

## Safety, Security and Logistics & Museum Behavior

*Security is everyone's responsibility!*

Address: 951 Chicago Avenue, Oak Park, IL 60302

Guest Relations: 708-725-3817

Museum Shop: 708-848-1606

The Frank Lloyd Wright Trust strives to provide as much access to the collection as possible, and allow visitors to experience the space as Frank Lloyd Wright intended. This is what many of our guests appreciate and what makes ours a unique experience for them.

However, as a museum and historic site, there are certain standards to which we must adhere, and policies that have to be enforced. We all play a role in the preservation of the Home and Studio and the collection. It is easy to become familiar and comfortable with the objects and the space. It is important, though, to avoid complacency and desensitization. Bearing this in mind, here are a few guidelines with regard to the collection:

***Be observant:*** Please always be watchful of the visitors and their proximity to the furniture and artifacts. Sometimes guests will purposefully touch a chair or pick up an artifact, but more often contact is accidental: backing up into a built-in or brushing against a low-standing table. Many of these incidents can be avoided with careful observation and attentiveness.

***Lead by example:*** At the beginning of each tour, guests are given rules (below), such as refraining from touching or leaning on the furniture and walls or eating, drinking or chewing gum. We, as employees and volunteers of the Preservation Trust, are not exempt from these rules. If guests walk into the house and find the guide leaning against a chair or stepping behind a stanchion, we can hardly expect them to comply with rules we ourselves are skirting.

***All objects are equal:*** there are several reproduction pieces throughout the Home and Studio. It may be tempting, therefore, to treat these with less respect and care than those original and rare artifacts. Your rule of thumb should always be: treat every object as if it is irreplaceable. Guided by this principle, we can help ensure the preservation and safety of all objects, great and small.

***What to do if someone is not following the rules while touring the Home & Studio:*** If you notice someone leaning against a wall or casually resting a hand on a table or chair, chances are that person doesn't realize he is doing it. In this instance, you may choose to diplomatically remind everyone that although some spaces may be small, they must refrain from contact with furniture and artifacts.

Occasionally you may encounter a visitor who simply chooses not to follow guidelines, despite reminders made to the group. In this case, it is acceptable to discreetly pull that person aside and reiterate the Preservation Trust's rule and that if he chooses not to follow these he may be asked to leave the group.

These are the most common incidents we observe at the Preservation Trust, and generally one of the two approaches above will succeed in stymieing any further interruptions.

Please always remember: If you observe any movement of furniture or artifacts within the Home & Studio (either accidentally or otherwise), regardless of how minor it may appear, you should report it to the Day Leader or a member of Guest Relations staff. Do not attempt to remedy the situation yourself. FLWPT staff will know the appropriate person or people to contact.

***Staff working in the Home & Studio:*** Persons on staff make every effort to be unobtrusive while tours are being conducted. However, there are times when they must be in the exhibit spaces. Most often, these will be members of the collections department; inventorying a certain part of the collection or working in some way on the care and preservation of the artifacts on exhibit, or staff attending to a maintenance issue. We work hard to ensure Tour Facilitators and Interpreters are made aware of any work in the H&S prior to your shift. However, if you enter a room to discover staff working there, continue with your interpretation as usual. If the guests are interested in the work being done, please encourage them to ask questions. It is important for the public to be aware of the Preservation Trust's efforts to maintain the highest standard of collection management and care. Most often, visitors see this as a unique, exciting opportunity to see a bit of the "behind-the-scenes" work that goes into caring for an historic site and its collection.

***Rules for all guests (and volunteers):***

- Backpacks, bags, parcels, and cameras must be checked before entering the museum.
- Food and beverages are not permitted inside the museum: please consume, discard, or check these items. Please also discard chewing gum in a trash receptacle.
- There is no smoking inside the museum or on the grounds.
- Do not touch or lean on walls, furnishings, or artifacts.
- Turn off cell phones and any other non-Wright-era communications.
- Please stay with your group throughout the tour

