



HMFM EMERGENCY RESPONSE PLAN

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2 Introduction

2.1 Objectives

Purpose of the Plan

This Emergency Response Plan outlines how the Historical Museum at Fort Missoula (HMFM) will protect staff, volunteers, visitors, collections, and grounds in an emergency or disaster. The plan includes emergency contact lists, detailed facilities information, and guidance on how to respond in the event of specific emergencies or disasters. This plan is intended for use by HMFM staff, volunteers, and Board members to aid them in providing a calm and timely response to an emergency or disaster situation.

In the event that the Museum is affected by a large-scale disaster impacting the greater Missoula County, HMFM will follow the guidance of the Missoula County Office of Emergency Management.

Museum Emergency Response Goals

BEFORE an emergency: Reduce and/or eliminate potential risks and damage to life and property.

DURING an emergency: Provide a timely and calm response to protect human life first and property second.

AFTER an emergency: Return the Museum to standard operating procedures.

Ethics Statement

The Historical Museum at Fort Missoula places human safety above all other concerns in a disaster or emergency situation. Once steps have been taken to protect all staff, volunteers, and visitors on site, the Museum's attention will turn to the protection, preservation, and recovery of its collections.

HMFM's collections, which include objects, archives, and historic buildings, are held in the public trust. All efforts will be made to protect, preserve, and salvage the Museum's collections in the event of a natural disaster or emergency. We recognize that our stewardship of collections entails the highest public trust and carries with it the presumption of rightful ownership, permanence, care, documentation, and accessibility.

2.2 Current Preservation and Risk Management Strategies

The Historical Museum at Fort Missoula is committed mitigating risk to life and damage of property in the event of an emergency. The following outlines the measures taken by staff and volunteers to lessen the impact of a disaster on our site:

Insurance

The buildings on HMF^M's grounds are covered under the property policy of Missoula County. The collections and exhibit galleries of the Museum are covered under a separate Fine Arts Insurance policy. Both policies are reviewed annually to ensure adequate coverage.

Fire Prevention

There are 11 fire extinguishers in the Main Museum Building, 19 on the Museum grounds and outbuildings, and 6 in Building T-1 (see full list of extinguisher locations in section 4.2 of this document). They are checked and serviced annually by a professional and are visually inspected on a regular basis by a trained and designated staff member. The Main Museum Building and all outbuildings with an installed security system are equipped with 24/7/365 monitoring for a fire emergency.

Open and Closing Procedures

HMF^M's outbuildings are open to the public between May and November. During this season, all buildings are opened and closed daily by Museum staff. All visitors are cleared out of these buildings at the end of the museum's open hours. These daily inspections allow staff to make note of any issues that might arise including damage and theft as well as environmental condition and pest management. Appropriate staff are promptly notified when a problem is noticed so solutions can be put in place quickly.

Security Alarm System

The Museum contracts with Montana Security for intruder and fire alerts for all of the historic structures on our campus. These alarms are activated at the end of each business day. Alarm systems in the Warehouse and Barracks collections storage areas are activated at all times unless staff or volunteers are currently at work in the buildings. Alarm codes and keys are never given out to unauthorized personnel.

Communicable Diseases

Museum staff, volunteers, and interns do not come to work while sick. Staff have the option to work remotely as necessary. All staff, volunteers, and interns who test positive for COVID-19 or have a member of their household test positive for COVID-19 are expected to follow current CDC and Missoula County guidelines for quarantine. Medical-grade masks are available to all staff, volunteers, interns, and visitors at no charge.

Volunteer Schedules

Museum staff maintain up to date volunteer schedules for their departments. The Front Desk schedule is kept on the corkboard outside of the Development and Communications Director's office. The Collections Department schedule is also kept on the corkboard and volunteer

locations are noted when they are working onsite on the whiteboard next to the Curator of Collections' desk. The Education Department schedule is kept on the digital staff calendar.

Collections Records Backups

The Historical Museum at Fort Missoula uses the collections management system PastPerfect 5 to maintain digital records for the objects within the permanent collections. This system is backed up by the Information Services department at Missoula County to the cloud and by the Curator of Collections on an external hard drive stored onsite. Physical records are stored in the Records Room on the second floor of the Main Museum Building and scans of title documents are also stored digitally on an external hard drive stored onsite.

Environmental Monitoring for Collections

Collections storage areas all have data loggers that track temperature and relative humidity. This data is analyzed by the Curator of Collections and used to improve storage conditions.

General Collections Storage Practices

Collection objects will not be stored in situations that include unnecessary risks or that are outside of established procedures. Collections staff are trained in the care and handling of collections and the terms of the Collections Management Policy. In general, items will be kept off the floor, away from overhead pipes, and housed in appropriate archival materials.

Outbuilding Annual Review

The Building and Grounds Committee made up of board members and museum staff are responsible for reviewing all outbuildings on the grounds annually. This review will assess potential hazards and risks to the building as well as list ongoing or upcoming preservation projects. Information from this process will be provided to the Disaster/Emergency Action Team.

2.3 Roles and Responsibilities

2.3.1 Disaster/Emergency Action Team

Members of the HMFMS Staff will be asked to take on duties and responsibilities related to the museum's emergency response strategy. The roles listed below make up the Disaster/Emergency Action Team that is responsible for guiding the response to emergencies that may occur at the museum. While these roles are assigned to specific members of the staff (as listed in the Contacts section of this plan), they may be re-assigned in the event of staff members being out of the office.

Incident Commander – It is the responsibility of the Incident Commander to oversee the overall response strategy and coordinate all aspects of the museum's emergency response. The Incident Commander will have final say in all decision making related to the response strategy and will be the main point of contact for outside groups and emergency responders.

This role is currently filled by the **Executive Director** but may be reassigned as necessary.

Volunteer Coordinator – It is the responsibility of the Volunteer Coordinator oversee and manage Museum volunteers before, during, and after an emergency. The Volunteer Coordinator shall ensure that all Museum volunteers are appropriately trained in emergency response procedures. During an emergency, the Volunteer Coordinator shall serve as the primary point of contact between the Museum and volunteers. This includes managing volunteers on site during an emergency and ensuring that volunteers not currently on site are alerted to the situation and asked to stay away. After an emergency, the Volunteer Coordinator shall work with other members of the D/EAT to contact and schedule post-emergency and recovery volunteers as needed.

This role is currently filled by the **Assistant Director** but may be reassigned as necessary.

First Aid Coordinator – It is the responsibility of the First Aid Coordinator to oversee all response related to first aid emergencies at the Museum. Injuries or medical crises sustained during an emergency are to be reported to the First Aid Coordinator, who will serve as the point of contact between Museum staff and emergency response professionals. The First Aid Coordinator must hold and maintain appropriate first aid certification and CPR certification. The First Aid Coordinator is responsible for maintaining the Museum’s first aid related emergency supplies.

This role is currently filled by the **Education Director** but may be reassigned as necessary.

Communications Coordinator – It is the responsibility of the Communications Coordinator to work with the Incident Commander to coordinate all internal and external communications related to an emergency situation at the museum. The Communications Coordinator shall serve as the primary point of contact with the public, the media, and other Missoula County agencies during an emergency.

This role is currently filled by the **Development and Communications Director** but may be reassigned as necessary.

Collections Coordinator – It is the responsibility of the Collections Coordinator to coordinate the risk mitigation, emergency response, and post-emergency salvage and recovery of the Museum’s permanent collections. The Collections Coordinator will have final say in all response and recovery strategies related to the collections, exhibits, and buildings on the grounds.

This role is currently filled by the **Curator of Collections**.

2.3.2 Board of Trustees and Friends of the Historical Museum Board

During an emergency, the Incident Commander shall notify the Presidents of both Boards and keep them apprised of the situation. It is the responsibility of the Board Presidents to further disseminate that information to the other members of the Boards in a timely manner.

Board members shall not be asked to speak on behalf of the Museum during an emergency, and should follow the same communications guidelines as Museum staff (Section 2). Their assistance may be requested by the Communications Coordinator to create necessary phone trees that will help spread information about the state of the emergency when appropriate. Members of each Board may be asked to help during the recovery stages of the emergency as needs and abilities allow.

Board members must not arrive onsite during an emergency unless specifically directed to do so by D/EAT member.

2.3.3 Partner Groups

All Museum Partner Groups have signed Memorandums of Understanding (MOUs) that dictate their roles and responsibilities while onsite. They are expected to follow that guidance to support risk mitigation strategies. All groups have been given a copy of this Emergency Response Plan so that they are aware of the Museum's specific evacuation and emergency response procedures. During an emergency, all members of Partner Groups will follow staff instructions at all times. No members of the Partner Groups should act on behalf of the Museum during or after an emergency.

2.4 Disaster/Emergency Log

The Museum maintains a Disaster/Emergency Log to record all serious incidents that occur at the Museum. A serious incident is defined as a situation that adversely impacted humans, buildings, or collections items. This includes incidents such as medical emergencies that necessitate calling emergency services and extended power outages, but does not include false security alarms or minor injuries. It is the responsibility of the Incident Commander to determine whether a situation merits the designation of serious incident. The Disaster and Emergency Log will be completed by the staff member who responds to the incident and the department most impacted by the emergency, with consultation from the Executive Director.

The purpose of the Disaster/Emergency Log is to maintain an active record of serious incidents in order to assess hazards present at the Museum and mitigate future incidents. An entry into the Disaster/Emergency Log must include:

- Date/Time
- Incident type and brief description of the incident
- Response to incident
- Lasting damage caused by the incident [if applicable]
- Recommended changes to Museum policy or infrastructure to prevent future such incidents [if any]
- Other comments [if any]
- Date when log was last reviewed

The Disaster/Emergency Log will be reviewed yearly by all HMFM staff. During review, staff will look for any patterns of risk in the incidents and ensure that all recommended changes have been reviewed and either acted upon or dismissed after careful deliberation.

The Disaster/Emergency Log will be presented to both Boards during their regular review of this Emergency Response Plan, and a short summary of changes made in response to incidents will be provided as necessary.

The Disaster/Emergency Log is stored on HMFM's shared network drive, so that it may be accessed by all staff at any time. This drive is backed up regularly by Missoula County Information Services according to current information storage best practices. A physical copy of the Log will be kept as an appendix to this plan.

See Appendix 9.5 for a version of the Disaster/Emergency Log.

3 Emergency Communications

Clear communication is essential when responding to an emergency. The Museum must ensure that it is sending out a clear and unified message at all times. The Incident Commander is responsible for approving all messaging being sent out during and after an emergency. The Incident Commander is also responsible for providing comments to the media about the emergency unless otherwise designated. All incoming media requests should be directed towards the Communications Coordinator.

The Museum may work with the Communications Department of Missoula County as necessary to coordinate public-facing communications. The Missoula County Sheriff's Office, Missoula Police Department, and Missoula Fire Department each have dedicated communications teams, and the Museum shall work with these teams as necessary during an emergency situation.

All Museum communications regarding an emergency situation shall be truthful, transparent, and delivered in a timely manner.

3.1 Media requests

No staff, volunteers, or Board members are to make comment to the media during an emergency. All media inquiries are to be directed to the Communications Coordinator, who will follow up after the emergency has been controlled.

3.2 Social media communications

During an emergency, the Museum shall use its website and social media platforms only to inform the public that an emergency is ongoing and encourage people to stay away. Only the Incident Commander and Communications Coordinator shall post to the Museum's website and social media platforms while an emergency is ongoing.

