MIDDLETOWN MUSEUM

Disaster Plan

Copy number [ ] of [ ]

To be kept at:

If found please return to The Museum Manager, Middletown Museum, High Street, Middletown, XX00 XXX.

Please note that this is an example – it will need to be moulded to your institution's specific requirements, either through addition or being reduced.

For further information, please contact HDRS at info@hdrs.co.uk

Middletown Museum Disaster Plan

Contents Page number

1. INTRODUCTION

1.1. Definition of a disaster

A disaster is any unforeseen event which causes damage to or may potentially cause damage to any part of the fabric of the building or to its holdings. The most serious threats arise from fire or flood which can emanate from various sources. Other threats arise from terrorism, vandalism, theft, gas leaks or infestation.

1.2. Aim of the disaster plan

It is intended that the plan will provide procedures and basic guidelines to be followed in the event of a disaster caused by fire, flood or bomb, enabling Disaster Control Team Members to act swiftly to minimise damage to the buildings and holdings.

The Museum is committed to ensuring the safety and security of its staff and the public at all times. As such, this plan is coupled with a risk management program to reduce the likelihood of an emergency incident.

At no stage is any member of staff or volunteer expected to put themselves in danger in a salvage situation. The Museum will ensure that health and safety is properly assessed and adequate personal protective equipment is provided.

1.3. Circulation of the plan

Copies of the plan are held in the following locations
In the building

- A
- B
- C

Personal copies are held by all the team members at home which they will be expected to bring in if called in outside office hours. These copies should be kept in a secure location given the inclusion of sensitive information in this plan (building plans, contact details, priority lists etc).

Copies are also lodged at the local library at the issue desk and at x museum at reception. A copy has been lodged at the local fire station.

Each member of staff has a copy of the basic summary page (appendix 11)

Everyone who uses the building should be informed of procedures, including cleaning staff, security and contractors.

1.4. Updating and version control

This plan is version 1, issued in March 2006. A review will be conducted in March 2007, or after any activation of the plan in the interim period. Before issue of future version (versions 2, 3 etc), previous copies will be recalled in order to ensure that only one version of the plan is in circulation at any one time. The review will be conducted by the Collections Manager.

1.5. Training

Disaster Control Team members will receive training in the contents and purpose of the plan within the first two months after issue, and annually thereafter. Museum staff and volunteers will receive basic training in what to do in the event of an emergency thereafter. This basic training will be extended to new personnel as necessary. The responsibility for organising training will be the Collections Manager.

1.6. Improvements to plan

Any suggestions for the improvement of the plan will be welcomed and should be directed to the Collections Manager.

2. INCIDENT MANAGEMENT TEAM

In the event of a large incident, the following personnel have been allocated the following roles in order to manage the incident. It is important that tasks are delegated and split up to prevent one person trying to manage the entire operation.

Obviously in the event of a small incident, it will not be necessary to activate the entire plan and the entire Disaster Control Team. The Disaster Control Co-ordinator should decide which members of the Control Team to involve.

If the principal person in this role is unavailable, the deputy should fill in.

Disaster Control Co-ordinator – insert name
Deputy – insert name

- Incident co-ordination and overall site manager. Co-ordinates response; liaises with outside services; deals with suppliers and wider organisation; communication and team liaison; takes overview

Building Recovery – insert name
Deputy – insert name

- Removal of excess water; health and safety; provision of logistical support; organises rest breaks and areas and refreshments for staff

Salvage Manager – insert name
Deputy – insert name

- Prioritising, moving to temporary storage, documenting, sorting and treating salvaged objects

Service continuity / PR – insert name
Deputy – insert name

- Deals with media, provides information for users, determines re-opening strategy etc

Other personnel will be required to assist, particularly with salvage and moving damaged items.

[REMEMBER – roles may be combined/renamed, but it is important to ensure that all tasks relevant to you are allocated to somebody, and that in a medium – large incident one person is not trying to control the entire salvage operation.

If yours is a small museum, try having a Disaster Recovery Co-ordinator and a Salvage Manager, with the DRC taking on the roles of Building Recovery Manager and PR].

3. PROCEDURES FOR INITIAL ACTION ON DISCOVERING AN INCIDENT

DURING OPEN HOURS

Fire

- The fire alarm should go off automatically. If for any reason it does not RAISE ALARM immediately - break the glass of the nearest fire point.
- Only tackle a small fire if you have had training, feel confident enough and are sure of which type of extinguisher to use. If efforts are not immediately successful, leave building at once.
- Never allow the fire to come between you and the exit.
- Do not break windows unless you have no other option – oxygen will feed the fire.
- Do not use lifts.
- Follow the evacuation procedures as normal.
- A telephone call to 999 should be made from the assembly point outside the building to ensure that emergency services are on their way (do not delay your exit to collect a mobile telephone).
- Only re-enter the building when emergency services and x have confirmed it is safe to do so. *If you are in a council environment, this will be from the Safety Office. If you are an independent, the insurers may need to be contacted for a surveyor. Whoever is responsible for health and safety needs to make this call.*
- Contact Disaster Control Co-ordinator and the Disaster Control Team.
- Liaise with the Fire Brigade until the arrival of the Disaster Control Co-ordinator.

Flood

- Alert the Disaster Control Manager or Duty Manager.
- Assemble rest of Disaster Control Team unless incident is very small.
- If there are electrical appliances or outlets near the leak, do not approach or stand on standing water – electrocution hazard.
- Attempt to ascertain the source of the water and deal with if possible (e.g. turn off stop cock, turn off tap etc). Obtain assistance from Facilities if necessary.
- Protect collections in danger of becoming wet – move or shield with polythene sheets.
- If large quantities of water are escaping, the Fire Brigade/emergency plumber should be contacted.
- If the quantity of water is controllable, obtain wet-vacuum cleaners, mops and buckets to absorb the moisture.

