

# When Emergency Preparedness (or Even an Emergency) Is Foreign Territory



Speakers: Jacinta Johnson and Kari Rayner

Co-authors: Dr. Joelle Wickens, Dr. Hannelore Roemich,  
Anisha Gupta, and Jessica Walthew



NEW YORK UNIVERSITY



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UNIVERSITY *of* DELAWARE



# Schloss Leopoldskron

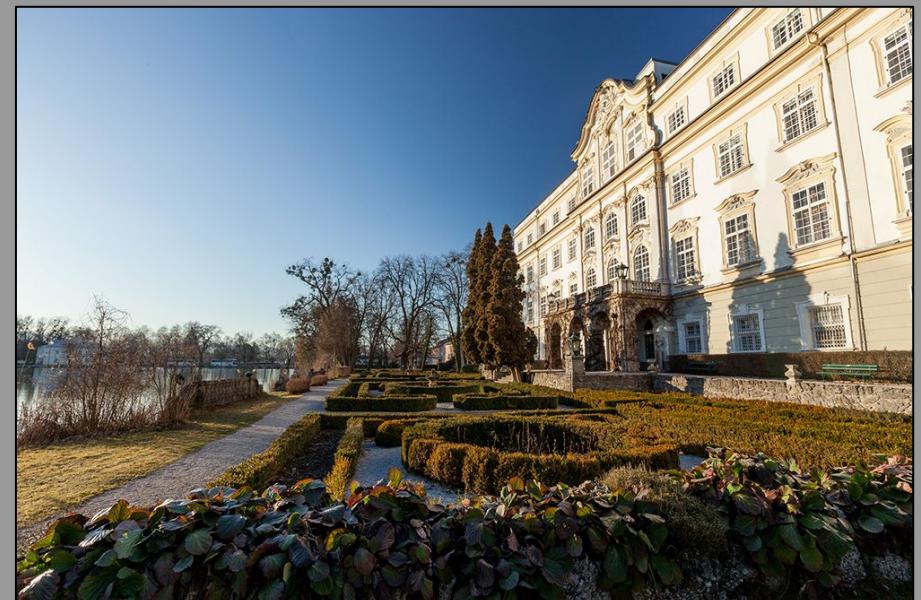
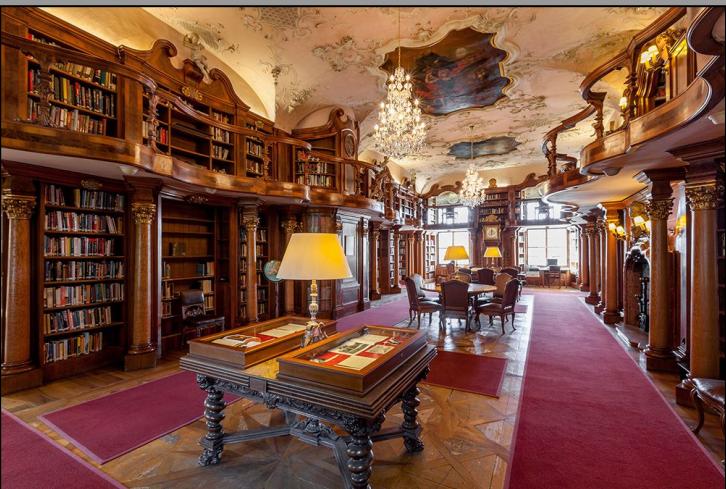


Image credit: <http://www.schloss-leopoldskron.com/en/indulge-and-experience/photo-gallery.html>





Salzburg Global Seminar (SGS) participants utilize the Schloss for meetings and meals.