The Museum may utilize the Communications Department of Missoula County as necessary to coordinate public-facing communications.

3.3 Communications guidelines

DURING an emergency –

- All initial messaging about the details of an ongoing emergency should come from the emergency responders.
- The Communications Coordinator will coordinate all communications related to changes in museum operations caused by the emergency. This messaging must remain clear and should encourage people to stay away while the emergency is ongoing.
 - All comments on social media posts should be turned off during the emergency and people should be directed to send their messages and questions about the emergency to the Communications Coordinator.

- All media requests and social media direct messages should be directed to the Communications Coordinator for later follow-up. No staff, including the Communications Coordinator, is to make comments to the media or respond to messages from the public at this time.
- The museum's website should be updated to reflect any changes in normal operations.
- The following groups should be notified IMMEDIATELY by the Incident Commander:
 - All HMFM staff
 - President of the Board of Trustees
 - President of the Friends Board
 - Missoula County liaisons

WITHIN 24-48 HOURS of the emergency –

- The Incident Commander will work with other members of the D/EAT to notify the following groups about the emergency and what their roles and responsibilities are:
 - HMFM Partner Groups
 - Fort neighbors
- A public statement can be made about the state of the emergency.
 - This should be sent out using the Museum's press list as well as be sent out to Museum supporters and members from the Incident Commander directly.

In the RECOVERY phase of the emergency –

- The Communications Coordinator will provide the Incident Commander with the list of media calls and requests that have come in since the emergency began and they will work to start responding to them.
- All groups contacted during the emergency should receive follow up communications about the emergency and the state of recovery for the Museum.

4 Facility Information

4.1 Facility Description

The Historical Museum at Fort Missoula is comprised of 25 historic structures across 32 acres of land. These structures are primarily historic buildings, and include buildings original to Fort Missoula and buildings transported to the Museum grounds after the formation of the Museum. These buildings are primarily built from wood, with the exception of the Main Museum Building and Building T1, which are made of bricks.

The majority of these structures are wired for electricity. 3 buildings (Main Museum Building, Outdoor Restrooms, Building T1) are fully plumbed. HMFM has an extensive underground sprinkler system covering the entire property.

4.2 Emergency and Safety Equipment Locations

4.2.1 Fire extinguishers

Main Museum Building (11)

- Main Floor
 - Heath Gallery by entrance
 - Main entrance
 - Pop machine
 - Main Gallery by emergency exit
- Basement
 - At top of south basement stairs, above and to the left of sink
 - At south end of locked Collection double doors
 - To the left of the north Cellar doors
 - Between wall cabinets on west wall of shop
- Second Floor
 - Hallway to collections workroom
 - North Gallery
 - Main offices doorway

Grounds (19)

- Lookout
 - Will confirm fire extinguisher placement in spring when Lookout is accessible.
 - Will confirm location of power shut off in spring when Lookout is accessible.
- Guard Cabin
 - Fire extinguisher is mounted on interior wall, beside east facing door
 - Power shut off is connected to the Lookout power box

- Library Car
 - Fire extinguisher is mounted on interior wall beside north facing door
 - No power to this building
- Depot (2)
 - First extinguisher is mounted on interior wall beside south door
 - Second fire extinguisher is mounted on interior wall beside north door on Missoula Model Railroad Club (MMRRC) side
 - Power shut off is in wooden box, mounted on interior wall directly in front of double doors on MMRRC side
- NCO (2)
 - First extinguisher is currently missing, normally located mounted on interior wall beside south opening door
 - Second extinguisher is mounted on interior wall beside northwest facing door in back of the building
 - Power shut off is located in basement. Box is accessible by prying up floor section, northwestern corner of floor.
- Homestead
 - Extinguisher is currently sitting on floor, directly to the left of front door as you enter the building.
 - Power shut off is located upstairs on 2nd level, next to east facing window. Keys to padlocks on stairs are located on the middle shelf of the objects cupboard, to the back left side of the shelf.
- School
 - Fire extinguisher is mounted on interior wall of north facing door (door leading outside).
 - Power box is located on exterior east wall, towards the front of the building.
- Church
 - Fire extinguisher is mounted on interior wall beside west facing door
 - Power is located on exterior church wall facing north, underneath wooden railing. Railing should be removed for easier access.
- Trolley Barn (3)
 - First fire extinguisher is located on interior wall beside north facing glass windowed door.
 - Second fire extinguisher is located on interior wall beside double doors on east end of building (near carriage).
 - Third extinguisher is located on interior wall beside exit door on south side of building.
 - Power shut off is located next to Mt Security panel at interior entrance (behind glass windowed door)

- Barracks (3)
 - First extinguisher is located on interior wall beside north facing door on exhibit side.
 - Power shut off is on south wall in third room, exhibit side.
 - Second extinguisher is located on interior wall beside east facing door on collections side
 - Third extinguisher is located on interior wall beside Mt Security panel on north wall of Collections side.
- Warehouse (3)
 - First extinguisher located on interior wall beside east facing armed door.
 - Second extinguisher located on interior wall beside west facing single door towards middle of building.
 - Power shut off is located on interior wall beside west facing single door towards middle of building.
 - Third extinguisher located on interior wall beside south facing door, only accessible from south side of building.
- Building T1 (6)
 - 1st Floor – Outside the Men’s Room
 - 1st Floor - Outside of Maintenance Office/Inside NW outside door.
 - 2nd Floor – At the top of the stairs.
 - 2nd Floor – In the apartment area/just inside the door to the Judge’s Chambers.
 - Basement – At the Bottom of the center stairs.
 - Basement – South side of the basement near the south exterior stairs to outside.

4.2.2 Electrical Breakers

Main Museum Building

- Main Floor
 - Electrical panel inside the closet next to pop machine.
- Basement
 - Electrical panel located at bottom of south stairs.
- Second Floor
 - Electrical Panel located in small office across from the curator’s office.

Building T1

- Main Floor
 - At the bottom of the stairs going up, just inside the door.
- Second Floor
 - In the Courtroom.
 - In the Judge’s Chambers.
- Basement
 - Northwest side, near the cellar door going outside.

- Room to the South of the Boiler room on the outside wall.
- South side of the basement/around the corner from the south stairs.

Grounds

- Breaker box located on the power pole at the corner of the parking lot.
- Breaker box located at the power pole in front of the depot.

4.2.3 Water shutoff points

Main Museum Building

- Basement –
 - Hot water heater is in the laundry room.
 - East side exterior hose bib shut off is located on ceiling above excess lumber storage.
 - Iris Garden sprinkler system shut off valve is labeled and located at north end of collections storage area (ceiling).
 - Main water/fire suppression system valve shut off is located on wall to the right of the north cellar doors.

Building T1

- Boiler room in the basement.
- Two emergency boiler shutoffs are also located in the boiler room.

Grounds

- Sprinkler shut off is located at the pump house just behind the outdoor restrooms and on the two poles by the Trolley Barn and by the corner of the Museum parking lot.

4.2.4 Fire and Security Alarm panels

Main Museum Building

- Security panels located in the closet next to the pop machine on the main floor
 - Main building system includes all doors in the Main Museum Building
 - Outbuildings system includes Lookout, Guard Cabin, Depot, Chapel, Schoolhouse, Homestead Cabin, NCO Building.
- Fire panel located in the closet next to the pop machine on the main floor.

Grounds

- Warehouse and Barracks Collections storage are on one system, panels are located in the warehouse on the inside wall of southeast exterior door and inside wall of south exterior door, and on inside wall of east exterior entrance door of Barracks collections storage.
- Trolley Barn panel is located on wall beside inside glass door.

Building T1

- T1 security and fire panels are located on wall to the right of hallway leading south on main floor.

4.2.5 First Aid Kits

Main Museum Building

Front desk

Kitchen area

Kristjana mobile ones

Grounds

In the middle room of the restrooms (utility closet)

Building T1

Lobby area

4.2.6 Collections Salvage Supplies

Main Museum Building

General collections salvage supplies are stored in the basement laundry room

5 Evacuation Procedures

5.1 General principles:

1. **Prioritize people over objects**

- When evacuating the building, do not stop for artifacts, cash boxes, gift shop items, or personal items. To the extent possible, do not allow visitors to return for their personal items before evacuating or to re-enter the building after evacuation.

2. **Know the nearest exit**

- Ensure that all staff and regular volunteers are aware of all exits and evacuation paths, so that they are prepared to evacuate quickly during an emergency.

3. **Know who is in the building**

- Staff members have a responsibility to keep track of interns and volunteers working in their department. This includes knowing at all times which individuals are on site and where those individuals are working. Staff members should also communicate to the rest of the staff when they have interns and volunteers on site.

5.2 Evacuating the main building

First floor – Assistant Director **or** Director of Education

- **Heath Gallery**
 - Nearest exit: fire door in the gallery
- **Lobby**
 - Nearest exit: front door
- **Orientation gallery**
 - Nearest exit: front door, fire door in Main Gallery
- **Restrooms**
 - Nearest exit: front door, fire door in Heath Gallery
- **Main Gallery**
 - Nearest exit: fire door in the gallery

Second floor – Executive Director **or** Development and Communications Director

- **Upstairs offices**
 - Nearest exit: the window in the main staff room, the main stairs down to the front door
- **Upstairs collections space and curator's office**
 - Nearest exit: the main stairs down to the front door, the stairs to the Main Gallery fire door
- **North Gallery**
 - Nearest exit: the stairs to the Main Gallery fire door

Basement – Curator of Collections **or** Museum Assistant

- **Basement shop area**
 - Nearest exit: south cellar door, the main stairs up to the front door
- **Basement collections storage**
 - Nearest exit: north cellar door, the main stairs up to the front door, the stairs to the Main Gallery fire door

5.2.1 Congregation point

In case of an evacuation, staff, interns, and volunteers are to meet in front of the Root Cellar door.

Visitors should be encouraged to congregate near Locomotive #7 if they choose to remain on Museum grounds.

5.2.2 Staff procedure during evacuation

During an evacuation, the highest priorities are ensuring that all areas have been cleared of people and keeping the process orderly. When an evacuation is ordered, staff members must swiftly report to their designated areas and ensure that all people in that area leave the building.

When evacuating, individuals should proceed swiftly but carefully, keeping in mind the following things:

- Walk, don't run
- Do not push or run into people in front of you
- Use the hand railings when descending or ascending the stairs
- Do not say things that might cause others to panic (i.e., "we're all going to die!")

When evacuating, staff members are responsible for ensuring that all visitors, volunteers, and interns in their assigned area are aware of and obeying the evacuation order. Staff members should be prepared to help any individuals with disabilities that impact their ability to evacuate.

Staff should not try to move an injured individual, but should immediately alert emergency professionals that an injured person remains inside. If there are no emergency professionals on site, staff should alert the First Aid Coordinator, who will work with the Incident Commander to determine how to proceed.

If a staff member is not able to evacuate all individuals in their area for any reason, they must immediately alert the incident commander and any relevant emergency professionals. They must communicate where in the building the remaining people are located, and the reason they were not able to evacuate.

It is the responsibility of the incident commander to ensure that all areas have been checked and cleared.