River Water Flood Warning

- Alert the Disaster Control Manager or Duty Manager.
- Contact Floodline 0845 988 1188 or www.environment-agency.gov.uk/floodline for authoritative advice.
- Turn off gas, electricity, and water supplies at mains (do not reconnect after flooding until checked by accredited person)
- Unplug all electrical items and move to higher area

- Move priorities offsite/higher
- Empty cases if possible and move drawers
- Raise items on bricks or blocks
- Leave internal doors open
- Weigh items that cannot be moved down/tie together
- Move kit/disaster plan/catalogues offsite
- Arrange for nightwatchman for security.
- Limit entry of water with sandbags/plywood or metal sheeting on outside doors, window frames and airbricks until waters recede. Use silicone sealant to increase resistance
- Put plugs in sinks, lid down on toilet and weigh down with heavy object.
- Weigh down manhole covers
- Move any dangerous chemicals which may contaminate flood waters further

Utility Failure

- Remain calm
- Open all blinds/curtain to receive more outside light.
- Provide assistance to visitors and staff in your area.
- Torches can be found at x.
- If you are in an unlighted area, go cautiously to an area that has emergency lighting (although the emergency lighting should come on).
- Alert the Disaster Control Manager.
- If the telephones are working, report the failure using the numbers in Appendix E or report to Facilities.
- Disaster Control Manager will decide whether to evacuate the building.
- Ascertain if there is anyone in the lift. Call fire brigade and lift company (telephone numbers in appendix E).

Bomb / Suspect Package

- Report the discovery immediately to the Disaster Control Co-ordinator.
- The Co-ordinator will inspect the suspicious item and contact Police on 999 and take advice as to whether to evacuate building.
- If evacuation is recommended, sound the fire alarm.
- Members of staff and public should leave the building in accordance with evacuation procedures.

OUTSIDE OPENING HOURS

If you discover a problem with the building

- Do not attempt to enter the building alone, even if you believe the building or holdings to be under threat. Remember that safety is of paramount importance.
- Contact the Emergency Services if necessary.
- Contact the Disaster Control Co-ordinator, referring to the call-out trees in appendix A. If you cannot contact this person, attempt to contact either the Salvage Manager, Building Recovery Manager or the PR Manager or their deputies.

- Liaise with the Emergency Services upon arrival until the Disaster Control Co-ordinator arrives.
- Ensure that the Fire Brigade are informed of the building contents and priority locations as they brief you.

If you are informed of a problem with the building.

- Outside of opening hours, a problem with the building is likely to be reported to the keyholders (names lodged with alarm company and fire brigade).
- Keyholder should either redirect call to DCC or obtain as much information as possible.
    - What has happened / Where is the damage / Who is on site / Who has been contacted?
    - Is the normal meeting point okay?
    - Advise caller on what to do until you arrive (where to find priority lists, liaise with emergency services until your arrival)
- Based on information given, the DCC should decide which other members of the Control Team to notify (if middle of night, alert senior staff only to make an initial assessment).
- Advise those called in of the assembly point and to bring
    - Their copy of the plan
    - Money & ID
    - Keys and telephone
    - Warm clothes and stout shoes
    - Glasses rather than contact lenses
    - Flask and something to eat
    - Don't talk to press on arrival
    - Equipment they may keep at home

4. INCIDENT ASSESSMENT AND REACTION

Potential emergencies

Scale of incident	Utilities affected	Can you remain open?	Materials affected	Staff required	Resources needed
Minor (leaks from roof, etc)	Power operational, incident isolated.	Probably	Small quantity, easily air-dried or frozen.	Salvage Manager + Curatorial staff. Conservator by phone for reference.	Internal supplies should be sufficient
Moderate (burst pipes, sewer back-up)	Power may be disconnected for safety.	Close for one day to concentrate on clear up. Re-open when power back on and immediate salvage dealt with	Moderate to large quantities – likely to need freezers. Some items to be air-dried onsite	Extra staff needed, to work under the Salvage Manager. Activate Disaster Response Team. Conservator onsite if poss.	In house + additional supplies acquired, and cold storage. Inform insurers.
Major incident (fire, water-main burst etc)	Power unlikely to be working in building	Unlikely.	Large quantities that need freezing. Security and environment issues for undamaged stock.	Activate Disaster Response Team in readiness for access to buliding. Salvage to being after thorough risk assessment. Conservator to be brought onsite	In-house supplies plus additional supplies acquired. Co-operation with neighbouring institutions

On arriving at the disaster scene, the Disaster Recovery Co-ordinator should

- Get report from first responder
- Liaise with emergency services
    - Discuss priority material
- Contact institutional services *(if council)* for assistance
- Determine when access will be possible and of health and safety arrangements concerns
- Assess the scale
- Take steps to protect undamaged stock
- Set up a control point
- Call in other staff as necessary
    - Appoint Salvage Manager, a Building Recovery Manager and a PR Manager as per plan

If access is not yet possible

- Based on the briefings from the emergency services, prepare response as necessary, alerting suppliers and making administrative arrangements.
- Stand down Disaster Control Team staff not required for preparing response until access to site is allowed.

If access is possible

- Disaster Control Co-ordinator, Salvage Manager, Building Recovery Manager should conduct a site tour and use appendix J to record damage.
- Upon completion of assessment, the salvage strategy should be determined.
- Each Manager should use their checklists and determine what actions are required (see appendix x).
- Key actions will include
    - Access to building and pumping out standing water and dehumidify
    - Risk assessment, identification of necessary personal protective equipment (gloves, hard hats, safety boots etc)
    - Emergency lighting for affected areas.
    - Arrangement of sorting/temporary storage / emergency accommodation
    - Agree areas for work (start with first floor, then ground?)
    - Determining priorities for salvage
    - Determining whether it will be necessary to shut the museum
    - How available personnel can be utilised and to split into teams.
    - Provision of refreshments for personnel
    - What equipment / suppliers will be necessary for the salvage operation
    - Whether to contact your insurers.
- Disaster Control Team members should be briefed before they started work and provided with appropriate PPE as per the risk assessment. Regular rest breaks should be taken.
- Disaster Control Co-ordinator, Salvage Manager, Building Recovery Manager and PR Manager should meet at regular intervals to update on the salvage progress.

