



Emergency Preparedness And Response Manual

Revised and Updated
June 2017

Introduction

The purpose of the *Emergency Preparedness and Response Manual* is to provide a concise, informed plan for dealing with emergency situations involving staff, volunteers, visitors and the buildings. It contains specific sections on fire, severe weather, personal injury and other potential disasters. This plan *does not* include response to disasters facing the museum and archive collections. For these situations, please see the Society's *Disaster Preparedness Plan dPlan*. Copies are located in all staff offices as well as the front desks of the Litchfield History Museum and Tapping Reeve House.

In any emergency it is important for every staff member to know what they are responsible for, and to some extent, what the museum's general response and ultimate goals are for managing the situation. In most instances the standard chain of command that exists in our daily operations will operate effectively in an emergency. If a senior staff member is in the building during an emergency defer to them for guidance, however, there may be times when employees are required to function outside of their usual area. Follow all instructions willingly and completely.

All staff, volunteers, and seasonal employees should be familiar with the rules and procedures in the *Emergency Preparedness & Response Manual*. Copies of this manual will be located in all staff offices as well as the front desks of the Litchfield History Museum and the Tapping Reeve House. The manual will be reviewed and updated annually by senior staff members.

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General Guidelines

Don't Panic ~ The best way to handle any problem is to remain calm. A panic reaction will only compound the situation and could create new problems.

Seek Assistance ~ If help is needed call for it. It is the responsibility of the senior staff to deal with disaster situations. They have been trained, so let them handle emergency situations as they arise.

Provide Assistance ~ If asked to do something by a senior staff member during an emergency, please do your best to comply. The biggest responsibility shared by staff and volunteers is the protection of the general public. Our visitors come first. It is the staff's responsibility to see to the protection of the volunteers.

Spread Order ~ If you are calm and professional in the face of a problem, our visitors will behave likewise in most cases. Calmly lead or direct guests away from dangerous areas, and they will react in an orderly fashion.

Common Sense ~ Protect our visitors, and protect yourselves. Let the staff and emergency services worry about the rest. It is their job.

Emergency Gathering Places

Litchfield History Museum

- ◆ Visitors and staff should gather at the Beecher Memorial, located on the Green across from the Museum building. The memorial stands to the right of South Street where it intersects the Green.

Tapping Reeve House, Law School, and Curatorial Center

- ◆ Visitors and staff should gather on the sidewalk in front of the Oliver Wolcott House, 89 South Street, located across the street from the Law School building. The house is white with a red door.

Severe Weather

Prepare for the storm.

Wind/Rain:

Litchfield History Museum

- ◆ Check sump pump in sub-basement to make sure it is working (See Appendix 1)
- ◆ Check to make sure drains outside library entrance (East Street) are clear of debris
- ◆ If rain estimates are high, prepare auxiliary sump pump for outside drains
- ◆ Make sure back reading room door is secure and alarmed
- ◆ Take banner down if high wind is predicted
- ◆ Check emergency lights by pressing the test button

Tapping Reeve -

- ◆ Check sump pump in regular basement
- ◆ Make sure any cases/walls etc in basement are on pallets
- ◆ Make sure barn doors are latched
- ◆ Check emergency lights by pressing the test button

If the storm occurs during open hours:

- ◆ Secure any loose materials on the grounds
- ◆ Visitor tours of Tapping Reeve and the History Museum should remain where they are until the storm passes
- ◆ In case of lightning limit use of telephone and turn off computers

Power Failure:

- ◆ There is a flash light located at the front desks of the Litchfield History Museum and the Tapping Reeve House. Additional flashlights and batteries are located on the ground floor of the History Museum in the Back Room.
- ◆ Usher visitors from the buildings using evacuation plan and designated exits
- ◆ Close the museums to the public
- ◆ Keep doors and windows closed to maintain and prolong climate control

General Safety:

- ◆ Stay away from windows
- ◆ Un-plug electrical equipment
- ◆ Do not use telephone
- ◆ Avoid downed power lines
- ◆ Report any damage to the Director

Tornado

Tornados are rare, but they have occurred in northwestern Connecticut.

Monitor radio stations for weather information if it seems that the weather conditions are favorable for the formation of tornados.

If a tornado appears imminent -

- ◆ Follow all severe weather precautions listed above
- ◆ Stay away from windows
- ◆ Move to the sub-basement at LHM and the bathrooms at Tapping Reeve
- ◆ The telephone should be used for emergency purposes only

If a tornado strikes -

- ◆ Notify the fire department

- ◆ Administer first aid as necessary
- ◆ Staff member will direct emergency response personnel if necessary

Fire

The most potentially disastrous situation the museum faces is the loss of a structure and collections to a major fire. All employees should be constantly vigilant to the possibility of circumstances that could result in a fire. To help eliminate some of the potential for a fire we have certain guidelines we follow in our daily operations.

Rules to help prevent fire:

- ◆ Smoking is prohibited in ALL building owned and operated by the Litchfield Historical Society. This rule applies to employees, contractors, visitors and the public at large.
- ◆ All flammable liquids and equipment requiring the use of flammable liquids shall be recorded and closely monitored by staff members.
- ◆ The use of open flame equipment by contractors in affecting repairs will be closely monitored.
- ◆ The use of candles is prohibited in all Society buildings, including the apartment at the Tapping Reeve House
- ◆ Staff members should be notified of any burned out light bulbs.
- ◆ Since fire prevention is the business of all employees, please make sure you are fully familiar with the following information concerning fire procedures.

False Alarms

- ◆ If the fire alarm is tripped and it is a false alarm you can silence the alarm
- ◆ First punch the alarm code into the key pad by the door
- ◆ If this doesn't work there is an electrical box for the fire alarm is located in the maintenance closet off of the back stairs.
- ◆ On the right hand side of the panel is a reset button with a silence button directly underneath.
- ◆ Either one of these buttons should silence the alarm
- ◆ Once the alarm has been silenced call the alarm company 567-1234 and inform them of the false alarm

Fire Procedures

Discovery

Fires Reported by Alarm -

- ◆ The alarm company will notify the fire department.

- ◆ During business hours, the alarm company will then notify the administrative offices. A staff member will investigate the report and if a false alarm is determined they will issue the “all clear” to the monitoring firm with the authorized code word.

- ◆ If a legitimate problem is discovered, the staff member will initiate a second call to the fire department to ensure notification.

- ◆ After hours someone from the emergency call list will be notified. The staff member will go to the museum to verify the situation and phone in a second alarm if required.

Fires discovered by employees -

- ◆ If you are alone, notify someone else. Do not attempt to fight a fire by yourself.

- ◆ One employee should handle notification and another monitor the fire and begin evacuation.

Evacuation

Visitors -

- ◆ During operating hours all visitors should be evacuated from affected areas to a place of safety outside the building.

- ◆ Visitors should be continuously accompanied by a staff member or a volunteer.

Employees -

- ◆ If notified of a fire in your building calmly and quickly evacuate to a safe area outside of the building. Remain together as a group.

- ◆ If the fire is elsewhere on the grounds or in another building remain where you are. You will be notified if your services are needed, and remaining in one place will make you easier to locate.

Fire Fighting

Extinguishers are located throughout the buildings (See Appendix B), but should only be used if you have received the appropriate training on the equipment. The safety of the staff, visitors, volunteers and seasonal employees is primary. Do not try to fight a fire if your safety is at risk. Evacuate the building immediately.

Reporting

If you are instructed by a senior staff member to notify the fire department, that becomes your primary responsibility.