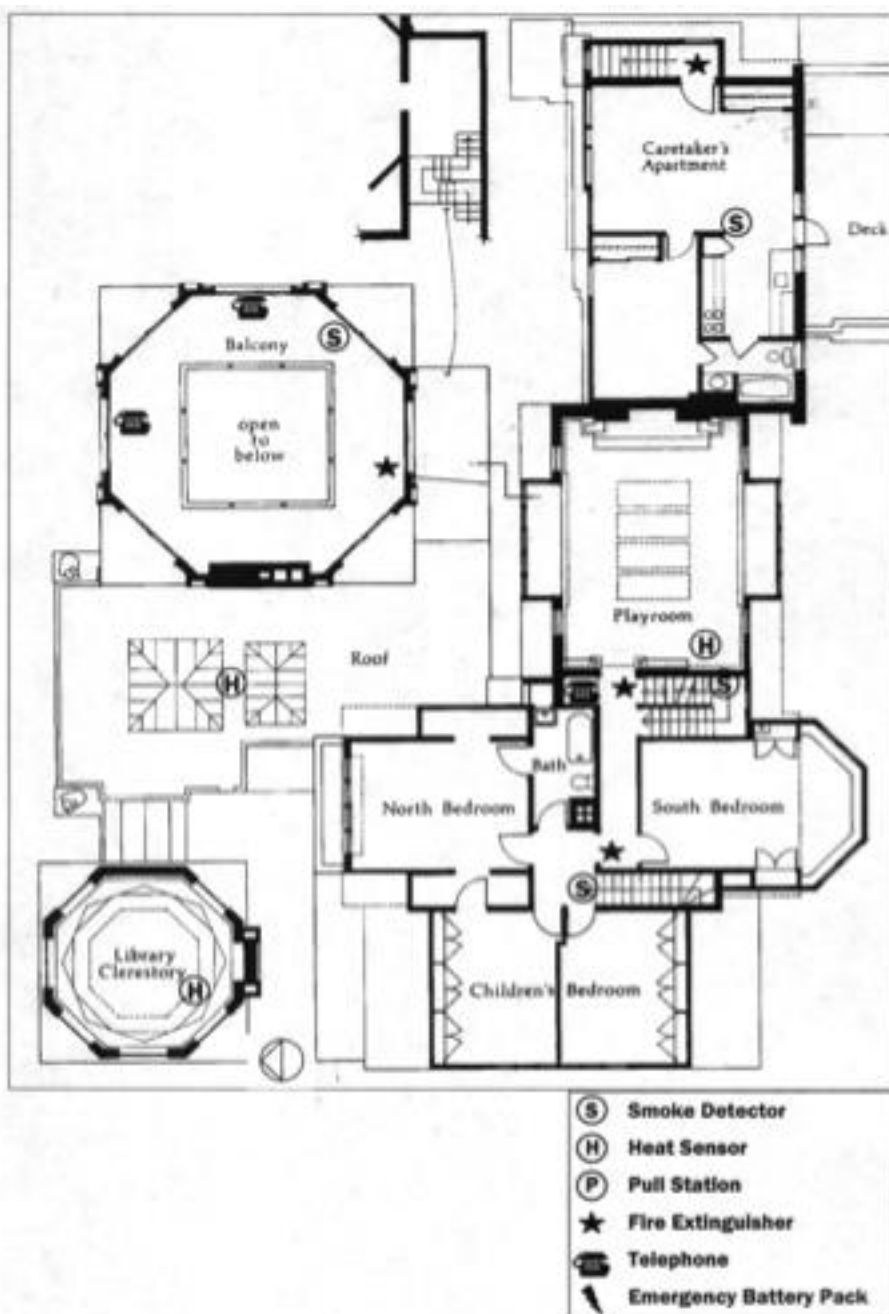
***More rules for volunteers:***

- BE CERTAIN ALL DOORS ARE CLOSED SECURELY
- MODEL PROPER MUSEUM BEHAVIOR AT ALL TIMES
- USE YOUR WALKIE-TALKIE TO SUMMON ASSISTANCE
- USE THE NEAREST TELEPHONE TO SUMMON 911 OR REACH THE MUSEUM SHOP (6005)
- KNOW THE LOCATION OF TELEPHONES, FIRE ALARM PULLS AND EXTINGUISHERS

## First Floor Safety



## Second Floor Safety



## **HOME AND STUDIO EMERGENCY RESPONSE PLAN**

The following pages indicate the Emergency Response Plan. It is similar to the flip chart posted at all telephones in the Museums, Museum Shops, 931 Administrative Offices and 411 Harrison.

Please be familiar with the contents so you may assist others should an emergency occur.

### **INTRODUCTION TO EMERGENCIES**

Many emergencies can be prevented by a careful inspection of your area each day and by reporting possible problems to the safety and security committee member.

In the event that you see or are informed of an emergency, please stay calm and follow the instructions below.

### **EVACUATION PROCEDURE**

In advance, each staff person and volunteer should:

1. Understand this evacuation plan.
2. Recognize the sound of the fire alarm.
3. Know at least two ways to exit the building from your regular workspace.