5. GUIDELINES FOR DISASTER CONTROL CO-ORDINATOR

General purpose – to facilitate recovery operation and provide administrative support to Salvage Manager and Building Recovery Manager

- Stay in the Control Point and facilitate recovery
- Liaises with the emergency services
- Arranges for necessary personnel to be contacted
- Ensure a risk assessment is carried out and area made safe, oversee safety and care for staff
- Call Insurers and liaise with the Loss Adjuster
- Manage finance issues – paying for supplies, arranging funding
- Manage calling in suppliers
- Contact other institutions for assistance
- Keep log of staff time spent on incident and decisions made
- Photograph salvage
- Arrange for refreshments, rest-areas, first-aiders etc

6. GUIDELINES FOR BUILDING RECOVERY MANAGER

General purpose: facilitate recovery in a practical sense, providing logistical support and ensuring that the building is accessible and secure.

- Provide risk assessment and determine and distribute PPE
- Make salvage area accessible and safe for work as far as possible
- Arrange for water to be pumped out etc
- Arrange for utilities to be switched off
- Remove electrical items once power turned off
- Remove wet non-collections material from affected area (carpet tiles, furniture etc)
- Protect areas not affected but in danger with polythene sheeting
- Access control to site - set up register.
- Arrange generators, lighting, dehumidifiers etc
- Cover gaps with tarpaulin
- Provide logistical support to salvage (lifters/shifters)
- Determine requirement for external support – glaziers etc and ask DCC to arrange
- Determine risk of secondary damage and take steps to control environment (ask DRC for dehumidifiers)
    - Humidity should be below 60%rH
- Security of objects in temporary storage areas
- Find space required for salvage, storage etc
- Arrange for security of building during recovery operation

7. GUIDELINES FOR SALVAGE MANAGER

General purpose: To arrange and carry out the salvage operation for the damaged items from the incident, including salvage, moving, sorting and treatment.

- Set salvage schedule based on agreed priorities
- Set up treatment areas with emergency equipment
- Establish priorities per floor/damage area and appoint the groups working there
- Brief all personnel on appropriate handling techniques and the do's and don'ts of salvage.
- Start salvage when Building Recovery Manager has made salvage area safe for work.
- Set up
  - Salvage Team
  - Sorting Team
  - Treatment Team
  - Stabilising / Packing Team
- Organise the logistics / moving / sites of recovery, salvage, packing with BRM – will assistance be required?
- What items will be best left in situ (fragile/large) and provide in-situ treatment for these (apply principles of air-drying in affected area)
- Determine the treatment options for all damaged items
- Work out how to use suppliers best with your own personnel
- Set documentation procedure
- Break-out equipment required and monitor usage - establish if more is needed
- Ensure regular breaks are taken (1.5 hours maximum), that PPE is worn and that particularly difficult tasks are shared
- Determine if shift system is required

8. GUIDELINES FOR PR MANAGER

General purpose: to control the flow of information about the incident to interested parties, including members of the public, friends of the museum and the press. To try to restore the Museum's service as soon as possible.

- COMMUNICATE! Update website/of the situation & keep everyone informed, having agreed what will be said.
- Issue press statement as per appendix H.
- Restore basic administration – phones – offers of help need to be received! Refer to information on utility companies in appendix E.
  Arrange divert of many incoming line with BT.
- Brief team members on what to say.
- Put up notice on door informing what is happening
- Can any activities be transferred to other buildings?
  - e.g. temporary exhibition in local library
- Make contact with partner organisations to activate reciprocal arrangements
- Use media to make appeals for help where appropriate

9. SALVAGE GUIDELINES

There are four key activities for the salvage of damaged objects.

SALVAGE
SORTING
TREATMENT
STABILISING / PACKING FOR FREEZING

Salvage

- The main priority will be to rescue the material as quickly as possible.
- The Salvage Manager should set the areas for work.
- Salvage Team members may assist the Building Recovery Manager to clear up excess moisture before salvage begins.
- Items should not be sorted at this stage, but at the sorting area.
- Items should only be removed when all members have been briefed and the reception area is set up.
- Protect unaffected material with polythene sheeting.
- Clear floor areas first to prevent further damage and to ensure safety of team members (likely to be most badly affected material).
- Clear high priority items first, thereafter systematically, ensuring that a record is kept as far as possible of where material comes from.
- Use minimal force to pull out tightly wedged material. Two people may be needed.
- All material should be left as it is found – open, closed, dirty.
- Move items into crates where possible to reduce risk of damage through direct handling.
- If items are in cabinet drawers, remove the entire drawer rather than the individual items where possible.
- If the items are boxed, do not unpack, but take entire box to sorting area (placing in crates if box is too weak

  <u>Equipment</u>
  PPE as required
  Crates
  Trolleys
  Wet vacuum
  Mops and buckets
  Waterproof markers
  Bubble wrap
  Labels for crates
  Polythene sheeting
  Bin liners
  Torches and emergency lighting

Sorting

- A good deal of spaced will be required for this task
- Any material which is in boxes, drawers or an enclosure should be checked immediately – it may be that the contents are not wet. If so, remove these into a new box or temporary crate, together with the original box label. This will prevent these items from needing further treatment.
- Team members will be required items into different categories of damage, where possible by type of collection
    - Undamaged material
    - Wet material /Saturated which can be frozen
    - Wet material / Saturated which cannot be frozen
    - Minor water-damage
    - Fire Damage only (not wet)
    - Mould damaged material
- If there is a large mixture of damaged material, it may be sensible to freeze collections where possible in order to concentrate on those items which require immediate attention and cannot easily be stabilised.
- A cataloguing system should be set up and implemented so that items can be tracked and monitored.

- **Undamaged items** should be kept together, protected and placed in a safe area

- Items that have received **fire damage only** should be kept together, protected and placed in a safe area. They can be treated later.

- **Minor water damage** should be passed to the treatment team.

- Items which are **saturated and can be frozen** should be sent to the stabilising/packing team (please refer to individual treatment guidelines for objects).

- Items which are **saturated and cannot be frozen** (see list on page x) should be passed to the treatment team.

