DISASTER RESPONSE PLAN

Business/Institution/Organization:

Date of Current Revision:

Acknowledgements: This Disaster Response Plan Template was designed to assist you in the development of your Disaster Recovery Plan. This Template was developed using the following resources. Simply save the plan to a local computer and customize to meet the emergency planning needs of your organization.

This *Template* was developed using the following sources:

- California Preservation Program. *Disaster Plan Template, 2005.* *http://calpreservation.org/disasters/index.html*
- Council of Superior Court Clerks of Georgia, *Disaster Preparedness and Recovery Plan*, 2008.
- Fortson, Judith*. Disaster Planning and Recovery: A How-To-Do-It Manual for Librarians and Archivists.* New York: Neal-Schuman, 1992.
- Jones, Virginia A. and Kris E. Keyes. *Emergency Management for Records and Information Programs.* Prairie Village, KS: ARMA, 2001.
- Georgia Archives 2009

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INTRODUCTION

Address:

Address (s) of Additional Facilities:

Description /Scope of Plan:

Locations Where This Plan is on File:

Authority:

This plan was developed and approved under the authority of:

_____	_____	_____
Name	Title	Date

IMMEDIATE RESPONSE PHONE TREE

- Assess your own safety and act accordingly.
- Elicit help from a co-worker or another person in the area.
- Act to protect lives, then physical property.

MAKE THE FOLLOWING PHONE CALLS in the order shown, based on the type of emergency.

1st PRIORITY CALLS TYPE OF EMERGENCY	WHOM TO CALL
Fire	Fire Department
People Hurt	Police
Water / Electrical Emergency	

2nd PRIORITY CALLS TYPE OF EMERGENCY	WHOM TO CALL
Building or Equipment Damaged	
Records Damaged	
Computer Equipment Damaged	

3rd PRIORITY CALL ALL EMERGENCIES	WHO TO CALL
All emergencies *during* working hours	
All emergencies *after* working hours	

IN-HOUSE EMERGENCY TEAM

This team will develop, maintain, and implement the emergency management plan.

The team should be made up of employees from all levels, familiar with all functions within the organization. The size of the team will vary, depending on the size of the organization.
The following functions and positions should be represented on the planning team:

- Records Manager
- Information Technology
- Safety Director
- Administrative Assistant
- Facility Maintenance Manager
- Other Appropriate Individuals

Name	Responsibility
Email	Office Phone Number
Home Phone Number	Mobile Phone Number
Position	Emergency Contact (Name & Number)

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Email	Office Phone Number
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OTHER STAFF CONTACTS

NAME	TITLE	PHONE

OTHER EMERGENCY CONTACTS

PUBLIC OFFICIALS

POSITION	NAME	COMPANY/ORG.	PHONE NUMBER
Mayor			
County Commissioner			
County Clerk			
County Manager			
Chief Operations Officer			
Chief Financial Officer			
OTHER			
OTHER			

FIRST RESPONDERS

SERVICE/POSITION	NAME	COMPANY/ORG.	PHONE NUMBER
Police Chief			
Nearest Police Station			
Fire Chief			
Nearest Fire Station			
Sheriff			
Georgia State Patrol Post			
Local EMA			
State EMA			
FEMA Regional Office			
Local Red Cross			

Public Health Dept			
OTHER			

MAINTENANCE/UTILITIES

SERVICE/POSITION	NAME	COMPANY/ORG	PHONE NUMBER
Gas			
Electric			
Water Utility			
Fire Suppression			
Fire Detection			
HVAC			
Plumber			
Electrician			
Locksmith			
Janitorial Services			
Pest Control			
Architect			
Legal Counsel			
Security			

INSURANCE

SERVICE/POSITION	NAME	COMPANY/ORG	PHONE NUMBER
Risk Management			
Insurance			

RECOVERY SPECIALISTS

SERVICE/POSITION	NAME	COMPANY/ORG	PHONE NUMBER
Conservation or Preservation			
Document Recovery Services			
Building Recovery Services			
Local Freezer Space			
Trucking/Transport			
OTHER			
OTHER			