Possible contingencies

- **Primary path inaccessible**
 - If the primary evacuation path of an area is **inaccessible or dangerous**, the staff member should **direct evacuating individuals to an alternate route**.
 - If other routes are not available, the staff member must immediately inform the Incident Commander and any relevant emergency responders of how many individuals are in the building and where they are located.
- **Individual refuses to evacuate**
 - If a visitor, volunteer, or intern **refuses to evacuate**, the staff member in the area should **make a good faith effort to convince them**, but should not put their own safety or that of any other individuals in the area at risk while doing so.
- **Individual is unable to evacuate**
 - If an individual is **unable to evacuate** due to injury or physical disability, the staff member in the area should **alert emergency responders** to the location of the individuals and the reason they are unable to evacuate.
- **Staff member unavailable**
 - If both assigned staff members are **unavailable to evacuate an area**, the Incident Commander will **designate another staff member(s)** to check and clear the area.
 - Staff members not in the main building should be alerted to the emergency as soon as possible. Staff members on the grounds should report to the congregation point as quickly as it is safe to do so.
 - It is the responsibility of the Incident Commander to ensure that all areas have been checked and cleared.
 - If it is not possible to check all areas of the building, the Incident Commander must inform emergency professionals of which areas were not checked.

5.2.3 Volunteer procedure during evacuation

During an evacuation, volunteers shall evacuate the Main Museum Building and proceed to the congregation point. Front Desk volunteers may encourage visitors in the lobby area to evacuate with them, but should prioritize getting themselves to safety. It is the responsibility of staff members to fully evacuate the building.

5.2.4 Staff procedure on weekends

During weekend hours, there is typically only one staff person on site. If any incident occurs on a weekend day, that staff member is considered the Acting Incident Commander until the arrival of the Disaster/Emergency Action Team.

In the event of an evacuation, the Acting Incident Commander should perform the following duties in this order:

1. If the emergency has not triggered an automatic alarm to alert relevant emergency responders, the Acting Incident Commander will call 9/11.
2. The Acting Incident Commander should clear the Main Museum Building, beginning with the galleries on the main floor.
 - a. The staff member should communicate to visitors that an emergency is happening and that evacuation is necessary.
 - b. In the event that visitors need help evacuating, the staff member should instruct them to shelter in place until the staff member can safely assist them.
 - c. To the extent that it is safe to do so, the staff member on duty should check and clear all 3 galleries and the two restrooms.
3. The Acting Incident Commander will alert the Disaster/Emergency Action Team as soon as possible. The Incident Commander will arrive on site as quickly as possible, or dispatch another member of the action team if they are unavailable.
4. The Acting Incident Commander must immediately alert the Incident Commander and any relevant emergency responders upon their arrival of any areas that were not checked and of any individuals who remain in the building.

Staff emergency on weekends

If the staff member on duty during the weekend has a personal emergency and must leave the site, they should evacuate the Main Museum Building and lock the front door. They should then alert the Executive Director that an emergency has occurred and they have left the site. The Executive Director will ensure that a staff member is sent to the Museum to either resume normal operations or properly close the site for the day.

5.3 Evacuating the grounds

Outbuildings with exhibits:

- **NCO Quarters** – 4 exit points
 - Only 1 is accessible to visitors; the other three doors are protected by padlocks and require a master key.
 - One of the 2 main doors to the exhibit section is currently damaged and unusable.
- **Hayes Homestead Cabin** – 1 exit point
 - Building is used regularly for educational programs.
 - The building has 2 stories, although the loft is only used by staff.
- **Grant Creek Schoolhouse** – 1 exit point
 - Building is used regularly for educational programs.
 - The windows open, but may not be large enough to fit an adult.
- **St. Michael's Church** – 1 exit point
 - The windows open, but may not be large enough to fit an adult.

- Building is used occasionally for educational programs.
- **ADC Barracks** – 1 exit point
 - Building is used regularly for educational programs.
- **Trolley Barn** – 3 exit points
 - Foyer open to visitors; rest of the building usually closed to the public.
 - Building is used regularly for educational programs.
 - The primary entry is protected by a padlock when the building is not used, which requires a master key. The two back entries are locked from the inside using removable wooden blocks.
- **Drummond Depot** – 2 exit points
 - Only 1 is accessible to visitors; the other is protected by a lock which requires a master key.
 - Building is used occasionally for educational programs.
 - Building is used occasionally by the Missoula Model Railroad Club.
- **Outdoor restrooms** – 1 exit point
- **Library car** – 2 exit points
 - Building is used occasionally for educational programs.
- **Miller Creek Guard Cabin** – 1 exit point
- **Timber Shed** – 1 exit point
 - Building currently closed completely due to safety concerns with the floor.
- **Sliderock Lookout** – 1 exit point
 - Deck around the lookout cabin open to visitors, building itself usually closed to visitors.
 - Building is used regularly for educational programs.

Other outbuildings:

- **Barracks storage** – 3 exit points
 - Accessed rarely; collections staff
- **Warehouse storage** – 2 exit points
 - Accessed rarely; collections staff
- **Tool shed** – 1 exit point
 - Accessed often; facilities staff
- **Apple barn** – 1 exit point
 - Accessed seasonally; education staff
- **Tipi Burner** – 1 exit point
 - Accessed seasonally; education staff and locomotive restoration team

5.3.1 Congregation point

In case of an evacuation, staff, interns, and volunteers are to meet in front of the root cellar door. Educational programs or other groups in the Barracks or Trolley Barn may first convene in the

parking lot across from Building T1 to ensure that all members have been successfully evacuated and accounted for. Visitors should be encouraged to congregate near Locomotive #7 if they choose to remain on Museum grounds.

5.3.2 Staff procedure during evacuation

If it is necessary to evacuate the grounds, the Incident Commander shall send two staff members to clear the outbuildings, one beginning at the NCO Quarters and one beginning at the Library Car. When clearing outbuildings, priority will be given to buildings that can be fully entered. Staff members will ensure that all outbuildings are clear of people.

Visitors in the grounds will be notified of the need to evacuate via instructions delivered through a bullhorn and via staff instructing them to evacuate during the sweep.

Because the Fort grounds are a public space, the staff cannot force any visitor to evacuate. Staff members should make a good faith effort to convince visitors to leave the site, but should not put themselves or anyone else at risk while doing so.

If a staff member is not able to evacuate someone for any reason, they must immediately notify the Incident Commander and any relevant emergency professionals.

Partial grounds evacuation

If it is necessary to evacuate only certain outbuildings, it is the responsibility of the Incident Commander to ensure that an appropriate number of staff members have been sent to evacuate the building(s) and assess any evacuees for potential injuries.

If no staff members were present for the inciting emergency, it is the responsibility of the Incident Commander to ensure that as much information about the incident as possible has been obtained from individuals who were present for it.

Full grounds evacuation

If it is necessary to evacuate the entire site, staff members will ensure that the Main Museum Building is cleared first, then evacuate the grounds.

If it is safe to do so, staff will check Building T1 after the Main Museum Building and grounds have been fully evacuated.

5.3.3 Volunteer procedure during evacuation

During a grounds evacuation, docents and building hosts should evacuate their buildings and proceed to the congregation point. They should encourage any visitors in the building to

evacuate with them, but should evacuate regardless of whether visitors follow suit or not. If possible, volunteers should inform staff members of any visitors remaining in the building.

5.3.4 Staff procedure on weekends

During weekend hours, there is typically only one staff person on site. If any incident occurs on a weekend day, that staff member is considered the Incident Commander until the arrival of the Disaster/Emergency Action Team.

If one or all of the outbuildings must be evacuated, the staff member on duty will first evacuate the Main Museum Building completely, then clear the grounds. It is the responsibility of the staff person on duty to be aware of any docents or building hosts on site and to be able to communicate with them during an emergency.

5.4 Evacuating Building T1

Areas to clear

- **Basement** – 3 exits
 - Cellar door in processing room
 - Main staircase to first floor lobby
 - Side staircase to first floor north side
- **Main floor** – 5 exits
 - Front door
 - Side door on northeast side (Eric’s area to ramp)
 - Side door on northwest side (Eric’s area)
 - Side door on southeast side (Diane’s old office)
 - Back door in book processing room
- **Second floor** – 3 exits
 - Main staircase to first floor lobby
 - Back staircase to northeast (Eric’s area)
 - Emergency Exit off Judge’s Chamber.

5.4.1 Partner groups in Building T1

Building T1 is used by many different groups, some directly affiliated with the Museum and some who are Partner Groups to the museum or who rent space in the building from the Museum. Partner groups, maintenance professionals, and any others using Building T1 are required to notify Museum staff when they are in the building and when they leave.

Although Museum staff will make a good faith effort to ensure that Building T1 is evacuated safely and completely, it is the responsibility of all groups using the building to be familiar with this plan and evacuate their participants in case of an emergency. Evacuation routes are posted throughout the building.

It is the responsibility of any group using Building T1 to confirm that all of their participants have been evacuated, and to communicate with emergency service professionals if any individuals remain inside the building.

5.4.2 Congregation point

In case of an evacuation, staff, interns, and volunteers are to meet in the gravel parking lot across the street from Building T1.

5.4.3 Staff procedures during evacuation

Staff present during evacuation

If any staff member is present in Building T1 during an evacuation, that staff member will act as Acting Incident Commander until relieved by the Disaster/Emergency Action Team. This does not apply to site-wide emergencies, during which the regular incident command hierarchy will be followed.

Staff present in Building T1 during an evacuation should check and clear the floor they are on, and make a good faith effort to check other floors, to the extent that it is safe to do so. Staff will coordinate with any groups also using the building to communicate with emergency response professionals about which parts of the building have not been checked.

No staff present during evacuation

If no staff are present in Building T1 during an emergency, the Incident Commander will make their way to the building as soon as they are alerted to the emergency, or will delegate another staff member(s) to do so.

The staff member(s) arriving at the building will confirm that all floors were checked and cleared, or that emergency professionals have been alerted to which floors still need checking.

If no staff members were present for the inciting emergency, it is the responsibility of the Incident Commander to ensure that as much information about the incident as possible has been obtained from individuals who were present for it.

5.5 Evacuating youth groups

Most schools and summer camp programs have established emergency procedures. In the event that an evacuation order is given while a school or camp group is on site, those procedures override any outlined in this document. Staff members should defer to the teacher or counselor in charge of the group and assist them as necessary.

If a group does not have an established emergency procedure, or if the group is participating in a Museum-led program, staff should direct the group to the congregation point. Staff members will help adult chaperones keep all the participants together and as calm as possible. Education staff will help adult chaperones contact their parent organization and/or the guardians of the participants as necessary.

It is the joint responsibility of Museum education staff and any teachers or counselors to ensure that all participants are accounted for. In the event that a participant is missing, staff must immediately notify the Incident Commander and relevant emergency professionals.

5.6 Object Evacuation Procedures

Collections may need to be moved, either within the facility or to an off-site location, to facilitate stabilization, salvage, and rehabilitation efforts. In this event, the Collections Coordinator will arrange for appropriate space and oversee the move as described below.

I. WHEN to evacuate collections

The decision to move collections is an important one and should not be completed unless **all** of the following conditions are met:

- The threat to your institution is real.
- The current measures in place would not be able to prevent damage to your collections.
- A safer place for storage of the collection is available.
- Formal authorization to evacuate and relocate objects has been secured.
- You have sufficient man-power and resources to relocate the endangered collection.
- There is no threat to the personal safety and security of the people involved in the operation.