# *Sound of Music*



# Hotel suites in the Schloss





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2015



2013



2014



# 2013

- Initiated a full collections inventory
- Developed survey forms to facilitate condition assessments of collection items
- Initiated environmental monitoring
- Assessed risks associated with pest management, storage, security, and the building envelope



(left to right): Emily Schuetz-Stryker, Crista Pack, Cybele Tom, Rita Berg, and Dr. Hannelore Roemich

# 2014



(left to right): Kari Rayner, Melissa Tan,  
Dr. Hannelore Roemich, Samantha Skelton,  
Courtney VonStein Murray, and Matthew Hayes

- Reviewed condition of collection from previous year
- Continued environmental monitoring
- Augmented condition assessments
- Developed recommendations for select condition items
- Educated staff with objects handling training

# 2015

- Trained local art history student to physically label collection items with inventory numbers
- Raised awareness of preservation issues among Salzburg Global Seminar participants
- Revisited objects handling training and collections maintenance for the staff
- **Developed an emergency preparedness plan**



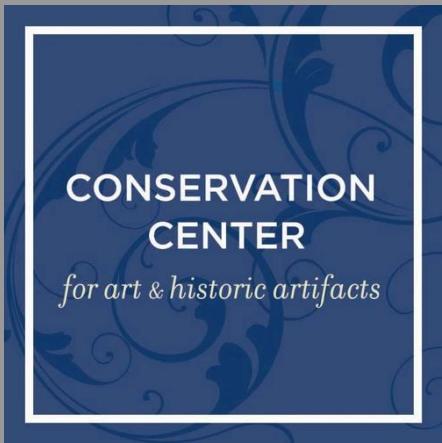
(first row, left to right): Dr. Hannelore Roemich and Dr. Joelle Wickens

(second row, left to right): Anisha Gupta, Jessica Walther, Jacinta Johnson, and Kari Rayner

# Why Build a Plan?

- Need collection-specific emergency protocol
- Ensure long-term protection
- Strengthen preservation professionalism





CCAHA workshop *Protecting Cultural Collections: Disaster Prevention, Planning, and Response*, held April 2015 at the Winterthur Museum



WUDPAC students learn emergency response training in preventive and photographic materials blocks

# Emergency Planning

(1) identify risks

(2) define a collection emergency

(3) establish an emergency response team

(4) create a Pocket Response Plan (PReP)

# Risk Assessment



Broken stucco element  
from ceiling.



Exterior wall damaged  
near downspout.



Foliage growing on exterior.

# Risk Assessment



Water pooling in  
window sill after rain.



Damage to doorframes  
and stairs



Dripping candle wax from an event

B | D | A

Bundesdenkmalamt: local  
resource for conservation  
assistance and funding

# Concept of an “Emergency” in Austria

- Established Conservation Task Force
- Significant differences towards collection concerns
- Idea of an emergency was *fundamentally foreign* and never applied towards the collection



**Beth Pertiller**  
Director of Operations

# System to Classify Emergencies

	Degree of permanent change to object or building	Example
Level 1	No permanent change	Some spilled water
Level 2	Slight to severe change	Red wine spill or tear in painting
Level 3	Major change and threat to human safety	Fire or flood

# Emergency Team



Team Leader



Administration & Finance  
Coordinator



Health and Safety  
Coordinator



Liaison Officer



Security & Facilities

# Level 1 Emergency Response

	Degree of permanent change to object or building	Example	Proposed Response from Emergency Team
Level 1	No permanent change	Some spilled water	Address through hotel housekeeping and maintenance



**Matthias Rinnerthaler**  
Maintenance Supervisor



**Marisa Todorovic**  
Executive Housekeeper

# Level 2 Emergency Response

	Degree of permanent change to object or building	Example	Proposed Response from Emergency Team
Level 2	Slight to severe change	Red wine spill or tear in painting	<ul style="list-style-type: none"><li>• Report to management</li><li>• Thoroughly document</li><li>• Report to BDA</li></ul>