OTHER CONTACTS

SERVICE/POSITION	NAME	PHONE NUMBER
State Archives	Georgia Archives	678-364-3700
Local Disaster Networks		
Regional Preservation Services	Lyrasis	800-999-8558
SHRAB	GHRAB Coordinator-Elizabeth Barr (GA Archives)	678-364-3718
Govt. Records Organization		
State/Regional Archival Organization.	Society of Georgia Archivists	www.soga.org
NARA Regional Office	NARA Southeast Regional Archives	770-968-2100
Heritage Preservation		202-233-0800
Council of State Archivists	Vicki Walch, Director	319-338-0248
OTHER		

FACILITIES: LOCATIONS OF EMERGENCY SYSTEMS

A. Main Utilities

1. Main water shut-off valve: _____

2. Sprinkler shut-off valve: _____

3. Main electrical cut-off switch: _____

4. Main gas shut-off valve: _____

5. Heating/cooling system controls: _____

B. Fire Suppression Systems (by room or area)

1. Sprinkler Heads: _____

2. Fire hoses: _____

C. Water Detectors_____

D. Keys

Key boxes: _____

Individuals with master keys (attach list with names, titles, and keys in possession).

E. Fire Extinguishers (label by number according to type on floor plan)

1. Type A – wood, paper, combustibles; 2. Type B – gasoline, flammable liquid; 3. Type C – electrical; 4. Type ABC – combination; 5. Gaseous

F. Fire Alarm Pull Boxes (use floor plan)

G. Smoke and Heat Detectors (use floor plan)

H. Radios (transistor/two-way for communication/weather)

I. Cell Phones

J. First Aid Kits

K. Public Address System

L. Nearest Civil Defense Shelter

ESSENTIAL/VITAL RECORDS SALVAGE PRIORITIES

Records should be classified according to their level of importance to the operations of the organization or agency. Consider developing a color-coded flagging system to facilitate document organization, and make pack out and recovery efforts more efficient. If possible, group documents of the same value in the same area to make their removal in a disaster situation easier.

One of the most critical steps to take in preparing for a disaster is to develop and maintain a records inventory listing all documents according to content, medium, importance, and storage location. Keep a hard copy of the inventory in your facility; at least one hard copy at a nearby offsite location, and one copy outside of the region.

Description	ID No.	Format	Quantity	Location	Notes

LOCATIONS OF BACK-UP COPIES OF ESSENTIAL RECORDS

Backup copies of all documents, or at minimum essential/vital records, should be stored at another site, preferably one in another region so that a widespread disaster will not also affect the backup copy. Appropriate backups can be either hard copies or dependable electronic copies.

Description	Format	Location/Phone Number	Contact Person

EMERGENCY SUPPLIES

Basic response supplies should be immediately accessible. Identify whether item is kept onsite, or list the offsite source. Supply stockpiles should be inventoried and any missing or used items replaced at least annually.

ITEM	**LOCATION**	**QUANTITY**
Safety		
Aprons/Lab Coats/Smocks		
Boots, Rubber		
Caution Tape		
First Aid Kits		
Flashlights		
Gloves - Latex		
Gloves - Nitrile		
Goggles (safety glasses)		
Hand Sanitizer		
Hard Hats		
Respirators, Dust & Mist (N95)		
Signage		
General Supplies		
Battery Powered or Hand Crank Radio		
Batteries		
Camera/Video camera		
Clipboards		
Extension Cords, grounded		
Labels, Adhesive		
Markers, Permanent		
Notepaper		
Pens, Pencils		
Plastic Sheeting		
Tarps		
Water, distilled		
Cleanup		
Brooms		
Brushes		
Buckets		
Disinfectant		

Dust Pans		
Garbage Bags		
Garbage Cans		
Rubber Garden Hose		
Mops		
Rags		
Sponges		
Packing and Transporting		
Book trucks/hand trucks/carts		
Boxes, cardboard		
Boxes or crates, plastic		
Duct Tape		
Newsprint, blank		
Packing Tape & Dispensers		
Pallets		
Paper, Freezer or Waxed		
Trays, Plastic (bread)		
Tubs, Plastic		
DRYING SUPPLIES		
Clothesline (30 lb, monofilament or nylon)		
Clothes pins, plastic		
Fans		
Paper, Blotting		
Paper, Freezer		
Paper, Silicone Release/Waxed		
Paper, Scrap		
Paper Towels		
Polyester, (Mylar or Melinex)		
TOOLS AND EQUIPMENT		
Crowbar		
Emergency Lights		
Generator, portable and fuel		
Hammers		
Hand Saw		
Ladders		
Lights, shop		
Moisture Meter		
Nails & screws, various sizes		