II. HOW to evacuate collections

Once an evacuation decision has been met, follow the workflow below to complete the evacuation of collections materials:

a. ASSESS

- i. Assess the threat – Make sure the threat is real and figure out what counter measures need to be taken.
- ii. Block the threat – Counter measures are threat specific and should be taken immediately to prevent it from happening to the best of the staff's abilities.
- iii. Prioritize objects – Prepare a list of objects that have to be evacuated first based on the route of the threat and the fragility of the object.

b. PREPARE

- i. Identify a safe location for temporary storage & route – Make sure the new location is large enough to accommodate the number of objects being moved and is safe for collections storage (secure, no pests, no mold, etc.)
- ii. Get permission from concerned authorities – This includes permission from the Curator of Collections, Executive Director, and Boards.
- iii. Create team for the operation – This team will be responsible for documentation, handling and packing, transportation, and organization of storage.
- iv. Assign a unique number and location code – This should be developed for the purpose of the evacuation and should be simple, uniform, and understood by all involved.
- v. Prepare emergency evacuation inventory – This form could be based on other inventory forms, but should include information like object numbers, object descriptions, and location changes.
- vi. Gather supplies – Make sure you have all the supplies you need BEFORE you start moving items.
- vii. Identify workspaces – These will be where you do documentation and packing of objects and should have relevant materials nearby.
- viii. Acquire safe transportation – If moving objects to a different building, make sure you have appropriate vehicles to do so.

c. DOCUMENT, PACK, AND MOVE

- i. Organize supplies and teams in preparation for the evacuation to begin.
- ii. Begin documentation for objects being moved - Fill emergency evacuation inventory created in the previous stage.
- iii. Prepare workspace – This can be done at the same time as the initial documentation.
- iv. Pack objects – Once objects have been listed on the emergency inventory, they can be moved to the workspaces and packed. Be sure to use collections handling best practices!
- v. Label track and move – While packing objects, make sure that the labels bearing the identification number are visible and remain in place. The packing team will use a “Movement Tracking Form” during this process.
- vi. Checklist – Once items are packed, attach copies of the documentation to the boxes/packages and send them on their way.

d. RELOCATE AND STORE

- i. Prepare space – This should be done while another team is documenting and packing objects. The space should be sanitized, filled with appropriate furniture and have a location code system in place for easy tracking.
- ii. Sort objects – After receiving the objects, check the accompanying documentation and separate objects by materials type and size.

- iii. Record new location on the emergency inventory form – Be sure to use the location code system created for the temporary storage area.
- iv. Secure – Take appropriate security measures at the new location.
- v. Report – Provide updated inventory to the Curator of Collections.
- vi. Monitor – Develop a routine for cleaning and monitoring the new storage space to avoid any damage to the evacuated objects.

RESOURCE: Refer to “Endangered Heritage: Emergency Evacuation of Heritage Collections” for more detailed instructions for object evacuation.

6 Emergency quick response guides

These emergency quick response guides are intended to be easily accessible checklists for use while an emergency is unfolding, and are primarily focused on preserving human life and safety.

Key words:

Evacuate – clear the building entirely

Alert – communicate necessary information to people, either face to face or over the phone

Assess – gather information in order to determine the best course of action or properly communicate the nature of the incident

Assist – offer aid to an individual

Remain – stay where you are until given other instructions

Call – contact a person or department, usually via telephone

Obey – follow instructions given to you

6.1 Electrical Outage/Power Failure in Main Museum Building or Building T1

- **Alert** a member of the Disaster/Emergency Action Team.
 - The D/EAT will check the breakers to determine whether the power can be easily restored.
 - If the power can be easily restored, do so. Museum operations can continue as normal at the discretion of the Incident Commander.
 - If the power cannot be restored, continue to the next step of this guide.
- **Alert** all visitors, volunteers, and interns that the power has failed and that they must clear the building.
 - Remember that most cell phones can serve as flashlights and encourage visitors, volunteers, and interns to use them if possible.
- **Evacuate** the building safely. Staff, interns, and volunteers assemble at the congregation point.
 - Be especially careful when navigating the stairs and encourage visitors, volunteers, and interns to go slowly.
- **Assist** any individuals who need help evacuating, particularly anyone in the upstairs or basement spaces.
- **Call** Northwestern Energy Company and alert them to the situation.
- **Remain** outside until power has been restored or until told by the incident commander or outside specialist to leave.

*A loss of power to the building may trigger security and fire alarms. **Do not** turn off any fire alarms. Wait for the Fire Department to arrive, inspect the building, and turn off the alarms before going back inside.*

6.2 Fire

Fire in the Main Building or Building T1

Unconfirmed fire, alarm going off

- **Alert** all visitors, staff, volunteers, and interns that the fire alarm has gone off and that they must clear the building.
 - Be alert for any individuals who may be hearing impaired and unable to hear the alarm. Ensure that they are aware of the situation – remember that most cell phones will allow you to quickly create written communication.
 - Remind visitors, volunteers, and interns that they must evacuate the building even for a false alarm.
- **Evacuate** the building safely. Staff, interns, and volunteers assemble at the congregation point.
- **Assist** any individuals who need help evacuating, particularly anyone in the upstairs or basement spaces.
- **Alert** a member of the Disaster/Emergency Action Team if necessary.
- **Remain** at the congregation point until the fire department arrives.
- **Alert** the fire department of any relevant information, including possible causes for the alarm if you are aware of any.
- **Obey** all instructions from the fire department. Their instructions supersede any processes spelled out in this document.

Confirmed fire

- **Pull** the fire alarm if it is not already going off.
- **Assess** the likely location of the fire within the building to determine evacuation path
 - If the fire is small and localized (i.e. trash can fire), a trained staff member should use a fire extinguisher to put the fire out or prevent it from spreading. If the nature of the fire is unclear or if you are unsure whether or not you will be able to fully contain it, do not attempt to fight the fire.
- **Alert** all visitors, staff, volunteers, and interns that they must clear the building
 - Be alert for any individuals who may be hearing impaired and unable to hear the alarm. Ensure that they are aware of the situation – remember that most cell phones will allow you to quickly create written communication.
- **Evacuate** the building safely. Staff, interns, and volunteers assemble at the congregation point.
- **Assist** any individuals who need help evacuating, particularly anyone in the upstairs or basement spaces.
- **Alert** a member of the Disaster/Emergency Action Team if necessary.
- **Assess** evacuated individuals for any injuries.

- If first aid is required, perform it only if you are trained to do so. If you are not trained, alert the First Aid Coordinator and remain with the injured person until the first aid can be performed.
- **Alert** the First Aid Coordinator about any injuries or call 911 if the injury is serious.
- **Obey** all instructions from emergency professionals and the D/EAT. Their instructions supersede any processes spelled out in this document.
- **Alert** emergency professionals of the location of any potentially hazardous materials within the building.

***Do not** attempt to use the fire extinguishers unless you have been trained to operate them*

***Do not** attempt to turn the fire alarm off yourself, even for a false alarm. Wait for the fire department to turn the alarm off*

Fire in one of the outbuildings

- **Pull** the fire alarm if it is not already going off.
- **Evacuate** all visitors, staff, or docents in the building. Ensure that all individuals remain at a safe distance from the impacted building. Staff, interns, and volunteers assemble at the nearest evacuation point.
- **Alert** the Disaster/Emergency Action Team if necessary.
- **Assess** evacuated individuals for any injuries.
 - If first aid is required, perform it only if you are trained to do so. If you are not trained, alert the First Aid Coordinator and remain with the injured person until the first aid can be performed.
- **Alert** the First Aid Coordinator about any injuries or call 911 if the injury is serious.
- **Obey** all instructions from emergency professionals and the D/EAT. Their instructions supersede any processes spelled out in this document.
- **Alert** emergency professionals of the location of any potentially hazardous materials within the building.

***Do not** attempt to use the fire extinguishers unless you have been trained to operate them*

6.3 Medical Emergency

- **Assess** the nature and severity of the emergency. If unsure, call 911.
- **Call** 911 if the illness or injury is serious or if instructed by the impacted person/their party to do so.
 - If the injury involves the head, neck, or spine, or if the impacted person seems to be suffering a stroke or heart attack, call 911 regardless of how serious it looks.
- **Alert** a member of the Disaster/Emergency Action Team.
- **Remain** with the impacted person until relieved by emergency services or the D/EAT.
- **Assist** the impacted person and keep them as comfortable as possible. Do not dispense any medication unless the impacted person/their party has it with them and instructs you to do so. Do not provide any medical aid you are not trained and certified to perform.
- **Obey** the instructions of any emergency professionals, either in person or over the telephone. Their instructions supersede any processes spelled out in this document.

6.4 Active Shooter

Shooter inside the Main Building

- **Alert** a member of the Disaster/Emergency Action Team if it is safe to do so.
- **Evacuate** the building if safe to do so.
 - If it is safe to do so, encourage others around you to evacuate with you. If others refuse to leave the building, evacuate anyway.
- **Find shelter** if it is not possible to evacuate the building.
 - Look for places to hide behind desks or cases. If possible, put a door between you and the shooter.
- **Call** 911 if it is safe to do so - If it is not safe to do so, use the panic button found behind the front desk under the cash register.
 - Describe the situation to the dispatcher if it is safe to do so. Describe the incident in as much detail as possible, including where in the building the shooter is located and a visual description of the shooter.
 - Remain on the line until told by emergency responders that it is safe to hang up, or until remaining on the line becomes unsafe.
 - If it is not safe to speak, remain on the line and do your best to allow the dispatcher to hear any background noise.
- **Remain** hidden until emergency responders tell you it is safe to come out.
- **Obey** the instructions of any emergency professionals, either in person or over the telephone. Their instructions supersede any processes spelled out in this document.
 - Remember that in this situation, law enforcement will be on high alert and primed to react to any hint of threat. Keep your hands empty and visible at all times and avoid making any abrupt or unexpected movements in their direction.

Shooter on the grounds

- **Assess** the location of the shooter and note any buildings nearby.
- **Call** 911 if it is safe to do so - If it is not safe to do so, use the panic button found behind the front desk under the cash register.
 - Make sure to note that the incident is happening on the grounds rather than in the building and give as many details as possible. If possible, include the precise location on the grounds and a visual description of the shooter.
 - Remain on the line until told by emergency responders that it is safe to hang up or until remaining on the line becomes unsafe.
- **Alert** all staff members, visitors, volunteers, and interns in the Main Museum Building to the situation.
- **Evacuate** the grounds if it is safe to do so.
- **Find shelter** inside the nearest outbuilding if it is not safe to evacuate.

- Look for places to hide behind cases or under tables. Close and barricade the door to the building if at all possible.
- If you are in the Main Museum Building, **find shelter** in case the shooter chooses to enter.
- Good places to shelter are under desks and tables, and in rooms with lockable doors.
- **Remain** hidden until emergency responders tell you it is safe to come out.
- **Obey** the instructions of any emergency professionals, either in person or over the telephone. Their instructions supersede any processes spelled out in this document.
 - Remember that in this situation, law enforcement will be on high alert and primed to react to any hint of threat. Keep your hands empty and visible at all times and avoid making any abrupt or unexpected movements in their direction.