- **Mould damaged material** should be sent to the stabilising/packing team.

    Equipment
    PPE
    Trolleys
    Crates
    Waste bins
    Tables
    Damage Lists
    Polythene sheeting
    Clip boards
    Waterproof pens
    Pencils

Treatment

- A good deal of space will be required for this task
- This is required for material which has received minor water-damage or saturated items that cannot be frozen.
- The Salvage Manager will designate an area for air-drying.
- Use fans and dehumidifiers to assist drying, but not too near the items and do not apply heat.
- Some items should be dried slowly – here, do not apply fans. These include wooden objects but see appendix F for more information.
- Use hand-held water sprays or sinks with a gentle stream of water, if necessary to remove surface deposits if possible, but do not rub or brush material. If possible
- Cover table tops with sheets of polythene, then blotting paper. If the sheets of polythene fall to the ground and can be secured, the bottom space can be used as a wind-tunnel.
- Lay items for drying flat on the table tops, absorbing excess moisture with sponges where possible.
- Change bottom layer of blotting paper as it becomes sodden.
- Interleave within the item with blotting paper/newsprint to increase absorption if possible.
- Lines can also be used to dry single sheet items such as photographs, textiles etc.
- Do not attempt to separate material that is found stuck together – a trained conservator may be required.
- Items that do not appear to be drying successfully after 24 hours and which cannot be frozen should be placed in polythene bags to keep the moisture in, air excluded as far as possible, and then dried when the drying team have more time.
- Return empty rates to salvage team

<u>Equipment</u>
Tables
Sponges
Polythene sheeting
Blotting paper
Scissors
Dehumidifiers
Fans
Plastic aprons
Kitchen roll
Water spray

Stabilisation/ Packing Team

- Items which are thoroughly wet and cannot be air-dried should be frozen, except the items which appear on the list in appendix F.
- Excess moisture that can be drained should be removed (liquid water in archive boxes should be removed through making a small hole in the bottom of the box, not through tilting the box)
- All items to be frozen should be bagged or wrapped in polythene where possible.
- Items should be transferred to crates where possible.
- Some items which cannot be frozen can be kept wet. Use solid crates for this purpose.
- Specific guidance on packing for freezing is contained per item in appendix 6

<u>Equipment</u>
PPE
Crates
Strung tags
Polythene bags
Release paper.
Pencils
Trolleys

10. AFTER SALVAGE

The aim of the salvage operation will be to recover and return the affected area and its contents to normal as soon as possible.

Allocate one person to co-ordinate the insurance claim (usually Disaster Control Co-ordinator)

Damaged shelving, furniture and floor covering should be removed and replaced.

Regular monitoring of temperature and relative humidity must be maintained – use of dehumidifiers and fans may be necessary. The area should be kept well ventilated.

To inhibit mould growth, walls, ceilings, floors and shelving may have to be washed with an anti-fungal solution as well as environmental control with dehumidifiers.

Reshelving, redecorating and recarpeting should wait until the conditions have stabilised.

Do not reshelve air-dried material immediately – keep separately for a period of a month to ensure that no mould growth has developed.

Before reshelving, consider modification of storage/display if there is a possibility of recurrence (raise shelving higher from floor, box items with high quality boxes)

A meeting should be arranged with all personnel involved in the recovery process to discuss the successes and failures of the reaction.

Consider whether counselling is necessary for personnel who were involved in the recovery effort.

Contact those who were involved in the salvage operation are thanked.

Appendix A - Internal Contact Lists

Senior Management Team - can be contacted at any time in the event of an emergency in the museum. Contact Catherine Jenkins first, and if unsuccessful, continue down the list. Refer to the list on page x to remind personnel on what to bring with them.

Consider arranging in a cascade.

Name	Internal	Home	Mobile	Travel time	Travel method
Catherine Jenkins – Disaster Control Co-ordinator				30 minutes	Car
Peter Bayliss – Building Recovery Manager				5 minutes	Walk
Norman Peterson – Salvage Manager				1 hour	Train in day, Taxi at night.
Shirley Courtney – PR Manager				20 minutes	Car

Additional personnel / Disaster Reaction Team Members these people have volunteered to assist in the event of any emergency within the museum. They should only be contacted if a member of the senior management team authorises this.

Name	Internal	Home	Mobile	Travel time	Travel method

Contacts within our organisation – *relevant if you are in a council and can call on a facilities or estates department in the event of an emergency*

Facilities helpdesk – 24 hours – xxxxx xxxxxxx

Insurance Manager – Peter Seagrave –xxxxx xxxxxx

Head of Museums and Heritage – David Green – Mobile

Appendix B - Priority Lists

Remember to consider value, ease of replacement, rate of deterioration when wet, how easy the item is to move. The tables are illustrative.

Priority Level One

These items must be salvaged as a matter of highest priority. Their location should be indicated by a fluorescent sticker on the box or on the shelf in front of them, or if on display, on the bottom of the case next to the information card. Priority items are shown on the floor plans in appendix 3.

Floor	Item	Location
Basement	Hughes collection	Shelf mark 23/256. Second case from door on the left.
	Card catalogue	In middle of room
Ground Floor	Medals in cases	Case 2, 4
First Floor	Gibson bequest	Shelf marks 34/2335 - 2323.

Priority Level Two

These items must be salvaged after Priority Level One. Their location should be indicated by a red sticker on the box or on the shelf in front of them, or if on display, on the bottom of the case next to the information card. Priority items are shown on the floor plans in appendix 3.

Floor	Item	Location
Basement	Harris collection	Filing cabinet, second drawer from top
Ground Floor	Taxidermy	Case 5,6,7
First Floor	Archival papers in boxes	Boxes 1-34, 56-78.

Other materials

After the salvage of priority level one and two, all other items must be salvaged on the basis of how badly damaged they are and how quickly they are likely to develop mould. The salvage strategy will be made by the Disaster Control Co-ordinator and Salvage Manager based on the type and scale of incident.

APPENDIX C – FLOOR PLANS

Insert here floor plans of the museum of each floor showing all pertinent information that will assist those involved in salvage. These do not need to be to the level of an architect's drawing but can be produced in MS Powerpoint as a guide.