When you hear the fire alarm and are told to evacuate the building or make the decision on your own:

4. Remain calm. Remember you are a role model. Provide assistance to visitors and staff in your immediate area.
5. Instruct visitors to leave the building in an orderly fashion and point to the EXIT to use. Keep your group together.
6. Leave quickly. As you leave, check nearby restrooms, copier rooms, closets, etc.
7. Accompany and assist handicapped personnel, visitors, and any coworker who appears to need calm direction or assistance.
8. People safety first. Do not attempt to take large or heavy objects.
9. Shut all doors behind you as you go. Closed doors can slow the spread of fire, smoke, and water.
10. Proceed as quickly as possible, but in an orderly manner. Do not push or shove. Instruct everyone to hold handrails when walking on the stairs.
11. Once out of the building, meet on the west (Forest Avenue) lawn of the Home. Keep your

group together. Allow NO VISITORS to enter or re-enter the Home and Studio for any reason until further instructions have been given.

## **VIOLENT STORMS**

If a violent storm with thunder, lightning, high winds, a tornado, or heavy snow occurs:

1. Remain calm. Remember you are a role model. Provide assistance to visitors and staff in your immediate area. Call bookshop staff at extension for instructions.
2. If a tornado or high wind warning has been announced, move carefully with your group to the basement of the studio. (A weather radio is located behind the customer service station in the bookshop and in the janitor's closet in the basement of the studio.)
3. Stay away from glass doors and windows.
4. If the power goes out, you will have battery-powered lighting in hallways and the research center for approximately one hour.
5. Listen to the battery-powered radio, found in the janitor's closet in the basement, for the all-clear signal.

## **POWER OUTAGE**

If an electrical power loss occurs:

1. Remain calm. Remember you are a role model. Provide assistance to visitors and staff in your immediate area. Notify Guest Relations via your Walkie-Talkie if power outage is in your area only or if there is an emergency.
2. If you are in an unlighted area, proceed cautiously to a doorway with outside light.
3. If the power goes out, you will have battery-powered lighting in hallways and the research center for approximately one hour.
4. Be mindful of public safety and the security of the collection. You may not want to give tours but only answer questions at this time. DO NOT let the visitors go into darkened areas or up or down stairs.
5. Stand by for instructions from a staff member. If instructed to evacuate, proceed to the designated areas. (See EVACUATION PROCEDURE on previous pages.)

## **VIOLENT PERSONS**

Violent Persons: If you or a visitor is or feels threatened by another person, or an art work or museum object is threatened with damage by a visitor:

1. Remain calm. Remember you are a role model. Provide assistance to visitors and staff in your immediate area.
2. Self-preservation before historic preservation.
3. When possible, call Guest Relations staff via your Walkie-Talkie. Give your location and the problem. They will get help to your area.
4. Evacuate visitors and yourself from the area where the troubled person is located.
5. Be aware of the locations of the Hand Pull Alarm Station in the front entry of the Home, inside the east door of the Studio, and in the north entrance of the bookshop. Pull the Lever to activate the alarm. If all else fails, pull Hand Pull Alarm Lever in your area which will summon staff, the fire department, and police to your area.

## **FLOODING AND WATER DAMAGE**

Serious water damage can occur from numerous sources: burst pipes, open taps, clogged drains, broken skylights or windows, or construction oversights. If a water leak occurs:

1. Remain calm. Remember you are a role model. Provide assistance to visitors and staff in your immediate area.
2. Notify Guest Relations via your Walkie-Talkie immediately. Advise them of exact location and severity of the leak. Indicate whether any part of the collection is involved or is in imminent danger. Staff will notify the appropriate people.
3. If there are electrical appliances or electrical outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area. (See EVACUATION PROCEDURE on previous pages.)
4. If you know the source of the water and are confident of your ability to stop it (i.e., by unclogging the drain, turning off water tap or intake pipe, etc.), do so cautiously.
5. Be prepared to assist as directed in protecting art objects that are in jeopardy. Take only essential steps to avoid or reduce immediate water damage: cover large objects with plastic sheeting; carefully move small or light objects out of the emergency area.

## **EXPLOSIONS**

Chemical accidents, leaking gas, faulty boilers, or even bombs or falling aircraft could all be the cause of life-endangering explosions.

