



EMERGENCY RESPONSE CARD

RESPONSE STEPS

If the emergency involves people, call 911 first!

1. Safety first. Stop, look, and listen. Be alert to hazards.
2. Be calm. Be flexible. Be deliberate. Consult your disaster plan.
3. Alert the proper authorities at your institution. If this is a major disaster – e.g., fire, explosion, flash flood – sound the alarm and then alert the proper authorities.
4. Make sure all staff and visitors are safe.
5. Secure the area.
6. Find and eliminate the cause of the problem.
7. Eliminate hazards. Leave structural, electrical, chemical, and other major threats to health and safety in the hands of emergency service personnel.
8. Contact your organization's insurance agent.
9. Assemble the Response Team at a safe place.
10. Establish and implement security procedures for buildings and grounds.
11. Before reentering the building, obtain safety clearance from the first responders.
12. Assess the extent of the damage with the insurance agent unless you are given permission to proceed without the agent.
13. Inspect the damage to buildings, grounds, and collections. Work in pairs and wear appropriate protective equipment.
14. Assess and document the damage. Take lots of photos! Refine your response steps accordingly.
15. Decide whether your organization can handle the situation alone or whether it needs outside assistance. See reverse side for emergency assistance numbers.
16. Assemble and allocate needed supplies and equipment.
17. When it is safe to do so, protect priority collections and records from further damage, or move them if necessary.
18. Stabilize the temperature and humidity in collections areas. Address breaches in the building envelope.
19. Make a flexible salvage plan and organize response and salvage areas, off site if necessary.
20. Gather and/or purchase additional supplies, equipment, and services as needed.
21. Begin salvage.
22. Contact news media.
23. Report status to constituents.
24. Pace yourself. Be calm. Be flexible. Be deliberate.

www.mass.gov/mblc/costepma

Based on Heritage Preservation's Field Guide to Emergency Response and the Council of State Archivists' Pocket Response Plan™ (PReP™).

COSTEP MA has tried to ensure that this information reflects best practices in the preservation and emergency management fields. However, COSTEP MA does not warrant or guarantee the accuracy or sufficiency of the information provided and assumes no liability for any loss or damage caused by errors or omissions in this publication.

EMERGENCY ASSISTANCE NUMBERS

If the emergency involves people, call 911 first.

If you have a **COLLECTIONS EMERGENCY**, contact a 24/7 disaster assistance hotline:

Northeast Document Conservation Center (NEDCC) (855) 245-8303

NEDCC staff provides free telephone advice to institutions and individuals when an emergency occurs. This service, which does not normally include on-site assistance, is made possible by a grant from the National Endowment for the Humanities.

Gregor Trinkaus-Randall

Preservation Specialist

Massachusetts Board of Library Commissioners (MBLC) (617) 725-1860 x236 or (800) 952-7403 x236 (in-state)

The MBLC provides both telephone and on-site assistance, when appropriate, following a disaster. If MBLC staff assistance is unavailable, call NEDCC at the number above.

American Institute for Conservation Collections

Emergency Response Team (AIC-CERT)

(202) 661-8068

Volunteers trained as "cultural first responders" provide emergency advice and referrals by phone to cultural institutions. Requests for on-site assistance are forwarded by the volunteer on call to the AIC-CERT Coordinator and Project Director for response. This service is made possible by a grant from the Institute of Museum and Library Services.

If the emergency exceeds your ability to respond quickly and effectively, contact a **DISASTER RECOVERY VENDOR**:

Polygon

James Gilbert

Sales Director, Document Restoration Services

15 Sharpner's Pond Road - Building F

North Andover, MA 01845

24/7 phone: (800) 1-CAN-DRY (800-422-6379)

Mobile: (978) 844-2532

James.gilbert@polygongroup.com

www.polygongroup.com/us

BELFOR Property Restoration

Cleighton Tourtellotte

Contents Coordinator, Document Recovery Specialist

138 Bartlett Street

Marlborough, MA 01752

Office: (508) 485-9780 • Mobile: (774) 217-0227

cleighton.tourtellotte@us.belfor.com

www.belfor.com

BMS CAT - New York Regional Office

75 Maiden Lane, Suite 212

New York, NY 10038

Phone: (800) 433-2940

newyork@bmscat.com

www.bmscat.com

If your institution is in a **COMMUNITY-WIDE INCIDENT**, contact either co-chair of **COSTEP MA**:

Gregor Trinkaus-Randall

Preservation Specialist

Massachusetts Board of Library Commissioners

(617) 725-1860 x236 or (800) 952-7403 x236 (in-state)

Michael Comeau

Executive Director, Massachusetts Archives

(617) 727-2816

My Cultural Triage Officer

Name: _____

Phone: _____

My Emergency Management Director

Name: _____

Phone: _____