***Do not** attempt to engage with an active shooter unless you have no other option and your life is in immediate danger*

6.5 Earthquake

- **Alert** a member of the Disaster/Emergency Action Team if necessary.
- **Find shelter** until the shaking stops.
 - Good places are under desks or tables, or in doorframes. Avoid being near shelves, even if they are secured, as they or their contents might fall due to the tremors.
- **Alert** all visitors, volunteers, and interns that they must clear the building once the shaking has stopped.
- **Evacuate** the building safely. Staff, interns, and volunteers assemble at the congregation point.
- **Assess** evacuated individuals for any injuries.
 - If first aid is required, perform it only if you are trained to do so. If you are not trained, alert the First Aid Coordinator and remain with the injured person until the first aid can be performed.
- **Alert** the First Aid Coordinator about any injuries or call 911 if the injury is serious.
- **Remain** outside until the Incident Commander allows people to re-enter the building or you are told to leave.

6.6 Bomb Threat

Over the phone

- **Remain** on the line with the caller as long as possible.
 - Gather as much information as possible about the bomb, including:
 - Location within the building/on the grounds
 - Construction of the device
 - When it is set to detonate
 - How it is detonated
 - What it looks like
 - Whether the caller planted the device
 - Why the device was planted
 - Note information about the caller, including:
 - Apparent age and gender
 - Any distinctive speech characteristics (speech impediment, accent, voice filters being used, etc.)
 - Their name, if any is provided
 - If a phone number is visible on caller ID, write it down and give it to the Disaster/Emergency Action Team and emergency services.
- **Alert** a member of the Disaster/Emergency Action Team.
- **Call** 911 to report the threat.
- **Evacuate** the building safely. Staff, interns, and volunteers assemble at the congregation point.
 - Treat all threats as serious. Remind visitors, volunteers, and interns that they must evacuate the building regardless of whether or not they believe the threat to be credible.
- **Remain** at the congregation point until emergency services arrive. Do not attempt to re-enter the building until cleared to do so by emergency professionals.
- **Obey** the instructions of any emergency professionals, either in person or over the telephone. Their instructions supersede any processes spelled out in this document.

In a letter

- **Alert** a member of the Disaster/Emergency Action Team.
- **Call** 911 to report the threat.
- **Evacuate** the building safely. Staff, interns, and volunteers assemble at the congregation point.
 - Treat all threats as serious. Remind visitors, volunteers, and interns that they must evacuate the building regardless of whether or not they believe the threat to be credible.

- **Remain** at the congregation point until emergency services arrive. Do not attempt to re-enter the building until cleared to do so by emergency professionals.
- **Obey** the instructions of any emergency professionals, either in person or over the telephone. Their instructions supersede any processes spelled out in this document.

6.7 Theft/Vandalism

Catching someone in the act

- **Alert** the thief or vandal to your presence if you feel it is safe to do so.
 - Often petty vandals or thieves will stop what they are doing when they realize they are being watched.
 - Be firm but not hostile when interacting with the thief/vandal. If the situation escalates, do not engage with the perpetrator or put yourself or others at risk.
 - Make note of any physical characteristics that could be used to identify the individual, i.e. approximate age, apparent gender, hair color, skin color, height, build, distinctive body modifications, etc.
- **Alert** a member of the Disaster/Emergency Action Team.
- **Assess** the damage.
 - Take photographs of the site of the damage or theft before moving or touching anything.
- **Call** the non-emergency police at the discretion of the Incident Commander.
 - They will ask for an estimated monetary value of the damage done. Unless you have solid data about how much fixing the damage will cost, do not offer a figure and refer the police to the Museum Executive Director.
 - Write down the incident number you are given and give it to the Incident Commander.
- **Alert** Missoula County Risk and Benefits about any damage at the discretion of the Incident Commander.
- **Obey** all instructions given by insurance professionals or police about cleanup.
 - It may be necessary for the scene to be inspected by insurance adjusters before any cleanup is done.

***Obey** all instructions given to you by armed or threatening individuals. Do not put yourself or anyone else at risk protecting the museum or its contents*

Discovered after the event

- **Alert** a member of the Disaster/Emergency Action Team.
- **Assess** the damage.
 - Take photographs of the site of the damage or theft before moving or touching anything.
 - Check the entire impacted building/area to make sure that no other damage has been committed. Do not enter the impacted building if you suspect the perpetrator may still be on site.
- **Call** the non-emergency police to report the incident.

- They will ask for an estimated monetary value of the damage done. Unless you have solid data about how much fixing the damage will cost, do not offer a figure and refer the police to the Museum Executive Director.
- Write down the incident number you are given and give it to the Incident Commander.
- **Alert** Missoula County Risk and Benefits about any damage at the discretion of the Incident Commander.
- **Obey** all instructions given by insurance professionals or police about cleanup.
 - It may be necessary for the scene to be inspected by insurance adjusters before any cleanup is done.

6.8 Suspicious Package/ Mail

- **Assess** the potential danger of the package or letter.
 - **Do not** open a suspicious package or letter.
 - If you can, determine whether the threat is chemical (unknown powder or another substance) or explosive.
- **Alert** a member of the Disaster/Emergency Action Team.
- **Call** the non-emergency police at the discretion of the Incident Commander.
- **Obey** all instructions given to you by emergency professionals for safely disposing of the package or letter.

6.9 Plumbing emergency

Flooding

- **Assess** the situation to determine where the leak is and how far the water is spreading.
- **Alert** a member of the Disaster/Emergency Action Team.
- **Call** City of Missoula Water Department if needed to report the incident.
- **Contain** the water as much as possible.
 - If necessary, use sandbags to absorb the floodwater and protect high-risk areas of the museum such as collections storage and exhibit galleries.
- **Evacuate** the building safely if the flood cannot be contained to a small area.
- **Turn off** the water to the impacted building if evacuating.
- **Turn off** power to the impacted building if evacuating.

Sewage backup

- **Assess** the situation to determine where the leak is and how far the sewage is spreading.
- **Alert** a member of the Disaster/Emergency Action Team.
- **Call** City of Missoula Water Department to report the incident.
- **Contain** the leak as much as possible
 - If necessary, use sandbags to absorb the floodwater and protect high-risk areas of the museum such as collections storage and exhibit galleries.
- **Evacuate** the building to protect staff, volunteers, visitors, and interns from potentially noxious substances or gases in the accumulated sewage.
- **Turn off** the water to the impacted building.
- **Turn off** power to the impacted building.

6.10 Gas Leak

- **Turn off** the gas in the impacted building.
- **Evacuate** the building safely. Staff, interns, and volunteers assemble at the congregation point.
 - A staff member should turn off the power to the building after everyone has been safely evacuated
- **Alert** a member of the Disaster/Emergency Action Team.
- **Call** Amerigas to report the incident.
- **Assess** all evacuated individuals for any injuries or symptoms of gas poisoning.
 - Symptoms of natural gas poisoning include:
 - Difficulty breathing
 - Dizziness or feeling lightheaded
 - Fatigue or drowsiness
 - Headaches
 - Irritation to eyes and throat
 - Nausea
 - Loss of consciousness
 - If first aid is required, perform it only if you are trained to do so. If you are not trained, alert the First Aid Coordinator and remain with the injured person until the first aid can be performed.
- **Remain** outside until professionals have identified and fixed the source of the leak.

6.11 Lost Child/Vulnerable Adult

Individual reported as missing

- **Assess** the situation to determine how and when the individual may have gone missing.
 - Gather as much information about the missing individual as possible, including last place seen, age, gender, physical appearance, and emotional state.
 - Determine whether the individual was participating in a program or field trip, or if they and their party were visiting the museum on their own.
- **Call** 911 if you believe the missing person to be in imminent danger.
- **Alert** a member of the Disaster/Emergency Action Team.
 - The Incident Commander will direct staff and volunteers to search the building and grounds for the individual. It is the responsibility of the Incident Commander to ensure that all areas are covered.
- **Remain** with the party or program group that reported the missing individual.
- **Call** the non-emergency police to report the situation if all areas in the Main Museum Building and Museum grounds have been searched and the individual has not been found.
 - Write down the incident number you are given and give it to the Incident Commander.

Individual found separated from their party

- **Assess** the situation to gather information about the individual.
 - Do your best to determine whether they were participating in a program or field trip, or if they and their party are visiting the museum on their own.
 - Do your best to determine whether the individual got separated from their group or whether they deliberately ran away.
- **Alert** a member of the Disaster/Emergency Action Team.
 - If the individual is participating in an education program, alert the Education Director first, then follow the usual emergency response hierarchy.
 - If necessary, the Incident Commander will direct staff and volunteers to search the building and grounds for the individual's party. It is the responsibility of the Incident Commander to ensure that all areas are covered.
- **Remain** with the individual until they are re-united with their party.
 - If you are on the grounds, encourage the individual to come with you to the Main Museum Building, but do not force them to do so.
- **Call** the non-emergency police to report the situation if the individual's party cannot be located.
 - Write down the incident number you are given and give it to the Incident Commander.

6.12 Suspicious Person/Violent Person/Person in Distress

Suspicious person/Inappropriate behavior

- **Assess** the individual to determine if they are a threat to people or property on the site.
 - Remember that the Fort is used by a wide variety of people, including many with disabilities that may cause them to behave unusually. Speaking at a loud volume and moving strangely are not in and of themselves threatening behaviors.
- **Alert** a member the Disaster/Emergency Action Team if you believe the individual poses a threat or if you are unsure.
- **Alert** the individual that their behavior has been noticed, if it is safe to do so.
 - As needed, communicate to the individual why their behavior is not appropriate.
 - As appropriate, politely but firmly inform the individuals that they must either change their behavior or leave the site.
- **Call** the non-emergency police at the discretion of the Incident Commander.
 - Describe the individual/behavior as objectively as possible, focusing on the behavior rather than your feelings about it.
 - Write down the incident number you are given and give it to the Incident Commander.
- **Obey** the instructions of any emergency professionals, either in person or over the telephone. Their instructions supersede any processes spelled out in this document.

Violent person

- **Obey** all orders or demands from an armed or actively threatening individual.
 - Prioritize your safety and that of others over the museum or its content.
- **Call** 911 as soon as it is safe to do so.
 - If it is not safe to do so, use the panic button found behind the front desk under the cash register.
- **Alert** a member of the Disaster/Emergency Action Team.
- **Obey** the instructions of any emergency professionals, either in person or over the telephone. Their instructions supersede any processes spelled out in this document.

Person in Distress

- **Assess** the individual to determine if they are a threat to themselves or others.
- **Remain** with the individual and engage with them if it is safe to do so. Speak in a calm voice and listen to the individual.
 - Avoid:
 - Threatening, pushing, or touching the individual
 - Arguing or challenging the rationality of the individual's thinking
 - Joining the individual's fantasy, delusion, or hallucination
 - Dominating, pressuring, or making demands of the individual

- If possible, take the individual to a quiet place away from loud stimuli and potentially triggering materials.
- **Call 911** if you believe the individual to be in imminent danger, or at the discretion of the Incident Commander.

