Template for Pocket Response Resource, Released 6/30/2022 **SIDE A (Communications).**
Use this side to collect phone numbers for the individuals and organizations you are most likely to need to talk to in the first minutes and hours after an emergency occurs.

dPlan Arts READY PAR PERFORMING ARTS READINESS a community served by LYRASIS CoSA

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[Organization Name]

Pocket Response Resource

Date revised:

INSTITUTIONAL CONTACTS

[link to your online ArtsReady or dPlan account]

Main Emergency Management Office (if you have a parent organization)
[office phone] / [email] /

Executive Director
[name]
[office phone] / [home phone] / [cell] / [email] / [home email]

Director of [department]
[name]
[office phone] / [home phone] / [cell] / [email] / [home email]

Communications and Public Relations Officer
[name]
[office phone] / [home phone] / [cell] / [email] / [home email]

Financial Services / Accountant
[name]
[office phone] / [home phone] / [cell] / [email] / [home email]

House Manager
[name] [company name]
[office phone] /[home phone] / [cell] / [email] / [home email]

Add contact information for additional departments such as collections, environmental/health services, IT, resident companies, tenants or long-term renters, visiting performers, etc.

RESPONSE TEAM

Team Leader
[name]
[office phone] / [home phone] / [cell] / [email] / [home email]

Members
[name] [Response Team role]
[office phone] / [home phone] / [cell] / [email] / [home email]

[name] [Response Team role]
[office phone] / [home phone] / [cell] / [email] / [home email]

[name] [Response Team role]
[office phone] / [home phone] / [cell] / [email] / [home email]

FREE SPACE

Use this space for additional instructions for immediate emergency response. This might include a staff phone tree; contact information for student and volunteer employees, frequent contractors, renters, etc.; or overflow from other columns.

BUILDING CONTACTS

Facilities / Building Manager
[street address of building]
[name]
[office phone] / [home phone] / [cell]

Add additional buildings and separate facilities (including rentals) as needed. Include street address to reference when calling emergency services.

Electric
[phone]

Elevators
[phone]

Fire Suppression
[phone]

Gas
[phone]

Janitorial Services
[name] [company name]
[office phone] / [home phone] / [cell]

Plumber
[phone]

Security
[name] [company name]
[office phone] / [home phone] / [cell]

Telephone
[phone]

Water – Fire Sprinklers
[phone]

Water – Potable
[phone]

Windows/Glass
[phone]

FIRST RESPONDERS

Emergency 9-1-1

Ambulance / Emergency Medical
[phone]

City Emergency Management
[phone]

County Emergency Management
[phone]

Fire Department
[phone]

Health Department
[phone]

Police Department / Law Enforcement
[phone]

Red Cross
[phone]

State Office of Emergency Services
[phone]

MUTUAL AID PARTNERS ("BATTLE BUDDIES")

Alternate facility(ies) for operations
[name] [organization]
[office phone] / [home phone] / [cell]

OTHER CONTACTS

Arts Council (local and/or state)

Trade/professional associations

Performing Arts Readiness Project
www.performingartsreadiness.org;
PAR@lyrasis.org

NCAPER www.ncaper.org;
motoole@ncaper.org

dPlan dplan.org; help@dplan.org

EMERGENCY RECOVERY SERVICES

Building Recovery – Local company
[name]
[phone]

Building Recovery – National company
[name]
[phone]

Collections Conservator
[name]
[phone]

Data Recovery Service
[name]
[phone]

Exterminator / Pest Control Service
[name]
[phone]

FEMA Disaster Assistance
800-621-FEMA

Freezer Storage
[name]
[phone]

Insurance Contact / Agent
[name] [company name]
[office phone] / [home phone] / [cell] / [email] / [home email]

Structural Architect / Building Engineer
[name]
[phone]

Temporary Storage
[name]
[phone]

Add additional contact information for other needs related to your primary services.

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			National Heritage Responders 1-202-661-8068	

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Immediate Response and Checklist for Recovery

SITUATION REPORT

Know these answers when speaking with First Responders and Insurance Agents:

-- Closest cross-streets to emergency site
-- Who is in charge?
-- What is the safety status?
-- What has happened and the cause?
-- Are people injured?
-- What are the hazards?
-- Who discovered and reported the damage?
-- What has been done so far?
-- Can the staff handle the situation initially?
-- Who is handling the media?

Notes:

DESIGNATED ASSEMBLY AREA:
Describe where people should go following an evacuation.

AREAS OF REFUGE:
Describe where people should go to shelter-in-place.

STEP 1: IMMEDIATE RESPONSE

Notification:

- ☐ If appropriate, make Public Announcement for evacuation *Insert text for public announcement for (1) when an emergency interrupts your operations and patrons must leave and (2) when shelter-in-place is required.*
- ☐ First Responders (contact info on other side)
- ☐ Response Team Leader (contact info on other side)

Human Safety & Building Security:

- ☐ Address personal or medical emergencies
- ☐ Ensure that all staff and visitors are safe and accounted for
- ☐ Maintain security of building and property

Additional Notifications, as appropriate:

- ☐ Institutional Contacts
- ☐ Building Contacts & Utilities
- ☐ If shared facility, contact neighbors, renters, landlord, etc.
- ☐ Staff phone tree
- ☐ Management/contact of guest artist or company

STEP 2: COMMUNICATION

- ☐ Activate the Readiness/Disaster Plan's emergency response actions
- ☐ Establish communication with appropriate local & regional emergency management
- ☐ Contact your Communications and Public Relations Officer, if not already done
- ☐ Post emergency information and instructions on the institutional website and through social media

ASSESSMENT

- ☐ Ensure through proper authorities that all hazards are cleared before entering building
- ☐ Follow the instructions of your Response Team
- ☐ Document damage with photos, videos, and notes
- ☐ Assess damage to collections and assets, buildings, offices, and information systems
  - ☐ What areas affected, in what way, and to what degree?
  - ☐ What types of materials are damaged?
  - ☐ Are critical information systems functional / safe?
- ☐ Maintain security of assets
- ☐ Stabilize the temperature and humidity at your facility
- ☐ Complete the Incident Report form in your Readiness/Disaster Plan
- ☐ Gather emergency response supplies

OTHER

Use this section for information about security alarm codes, locations of keys, utility shutoffs, access to loading docks, etc., or paste in additional instructions, e.g. for response to an active shooter, disruptive person, or earthquake. You may also list basic policies such as those addressing smoking/vaping, alcohol, firearms, recording/photography.

FLOORPLAN

You may want to insert your venue's floorplan here with the locations of emergency exits, emergency equipment, shelter-in-place area, audience and staff evacuation muster areas, and emergency shutoffs.

ASSETS PRIORITIES

Using the full list in your ArtsReady/dPlan Readiness Plan, summarize here your priority collections and assets so that they will be taken care of and salvaged first. These may be according to format (photographs), use (costumes for a current production; critical office files), value (rare violin; computer server), etc. Include special instructions for handling and access.

First priority:

Second priority:

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		☐ Supply locations		

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