If you are the only employee on duty and completely alone, notification takes precedence over everything else.

Notification Process

- ◆ Phone 911 and calmly report the exact position of the fire.
The Litchfield History Museum address is 7 South Street.
Tapping Reeve House and Law School address is 82 South Street
- ◆ Otherwise pull on emergency fire alarms at one of the stations (See diagram) and evacuate the building.
- ◆ After evacuation, proceed outside to the nearest street entrance to the fire and wait there to direct the fire department to the source of the blaze.
- ◆ In the event of phone system failure proceed to a neighbor's house and call 911 for help.
- ◆ After the fire department and emergency personnel are on the scene and in control of the situation, take any instructions they may give you.

For Fires Located in Buildings Housing Collections

- ◆ DO NOT endanger yourself trying to save objects.
- ◆ Notify senior staff person immediately
- ◆ The procedures for this situation are located in the dPlan which is located at the front desk at both LHM and Tapping Reeve, the first floor of the Curatorial Center, and an additional copy is housed in the Curator's Office in the top drawer of the files cabinet.

Personal Injury

Accidents

Visitors and Volunteers

- ◆ Notify staff person on site.
- ◆ Reassure the injured and ask if they need assistance.
- ◆ Remain with the injured person until help arrives.
- ◆ Do not verbally apologize or accept any responsibility for the accident.
- ◆ Encourage the injured, in the presence of witnesses, to seek medical assistance.
- ◆ An Accident Report Form will be completed at the scene by the staff person present.
- ◆ Remember that our first concern is for the well-being of our visitors.

Staff

- ◆ Injuries should be reported immediately to the employee's immediate supervisor.

- ◆ Where appropriate, emergency medical treatment should be sought.
- ◆ Following the accident, complete an Accident Report Form which will be kept on file and forwarded to the appropriate agencies

Flood and Water Damage

Flooding includes a range of emergencies from broken pipes, to equipment failure, to natural disasters.

For water damage from a burst pipe, clogged drain, broken window, etc.

- ◆ If it is safe to enter the affected area, try to determine the cause of the problem and see if there are any immediate measures to take to stop the problem.
- ◆ If possible, stop the flow of water by unclogging the plugged drain or shutting off the water at the main.
- ◆ Remove water from the room as quickly as possible. Set up fans to increase air circulation and de-humidifiers to lower moisture.
- ◆ If any collections objects are affected by the water remove them from the affected area and contact a staff member.

Flood Aftermath

After a flood, in order to prevent further damage to the material due to mold growth, the environment must be stabilized.

Reduce air temperature

- ◆ In winter turn heat to lowest possible setting (do not let pipes freeze).
- ◆ In summer, turn air conditioning to lowest temperature possible.

Reduce humidity

- ◆ Remove standing water using the wetvac.
- ◆ Remove or professionally clean wet carpeting.
- ◆ Use portable de-humidifiers.
- ◆ Do not raise temperature~this will promote mold growth.

Circulate air

- ◆ Utilize portable fans.
- ◆ Open doors and windows where appropriate.

Vandalism

If you notice an object has been damaged, contact the curator or senior staff member.

- ◆ Block off the area around the object, including any fragments that may be on the floor.
- ◆ Collect small fragments or pieces, keep them together in a plastic bag and mark the bag with the object's accession number and the date. Please pay attention to any sharp glass that may be present.

Acid attack

- ◆ Do not touch a painting attacked with acid. Leave it in place and let the acid run down it.
- ◆ Flush sculpture and decorative arts (except wood) objects with water, being careful not to damage nearby objects.
- ◆ Do not touch wooden objects.
- ◆ Do not touch framed graphics.
- ◆ In all cases contact a staff member who will call a conservator as soon as possible.

Insects

Examine all incoming objects for insect contamination.

Warning signs

- ◆ Tiny pile of dust under or near wooden artifacts.
- ◆ New holes in paper and cloth.

Procedures

- ◆ Contact the curator or senior staff member if any evidence of insects is noticed.
- ◆ Isolate infected areas and objects.
- ◆ Contact a Conservator and Exterminator as needed.

Burglar Alarm

Key Pads

- ◆ There is one key pad located in each building
- ◆ At the History Museum it is located by the East St. entrance to the right of the door.
- ◆ At the Tapping Reeve House it is located by the main entrance to the museum (the side door under the covered porch) to the right of the door.

Codes

- ◆ All staff and weekend employees of the museum will have access to the alarm codes for each building
- ◆ Once the code has been entered, press the ENT key at the bottom of the key pad
- ◆ The screen on the key pad should indicate that the alarm has been "disarmed"

False Alarms

- ◆ If the alarm is triggered while a staff or employee is in the building proceed to the key pad and punch in the alarm code followed by the ENT button. The alarm should turn off.
- ◆ Call the alarm company 567-1234 and report that the alarm was a false alarm and no

assistance is necessary.

- ◆ If the alarm does not turn off, in the History Museum, proceed to the Burglar Alarm box located in the maintenance closet and press either the Silence or Reset button. Either of these buttons should turn off the alarm.

Alarm Triggered when Building is Closed

- ◆ If the alarm is triggered while the museum is closed the alarm company will immediately notify the police.
- ◆ The alarm company has a list of staff names and phone numbers. They will begin to go down the list calling staff members until they reach someone.
- ◆ It is the staff members, who is contacted, responsibility to proceed to the museum building and turn off the alarm
- ◆ It is up to the staff member called if they would prefer to have the police meet them at the museum or cancel the alert to the police.

Emergency Services

Fire Department	911
Police or Sheriff	911
Ambulance	911

Maintenance Contractors

General Contractor

Burlington Construction 860- 482-5017

Plumber

Litchfield Plumbing and Heating 860- 567-0488

Drains

American Rooter LLC 860- 489-7394

HVAC/Furnace

Joe Guenther
Accutemp Heating and Cooling 860-309-0174

Electrician

Nick Fabbri
Litchfield County Electric 860 -567-9588

Carpenter

Burlington Construction

860-482-5017

Guy Livolsi

860-307-2232

Conservators**Furniture**

John Lagatutta

Northwest Corner Woodworks

860-489-9058

John Doig

JS Doig Restoration

860-930-5070

Paper

Debora D. Mayer

603-433-7020

Northeast Document Conservation Center

508-470-1010

Textiles/Rug

Textile Conservation Workshop

914-763-5805

Paintings

Lance Mayer/ Gay Myers

Lyman Allyn Art Museum

860-443-2618

Williamstown Art Conservation Center

413-458-5741

Ceramics/Metals/Small Objects

Williamstown Art Conservation Center

413-458-5741

Utility Companies**Electric**

Eversource

800-286-2000

Account #: 7 South, 5101 178 3099

82 South, 5176 888 3001

Telephone

Frontier

800-921-8102

Account #: 860-567-4501, 123179-5

860-567-8919, 051271-5

Total Communications 800-300-0824
Account #: 16184

Water
Aquarion Water Co. 800-732-9678
Account #: 7 South, 200211764
82 South, 200082397

Other Services

Oil
Quinoco Energy Services 860-482-1836
Account #: Museum, 12156
Reeve, 12157
Barn, 12158

Alarm Company
Northwest Alarm 860-567-1234

Insurance Company
Liability/Buildings/D&O
Ericson Insurance,
Nat Worden (203) 405-2657
Shari Shimko (203) 405-2647

Willis of New York, Inc
Robert Salmon, President 703-312-6407
Martha Barroso 301-581-4230