7 Salvage of Collections and Buildings

7.1 General Things to Remember

- Salvage is the entire process: documentation → retrieval → triage → packing → and storage
- Salvage should be performed when:
 - Objects have been damaged
 - There is a risk of further damage to your collections
 - You have the sufficient resources to retrieve, stabilize, relocate, document, and monitor the collections items
 - You can actually cause MORE damage if you start a salvage process without the proper resources in place!
- Documentation is extremely important and should be done throughout the entire salvage and recovery process as a way to track how objects move through these processes as well as prevent theft and disassociation.
 - Photographs should be taken throughout the collections salvage process
- Always remember to address the health and safety issues for the salvage teams
 - Ensure that food, drink, and access to restrooms is available
 - Let them take regular breaks
- Working FAST is not the best way to perform salvage – you should be working slowly through the process in order to properly save your collections materials
- Supplies used during the salvage process should always be temporary, reusable, and versatile
 - They DO NOT need to be archival quality!
- Communication between teams is key!
 - For example: the Storage Team needs to know what is happening in all other stations in order to create storage spaces large enough and to know what kinds of objects to prepare for.
- Be prepared to monitor your new storage spaces regularly and potentially increase storage depending on the objects that are now stored there.

7.2 General Explanation of the Salvage Process

After HMFMM is affected by an emergency, the following steps are taken to prepare for the salvage process:

1. Complete an Initial Damage Assessment
 - a. The Assessment is completed by the Curator of Collections while the team waits to gain safe access to storage spaces

- i. This is where you will establish your basic salvage priorities
 - b. Remember – the following steps may change depending on the scale and type of emergency that affects the museum!
 - c. See Appendix 9.1 for a copy of the Initial Damage Assessment Form
- 2. Contact insurance providers
 - a. This should be done by the Executive Director and will utilize information from the Initial Damage Assessment
 - b. No salvage/triage work can begin until we receive the go ahead from insurance appraisers.
- 3. Identify the following locations on the site:
 - a. Triage Station – Where objects will be stabilized and initially treated in a stable environment away from the initial emergency areas
 - b. Packing Station – Where objects will be packed and prepared for storage
 - i. This station will need the most space and the most supplies and should be set up before retrieval begins
 - c. New temporary storage locations – Where the objects will be stored until their permanent homes can be returned to safety
- 4. Assign Teams – You will need to assign staff/volunteers to the following teams:
 - a. Documentation Team
 - i. There may be up to FOUR of these (one per station)
 - b. Retrieval Team
 - i. This team requires the most PPE
 - ii. These should be people who are in good physical condition as this is the most exhausting job in the salvage process
 - iii. Some level of object handling experience would be a plus
 - iv. This team may be reassigned after the retrieval process is complete
 - c. Movement Teams
 - i. There may be up to FOUR of these (depending on the scale of the emergency and the distance to be traveled)
 - d. Triage Team
 - i. These are the people who are MOST comfortable with object handling
 - e. Packing Team
 - i. This team needs to be working very closely with the Documentation Team
 - f. New Location Prep Team
- 5. Complete the Re-Entry Checklist before entering the spaces to ensure that staff can work in these spaces safely.
 - a. Remember that while you may complete your own checklist, the first responders involved in the emergency will have final say on whether or not it is safe.
 - b. See Appendix 9.2 for the Re-Entry Checklist form.

After you have been cleared to gain access to storage spaces, the following steps should be taken as part of the salvage process:

1. Send in a Documentation Team
 - a. They will document the overall damage to the site and to the collections
 - b. They will prepare the initial area by creating a location system (if necessary)
 - i. This may mean creating a grid system on the floor or furniture
 - ii. Make sure to take PHOTOGRAPHS of this system
 - c. They will also set up documentation standards to be used for the rest of the process
 - i. They are the first team to create new temporary tracking numbers for objects
 - ii. They will establish location naming practices to be used by all Documentation Teams
2. Send in the Retrieval Team
 - a. They begin to SLOWLY gather the objects in the storage spaces and bring them to the next appropriate station (Triage or Packing)
 - i. If the distance is short, the Retrieval Team might be doing the movement themselves
 - ii. If the distances is long, a separate Movement Team might be moving the objects
3. If the objects are DAMAGED:
 - a. They must be moved to the Triage Station
 - i. Once there, a Triage Team begins stabilizing the objects
 1. Duties of the Triage Team will change depending on the type of emergency
 - b. There is also a Documentation Team present at the Triage Station
 - i. They are responsible for documenting what stabilization methods were taken and making sure accession or tracking numbers remain intact
 - c. Once damaged objects are stabilized, they are to be sent to the Packing Station
 - i. Typically this requires an additional person or team to do the movement between these two stations
4. If the objects are NOT DAMAGED:
 - a. They must be moved to the Packing Station
 - i. Once there, a Packing Team will do the physical packing of these objects
 - b. There is also a Documentation Team present at the Packing Station
 - i. They are responsible for documenting what objects are in which box and where they are being sent
5. Once objects are packed up, they need to be moved to their New/Temporary Locations

- a. May require another team or potentially a set of vehicles to perform this move depending on where the temporary locations are
- b. The New Location Prep Team should already be onsite preparing the location for the incoming objects – gathering tables, shelving, bins, etc.
- c. There is also a Documentation Team present at the New/Temporary Location
 - i. They are responsible for setting up labels for new shelves/tables at the location, tracking the new location of these objects, potentially doing an inventory

After objects have made it to the New/Temporary Location, HMFMM Collections staff and volunteers can begin the recovery process:

1. This is when the following things happen to the objects recovered during the salvage process:
 - a. Objects are returned to their original storage
 - b. Conservation treatments can be completed
 - c. Objects might need to be deaccessioned
 - d. Update and improve mitigation
 - e. Update database
 - f. Reconcile accessions
2. Remember – The recovery process can take YEARS to complete!

7.3 Collections Priority List

Salvage priorities need to be assigned at the start of every emergency during the Initial Damage Assessment, but these are some general guidelines to follow:

1. Collections records and documentation
2. Objects on loan to the museum
3. Any objects that are DAMP or IN DANGER of becoming damaged
4. Objects with bleeding or water soluble inks
5. Organic objects
6. Complex objects (made up of multiple materials)
7. Inorganic objects
8. Historic Structures/Buildings

These priorities may shift based on what is physically accessible, the type of damage/emergency, and the triage/storage spaces available.

The following identifies the locations of the above material types in each collections storage and exhibit area at the Historical Museum at Fort Missoula:

Building	Room	Priority Collections Stored Here
Main Museum Building (322)	Archives Room 1	4
	Archives Room 2	4
	Collections workroom	1, 2, 4, 5, 6, 7
	Curator's Office	1
	Basement	5, 6, 7
	Heath Gallery	2, 4, 5, 6, 7
	North Gallery	2, 4, 5, 6, 7
	Orientation Gallery	2, 4, 5, 6, 7
NCO Quarters	Collections Storage Room	5, 7, 8
Barracks	Collections Storage Area	5, 6, 7
Warehouse	N/A	5, 6, 7
T-1	Textile Room 1	4, 5, 6
	Textile Room 2	4, 5, 6
	Textile Room 3	4, 5, 6
	Basement	4, 5, 6, 7

7.4 Salvage Techniques at a Glance

General Handling

- Wear proper PPE when handling wet objects due to contamination risk
- Use supports whenever the object is weak or heavy when wet.
- DO NOT unfold objects when wet. If you must unfold something, attempt it while the object is still in the water.

General Rinsing

- Best practice is to use distilled water for rinsing
- Small items can be rinsed in containers of clean water using the 3-bath system
- Large items, spray with a hose and clean running water on an inclined sheet of plastic or a table to remove mud, debris, or contamination
- If objects are already dry, dry-cleaning might be the better option
- DO NOT RINSE when objects contain soluble ink

General Drying

- Perform drying in a well-ventilated room. Avoid drying materials outdoors as the sunlight and heat may be too intense.

- Provide gentle air circulation and keep fans from blowing directly onto objects
- Check on items that are drying regularly.
- Inspect for mold and other damage. If mold is found, vacuum it through a screen to prevent damage to objects or use a soft-haired brush to brush the mold into the vacuum.
- Change out any saturate towels or absorbent materials regularly
- Use screens, tulle, or clotheslines to allow air circulation to save space (if appropriate for the object)
- If objects cannot be dried right away, FREEZE THEM
- Monitor the RH to ensure it stays below 65% - obtain dehumidifiers if necessary

General Dry-Cleaning

- Use micro-fiber cloths or makeup sponges to wipe off dirt and mud
- You can also use a soft-bristle brush but be sure to brush in one direction
- For large objects, team-lift the object up at an angle to allow the dirt to fall off
- Use a vacuum cleaner to control the dirt

General Freezing

- Unless they can be treated immediately, freeze ALL wet or damp textiles, paper, or books
- DO NOT freeze: glass, wax, bone, ivory, painted objects, paintings or framed art, furniture, ceramics or metal objects
- Interleave paper objects every 2 inches or so using paper folders
- Whole storage containers can be frozen (bins, boxes, etc). Drain excess water first.

7.5 Object Salvage Details

TEXTILES

Priority	<ul style="list-style-type: none"> • Undamaged materials • Fragile materials • Composite constructions • Bleeding dyes • Contains sequins, ivory, baleen, bone, or iron components
Treatment Deadline	Must be treated within 48 hours
Handling Precautions	<ul style="list-style-type: none"> • Use two hands or a support to remove it from the water • For large textiles, require a rigid support using two or more people
Cleaning Methods	<ul style="list-style-type: none"> • Move to a clean, safe area • Spray with a hose and clean running water on an inclined sheet

	<ul style="list-style-type: none"> • Small items can be rinsed in tubs using the 3-bath system
Drying Methods	<ul style="list-style-type: none"> • DO NOT wring textiles • FOR FLAT DRYING: <ul style="list-style-type: none"> →Place a lightweight “drying cloth” on top of wet textile, then place blotting material on top →Use a clean rolling paint brush to push out excess water →Dry on raised screen to allow air circulation →Reduce dye bleed by blotting bleeding areas often and use a hair dryer on low or cool to speed drying of these areas →Air dry • FOR HANG DRYING OR DRAPING: <ul style="list-style-type: none"> →Use same blotting techniques as flat drying →Hang dry if there is not enough space or time to flat dry OR the textiles are not fragile →Slide pipe insulation over clothesline to prevent hard creases when draping →Hang sturdy garments on hangars padded with pipe insulation → Air dry • FOR DRYING 3D TEXTILES: <ul style="list-style-type: none"> →Blot dry or use flat dry technique →Re-shape textile using either nylon net, tulle, or pipe insulation →Air dry
Freeze Methods	<ul style="list-style-type: none"> • Blot water • Fold to the size of the container along stronger areas of the fabric • Separate dyed areas with plastic sheeting or wax paper • Put in a clear plastic bag and seal with tape (one textile per bag) • Label bag

BOOKS

Priority	<ul style="list-style-type: none"> • Books made of vellum • Books made of leather • Books with coated paper (yearbooks, magazines, etc.)
Treatment Deadline	IMMEDIATELY freeze or dry
Handling Precautions	<ul style="list-style-type: none"> • Use two hands to hold the book closed when removing it from water • Gently squeeze out excess water without moving hands