**Matthias Rinnerthaler**  
Maintenance Supervisor



**Marisa Todorovic**  
Executive Housekeeper



**Richard Aigner**  
Hotel Operations Manager



**Beth Pertiller**  
Director of Operations

B | D | A

# Level 3 Emergency Response

	Degree of permanent change to object or building	Example	Proposed Response from Emergency Team
Level 3	Major change and threat to human safety	Fire or flood	<ul style="list-style-type: none"><li>• Report to management</li><li>• Thoroughly document</li><li>• Report to BDA</li></ul>



Beth Pertiller  
Director  
of Operations



Richard Aigner  
Hotel Operations Manager



Marisa Todorovic  
Executive Housekeeper



Daniel Szelényi  
General Manager



Matthias Rinnerthaler  
Maintenance Supervisor



Stephen Salyer  
President  
Chief Executive Officer



Clare Shine  
Vice-president,  
Chief Program Officer



Susanna Seidl-Fox  
Program Director  
Culture and the Arts



and more...

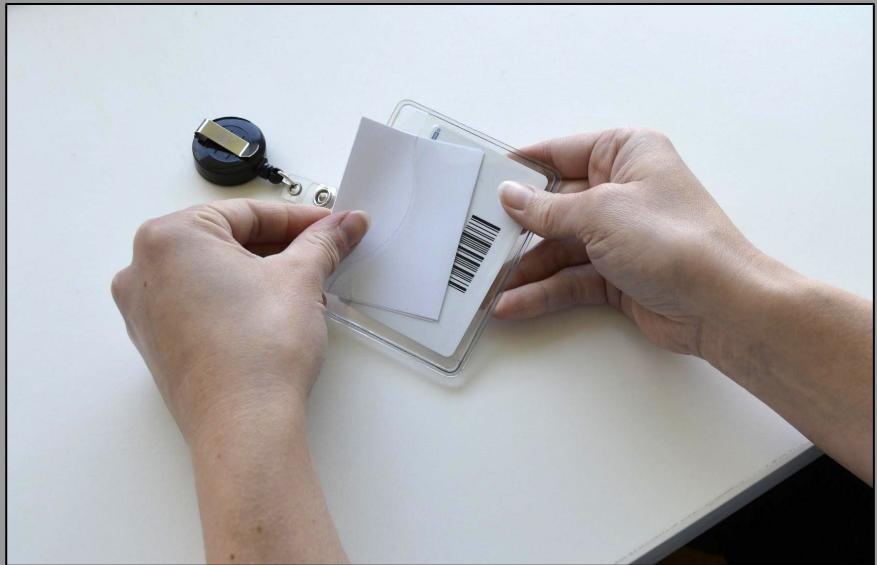
# Emergency Team Responsibilities

- Staff training
- Maintain emergency kits



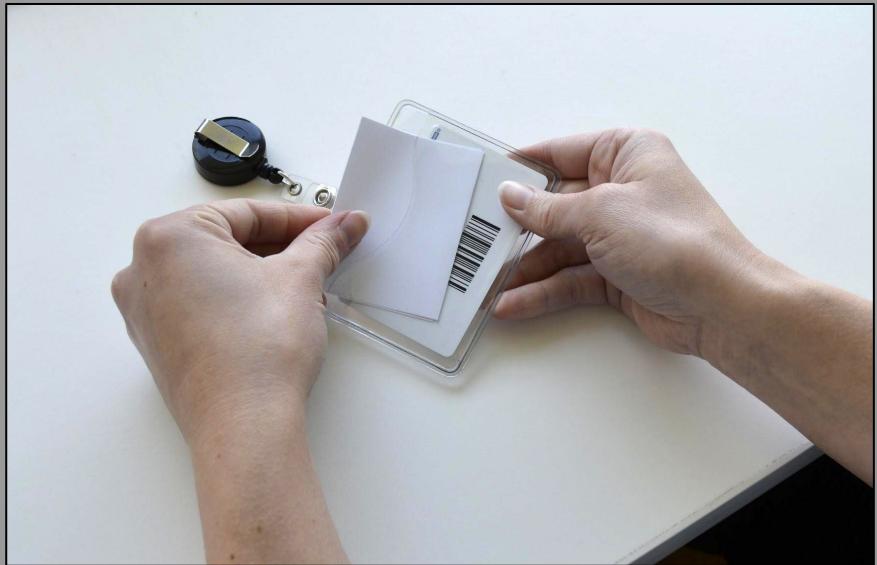
# PReP: Pocket Response Plan

- A guide for planning and response



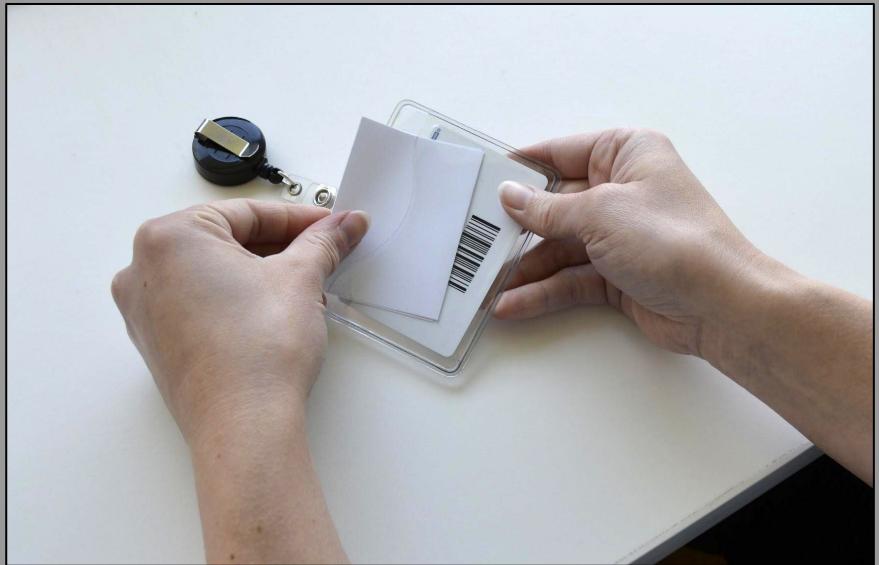
# PReP: Pocket Response Plan

- A guide for planning and response
- Use a calling system that suits the institution



# PReP: Pocket Response Plan

- A guide for planning and response
- Use a calling system that suits the institution
- Consider making multiple versions for each level of management