Janitorial Service
Fire, Smoke, Water Emergency
Belfor 800-856-3333

Carpet
James Cerruto 860-496-7592

Janitorial supplies
Torrington Maintenance Supply Co. 860-482-2434
(Toilet paper, paper towels, liners, soap)

Locksmith
Paulie M. Arena 860-459-5705
Arena Locksmith Service

Photographer
Hunter Neal 860-716-4597

Computer Emergency Founders Technology	800-787-8389
Exterminator Robert Boone	860-355-1231
Architect or Builder <i>Litchfield History Museum</i> Burlington Construction	860-482-5017
Fire Extinguisher Services Fire Equipment Headquarters Inc.	860-489-5916
Art Transportation Fine Art Security Transport (F.A.S.T.)	203-758-3247
Landscaping/Lawn Maintenance Colonial Lawn Service (Pete Spangenberg)	860-459-9312
Trash and Recycling USA Hauling Account #: 7 South, 069919 82 South, 071544	860-746-3200

Supplies and Equipment

Cleaning supplies

In back staircase closet and utility sink room at LHS

- Various cleaners and disinfectants
- Rubber Gloves
- Broom
- Dust Pan
- Mop
- Sponges and Rags
- Dust cloths
- Vacuum Cleaner
- Step ladder
- Extra hand soap
- Mouse traps

On shelves by boiler room

- Toilet paper
- C-fold paper towels

Rolls of paper towels
Trash bags

In Litchfield History Museum Workroom

Various tools
Utility Knives
Rope, twine, and string
Nails, Screws, Fasteners, etc.
Tapes
Glues
Plastic Sheeting and drop cloth
wd-40
Various tools (typically ones used regularly in gallery installed and deinstallation)
Electric drill and bits
Tape measure

In Tapping Reeve House at base of back stairs

Vacuum Cleaner
Swifer handle and wet mop pads
Broom and dust pan

In Tapping Reeve House closet by visitor's service desk

Rolls of Paper Towels
Toilet Paper
C-fold towels
Extra Hand Soap
Various cleaners and disinfectants

In the Curator's Office

Silver polish
Cotton and Nitrile Gloves
Scissors
Utility Knife
Camera
Small Brushes
Tape measure

Keys

Extra keys for the all the locks in all the museums buildings are kept in the Curator's office. You must have the permission of a staff member before removing a key.

Daily Upkeep Checklist

The following items should be checked during opening and closing procedures:

- ◆ Doors that are supposed to be locked are locked
- ◆ Evidence of tampering with locks or access points
- ◆ Evidence of tampering with major utilities
- ◆ Anyone hiding in the building
- ◆ Central panels or local monitors for trouble indicators
- ◆ Lights are working (including emergency lighting)
- ◆ Alarms are armed or disarmed as required
- ◆ Equipment is operating properly
- ◆ HVAC
- ◆ Pumps
- ◆ Unusual or off-hours activity
- ◆ Unusual smells or sounds
- ◆ Evidence of water leakage (walls, ceilings, floors)
- ◆ Known problem areas
- ◆ Stove/Range-top are off
- ◆ Refrigerators are plugged in and operating
- ◆ Small appliances are unplugged
- ◆ Sinks and toilets are in working order

Monthly Upkeep Checklist

- ◆ Emergency numbers are posted near every telephone
- ◆ Fire extinguishers are updated and operable
- ◆ Smoke and/or heat detectors are operable
- ◆ Water detectors are operable
- ◆ Fire alarms are operable
- ◆ External alarms are in working order
- ◆ Back-up systems have been tested
- ◆ Emergency lights are operable
- ◆ Power exits
- ◆ Alarm panels are in working order
- ◆ Incident reports have been reviewed
- ◆ All keys are accounted for

Sump Pumps

The Historical Society owns four sump pumps

Tapping Reeve House:

- ◆ There is one sump pump in the basement of the Reeve house. Located near the entrance door.

Litchfield History Museum:

- ◆ There are three sump pumps at the History Museum
 - One is located in the sub-basement. It is in the back left hand corner of the room and is always turned on. There is a water alarm in the sub-basement. If the alarm company calls with a water alarm check to make sure the pump in the sub-basement is working. If it has turned itself off, jiggle the machine slightly. It should turn back on at this point.
 - Two additional pumps are located in the room underneath the ramp gallery (or the small storage room off to the side of the work room with the copy machine). These pumps are located on the bottom shelf of the wire shelving rack as you walk into the room. They can be used to clear out the drains located outside of the Research Room/Staff Offices exterior door.
 - To use one of the pumps, remove the metal grate lid from the drain. Place the pump inside of the drain. Run the hose to the street. Plug the power cord in. The pump should turn on automatically.
 - If the water has risen out of the drains and has pooled in front of the back entrance place the sump pump in the pool of water, run the hose to the street and then run the plug through the front door using an extension cord. DO NOT open the back entrance door at this point. It will only allow the water to spill into the building.

Control Panels

- ◆ There are several different types of control panels in each of the museum buildings.

Litchfield History Museum:

- ◆ The TELEPHONE panels are located in the boiler room
- ◆ The FIRE and ALARM panels are located in the Maintenance Closet off of the back stair well outside of the Curator's office
- ◆ There are four ELECTRICAL panels - one in the boiler room, one in the upstairs kitchen, one behind the admission sign by the front desk, and one at the bottom of the stairwell (next to the bronze statue)
- ◆ There is one HVAC panel in the boiler room

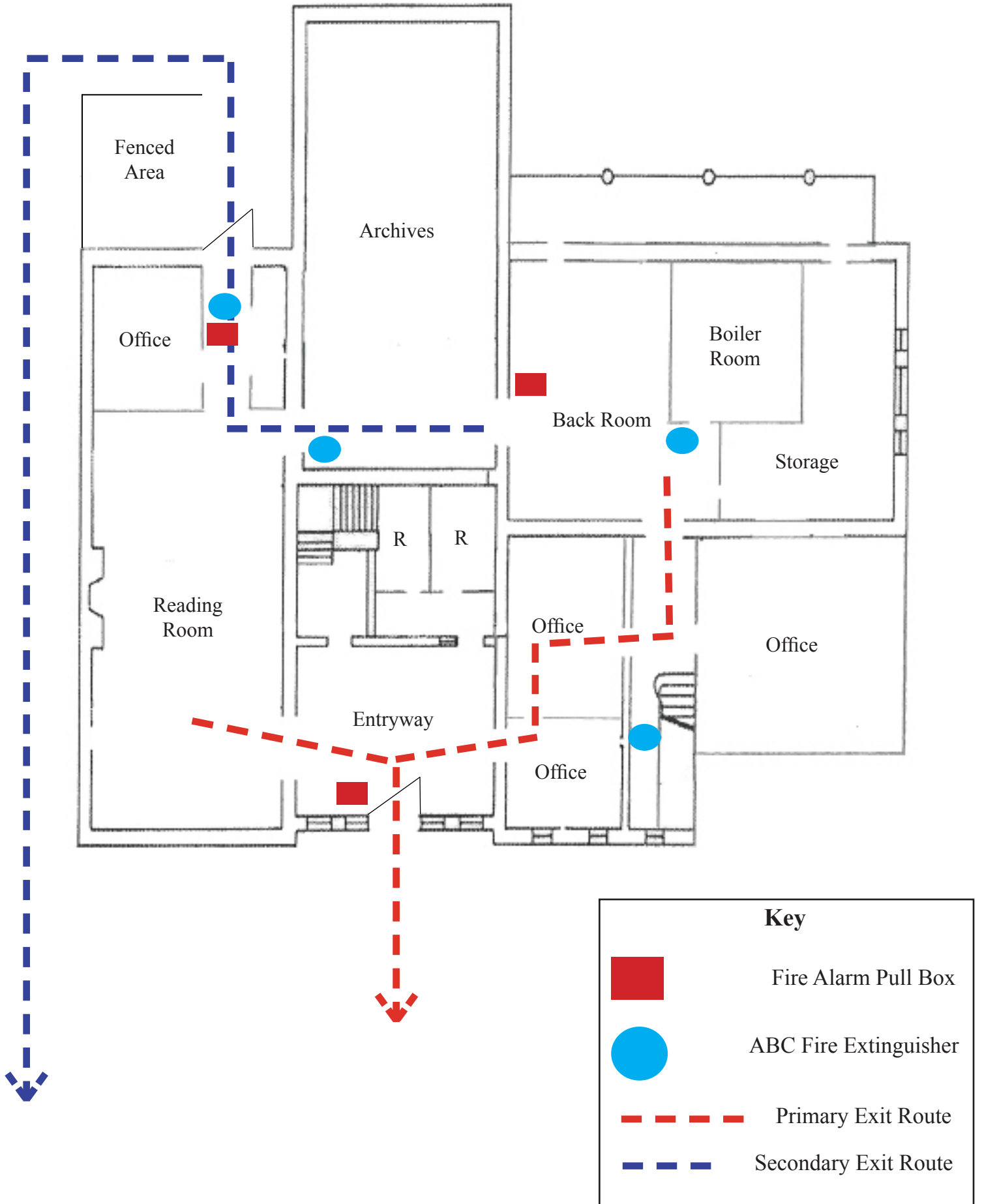
Tapping Reeve House:

