

Collection Management: **Museum First**

Responders

Presenters:

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What museum first responders do

- Who are Museum first responders? Security and Facilities staff
- What do they do?
 - Respond immediately and act (people, water leaks, fires, etc....)
 - Secure collection
- Who tends to guests? Security
- Who tends to building systems: Facilities
- What do they do when community responders arrive:
 - guide them to problem area & assist throughout
 - tend to the museum collection immediately after people are safe
 - contact & assist essential staff while protecting and/or relocating artwork in peril

What Can Community First Responders Expect When Arriving?

- They will be met and escorted to area, if safe to do so
- They will be informed about people in need of rescue
- They will be provided documentation - What kind?
 - (Museum utility shut-offs, floor plans, etc...)

What community responders will also want to consider

- Heightened Emotions

Disbelief

Eager to help

Worried

» Shock

Impatient

Aggravated

– Anxious

Impulsive

» Obnoxious

Questions?



Windsor Castle Fire
Friday 20 November 1992