Include information like:

- *Power points, mains electricity cut off, stop cock, gas cut off*
- *Emergency exits*
- *Priority items*
- *Sketch of location of racking/cabinets*
- *Emergency equipment location*
- *Toilets and sink*

APPENDIX D - DISASTER RESPONSE EQUIPMENT KIT

Remember, you don't need to have everything on this list in your store – it depends on your level of risk and the types of collection. If you choose to have no kit, write a list of potential sources of the equipment (e.g. mops and buckets to be obtained from cleaners cupboard, tools to be obtained from the Curator's own personal box. Basic equipment must include polythene sheeting, gloves, blotting paper or newsprint, all of which can be obtained cheaply. Remember, your ability to start salvage will be hindered if you cannot obtain adequate PPE.

Disaster Kits
The locations of these stores (which are clearly marked `Disaster Response Equipment') are:

A
B
C

If you can only have one, try to keep it in an outhouse in a portable bin (like a laundry bin with wheels) so that it's not caught up in the same incident, or at ground floor level near the point of entry. It must be kept secure to avoid pilfering! Don't keep disaster equipment in your basement.
Each kit contains:

Stationary
- Pens (ball-point)
- Pens (waterproof)
- Clipboards A4
- Paper pads A4
- Notebooks (spiral bound)
- Parcel Tape
- Waterproof cloth tape
- String
- Tags (waterproof)

Cleaning Materials
- Absorbent cushions
- Buckets
- Mops
- Wringers
- Sponges
- Yard Brushes
- Refuse sacks
- Rags

Protective Clothing
- Aprons
- Coveralls
- Dust Masks
- Fluorescent waistcoat
- Gloves
- Gloves (rubber)
- Gloves (leather)
- Goggles
- Overshoes
- Safety helmets (1 red)

Tools
- Tool box containing: hammer
- Screw drivers, pliers, hatchet,
- Knife, crow bar
- Flood light & spare bulb
- Head torches
- Torches

- Extension lead
- Scissors

Miscellaneous
- Polythene sheet (25 m x 4 m)
- Rope
- Fire blankets
- First Aid kit
- Fold flat boxes
- Polythene bags (various sizes)
- Blotting paper
- Silicone release paper

Additional salvage materials held by the Museum

Item	Location
Buckets	
Dehumidifiers	
Desk fans	
Dustbin liner bags	
Freezer	
Gloves (vinyl, latex or nitrile)	
Jiffy foam	
Labels - plastic	
Labels - textile	
Masks; dust/particle	
Mops	
Paper - acid free tissue	
Paper - absorbent white tissue	
Paper - blotting paper	
Polythene bags	
Polythene sheeting	
Polythene roll bags and heat sealer	
Polythene sheeting	
Tables	
Tape - double sided	
Tape - linen	
Tape - masking	
Trays; large, plastic, stacking	
Wet-vac	
Waterproof pens	

Additional equipment which is likely to be available through the council will be

- Pumps
- Emergency lighting
- Generator
- Dehumidifiers
- Tables
- Sandbags
- Wet vacuum

An independent museum will need to have lists of potential suppliers for these items where they do not have the fall-back of a council. If your buildings are insured, your insurer/loss adjuster will help to supply these items in an emergency.

APPENDIX E – EXTERNAL SUPPLIERS

Don't forget to include local, regional and national suppliers to ensure supply. Put in a table, possibly indicating if they can do next day deliver etc

Dial 9 first if calling from an internal phone.
Alarm Company

Boxes

Caterers

Cold storage

Conservation Equipment

Conservators (also see appendix H for list of those who may be able to give advice over phone)
General (e.g. Plowden and Smith)
Wooden object
Textile (etc provide on the basis of your collections)

Clothing, protective

Crates

Dehumidifiers, Dryers, space heaters and air movers

Disaster Recovery Company

Drain clearing

Floodlights and generators

Glazing - emergency and boarding up

Lift engineer

Manpower

Medical Advice
Emergency Services 999
NHS Direct (24 hr Medical Advice) 0845 4647

Moving equipment (cherry pickers etc)

Packers and removals

Plumber

Polythene bags and sheeting

Pumps

Security

Storage

Tents and Tables

Transport

Utility companies

Electricity
Gas
Water
Telephones
Local Council Emergency Planning Unit

APPENDIX F – SALVAGE GUIDELINES

Guidelines for treating water-damaged objects.

The first 48 hours can make a big difference.

NB This reference section should provide first-aid advice and treatment for water affected objects. Further restoration/conservation advice should be obtained from private conservators or experts and local or national collections where necessary.

General points

- Work closely with conservators or more experienced staff at all times.
- Use gloves to handle objects – they may contaminate you and vice versa.
- Beware of serious health hazards associated with mud and mould. Wear gloves and protective clothing, including a respirator.
- Work on high priority collections first.
- In unventilated areas in high temperatures and humidity (>20oC and 65%rH) mould will grow on damp organic items within 48 hours.
- In general, freeze items that cannot dry within 48 hours, but refer to list of items that should not be frozen on page x.
- Photograph your objects before you take steps to salvage them, if possible, if they are insured.
- Handle items with care at all times. Mishandling can exacerbate the damage.

FRAMED ARTWORKS

Paintings:
Paintings should be a top priority as the most serious effects of water exposure occur within the first 15 minutes of a disaster.

- Remove from frames in a safe dry place. Do NOT separate paintings from stretchers.
- Collect any fragments of paint that have come off.
- Keep wet paintings horizontal and paint side up with nothing touching the surface.
- Avoid direct sunlight.
- Do not touch the surface of the painting.
- Dry slowly, image side up, with nothing touching the surface

Art on paper or photos with glass fronts:

- Remove from frames in a safe dry place, unless art is stuck to glass
- If image stick s to glass, leave it in the frame, dry glass side down.
- Otherwise, dry slowly, image side up, with nothing touching the surface.