- ◆ The FIRE and ALARM panels are located in the closet in the theater room (when facing the movie, the paneled wall on the left opens)
- ◆ There is one ELECTRICAL panel located inside the Reeve House. It is located next to the desk in the orientation gallery.
- ◆ The main ELECTRICAL panels for the Reeve House and the Law School are located in the basement of the Reeve House.

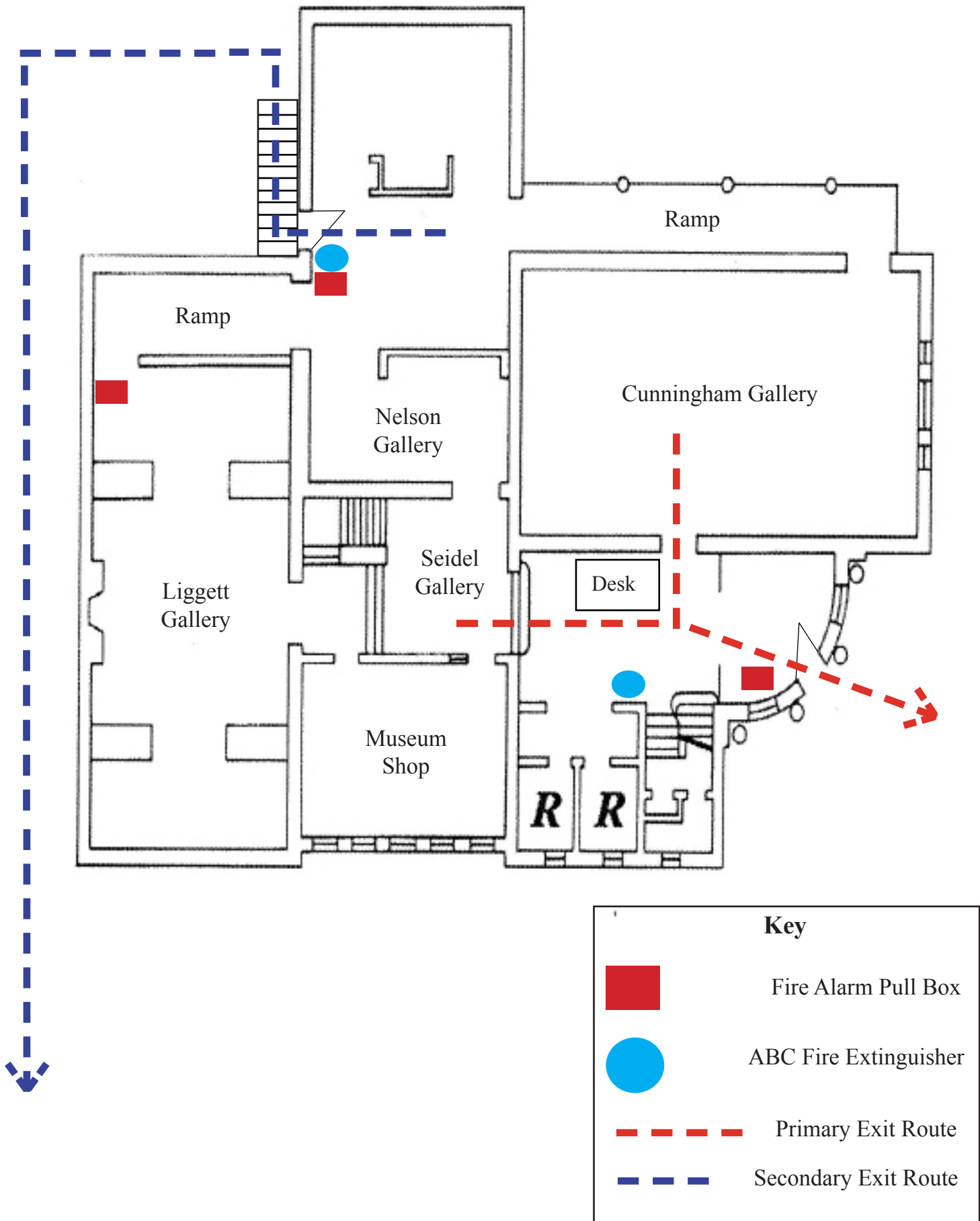
Appendix A





Floor Plans of Museum Buildings
Showing Locations of Fire Extinguishers & Pull Boxes
And Evacuation Routes