Cleaning Methods	<ul style="list-style-type: none"> • Rinse book in clean water if already wet (DO NOT RINSE if dry or damp) • DO NOT RINSE vellum, leather, or coated paper • Hold book closed with hand in same position as when salvaged • Gentle rinse in a 3-bath system or have a partner pour water over the book • Allow water to roll out of the book
Drying Methods	<ul style="list-style-type: none"> • FOR DAMP BOOKS: <ul style="list-style-type: none"> →Fan the books open and leave them standing upright →Circulate air through the room with no fans blowing directly on the book →Interleave a layer of absorbent material →Air dry • FOR WET BOOKS: <ul style="list-style-type: none"> →Put mylar or wax paper between the cover and the text block →Interleave absorbent material through the text block →Stand books upright and fan them open →Use board to support weak books →Air dry
Freeze Methods	<ul style="list-style-type: none"> • Wrap books in freezer paper • Place books in box, spine down • Place in freezer

DOCUMENTS (PAPER)

Priority	<ul style="list-style-type: none"> • Bleeding/soluble inks • Damp or mostly dry • Disassociated documents
Treatment Deadline	IMMEDIATELY freeze or dry
Handling Precautions	<ul style="list-style-type: none"> • Use a support when removing from the water to prevent breakage • Only attempt to unfold the item while it is still in the water
Cleaning Methods	<ul style="list-style-type: none"> • Wet objects can be rinsed in a 3-bath system • DO NOT RINSE objects that are bleeding or damp/mostly dry • Use a support through the entire rinsing process
Drying Methods	<ul style="list-style-type: none"> • Squelch or suction dry • Make a “sandwich”
Freeze Methods	<ul style="list-style-type: none"> • Separate coated or vulnerable materials where possible • Wrap & pack to freeze

	<ul style="list-style-type: none"> • When thawing: have steady circulation of air, then squelch or suction dry the materials • Consider Vacuum Thermal Freeze drying materials when possible
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PHOTOGRAPHS

Priority	<ul style="list-style-type: none"> • Old fiber, metal, and glass photographs • Computer printed (with soluble inks) • Photographs that are stuck together
Treatment Deadline	Freeze or dry within 48 hours
Handling Precautions	<ul style="list-style-type: none"> • Use a support to remove them from the water • Unframe, unless stuck • If wet and stuck together, do not pull apart – soak in water until they separate • Do not touch with bare hands
Cleaning Methods	<ul style="list-style-type: none"> • Rinse MODERN photographs if needed in 3-bath system • Use a support during the rinsing process • Allow water to drain off using gravity
Drying Methods	<ul style="list-style-type: none"> • Lay flat (image side up) or hang • Air dry using gentle air circulation (preferred method) • DO NOT touch or blot image surfaces

ORGANICS (Wood, bone, 3D paper, etc)

Priority	<ul style="list-style-type: none"> • Painted designs • Veneers • Drawers and pieces
Treatment Deadline	Treat within 48 hours
Handling Precautions	<ul style="list-style-type: none"> • Move away from source of moisture (ie damp walls, floor, etc) • Put on non-absorbent blocks if you can't remove it from the space • If weakened, might need to use a support to lift out of water • Handle with great care
Cleaning Methods	<ul style="list-style-type: none"> • Only rinse if fully wet and dirty • BLOT away moisture with soft absorbent material, DO NOT WIPE! • May require removal of upholstery if fully saturated

Drying Methods	<ul style="list-style-type: none"> • Use increased air flow • Place in a dry, warm space • DO NOT place in direct sunlight • Dehumidification might be needed • For baskets and other soft material, should shape during drying • For furniture, open drawers and doors slightly to allow for air circulation – only if you think you will be able to open them again
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LEATHER/SKINS

Parchment – Rawhide treated with oils, very sensitive to water

Vellum – Membrane (calfskin) treated with lime, very water and moisture sensitive

Tawing – Tanning with aluminum salts, very water sensitive

Tanned leather – Fibers do not swell when wet, tanning agent forms crosslinks with collagen

Priority	<ul style="list-style-type: none"> • Untanned leather • Parchment • Vellum
Treatment Deadline	Treat within 24 hours
Handling Precautions	<ul style="list-style-type: none"> • Use a support removing leather from water
Cleaning Methods	<ul style="list-style-type: none"> • If leather seems strong enough to withstand it, remove dirt/debris by sponging the surface lightly or using clean water as a rinse
Drying Methods	<ul style="list-style-type: none"> • Pad 3D items with toweling or other materials to gently maintain shape during drying • Air dry in an area with good air circulation • Dry away from direct sunlight • For tanned/rawhide objects, gently manipulate during drying to keep from becoming stiff and distorted • Keep in mind what objects are meant to be flexible and which are not
Freeze Methods	<ul style="list-style-type: none"> • Vellum and parchment can be frozen if layered with freezer paper to prevent sticking

INORGANICS (Metal, ceramics, glass, stone)

Priority	<ul style="list-style-type: none"> • Iron Alloys
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Treatment Deadline	Treat after less stable materials (metal and ceramics take higher priority)
Handling Precautions	<ul style="list-style-type: none"> • Remove water using two hands • If a complex object, isolate metals from rest of object if possible • Be careful of old repairs that are water soluble – can be held together using Teflon tape if necessary
Cleaning Methods	<ul style="list-style-type: none"> • Rinse using the 3-bath system • Continue to use two hands during the rinse • If oversized, pour water over the object
Drying Methods	<ul style="list-style-type: none"> • Air dry as quickly as possible (can use sunshine on absorbent materials and hairdryer for metals) • DO NOT use heat on glass or ceramics • Isolate metal components from complex materials to minimize staining • Rotate objects regularly to reduce pooling

PAINTINGS/FRAMES

Priority	<ul style="list-style-type: none"> • Bleeding/soluble inks • Ornate frames
Treatment Deadline	Treat within 48 hours
Handling Precautions	<ul style="list-style-type: none"> • When lifting a painting, tilt it to allow excess water to drain off • Paintings can get heavy when wet • Hold paintings with both hands • Two people should carry large paintings • Avoid touching paint, canvas surfaces, or frame's decorative moldings
Cleaning Methods	<ul style="list-style-type: none"> • DO NOTHING
Drying Methods	<ul style="list-style-type: none"> • Blot the painting surface gently to remove excess liquid – DO NOT RUB • If frame is actively twisting/distorting or if the wooden stretcher of an unframed painting is twisting/distorting, weight the corners • If painting is damp, lean them against a wall to allow ventilation as item air dries • If painting is soaking wet, lay the painting face up on a clean flat surface to air dry • If laid flat, place blocks 4-6 inches under the corners of the painting to permit air circulation on all sides
Freeze Methods	<ul style="list-style-type: none"> • DO NOT FREEZE

7.6 Contact lists for salvage and triage

Conservators to contact:

(List pulled from FAIC website)

Name	Contact	Specialty	Distance
Teresa Knutson	406-756-1388 tknutson@aboutmontana.net	Textiles	90 miles (Kalispell)
Beverly Perkins	307-578-4029 beverlyp@centerofthewest.org	Objects (organic and inorganic)	300 miles (Cody, WY)
Lisa Duncan	505-710-1464 Lisaduncan.artconservator@gmail.com	Archival materials, photographs	300+ miles (Seattle, WA)
Gerald R. Ford Conservation Center	402-595-1180 Nshs.grfcc@nebraska.com		Omaha, NE

Museums and other history organizations to contact:

Organization Name	Contact	Notes
UM Mansfield Archives	Donna McCrea 406-243-4403 Donna.mccrea@umontana.edu	Specialty: Archival materials and photographs
Montana Historical Society	Amanda Trum, Curator of Collections 406-444-4719 astreetertrum@mt.gov Roberta Gebhardt, Research Center 406-444-4702 rgebhardt@mt.gov Jennifer Bottomly-O'looney, Museum Program Manager 406-444-4702 jbottomly@mt.gov	
Museums Association of Montana	406-444-4789 info@montanamuseums.org	Useful for coordinating volunteers and supplies

NEDCC Collections Emergency Hotline (24/7)	1-855-245-8303	Not for volunteers but for general triage knowledge/assistance
National Heritage Responders (24/7)	1-202-661-8068	Mostly can provide advice, with some ability for on- site assistance

8 Emergency Plan Maintenance and Review Schedule

8.1 Training

Regular review ensures that this Emergency Plan and all associated equipment and procedures remain in a current, ready-to-use condition. This Plan shall be reviewed and evaluated annually. The Disaster/Emergency Action Team is responsible for reviewing and updating this plan. Prior to the implementation of any revisions to this plan, it must be approved by the Board of Trustees and the Friends of the Historical Museum Board.

Regular training on the procedures outlined in this Emergency Plan ensures that all museum staff, boards, and volunteers understand what is expected of them during an emergency and how to remain safe in the event of a disaster situation.

Training will occur using the following schedule:

- New employees will review the policy and procedures with the Emergency Response Team as part of the on-boarding process.
- Staff, and volunteers will review the policy with the Emergency Response Team annually.
- Staff and volunteers will review event-specific emergency response procedures prior to any major events held on the museum grounds.
- All staff will participate in one simulated emergency training exercise each year.

It is the responsibility of the Executive Director to coordinate and execute these trainings during February/March of each year.

8.2 Inventory of Supplies

All emergency supplies should be inventoried and resupplied quarterly. HMFm's Assistant Director is responsible for leading the inventory of the general emergency supplies and for doing all purchasing for supplies that need to be restocked. HMFm's Curator of Collections is responsible for leading the inventory of collections salvage supplies and any disaster kits on site and for doing all purchasing for these specific supplies that might need to be restocked.

9 Appendices

9.1 Initial Damage Assessment

CURSORY DAMAGE ASSESSMENT						
Material Type	Quantity	Damage Type	Severity	Treatment needed?	Priority	Notes
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
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			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	
			1 2 3	YES NO	1 2 3	

Quantity: # of ranges # of shelves # of boxes # of individual objects	Damage Type: A – Water (still wet) B – Water (now dry) C – Mold D – Fire E – Structural (cracks, tears, loose elements) F - Surface damage (flaking paint, staining, scratches)	Severity: 1 – Minor 2 – Moderate 3 – Severe	Priority: 1 – Low 2 – Medium 3 – High
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Date: _____ Location – Building: _____ Room: _____

Assessor Name: _____ Title: _____

Phone Number: _____ Email: _____

INITIAL SITUATION SURVEY

Who discovered/initially reported the incident? _____ At what date/time? _____

What is the nature of the emergency? (e.g., water, fire, dirt/debris, structural failure)

What is the extent of the damage? (slight, moderate, severe) _____

Where is the damage? (walls, cabinets, cases, floors)

Is it safe to enter? YES NO If no, what needs to be done to make entry safe?

What has been done so far?

Is further work needed to clean/secure the area before attending to the collections?

For items not currently in harms way, what needs to be done to prevent further damage?

What kinds of supplies need to be acquired for the salvage and triage process?

9.2 Re-entry Checklist

Item	Yes	No
Everyone known to be inside is accounted for?		
All injuries have been attended to?		
Permissions have been given by civil authorities to re-enter?		
Are utilities safe to use?		
If indicated, have utilities been turned off?		
Is lighting available?		
Is there danger of electrical shorts or fires?		
Is there a potential for gas leaks or explosions?		
Was water source identified (fire suppression, sewer, etc)?		
Risk of burn or explosion from steam?		
Do you have a buddy to go with you? (Never go alone!)		
Are you equipped with the appropriate PPE?		
Do you have communications established?		
Is the command center operational and informed of re-entry?		
Does communication equipment work inside the building?		
Do you have means for quick documentation? (camera, paper, pencil)		
Do you understand your objective?		