TEXTILES

- Provide adequate physical support when moving heavy textiles.
- Do not unfold delicate wet fabrics.
- Keep light/dark textiles away from each other.
- Do not stack wet textiles.
- Rinse, drain and blot items with clean towels/cotton sheets to remove excess water.
- Block and shape each damp textile back to its original form.
- Gently press textile – do not wring or twist
- Air-dry textiles indoors using air-movement/fans
- If items cannot be dried within 48 hours, separate with silicone release or waxed paper to prevent dye transfer. Pack flat and freeze.

FURNITURE / WOOD

- Keep drawers in place but remove contents.
- Lift from bottom of object.
- Rinse/sponge surfaces gently to clean. Blot.
- Air-dry slowly. Possibly under polythene to prevent warping/splitting. Also dehumidifying room with gradual changes to dehumidifier setting will draw moisture out slowly.
- Inspect painted surfaces. If paint is blistered or flaking, air-dry slowly without removing surface dirt or moisture.
- Hold veneer in place whilst drying with weights or clamps; separate weight from veneer with protective layer
- Finishes may develop white haze. This does not need immediate attention.

CERAMICS/STONE/METAL

<u>Ceramics</u>

- Handle with care during salvage – biggest initial problem will be risk of breakage.
- Identify ceramic type and consult a conservator on drying procedures – prioritise terracotta/sun baked, low-fired ceramics, then lastly high-fired ceramics.
- Porous ceramics will be highest priority as they absorb dirty water.
- TERRACOTTA - treat within 24 hours to prevent disintegration and loss of surface. Blot dry, do not rub. Air-dry using fans.
- LOW FIRED CERAMICS – Treat within 48 hours. Pat dry. Air dry using fans.
- HIGH FIRED CERAMICS – Treat after less stable material. If surfaces are stable, blot with lint free towels. Air drying using fans.
- If ceramic is broken, cracked, or has mineral deposits or old repairs, place in a clean, transparent polythene bag until it can be treated. Seal bag and monitor for mould.

<u>Stone</u>

- Treat after less stable materials.
- If stone object is smooth-surfaced, blot gently and air-dry.
- If object is rough-surfaced or has applied finish, do not blot, but air-dry on plastic or clean towel.
- Air-dry using fans.

<u>Glass</u>

- Treat after less stable materials.
- Pat dry, do not rub.
- Air-dry, using fans.

Metal

- Treated unstable (corroded) metals within 48 hours – thereafter stable metal.
- Use gloves to handle
- Rinse/sponge and blot metal object.
- Air-dry.
- If object has applied finish, do not clean. Air-dry, keeping flaking surfaces horizontal.

ORGANIC MATERIALS

Leather and rawhide

- Rinse/sponge with clean water to remove mud.
- Drain and blot to remove excess water.
- Pad with toweling or unlinked paper to maintain shape.
- Air-dry, using fans.
- Manipulate tanned fur skins during drying to keep skins flexible.

Baskets

- Handle with care. Lift from bottom.
- Rinse.
- Drain and blot to remove excess water.
- Stuff with clean paper towels or cottons sheets to retain shape and absorb stains.
- Cover with clean towels.
- Air-dry slowly.
- Keep lids on.
- Change blotting material regularly.

Bone, Shell and Ivory

- Handle with care.
- Rinse.
- Drain and blot to remove excess moisture
- Place on blotters on non-rusting screens
- Air-dry slowly.

OVERSIZE OBJECTS

- Consider carefully before moving a large object. Given the resources required to move large heavy object, it may be easier to dry in situ or to leave until other more portable objects have been moved.
- Never attempt to move an object single handed
- Make sure you know where you are going before you move it
- Do not stack

- Keep well supported and bubble wrap

NATURAL HISTORY COLLECTIONS

Animal skins and taxidermy mounts

- Treat within 24 hours to prevent mould growth.
- Avoid direct handling. Many stuffed mounts contain arsenic/pesticides.
- Separate items with freezer/waxed paper. Isolate from other objects in box with polythene.
- Air-dry slowly.

Herbarium specimens

- Treat within 24 hours to prevent mould growth
- Avoid direct handling.
- Separate with plastic sheeting, freezer or waxed paper.
- Air-dry with good ventilation. Open specimen boxes.

Fluid preserved collections

- Treat within 24 hours to prevent objects from drying or shriveling.
- Avoid direct handling.
- Place specimens and labels in sealed polyethylene boxes with a small amount of alcohol.
- Rinse with distilled water or a preservative. Store in new jar with fresh liquid or preservative

Pinned insects

- Treat within 24 hours to prevent mould growth
- Handle with care – wet specimens may be fragile.
- Ensure pins are secured and specimen trays/boxes are supported.
- Air-dry with good ventilation.

Geological specimens

- Treat within 28 hours.
- Handle with care, wet specimens may be fragile
- Rinse
- Wrap with paper towels / other absorbent material.
- Air-dry slowly. Consult with conservator beforehand to identify specimens which require drying most quickly.

Palaeontological specimens

- Treat within 48 hours.
- Handle with care – wet specimens may be fragile.
- Air-dry slowly. Use ties to hold fragile or repaired specimens whilst drying.

PHOTOGRAPHIC MATERIAL

- Remove from any frame or mountings.

- Immerse prints and glass plate negatives in cold water in their wrappings
- Where photographs are stuck together consult a photograph conservator.

- Wash colour prints and glass plates in cold water for 15 minutes. Black/white prints, colour and black and white negatives for 30 minutes.

- Remove from their wrappings and lay out flat, emulsion side up on blotting paper.

- Ensure the drying environment is as dust free as possible.

- Incline glass plate negatives slightly to speed drying.

If there are too many for immediate attention, either:
- Keep wet in a container or water for no more than 48 hours. Air-dry.
- Freeze. If possible, interleave each photo with silicone release or waxed paper.

DO NOT FREEZE GLASS PLATE NEGATIVES

BOOKS AND PAPER

Books
- If rinsing, hold book closed.
- Partially wet or damp: stand open to 90^{O} angle on bottom or top edge. Splay pages and air-dry.
- Very wet: lay flat on clean surface. Interleave less than 20% of the book with absorbent material. Replace interleaving when damp.