Litchfield History Museum - Ground Floor

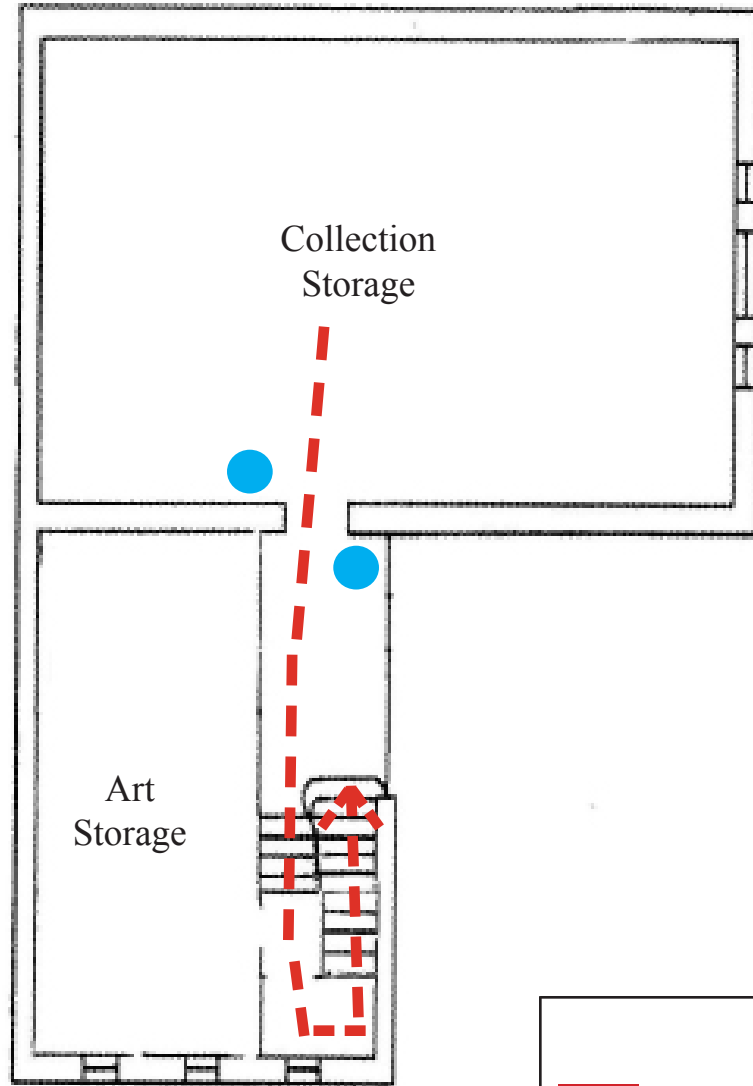





Litchfield History Museum - First Floor



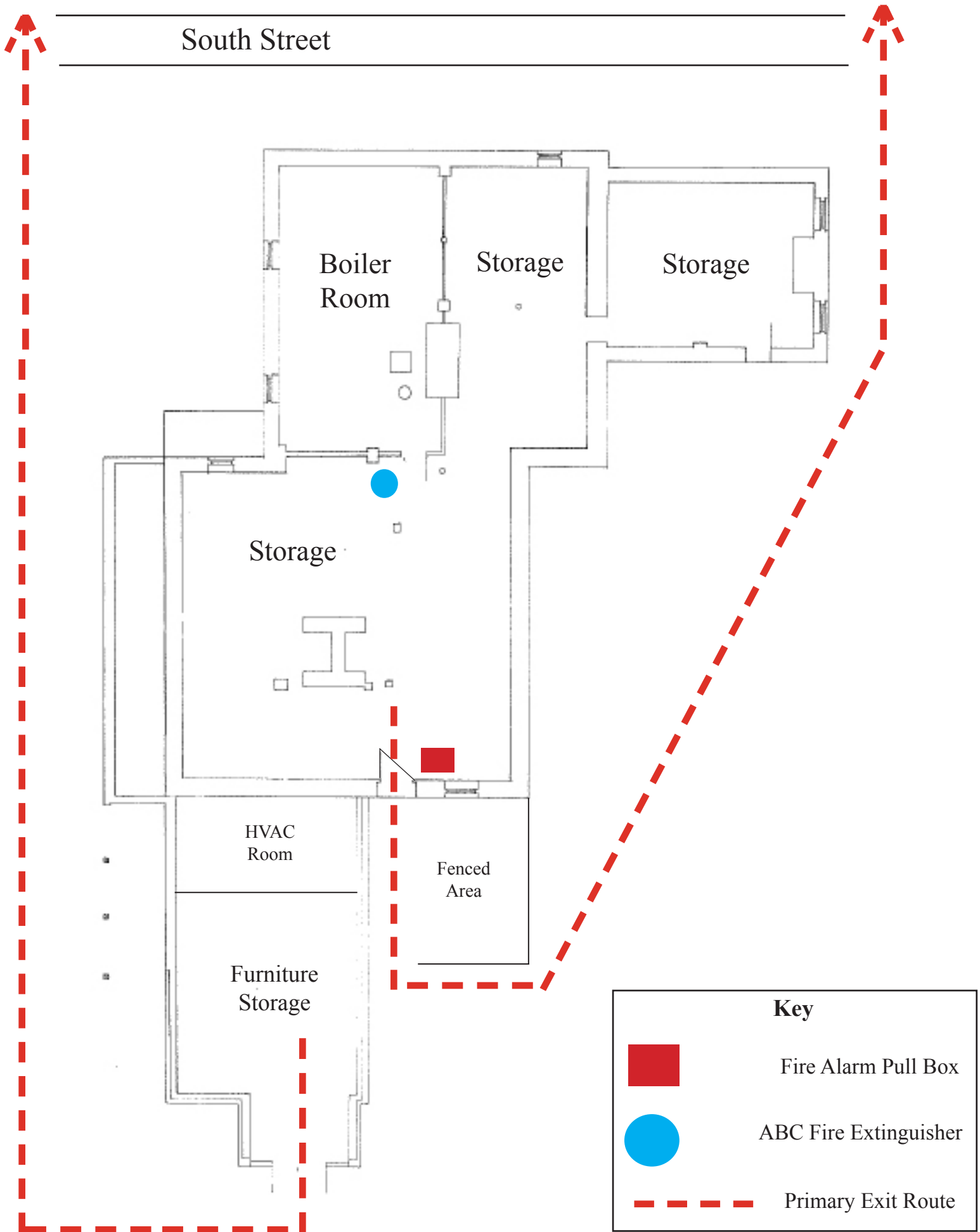
Key	
	Fire Alarm Pull Box
	ABC Fire Extinguisher
	Primary Exit Route
	Secondary Exit Route

Litchfield History Museum - Second Floor



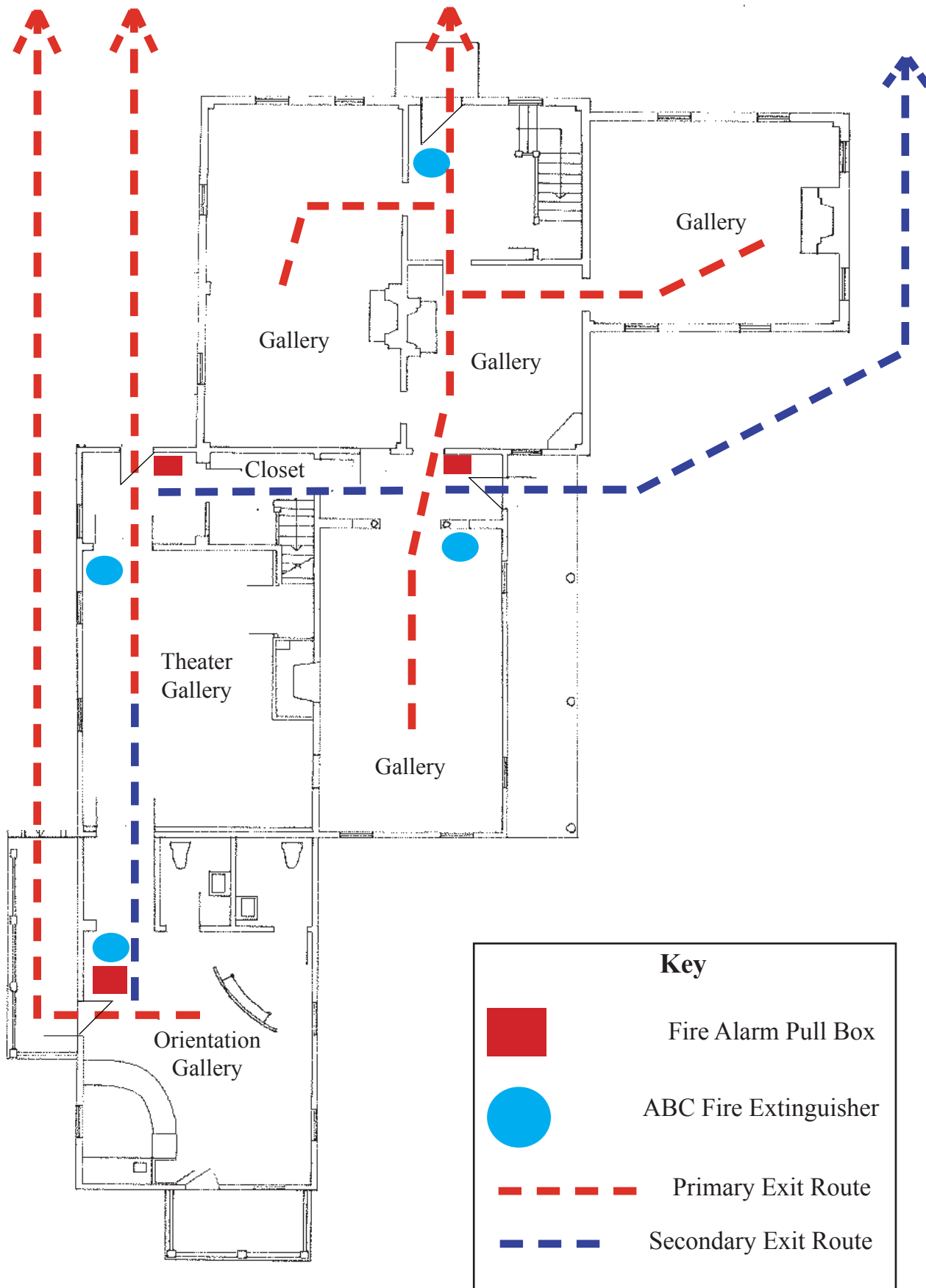
Key	
	Fire Alarm Pull Box
	ABC Fire Extinguisher
	Primary Exit Route