1. Remain calm. Remember you are a role model. Provide assistance to visitors and staff in your immediate area.

2. If the situation is serious, immediately call the Guest Relations staff via your Walkie-Talkie. Give details. Pull the Hand Pull Alarm Lever which will summon staff, the fire department, and police to your area.
3. Be prepared for further explosions.
4. If the power goes out, you will have battery-powered lighting in hallways and the research center for approximately one hour.
5. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment. Instruct guests to crawl under a table or desk.
6. If evacuation is ordered, proceed to the designated areas. (See EVACUATION PROCEDURE on previous pages.)
7. Do not move seriously injured persons unless they are in obvious, immediate danger from fire, building collapse, etc..
8. Open doors carefully. Watch for falling objects.
9. DO NOT use matches or lighters. Do not use telephones (including cell phones) or electronic equipment.
10. DO NOT discuss the possible cause of an accident or any conditions that may have contributed to the cause. Under NO circumstances should an employee, interpreter, or volunteer discuss any insurance information with members of the public.
11. After the event has ended and the incident is concluded, remain on call to assist with pertinent information for an incident report. Jot down your recollections to assist your memory in case of future questions.

## **CHEMICAL SPILLS AND FIRES**

If you or a visitor come into contact with a toxic substance:

1. Remain calm. Remember you are a role model. You might increase the affected person's distress or fears, and thereby contribute to medical shock. Limit your communication to quiet reassurances.
2. Notify Guest Relations immediately of the extent and location of the spill or chemical fire.
3. If a chemical spill has occurred, immediately flush the affected skin area with clear water.
4. Never allow fire to come between the visitors and the exit.
5. If evacuation is ordered, proceed to the designated areas. (See EVACUATION PROCEDURE,



above.)

6. All chemical spills and fires, no matter how small, must be reported to Guest Relations.
7. DO NOT discuss the possible cause of an accident or any conditions that may have contributed to the cause. Under NO circumstances should an employee, interpreter, or volunteer discuss any insurance information with members of the public.
8. After the visitor's needs have been taken care of and the incident is concluded, remain on call to assist with pertinent information for an incident report. Jot down your recollections to assist your memory in case of future questions.

### **BURGLARY, ROBBERY, OR VANDALISM**

The volunteers and staff who walk through the museum every day are our first line of defense against theft and burglary. Please notify Guest Relations staff via your Walkie-Talkie immediately whenever you find doors ajar or unlocked; people walking unescorted through the museum; or if you believe that an object is missing or has been moved. Your efforts are always appreciated.

*If you are witness to a robbery (face to face):*

1. Remain calm! Cooperate fully with the robber! Do not try to stop a robbery!
2. As soon as possible, call police at 911. Notify Guest Relations staff. Be aware of the locations of the Hand Pull Alarm Station in the front entry of the Home, inside the east door of the Studio, and in the north entrance of the Museum Shop. Pull the Lever to activate the alarm in your area.
3. Provide a description of the suspect.

*If you know a burglary has occurred (break-in or forced entry when the building is empty):*

1. Protect the crime scene. Take photos if possible.
2. Notify Guest Relations. They will call the Oak Park Police non-emergency number 708-386-3800

*If vandalism of the property has occurred:*

1. Notify Guest Relations. They will call the Oak Park Police non-emergency number 708-386-3800
2. Document exactly what was done. Take photos if possible.

*If Home and Studio keys are lost:*

1. Notify Guest Relations at once.

## **FIRE**

The Museum has never had a fire. There is no reason for us ever to have a fire if we continue to promote sound fire-prevention practices, report all hazards to core staff, and educate ourselves on all aspects of fire prevention.

If a fire occurs in your area:

1. Remain calm. Remember you are a role model. Provide assistance to visitors and staff in your immediate area. PEOPLE SAFETY FIRST.
2. Evacuate your area. Direct all visitors outside per the EVACUATION PROCEDURE on previous pages. Close doors and windows if there is time.
3. Dial 911 or pull the Hand Pull Alarm Lever in your area to activate the alarm which will summon staff, the fire department, and police to your area. Always pull the Hand Pull Alarm Station if you witness fire!
4. Guard all doors after people are out of building. Allow NO ONE but core staff or fire personnel to enter. Follow directions from staff, fire department personnel, or police as to where people should gather.
5. After the above has been done, you may:
  - Attempt to put the fire out with a fire extinguisher if it is small. Do not jeopardize your personal safety. Notify Guest Relations for permission before you attempt this.
  - Disconnect any electrical equipment that is on fire if it is safe to do so.
6. Never allow the fire to come between you and the exit.