If too many books to air-dry in 48 hours
- Wrap in silicone release or waxed paper.
- Pack spine down in sturdy containers such as crates.
- Freeze

Paper
- Air-dry flat as individual sheets, or small piles up to 0.75cm, interleaved with blotter.
- Replace blotter when damp.
- Do not unfold or separate individual wet sheets.

If too many items for air-drying
- Interleave (by groups or individually) with silicone release or waxed paper if time permits.
- Pack papers or files into sturdy containers.
- Freeze.

DO NOT FREEZE

- Paintings on canvas
- Paintings on wood panel
- Ivory and/or tooth
- High fire ceramics
- Joined wooden panels
- Waterlogged materials (drain water away first)
- Wax or objects with wax fills
- Objects where inlays or veneers show warpage or lifting from substrate.
- Objects where there is warpage or other distortions that may indicate that the object's structure is under stress
- Anything under tension (drum heads, string instruments)
- Glass

If you cannot freeze and cannot air-dry, consider whether it will be appropriate either to keep the item wet either through placing a container full of water, or placing item inside a polythene bag to prevent moisture escape. Drying items too quickly may result in further damage such as cracking and splitting.

Salvage after fires

In the aftermath of a fire, prioritise wet items initially. When all wet items have been salvaged, attention can turn to smoke and fire damage. Ensure that all fragments are gathered and bagged or crated with the object.

Get advice from a conservator over treatment options. Smoke residues can be removed through careful cleaning, but advice should be obtained before this commences. Smoke residues are acidic and should not be left untreated for a long time.

APPENDIX G – HEALTH AND SAFETY

General points
It is important that health and safety is the highest priority in a salvage situation. The aftermath of a fire or flood will be potentially hazardous and it is the responsibility of the Senior Management team to ensure that steps are taken to control the risk of anyone being injured in the course of the work.

In the event of a major incident, the Fire Brigade will be available to advise and you will be permitted in the building if it is not structurally sound. If their presence has not been necessary, advice can be obtained from *x insert name of local health and safety consultant* or the local branch of the Health and Safety Executive on *insert contact details for local branch.*

The Risk Assessment form on the next page should be completed before salvage begins. This will prompt you to look for hazards so that the appropriate precautions can be taken.

Key steps will include:

Ensuring there is no risk from live electricity and water – power should be off until supply can be checked by a qualified person.

Clearance of standing water

Provision of suitable personal protective equipment – gloves and boots will be a must.

Clearing of the floor from debris such as glass and twisted metal

Constant monitoring for signs of mould growth and the issue of suitable respirators

Use of equipment to help with manual handling and briefing staff on do's and don'ts (lift from knees, not back etc)

Provision of adequate lighting

No use of lift.

Site control and register

Hazardous substances (arrowheads, taxidermy)

Briefing of staff before the enter site to advise on areas where they can and cannot go.

Regular breaks for staff to avoid tiredness and accidents

Risk Assessment form for Emergency Situation

This form should be completed prior to commencement of a salvage operation. It may be conducted verbally by x and y and then documented immediately afterwards, as salvage commences. Salvage should not commence if adequate safeguards against hazards have not been implemented. This form should be reviewed at appropriate periods, and retained by x.

Identity of work area and/or activity	
Evaluation date	
Person(s) responsible for this assessment	
Reason for this risk assessment	Salvage after Fire ☐ Salvage after water-damage☐ Salvage after explosion ☐ Other (specify)
Recommended review time	

1. Hazard category – select the most appropriate category for the activity you have identified.

Manual handling ☐ Falling debris ☐ Poor lighting ☐
Fall from height ☐ Hazardous substance ☐ Contaminated water ☐
Slip/Fall ☐ Mould spores ☐ Airborne particulates ☐
Water on floor ☐ Broken glass ☐ Live electricity ☐
Others (please specify)_____

2. Who is at risk – identify the people who are at risk from this hazard (e.g. employees, lone workers, visitors, workers other than employees, general public, volunteers. Identify any particularly vulnerable groups such as workers with bad backs, conditions such as asthma).

3. Risk Assessment

Assess the level of risk – multiply the probability of each hazard to cause harm by the worst possible severity of injury. Action will be required for results of 2 or higher.

PROBABILITY	SEVERITY
1. Unlikely but possible	1. Trivial /Minor
2. Likely	2. Moderate
3. Certain	3. Major

[e.g. cuts from broken glass – probability 1 x severity 3_

4. Existing control measures – what controls have been implemented to control hazard

5. Are these control measures adequate to contain hazards Yes ☐ No ☐

6. If not, what additional controls are required to control hazard

If you need any further advice, please contact the x. /Health and Safety Executive on x.

Signature _____ Date_____

APPENDIX H – PREPARED PRESS STATEMENT AND KEY CONTACT INFORMATION

Prepared Press Statement [only to be issued with the authorisation of the Disaster Control Co-ordinator or x. Press statements to be made solely by the PR Manager or the Disaster Control Co-ordinator. All press queries to be directed to them.

A fire / serious flood occurred in the Museum of ******* , last night/early this morning. Fire brigade personnel were at the scene quickly and have worked hard to extinguish the fire and limit the damage to our collections and building.

Our disaster control plans are now activated and we are now working hard to salvage our holdings. The building will be closed for the rest of the week/ next few days and further information will be circulated tomorrow/later today.