Pliers – Regular		
Pliers – Needle-nose		
Screwdrivers, flat and Philips		
Scissors		
Shovel		
Tape Measures		
Utility Knives and Blades		
Wet/Dry Vacuum		
Wire Cutters		
Wrenches		

RISK ASSESSMENT

Identify and list the threats that your facility is most likely to face. Investigate the history of your facility, your area, and other similar areas and organizations. The types of risks to consider include environmental, technological, industrial, as well as human threats. Keep track of national, regional, and local security and disaster related updates and warnings for more immediate assessments of risks facing your organization. Consider and rank the likelihood of each potential disaster listed below, and plan for each individual scenario.

5= Strong Probability/ has occurred before
4= Probable
3=Possible
2=Remote possibility
1-Very unlikely

Potential Disaster	**Risk Level**
Blizzard/Ice Storm	
Bomb Threat	
Chemical/Hazardous Waste Spill-Inside Building	
Chemical/Hazardous Waste Spill-Outside Building	
Earthquake Damage	
Fire-Entire Building	
Fire-Document Storage Room (Total Destruction)	
Flooding –Natural causes	
Flood due to plumbing or building failure	
Hurricane	
Mold Outbreak	
Pandemic Flu	
Pest Infestation	
Power Outage	
Security Threat-Building Not Accessible	
Terrorism	
Tornado	
Transportation Accident	
Vandalism	

EMERGENCY HISTORY

In the space below, describe emergencies which have occurred. Include the date, the location within the building, the number of materials affected, recovery procedures, and the resources (time, money, personnel, etc.) needed for complete recovery from the emergency. Also note any vendors or suppliers used in recovery actions and evaluate their performance for future reference. This section should be updated after any emergency occurrence.

DISASTER RE-ENTRY CHECKLIST

The first step in disaster response should always involve addressing human safety. Everyone known or believed to have been inside must be accounted for and all injuries attended to. No one should enter a disaster site until civil authorities have granted clearance. Only after clearance is granted and the cause of the emergency is under control, may staff proceed to carefully enter the site to begin to assess damages.

1. Is the building structurally sound?
2. Have utilities been turned off?
3. Do you have a "BUDDY" to accompany you?
4. Are you equipped with appropriate protective equipment?
5. Are communications established through necessary equipment?
6. Has the Command Center been informed of your re-entry?
7. Are you prepared for quick initial documentation?

DAMAGE ASSESSMENT CHECKLIST

1. How big is the damaged area?
2. What kinds of records have been damaged?
3. How long have items been wet*?*
4. Any signs of mold*?*
5. What team members/additional personnel are needed?
6. What supplies are needed?

PACK OUT INSTRUCTIONS

Following are instructions for safely packing and removing damaged (wet, damp or saturated) materials from the disaster site to be salvaged. This may involve freezing, air drying or vacuum freeze drying.

- Identify a sorting area within close proximity to disaster site, with as much table space as possible. May also need work stations, and temporary storage. Begin with highest priority items, based on immediate danger, proximity (closest or most accessible), Most valued, appears as a "holdings priority", most vulnerable, or most damaged. Keep detailed records to track dispersal of materials.

- Use plastic boxes (such as Rescubes™ or plastic crates) for soaking wet items and cardboard boxes with plastic liners for damp items. Boxes should be no larger than one cubic foot. Wet items are very heavy.

- Loosely wrap books to be frozen with waxed, freezer, or silicon release paper. Place books in box in a single layer, spine down.

- Documents in file folders are to be placed in boxes vertically. Make sure boxes are filled to capacity to prevent warping.

- Do not attempt to flatten crumpled stacks of wet paper or documents.

- Transport oversized items on baker's trays, pallets, or sheets of plywood covered in plastic. Pack flat sheets in bread trays or flat boxes.

- Bundle rolled items loosely and place horizontally in boxes lined with silicone release paper.

- Remove drawers from flat files; ship and freeze stacked with 1" x 2" strips of wood between each drawer. Framed or matted items must be removed from frames and mats prior to air or freeze drying.