Note:

1. DO NOT break windows. Oxygen feeds fire.
2. DO NOT open hot doors. Before opening any door, touch it near the top. If the door is hot or if smoke is visible, do not open the door.
3. DO NOT attempt to save personal possessions or museum artifacts at the risk of personal injury.
4. DO NOT return to the emergency area until instructed to do so by core staff personnel.

## **BOMB THREATS AND SUSPICIOUS OBJECTS**

It is possible, although highly unlikely, that a staff member might someday receive a threatening

telephone call, letter or suspicious parcel, or discover a suspicious object somewhere on the premises.

1. Remain calm. Remember you are a role model. Provide assistance to visitors and staff in your immediate area.
2. If you receive a telephone threat, listen carefully. Be polite and show interest. Try to keep the caller talking, so that you can gather more information.
3. If possible, write down what was said during the call or as soon as the caller hangs up. Then notify staff and note any further details you can remember. This information will be needed by the police interviewers. Core staff will notify police.

*If you receive a bomb threat:*

1. Remain calm. Remember you are a role model. Provide assistance to visitors and staff in your immediate area.
2. Notify Guest Relations IMMEDIATELY; core staff will notify police.
3. Be guided by the core staff and police or fire department personnel. If evacuation is ordered, proceed to the designated area. (See EVACUATION PROCEDURE on previous pages.)
4. Promptly complete a bomb threat report, writing down as many details as you can remember. This information will be needed by the police interviewers.
5. Do not discuss the threat with other staff, volunteers, or visitors.

*If you receive a written threat or a suspicious parcel, or if you find a suspicious object anywhere on the premises:*

1. Remain calm. Remember you are a role model. Provide assistance to visitors and staff in your immediate area.
2. Keep everyone from handling the parcel or going near it.
3. Notify Guest Relations staff IMMEDIATELY.
4. DO NOT call the police yourself. Core staff will notify appropriate law enforcement and public safety agencies.
5. DO NOT discuss the threat with other staff members or visitors. Be guided by the core staff and police or fire department personnel. If evacuation is ordered, proceed to the designated areas. (See EVACUATION PROCEDURE on previous pages.)

6. Promptly write down everything you can remember about receiving the letter or parcel, or finding the object. This information will be needed by police interviewers.

## **MEDICAL EMERGENCIES**

### **Staff**

*If a staff member or volunteer is ill or injured:*

1. Remain calm. Remember you are a role model.
2. Carefully estimate the extent of the injury, then use your Walkie-Talkie to notify Guest Relations staff. Be ready to give your exact location and type of injury, if known.
3. If you are giving a tour, keep the rest of your group together.
4. ALWAYS NOTIFY a staff member for assistance; they will dispatch other personnel to your area and determine what additional treatment or action is needed. Core staff will call 911 if necessary.
5. Unless it is a life-threatening situation, do not attempt to render any first aid yourself before other staff personnel arrive. For minor injuries, first aid kits are located in the Museum Shop. The first aid material is to be applied only by the injured person. Staff is also trained in CPR and a defibrillator is located in the Museum Shop.
6. DO NOT attempt to move a person who has fallen and appears to be in pain.
7. Avoid unnecessary conversation with, or about, the ill or injured person. You might increase the person's distress or fears, and thereby contribute to medical shock. Limit your communication to quiet reassurances.
8. After the person's needs have been taken care of, and the incident is concluded, remain on call to assist with pertinent information for the medical report, incident report, and, where applicable, the Worker's Compensation report. Jot down your recollections to assist your memory in case of future questions.
9. Contact the operations manager for any questions concerning Worker's Compensation or medical insurance.

*An employee, volunteer, or visitor observes a visitor who appears to be ill or injured:*

1. Remain calm. Remember you are a role model.
2. Carefully estimate the extent of the injury, then call the Guest Relations staff via your Walkie-Talkie. Be ready to give your exact location and type of injury, if known.
3. If you are giving a tour, keep the rest of your group together.

4. ALWAYS NOTIFY a staff member for assistance; they will dispatch other personnel to your area and determine what additional treatment or action is needed. Core staff will call 911 if necessary.
5. Unless it is a life-threatening situation, do not attempt to render any first aid yourself before other staff personnel arrive. For minor injuries, first aid kits are located at the Museum Shop desk. The first aid material is to be applied ONLY by the injured person, parent, teacher, or guardian. Staff is also trained in CPR and a defibrillator is located in the Museum Shop.
6. DO NOT attempt to move a person who has fallen and appears to be in pain.
7. Avoid unnecessary conversation with, or about, the ill or injured person. You might increase the person's distress or fears, and thereby contribute to medical shock. Limit your communication to quiet reassurances.