Tapping Reeve House - Basement

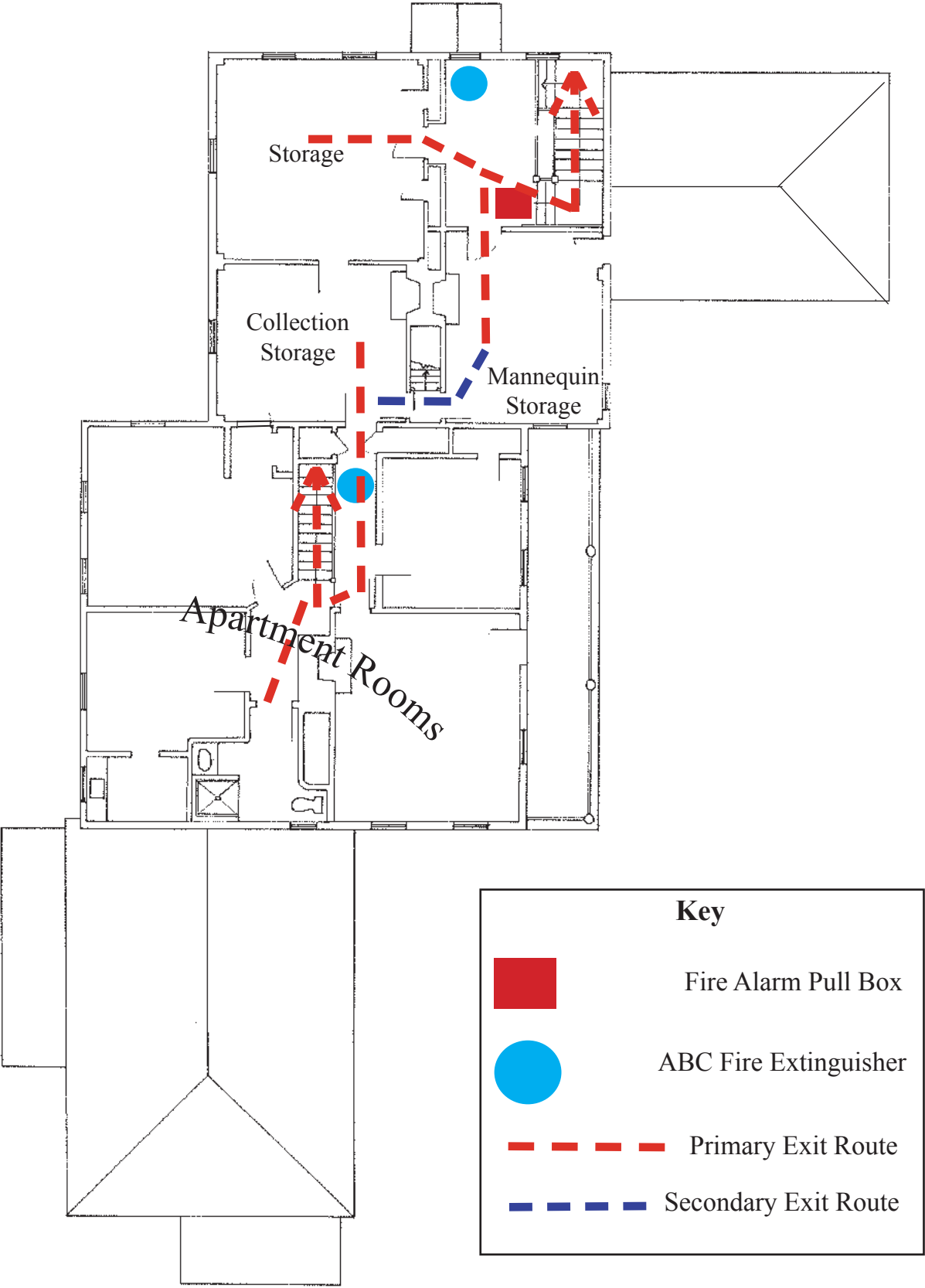


Tapping Reeve House - First Floor

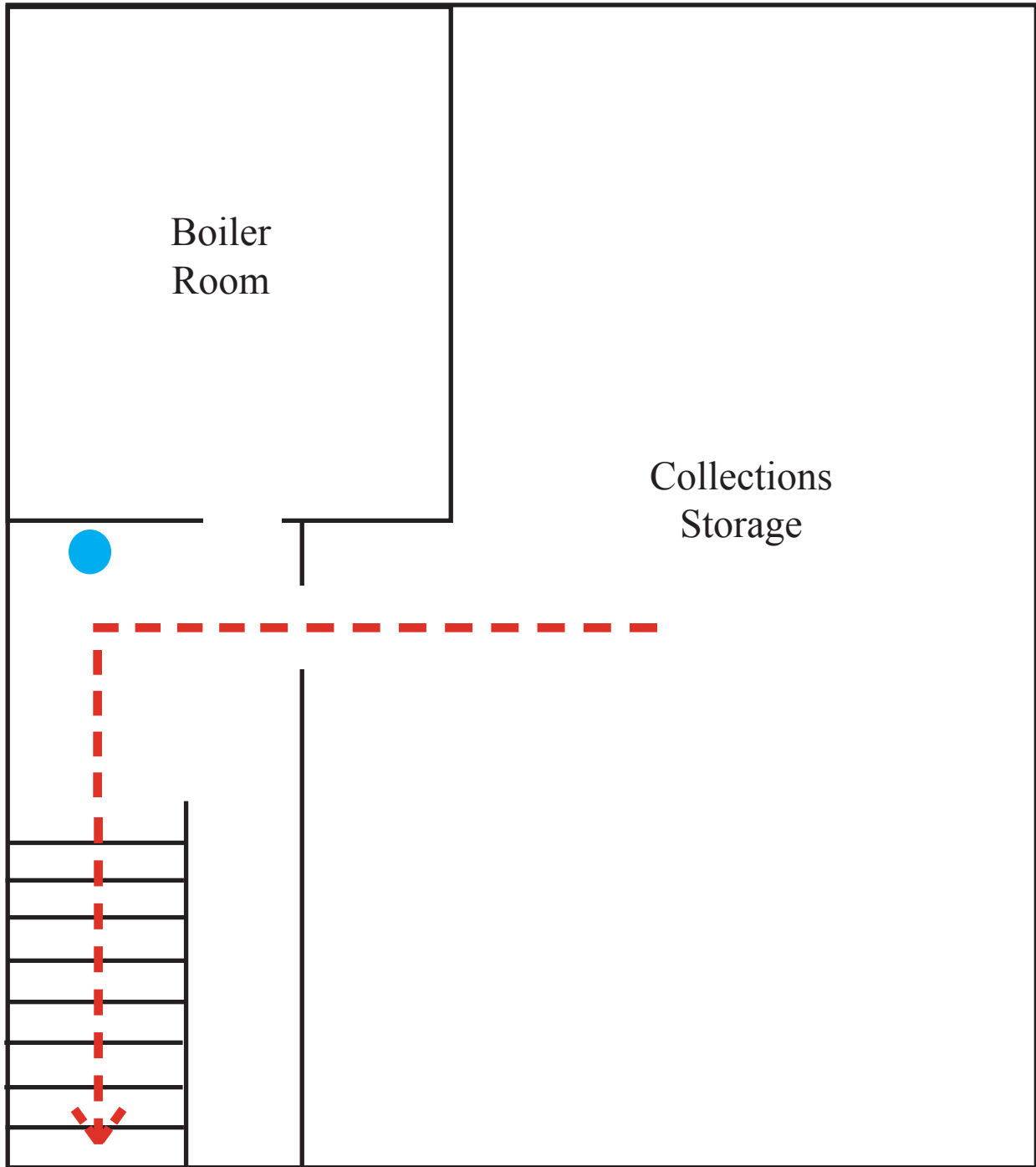
South Street