SALVAGE OF WATER DAMAGED MATERIALS

DOCUMENTS AND PAPER RECORDS

Priority

Air dry or freeze within 48 hours. Records with glossy or coated paper or water-soluble inks should be frozen immediately to arrest the migration of moisture that will feather and blur inks. Records that show signs of previous bacterial growth should also be frozen immediately if they cannot be air dried.

Handling Precautions

Paper is very weak when wet and can easily tear if unsupported while handling.

Freezing is the best option if there are large quantities, or if the water damage is extensive. Do not freeze framed items. Remove frame assemblage before freezing.

Air Drying —most suitable for small numbers of records which are damp or water damaged around the edges. Keep the air moving at all times using fans. Direct fans into the air and away from the drying records. Use dehumidifiers as needed to maintain 50 percent RH.

- Secure a clean, dry environment where the temperature and humidity are as low as possible. Cover tables, floors, or other flat surfaces with sheets of blotter or uninked newsprint.

- *Damp material* — Single sheets or small groups of records are to be laid out on paper-covered flat surfaces. If small clumps of records are fanned out to dry, they should be turned at regular intervals to encourage evaporation from both sides. As a last resort to maximize space utilization, clothesline may be strung for the records to be laid across.

- If an item has water-soluble media, allow it to dry face up. Do not attempt to blot the item since blotting may result in offsetting water-soluble components. Wet blotter or newsprint should be changed and removed from the drying area.

- *Wet material* — When separating saturated paper, use extra caution to support large sheets. If sheets are contained in flat files, standing water should be sponged out first. If items are in L-sleeves the polyester must be removed to allow drying. Cut the two sealed edges of the film in the border between the item and the seal. Roll back the top piece of polyester in a diagonal direction. If there are any apparent problems with the paper support or media, stop and seek the assistance of a Conservator. Support can be given to single sheets by placing a piece of polyester film on top of the document. Rub

the film gently and then slowly lift the film while at the same time peeling off the top sheet in a diagonal direction. Lay the sheet flat; as it dries, it will separate from the surface of the film.

BOOKS AND VOLUMES

Priority

Freeze or dry within 48 hours. Coated paper must not be allowed to air dry in a clump or it will permanently block together. If slightly damp and the pages are separable, air dry interleaved pages before items have an opportunity to dry. If saturated, coated paper must be frozen as soon as possible for subsequent vacuum freeze-drying.

Handling Precautions

Do not move items until a place has been prepared to receive them. Do not open or close books or separate covers. Oversized books need to be fully supported, it may only be possible to move one at a time.

AIR DRYING- The best option for small quantities (less than 100 volumes) of books that are not thoroughly soaked

- Locate a large space for drying where tables can be set up with fans for air circulation. Keep air moving at all times, direct fans away from drying volumes. Use dehumidifiers to maintain humidity at or below 50%.
- Cover tables with absorbent paper such as blotter or unprinted newsprint.
- Close volumes tightly and gently remove mud or debris from outside of volumes before drying with clean water.
- Interleave every 20 pages with unprinted newsprint or paper towels.
- Damp items may be stood on end with the pages fanned open slightly.
- Small pamphlets may be hung on a clothesline or fishing line.
- Oversize volumes must lay flat and should be turned when the blotter is changed. Pages should be interleaved with sheets of blank newsprint or blotting paper that is changed as it becomes saturated.
- Monitor volumes periodically while drying. Replace interleaving when wet.

- When volumes are just damp to the touch, can dry flat under light weight to prevent warping.

- Dry paper should have a moisture content of less than 8%.

MICROFILM

Priority

Rewash and dry within 72 hours. Wet film must be kept wet until it can be reprocessed.

Handling Precautions

Do no remove wet microfilm from boxes; hold cartons together with rubber bands. Dry film in damp or wet boxes should be removed and kept together with the box. Do not move items until a place has been prepared to receive them.

Packing Methods

Wet microfilm should be submerged in clean, cold water in plastic trays or trash cans.

Preparation for Drying

Contact a microfilm lab or film processor to rewash.

Drying Methods

Contact a disaster recovery service or microfilm lab to rewash and dry film.

MICROFICHE

Priority

Freeze or dry within 72 hours.

Handling Precautions

Do not move items until a place has been prepared to receive them and you have been instructed to do so. If the fiche cannot be air dried immediately, keep them wet inside a container lined with garbage bags until they are frozen.