# Reception: command center for incident reporting





# Crafting the Language

**Level 1** = *minor event*

**Level 2** = *permanent change  
to the object*

**Level 3** = *emergencies or catastrophe*



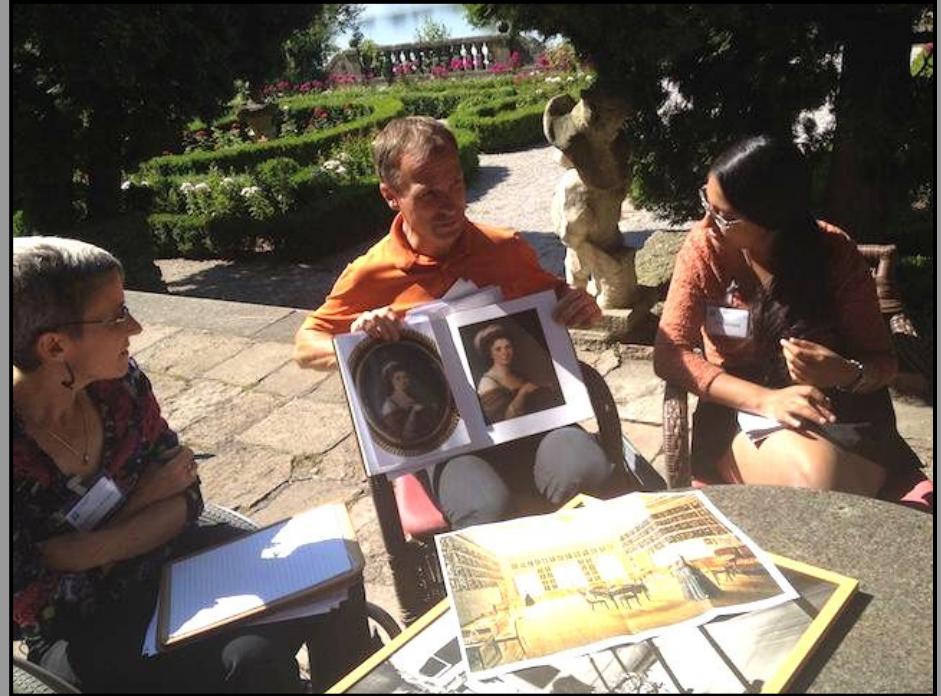
# Spring Survey

- Helped develop a written plan
- Roles required reassigning and reorganizing
- Takes a lot of time!



# Next Steps

- Prioritize the collection through art historical research and a collections assessment, incorporating value and condition



# Next Steps

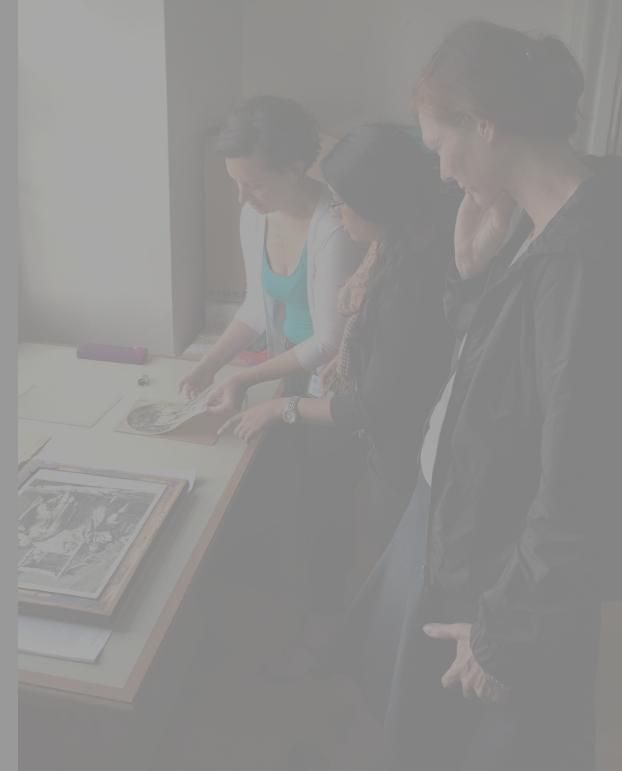
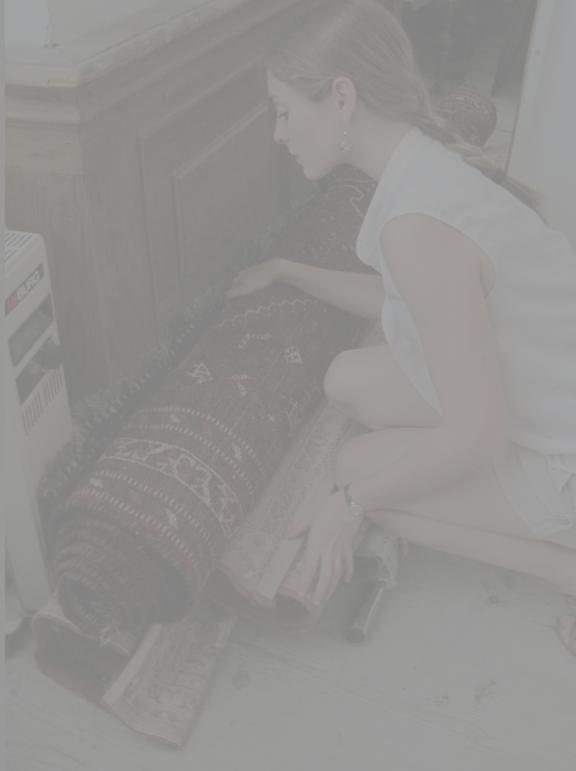
- Establish specific emergency response protocol
- Staff training
- Build relationships with local authorities and institutions