Tapping Reeve House - Second Floor



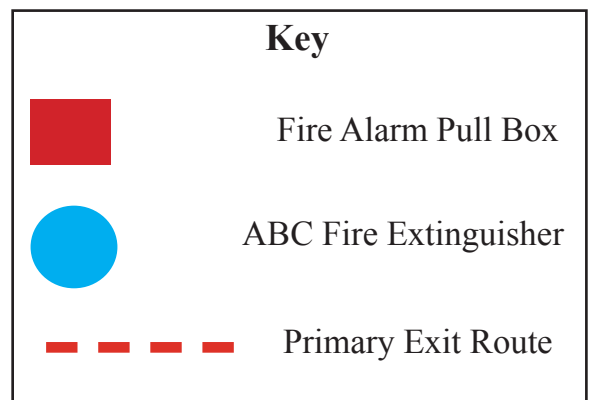
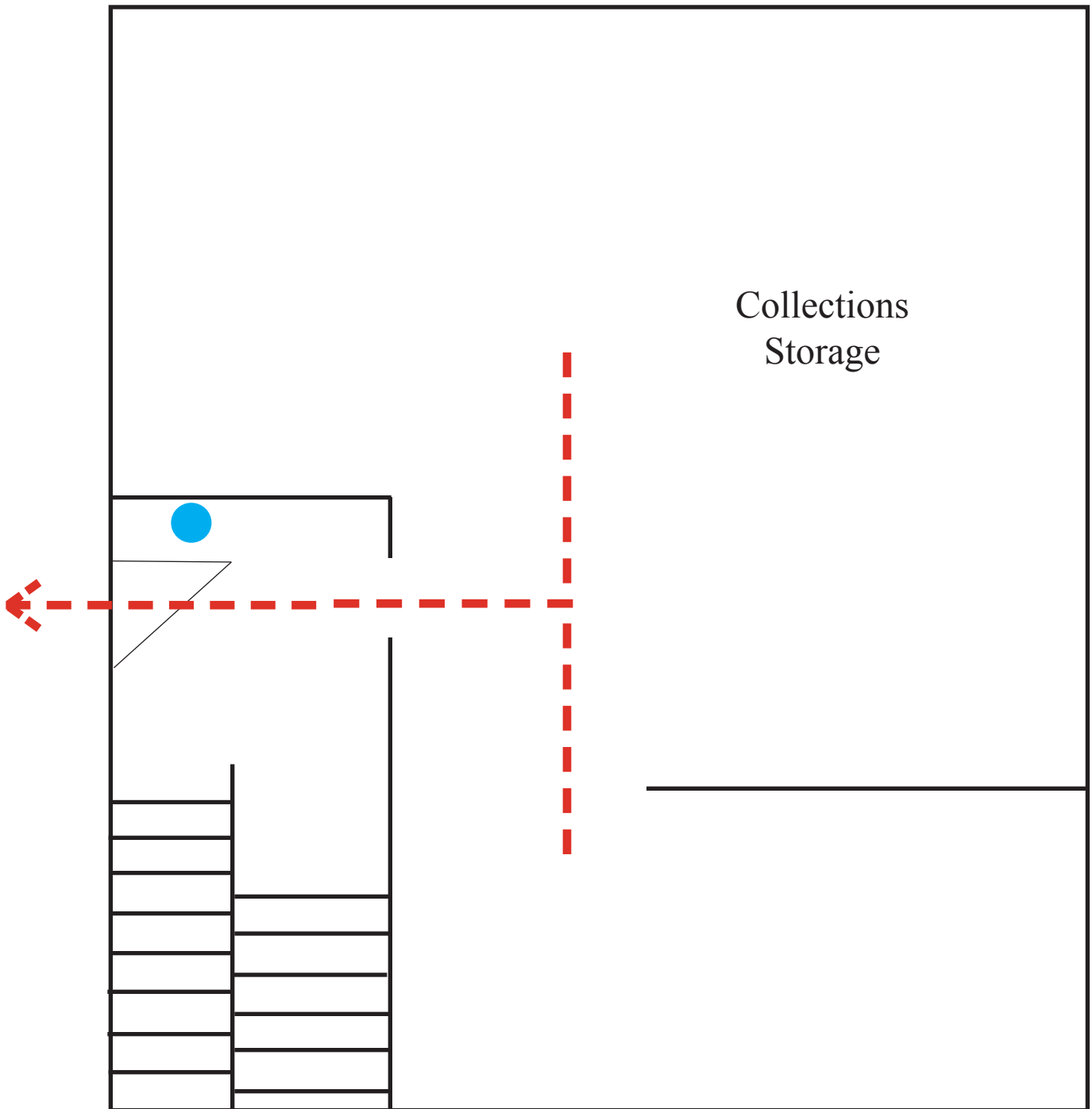
Pamela Cunningham Copeland Curatorial Center - Ground Floor