Drying Methods

Freeze if arrangements cannot be made to air dry the fiche quickly. Fiche should be removed from the paper jackets to dry. Jackets should be retained to preserve any infomation printed on them, but this information should be transferred to new jackets once the fiche is dry and ready to be stored again. The best air drying method is to clip the fiche to clotheslines with rust-proof clips.

Fiche has been successfully vacuum freeze-dried, though freeze-drying of photographic materials is not widely recommended. If dealing with large quantities of fiche this option should be investigated.

COMPACT DISCS, CD-ROMS AND DVDS

Priority

Immediately air dry discs. Dry paper enclosures within 48 hours.

Handling Precautions

Do not scratch surfaces.

Preparations for Drying

Remove discs from cases. Rinse discs with distilled water. Do not rub the discs because dirt could scratch. If necessary, blot, do not rub, with a soft lint-free cloth.

Drying Methods

Paper enclosures may be freeze dried. Do not freeze dry the discs. Air dry discs vertically in a rack.

RESPONDING TO A MOLD OUTBREAK

After a water disaster, or when humidity is high (above 50-60%) for 48 hours or more, mold is likely to form on the surface of records materials causing deterioration and staining. Mold can also cause health problems, so protective clothing should be worn and any persons exposed to mold should be outfitted with a respirator.

- **Isolate affected materials**
  - Small outbreak (less than 500 items) place materials in garbage bags and move to a dry area.
  - Large outbreak (more than 500 items) quarantine area immediately to prevent mold from spreading (close doors, hang plastic sheeting) and contact professional help.

- **Identify species** with the help of a mycologist or industrial hygienist

- **Locate source of humidity**
  - Remove any standing water and damp furnishing and carpet
  - Look for leaks, burst pipes, broken windows, damp basement areas, blocked gutters, plants.
  - Check HVAC system, especially the coils, drip pan, duct work.

- **Inactivate mold**
  - Reduce relative humidity to below 50%; increase air circulation with fans
  - Dry damp materials before cleaning
  - Large outbreaks may require professional dehumidification services

- **Clean the affected items**
  - Remove residual mold from documents or books with a HEPA vacuum. Brush the mold into the hose attachment of the vacuum, or vacuum through a screen to protect records.

- **Clean and disinfect storage area**

- **Follow-up** with monitoring

SALVAGE GLOSSARY

AIR DRYING
Damp or wet materials are spread out on tables or surfaces lined with absorbent material such as blotter paper or unprinted newsprint. Items are dried in ambient environmental conditions (70-75ºF; 50-55% RH) or lower with increased air circulation. This is the most gentle technique; minimizes distortion, and is useful for small quantities of damp materials.

DESICANT DRYING/ ONSITE DEHUMIDIFICATION
A useful technique for drying damp library and archival collections without the need to move them. Available from several companies in the U.S. Super-dry air is pumped into the building and moist air drawn out.

FREEZING
If items cannot be dried within 48 hours, freeze them until further action can be taken. Blast freezing is best because smaller ice crystals are formed, but any commercial freezer will do. Materials should be packed loosely in cardboard or plastic boxes. Freezing stops inks from running and offsetting, and swelling**,** prevents mold growth, buys time" to make decisions, and is preferred for large quantities of wet paper based materials.

INTERLEAVING
Interleaving will keep items from sticking together and prevent dye transfer. Blotter paper, uninked newsprint, or paper towels may be used, except in cases waxed paper or freezer paper is called for.

RINSING
Mud or dirt: rinse items under a gentle stream of clean running water or gently agitate them in containers filled with water, before drying. Never scrub items in a way that might drive dirt in deeper. Use a sponge/soft cloth to blot off mud and debris. Hold books and file folders closed while rinsing.

VACUUM DRYING
Also called "thermal drying." Available from many companies in the U.S. Items are dried in a vacuum chamber, often at temperatures above 100°F. Slower than vacuum freeze drying, but generally less expensive. Because high temperatures accelerate aging, THIS METHOD SHOULD NOT BE USED FOR LIBRARY AND ARCHIVAL MATERIALS.

VACUUM FREEZE DRYING
Frozen items are placed in a vacuum chamber and dried at below-freezing temperatures to minimize swelling and distortion. Generally provides the most satisfactory results and is recommended for library and archival materials. This service is available throughout the U.S.