List of local media and contact details

Local newspapers	
Local radio	
Local television news	
Other	

List of line managers/Trustees/friends/depositors to contact in the event of a serious incident

Name	Phone number

List of local museums, conservators, organizations to approach for assistance in the event of a serious incident

Name	Phone number
National Preservation Office	
Emergency Planning Unit, Local Authority	
MLA	
Local MLA Branch	
Conservators	
National Museum Conservation Units [e.g. National Archives/British Library for paper, British Museum for Ethnography etc)	
Large local museums	
County Museum Development Officer	

APPENDIX I – DAMAGE RECORD FORM

Each crate should be given a number and this form completed for each crate detailing its contents. Upon completion, this form should be given to the Disaster Control Co-ordinator. In the event of a major emergency, the form can be used as a summary sheet, detailing just the crate number under 'Item Ref No' and a broad summary of contents. Only do this if permitted by the Salvage Manager

Crate number _____ Original location _____

Item Ref No	Object description	Type of damage	Treatment needed	Moved to (location)

APPENDIX J – INCIDENT ASSESSMENT FORM

What is the nature of the damage? Fire/smoke, water, sewage, other	
When did the incident happen	
Which areas are affected Check entire building	
What types of object are affected	
What are the environmental conditions?	
What possible health and safety issues are present?	
How much material is affected (number of boxes, metres of shelving)	
How extensively has water penetrated into cabinets/boxes	
Is there power / water / heat?	

APPENDIX K – ACCOMMODATION FOR RECOVERY OPERATION

Assembly Area Where people will gather when called in.	**A** **B**
Control Point Private, with phones and IT	**A** **B**
Rest Area Preferably with kettle and kitchenette	**A** **B**
First Aid Point	**A** **B**
Sorting Area Large area in central location	**A** **B**
Storage for unaffected material Secure area	**A** **B**
Treatment area Large area with good ventilation	**A** **B**
Packing area Near loading bay	**A** **B**

Appendix L – Instructions for turning off mains utility supplies

Please insert relevant instructions here for your building

Water (stop cock)

Electricity

Gas

Alarm reset instructions

APPENDIX M - SUMMARY PAGE

Middletown Museum Disaster Plan Summary

If you discover any threat to the collections or buildings inside or outside office hours please contact any of the following for immediate assistance and call the emergency services on 999 if necessary. :

Name	Internal	Home	Mobile
Catherine Jenkins –Disaster Control Co-ordinator			
Peter Bayliss –Building Recovery Manager			
Norman Peterson –Salvage Manager			
Shirley Courtney – PR Manager			

In the event of a fire, the alarm will sound and you should assist with evacuating the building.

In the event of a flood, first search for the source of the problem, and see if you can deal with it or turn off the stop cock (e.g. leaking tap). Try to divert the water away from the collections. If collections are under threat and it is safe to do so, protect them from damage by moving them to a safe area or covering them with polythene. Do not move damaged collections until the Salvage Manager views the collections.

Equipment to assist with salvage is available in the following locations.
A
B
C

If you are contacted to assist with salvage, please remember to bring some cash, ID, house keys, your mobile, warm clothes and stout shoes, glasses rather than contacts, a flask and something to eat and any torches or useful equipment you may have at home.

Do not talk to the press upon arrival.
Key telephone numbers:

Alarm company	
Lift company	
Water company	
Gas company	
Power company	
Facilities Management	
BT	
Disaster Recovery Company	
Local Hire Shop	

SALVAGE AT A GLANCE – (first aid reminder only. Consult with Conservator at scene)

Object	Priority / rate of deterioration	Handling / packing	Treatment
Framed artwork (no glass)	HIGH - First 15 mins = worst damage	Remove frames, not stretchers in safe place. Keep horizontal. Collect any flaking paint.	Air-dry paint side up slowly, out of sunlight.
Framed artwork (glass)	HIGH – risk of adhesions	Remove from frames unless glass is stuck to glass.	Air-dry slowly, image side up. If image stuck to glass, air-dry glass side down.
Photos	HIGH – risk of adhesions	Remove from enclosures (cut if necessary). Don't touch or blot surfaces. Rinse with cool clean water (15 mins colour; 30 mins black white and all negs).	Air-dry in dust-free environment image side up or hang, clipping non-image areas. Freeze if quantity is large.
Glass plate negatives	HIGH	Handle with care fragile. Do not freeze	Air-dry on absorbent paper, but tilt slightly to improve drying rate.
Books	HIGH – fine bindings, MEDIUM – other books	Push book from shelf, don't pull. If spine/boards are detaching, secure by bagging or cotton tape.	Air-dry if superficially wet, fanning to 90o. Freeze if quantity is large.
Paper	MEDIUM	Take care not to tear pages. Remove documents in original boxes if possible.	Air-dry on absorbent paper. Unfold as the item dries. Freeze if quantity is large.
Textiles	HIGH	Keep item fully supported. Do not unfold.	Rinse drain and blot items with cotton sheets/towels. Reshape. Freeze if quantity is large.
Wooden items	Medium	Keep drawers in place, remove content. Hold veneer in place with weights. Lift from bottom.	Rinse/sponge surfaces gently to clean. Air-dry slowly. Any white haze can be addressed later
Ceramics	HIGH –Terracotta, HIGH – low fired ceramics, MEDIUM – high fired	Breakage.	Pat dry – do not rub. Air-dry using fans
Glass	LOW	Breakage	Pat dry, without rubbing, then air-dry with fans.
Stone	LOW	Smooth surface, blot. If a rough/ applied finish, do not blot.	Air-dry using fans
Metal	MEDIUM – treat corroding metals 1st	Use gloves when handling. If surfaces are stable	Blot with lint free towels . Air-dry using fans.
Leather	HIGH	Handle with care. Provide support	Pad out with toweling to maintain shape, and air-dry with fans
Baskets	HIGH	Lift from the bottom of the object. Keep lid on	Pad out with toweling to maintain shape, and air-dry slowly.
Bone / ivory	HIGH	Handle with care – may befragile	Air-dry with fans.
Taxidermy	HIGH	Avoid direct handling (arsenic)	Separate in crate with freezer paper/polythene. Air-dry slowly.
Herbarium specimens	HIGH	Avoid direct handling	Open boxes, air-dry with good ventilation.
Pinned insects	HIGH	Very fragile – handle with care	Ensure pins are supported. Air-dry with good ventilation
Geological specimens	MEDIUM (check for specific items)	Handle with care	Rinse Air-dry slowly.
Palaeo - specimens	MEDIUM	Handle with care	Air dry slowly. Use ties to hold fragile or repaired specimens whilst drying.
Fluid preserved collections	HIGH	Avoid direct handling	Rinse with distilled water or preservative and transfer to new jar with fresh preservative.