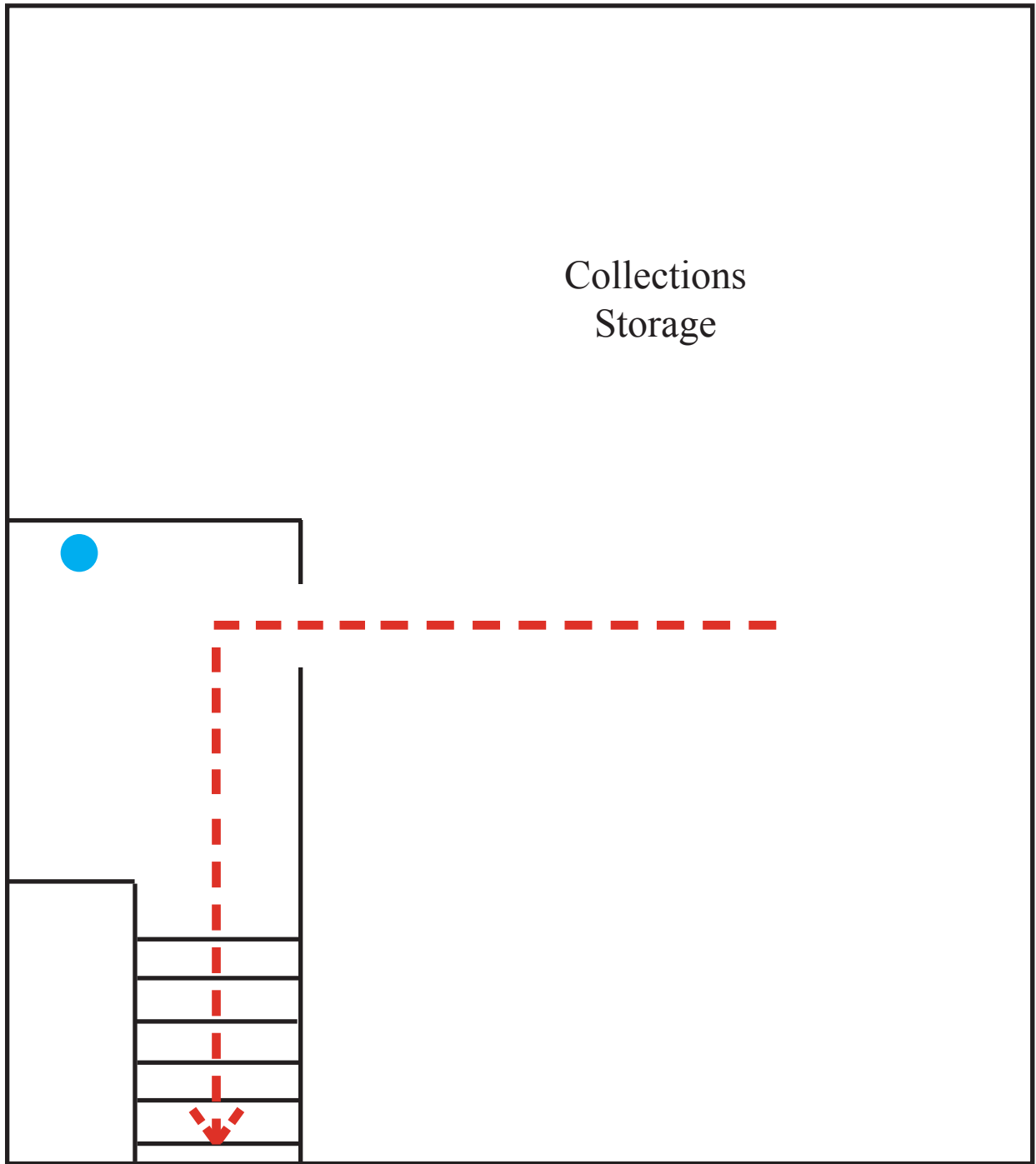
Key

-  Fire Alarm Pull Box
-  ABC Fire Extinguisher
-  Primary Exit Route




Pamela Cunningham Copeland Curatorial Center - First Floor



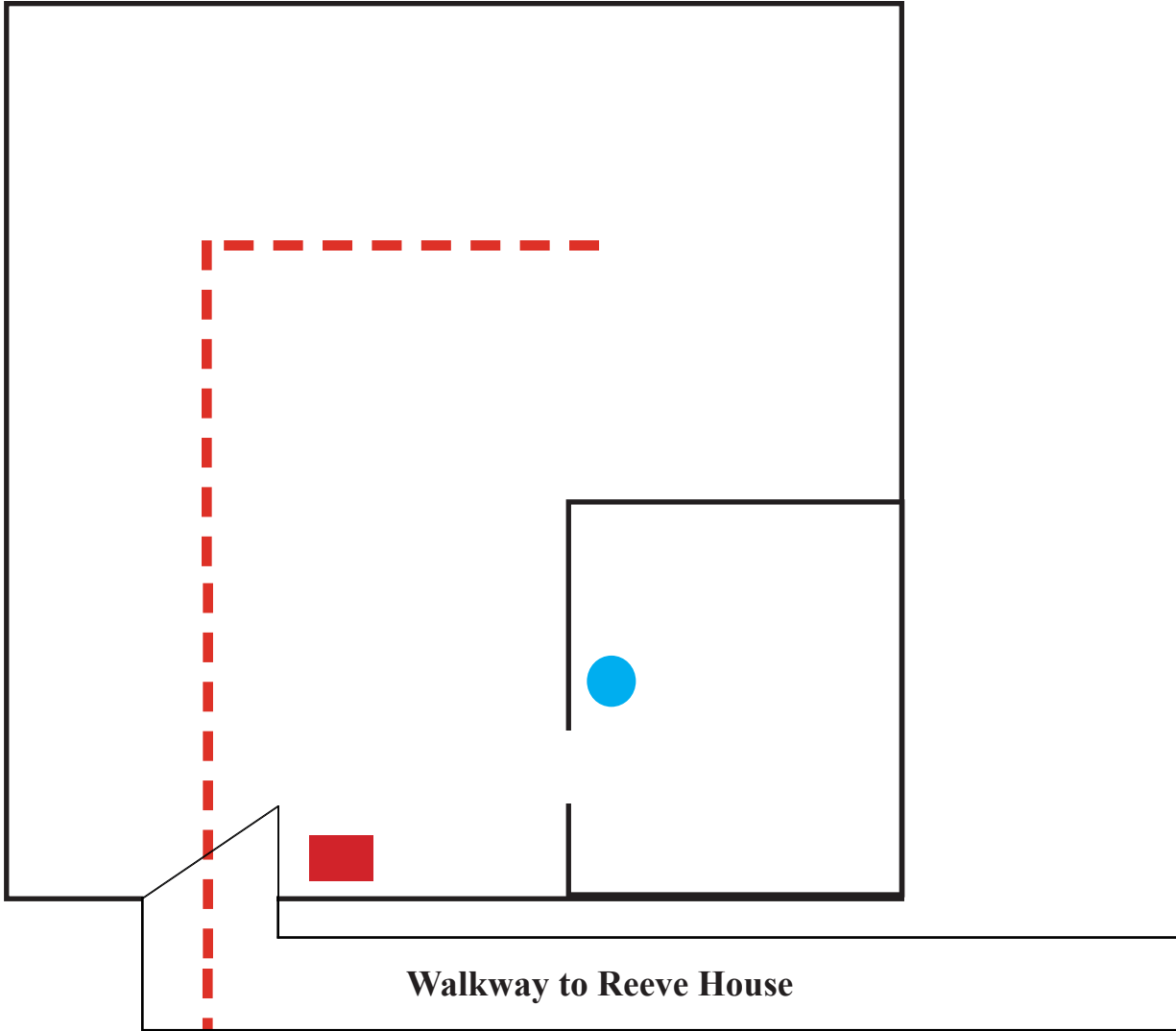
Pamela Cunningham Copeland Curatorial Center - Second Floor






Key

	Fire Alarm Pull Box
	ABC Fire Extinguisher
	Primary Exit Route

Litchfield Law School



Key

	Fire Alarm Pull Box
	ABC Fire Extinguisher
	Exit Route