9.3 Collections Emergency Tracking Sheet

Sheet No.:		Date:		Performed by:	
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Tracking #	Accession #	Brief Object Description	Damage/Condition	Triage Action Taken	Original Location	New Location

Signature: _____

9.4 Timelines for Response

Contained emergency impacting people

- During the incident
 - Follow the steps outlined in Sections **4** (Evacuation) and **5** (Response Guides) of the Emergency Response Guide
WHO: All staff present
- Immediately after controlling the situation
 - Determine whether public communication of the emergency is necessary
 YES NO
WHO: Incident Commander, Communication Coordinator
 - If YES:
 - Website updated
 - Social media updated
 - Press release created
WHO: Communication Coordinator
 - Alert key stakeholders
 - Staff
 - President, Board of Trustees
 - President, Friends Board
 - Missoula County
WHO: Incident Commander, Communications Coordinator
- In the immediate aftermath
 - Ensure that the emergency has fully passed.
WHO: Incident Commander
 - Determine the amount of follow-up or clean-up necessary to restore the museum to its usual functioning order.
 - Buildings sound
 - Electricity working
 - Water working
 - Paths and parking lot clear
WHO: All staff
 - Disseminate incident information to the public.
 - Incident summary fact sheet created
 - All stakeholders notified
 - Media requests gathered

- Public statement created
 - Public statement disseminated
 - WHO: Incident Commander, Communications Coordinator
- Once the emergency has fully passed
 - Debrief the incident as a staff.
 - Inform any staff members who were not present what happened
 - Update Disaster/Emergency Log
 - WHO: All staff
 - Communicate details of the incident with the public.
 - Stakeholders updated
 - Media requests answered
 - WHO: Incident Commander, Communications Coordinator
 - Update the Boards about the incident and how the Museum responded
 - Friends Board
 - Board of Trustees
 - WHO: Incident Commander
 - Discuss the response to the incident and what, if anything, should be adjusted should this emergency arise again
 - WHO: All staff; other stakeholders present during the incident

Contained emergency impacting collections

- During the incident
 - Determine if object evacuation is **both** possible and necessary.
 - YES NOWHO: Collections Coordinator
 - If YES, follow the steps for collections evacuation.
 - Assess
 - Prepare
 - Document
 - Pack
 - Move
 - Relocate
 - StoreWHO: Collections Coordinator, Trained staff
- Immediately after controlling the situation
 - Determine whether public communication of the incident is necessary
 - YES NOWHO: Incident Commander, Communication Coordinator
 - If YES:
 - Website updated
 - Social media updated
 - Press release createdWHO: Communication Coordinator
 - Alert key stakeholders.
 - Staff
 - President, Board of Trustees
 - President, Friends Board
 - Missoula CountyWHO: Incident Commander, Communications Coordinator
 - Take stock of the impacted areas and determine the types of collections objects potentially impacted by the emergency.
 - Collections records and documentation
 - Objects on loan to the museum
 - Any objects that are DRY or DAMP or IN DANGER of becoming damaged
 - Objects with bleeding or water soluble inks
 - Organic objects

- Complex objects (made up of multiple materials)
- Inorganic objects
- Historic Structures/Buildings

WHO: Collections Coordinator

- In the immediate aftermath

- Determine the amount of follow-up or clean-up necessary to restore the museum to its usual functioning order.

- Buildings sound
- Electricity working
- Water working
- Paths and parking lot clear
- Collections spaces secure from visitors

WHO: All staff

- Begin the process of estimating the extent of the damage and the cost of salvage in money and labor

- Initial Damage Assessment
- Insurance providers contacted
- Triage site identified
- Packing station identified
- New temporary storage location identified

WHO: Collections Coordinator, Incident Commander

- Determine which resources will be needed for the salvage process

- Outside Experts
- Supplies
- Volunteers
- Transportation

WHO: Collections Coordinator

- Use the contacts lists in Section **6.6** (Salvage of Collections) of the Emergency Response Guide to begin reaching out to other organizations and services

WHO: Collections Coordinator, Volunteer Coordinator

- Disseminate incident information to the public.

- All stakeholders notified
- Media requests gathered
- Public statement created
- Public statement disseminated

WHO: Incident Commander, Communications Coordinator

- Once the emergency has fully passed
 - Organize and muster volunteers as needed for the salvage procedures
 - Documentation
 - Retrieval
 - Movement
 - Triage
 - Packing
 - Location prep
 - WHO: Collections Coordinator and Volunteer Coordinator
 - Begin the process of collections salvage
 - WHO: Collections Coordinator, trained staff, volunteers
 - Communicate details of the incident with the public.
 - Stakeholders updated
 - Media requests answered
 - WHO: Incident Commander, Communications Coordinator
 - As necessary, keep the general public informed and updated about the salvage process
 - WHO: Incident Commander, Communications Coordinator
 - Debrief the incident as a staff.
 - Inform any staff members who were not present what happened
 - Update the Disaster/Emergency Log
 - WHO: All staff
 - Update the Boards about the incident and how the Museum responded
 - Friends Board
 - Board of Trustees
 - WHO: Incident Commander
 - Discuss the response to the incident and what, if anything, should be adjusted should this emergency arise again
 - WHO: All staff; other stakeholders present during the incident

Ongoing emergency impacting people

- When the emergency is declared
 - Take measures to ensure the immediate safety of all staff, volunteers, visitors, etc.
WHO: all staff, Incident Commander
 - Determine if the nature of the situation requires closing the Museum for an extended or indeterminate period of time
 - Closed to visitors
 - Closed to visitors and staff
 - No closure necessaryWHO: Incident Commander
 - If the Museum will be closed to staff for an extended or indeterminate period of time, and if it is safe to do so, secure the Museum
 - Collections areas safely secured
 - Exhibit spaces safely secured
 - Cash bags safely secured
 - Museum records safely secured
 - Museum records accessible to staff while off siteWHO: all staff
- Shortly after the initial assessment of the situation
 - Alert key stakeholders to the situation and the Museum's response.
 - Staff
 - President, Board of Trustees
 - President, Friends Board
 - Missoula CountyWHO: Incident Commander, Communications Coordinator
 - In consultation with Missoula County and the Museum Boards, create an initial estimate of how long the emergency situation is likely to last; prepare for this estimate to change as new information arises
WHO: Incident Commander
 - Disseminate incident information to the public.
 - All stakeholders notified
 - Media requests gathered
 - Public statement created
 - Public statement disseminatedWHO: Incident Commander, Communications Coordinator
- During the emergency

- Monitor the situation in consultation with Missoula County. In particular stay aware of developments that directly impact the museum (i.e. building closures or re-openings, staff and visitor safety measures, etc.)
 - WHO: Incident Commander
- Regularly re-assess the Museum's response to the emergency as the situation evolves
 - Museum open to staff
 - Museum open to visitors
 - Museum open to volunteers
 - Collections donations accepted
 - Book Sale donations accepted
 - On-site educational programs
 - On-site public events
 - On-site fundraising events
 - Additional safety measures implemented
 - WHO: All Staff
- Continue to communicate with Museum stakeholders as the situation evolves.
 - WHO: Incident Commander, Communications Coordinator
- Continue to communicate regularly with the public as to the impacts the emergency is having on museum operations
 - Public statements
 - Website announcements
 - Social Media communications
 - Media requests
 - WHO: Incident Commander, Communications Coordinator
- After the emergency
 - Rejoice in the fact that you live in a world where emergencies actually end
 - WHO: all staff

Ongoing emergency impacting collections

- At the start of the emergency
 - Determine if object evacuation is **both** possible and necessary.
 - YES NOWHO: Collections Coordinator
 - If YES, follow the steps for collections evacuation.
 - Assess
 - Prepare
 - Document
 - Pack
 - Move
 - Relocate
 - StoreWHO: Collections Coordinator, trained staff
 - Determine whether the threat or damage is likely to spread to non-impacted collections as the situation evolves
 - YES NOWHO: Collections Coordinator
 - If YES, take steps to secure non-impacted collections spaces.
 - WHO: Collections Coordinator, trained staff
- Shortly after the initial assessment of the situation
 - Take stock of the impacted areas and determine the types of collections objects potentially impacted by the emergency.
 - Collections records and documentation
 - Objects on loan to the museum
 - Any objects that are DRY or DAMP or IN DANGER of becoming damaged
 - Objects with bleeding or water soluble inks
 - Organic objects
 - Complex objects (made up of multiple materials)
 - Inorganic objects
 - Historic Structures/BuildingsWHO: Collections Coordinator, trained staff
 - Alert key stakeholders to the situation and the Museum's response.
 - Staff
 - President, Board of Trustees
 - President, Friends Board

- Missoula County
 - WHO: Incident Commander, Communications Coordinator
 - Determine whether public communication of the emergency is necessary
 - YES NO
 - WHO: Incident Commander, Communication Coordinator
 - If YES:
 - Website updated
 - Social media updated
 - Press release created
 - WHO: Communication Coordinator
- During the emergency
 - Continue to monitor non-impacted collections space to ensure damage has not spread
 - Main Museum Building Archival Storage
 - Main Museum Building Basement Storage
 - Main Museum Building Exhibits
 - Outbuilding Exhibits
 - Barracks Storage
 - Warehouse Storage
 - Building T1 Upstairs Storage
 - Building T1 Basement Storage
 - WHO: Collections staff
 - Regularly re-assess the Museum's response to the emergency as the situation evolves
 - Museum open to staff
 - Museum open to visitors
 - Museum open to volunteers
 - Collections donations accepted
 - Additional safety measures implemented
 - Collections salvage processes begun
 - WHO: All Staff
 - Begin the process of estimating the extent of the damage and the cost of salvage in money and labor
 - Initial Damage Assessment
 - Insurance providers contacted
 - Triage site identified
 - Packing station identified

- New temporary storage location identified
WHO: Collections Coordinator, Incident Commander
 - Determine which resources will be needed for the salvage process
 - Outside Experts
 - Supplies
 - Volunteers
 - Transportation
WHO: Collections Coordinator
 - Use the contacts lists in Section **6.6** (Salvage of Collections) of the Emergency Response Guide to begin reaching out to other organizations and services
WHO: Collections Coordinator, Volunteer Coordinator
 - Determine whether it is necessary **and** safe to begin the process of collections salvage
 - YES NO
WHO: Collections Coordinator, Incident Commander
 - If YES, organize and muster volunteers as needed for the salvage procedures
 - Documentation
 - Retrieval
 - Movement
 - Triage
 - Packing
 - Location prep
WHO: Collections Coordinator and Volunteer Coordinator
 - Begin the process of collections salvage
WHO: Collections Coordinator, trained staff, volunteers
 - Continue to communicate with Museum stakeholders.
WHO: Incident Commander, Communications Coordinator
 - Continue to communicate regularly with the public as to the impacts the emergency is having on museum operations
 - Public statements
 - Website announcements
 - Social Media communications
 - Media requests
WHO: Incident Commander, Communications Coordinator
- After the emergency

- Rejoice in the fact that you live in a world where emergencies actually end
 WHO: all staff
- If not already done, begin the process of collections salvage.
 WHO: Collections Coordinator, trained staff, volunteers

9.5 Disaster/Emergency Log

Incident type	Date and time
Incident description	
Incident response	
Recommended changes	
Other notes	