLS & CHEMICAL FIRES

BOMB THREATS & SUSPICIOUS OBJECTS

If there is a telephone threat:

- | | |
|----------------------------------|---|
| Listen carefully | <ul style="list-style-type: none"> • Remain calm, be polite and show interest • Try to keep the caller talking • Gather information • Refer to the bomb threat checklist (see next page) |
| Pass message to colleague | <ul style="list-style-type: none"> • If possible, write a note to a colleague asking them to:
Tell Security
Pass you a bomb threat checklist |
| When caller hangs up | <ul style="list-style-type: none"> • Inform Security - numbers are on the front cover Security will call the Police • Write out a bomb threat report promptly
(All the details that you can remember, for use by Security and Police) • Do not discuss the threat with other staff • Follow the advice of Security • Evacuate the building if instructed |

If there is a suspicious parcel or suspicious object:

- | | |
|-----------------------------------|--|
| Keep people back | <ul style="list-style-type: none"> • Remain calm • Do not handle or go near a suspicious parcel or object |
| Inform Security | <ul style="list-style-type: none"> • Telephone numbers are on the front cover
Security will call the Police |
| Record details | <ul style="list-style-type: none"> • Write down all the details that you can remember
(they will be used by Security and Police) |
| Observe safety precautions | <ul style="list-style-type: none"> • Do not discuss the threat with other staff
Be guided by Security • If evacuation is ordered, proceed to Assembly Area (Refer to wall map) |

BOMB THREATS & SUSPICIOUS OBJECTS

BOMB THREAT CHECKLIST

REMEMBER - KEEP CALM & DON'T HANG UP!

Write down the threat:

- Note EXACT wording

Ask the caller these questions:

- | | |
|------------------------------------|--|
| 1 When will the bomb explode? | 6 Where did you put the bomb? |
| 2 What does the bomb look like? | 7 Are you familiar with the area? |
| 3 What kind of bomb is it? | 8 Why did you place the bomb? |
| 4 What will make the bomb explode? | 9 What is your name? |
| 5 Did you place the bomb? | 10 Where are you? What is the address? |

The caller's voice, features to note:

- | | |
|----------------------------------|---------------------------|
| • Accent (specify) | • Well spoken? |
| • Any impediment (specify) | • Incoherent? |
| • Voice (loud, soft) | • Irrational? |
| • Speech (fast, slow) | • Taped? |
| • Diction (clear, muffled) | • Message read by caller? |
| • Manner (calm, emotional) | • Abusive? |
| • Do you recognise the voice? | • Other features? |
| • If so, who do you think it is? | |

Note any background noises. For example:

- | | |
|-----------------|----------------------------|
| • Street noises | • Music |
| • House noises | • Machinery |
| • Aircraft | • Other noises |
| • Voices | • Local call/Long distance |

Caller's age and sex:

Note sex of caller and estimated age

About the call, note:

Date, time, length, number called, receiver

BOMB THREAT CHECKLIST

FIRE

If there is a fire:

Activate fire alarm

- Remain calm and activate the nearest fire alarm

Evacuate your building

- Upon hearing a fire alarm evacuate your building
- Proceed to an Assembly Area (Refer to wall map)

Useful things to know:

Confining fire

- Oxygen feeds fire
- Close doors, do not open windows

Hot or smoking doors

- Do NOT open HOT or SMOKING doors
- Before opening any door, touch it near the top
- IF door is hot or smoke is visible do NOT open the door

Leaving the building

- Keep a clear exit path between you and the fire
- Do not use lifts
- Do not return unless advised to do so by Security

Small fires

- If a fire is small then attempt to put it out with a fire extinguisher of the CORRECT TYPE

All fires, no matter how small, must be reported to Security

If fire alarm rings, immediately proceed to Assembly Area (Refer wall map)

FIRE

EMPLOYEE EVACUATION PROCEDURE

Be prepared

In advance, each staff person & volunteer should:

- Understand this evacuation procedure
- Recognise the sound of the evacuation alarm as the continuous sound of either a siren or bells
- Know at least two ways out of the building from your regular workspace
- Know the location of your nearest fire alarm and exit

(write in location)

Evacuation alarm

If you hear the alarm or are asked to evacuate the building:

- Remain calm
- Immediately shut down all machines and equipment
- Leave quickly

Everyone must evacuate quickly

- The warden present in each area is responsible for ensuring everyone in their area evacuates
Please assist by following the warden's instructions
- As they leave, staff should check that others in the workspace are also leaving
- You may take your car keys, purse and/or briefcase
- Do not take large or heavy objects
- Assist anyone who may be in need of calm direction, or physical assistance

As you leave

- Shut all doors behind you as you go
(Closed doors slow the spread of fire, smoke and water)
- Do not use lifts
- Proceed as quickly as possible in an orderly manner, without pushing or shoving
- Hold handrails when you are walking on stairs

Once out of the building

- Move away from the structure
- Proceed to Assembly Area (Refer to wall map)
- Meet with other members of your department and remain in the Assembly Area
- Wait for further instructions

EMPLOYEE EVACUATION PROCEDURE



Acknowledgments and further information

The charts shown in this guide are adapted from the Museum of New Zealand Te Papa Tongarewa emergency procedures flipchart. Te Papa National Services acknowledges the assistance of Tony Clarke, Preventive Conservator Museum of New Zealand Te Papa Tongarewa, in the development of this resource guide.

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For further information or to discuss training opportunities related to this topic, please contact:

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