Jessica Walthew demonstrating proper object handling



# A Road Map for the Foreign Territory of Emergency Planning:

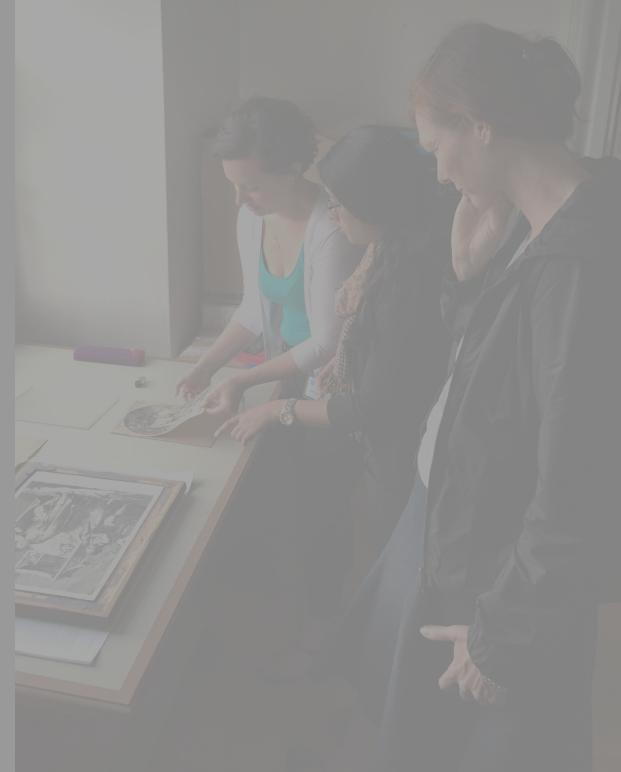
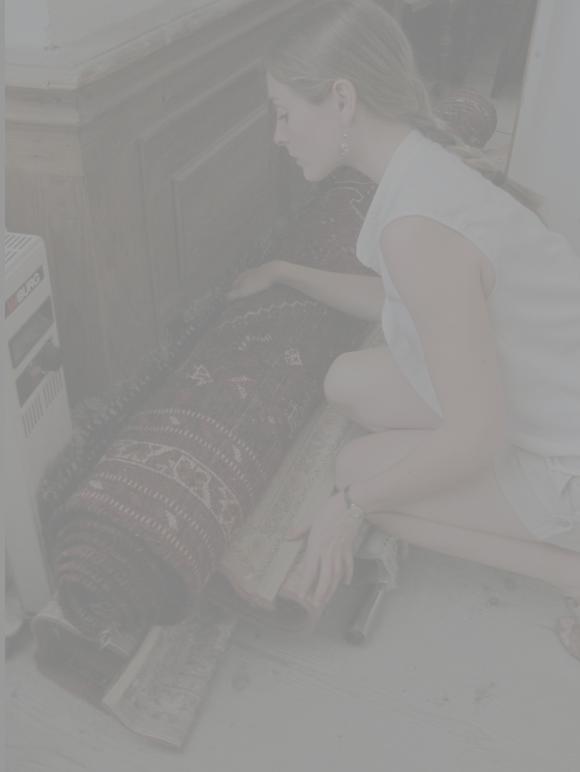


# A Road Map for the Foreign Territory of Emergency Planning:



## Communicate with all staff

- Collect feedback
- Be ready to revise



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## Collaborate!

- Build relationships with outside resources



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## Communicate with all staff

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## Collaborate!

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## Prioritize

- Take time defining types of collections emergencies









# Many thanks to...

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Magdalena Denk

The Conservation Center for Art & Historic Artifacts



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In memory of Emily Schuetz-Stryker (1988 - 2014)

