

SECTION I

INTRODUCTION

The Purpose of these emergency procedures is to provide a concise, informed plan for dealing with emergency situations specific to El Rancho de las Golondrinas Living History Museum. This plan was conceived in a three-step approach. The first step was an analysis of the different types of disaster or emergency situations the museum might face, both natural and man-made. Secondly, clear lines of authority were developed to deal with these situations. And finally, calculated responses to the emergency, including preventative measures and logical responses were developed.

The disastrous situations identified by El Rancho de las Golondrinas staff can be classified into multiple groupings. There are those disasters for which there is advance warning and those which occur without any warning at all. The first group includes natural phenomena for which there is adequate time to make advance preparation to minimize damage. The other group includes fire, tornados, medical emergencies, and active shooters, which happen with little to no warning. That being stated our best defense in any of these situations is to be prepared and stay calm.

In any emergency it is important for each staff member to know what he or she is responsible for and to have some knowledge of the museums procedures and protocol for each situation. In most instances the standard chain of command that exists in our daily operations will operate effectively in an emergency. Communication is key in assessing and evaluating who should be doing each task necessary to keep our visitors and ourselves safe.

A calculated response to a disaster requires a procedural plan broad enough in scope to apply to the most statistically probable occurrences. The creation of this plan is a result of examining risk of exposure and creating an organized response to each foreseeable disastrous circumstance. The Emergency Preparedness Plan is however a living document subject to updates from either newly identified risks, or evaluation of the functionality of the plan after implementation. We can not anticipate every possible risk the museum faces. Our best bet is to try to minimize the effect of those disasters we can expect and remain calm in the face of those we have no control over.

Following this introduction are specific sections on each emergency that could befall the institution and the procedure which should be followed. Please take some time to acquaint yourselves with

this information and contact administration with any questions or concerns pertaining to this document.

A SPECIAL NOTE ON VOLUNTEERS AND EMERGENCIES

Our volunteers can provide very important services in the event of emergency situations. They are the ones who will be on tours with visitors and staffing the many buildings we have out on the property. They will most likely be the first on scene when a visitor trips or if a fire gets out of control in a demonstration area. In general, they will in many cases be the first person on the scene in a problem situation.

It is important that they are made aware of our adopted procedures for handling these situations and what is expected of them. Their ability to cope with any of the outlined situations could determine the difference between a problem and a disaster.

Following are a few guidelines that should prove helpful to the staff and the volunteer corps in the handling of emergency situations.

1. Don't Panic-The best way to handle any emergency situation is to try and remain calm. A panic reaction to a problem will only compound it and could create new problems that could have been avoided. If we remain calm our guest will be easier to work with

thus allowing for smoother and faster remediation of the situation.

2. Seek Assistance- Immediately call for help and inform staff of the situation you have encountered. Use your cell phone or two-way radio to put out a distress call as soon as an emergency situation arises. Communicating the Emergency should be the first step taken by Volunteers and staff to quickly begin the process of eliminating the threat. (Calling Emergency Services 911 is never the wrong call.)
3. Provide Assistance- If asked to do something by a staff member in the course of an emergency, please do your best to comply. The biggest responsibility shared by staff and volunteers is the protection of the general public. Our visitors come first. It is then staff's responsibility to see to the protection of the volunteers and of course look out for one another.
4. Spread Order: If you are calm and professional in the face of a problem, our visitors will behave likewise in most cases. Do your job calmly. Lead or direct guest away from dangerous areas and they will react in an orderly fashion.

5. Delegate- when giving directions be sure each individual knows what they are supposed to be doing. Have one person Call 911. Have another person get the necessary medical supplies, and make sure someone is stationed at the gate and ready to direct an ambulance or other emergency vehicles to the site of the incident. Many medical and other emergencies will make individuals panic and become frantic. Sometimes just having someone take control of the situation will calm the situation down. Be calm, speak clearly, and keep your eyes open for further hazards.

Section II.

WATER LEAK

If a water leak occurs:

1. Remain Calm.
2. Notify maintenance department via radio or office staff at 505.471.2261 extension 101 of the location of the leak.
3. If there are electrical appliances or electrical outlets near the leak, use extreme caution. If there is any possible danger, evacuate area.
4. If you know the source of the water and are confident of your ability to stop it, do so cautiously.
5. Be prepared to help evacuate valuable equipment, collections, or other items.

Section III

POWER OUTAGE

If a power outage occurs:

1. Remain calm.
2. Provide assistance to visitors and staff in your area.
3. At night if you are in an unlighted area, proceed to an area with emergency lights, first aid kits and lights are located at administration, Casita, Morada, Sierra Village, Raton School House and Maintenance Shop
4. Check restrooms for visitors and escort them to an area with lighting.
5. Notify administration via radio.
6. Use your radio (or the nearest telephone to call administration 505.471.2261 extension 101) to report the situation. They will coordinate with maintenance staff and contact the electric company if needed.
7. DO NOT attempt to restore power yourself unless you have been instructed on the operation of the electrical switching equipment.
8. If this is a night event, contact staff via radio and assure visitors that help has been summoned.

Section IV

BUILDING DAMAGE

Escape from harms way and help others escape.

1. Use your radio (or the nearest telephone to call administration 505.471.2261 extension 101 to report the situation. They will call 911 if necessary.

Administration will contact maintenance staff.

2. Remain calm and report:
 - a. Your name.
 - b. Your location.
 - c. The nature of the emergency.
 - d. Provide any information requested.
3. Follow instructions. A member of staff will coordinate and relay instructions.
4. Evacuate all visitors and unnecessary staff in the immediate vicinity if so directed.
5. Await emergency and or staff personnel.

Section V

BOMB THREAT

1. Remain Calm.
2. For a threat over the phone, listen carefully, be polite, show interest, try to get caller to give you as much information as possible, take notes if caller ID is available write down phone number.
3. If the threat is to the building you are in, evacuate the building immediately and resume the following steps from another location elsewhere on the site.
4. Use your radio (or the nearest telephone call 505.471.2261 extension 101) to report the situation to the administration. They will call 911.
5. Give the following information:
 - a. Your name.
 - b. Your location.
 - c. Bomb threat information.
6. If caller refers to a building, administration may call or radio that building and tell them of the bomb threat and direct evacuation of the building in an orderly manner.
7. Await direction.
8. Cooperate with Emergency Personnel fully.

Section VI

MEDICAL EMERGENCIES

If a staff member or visitor is ill or injured:

First aid kits are located at administration, Casita, Sierra Village, Raton School House and Maintenance Shop.

1. If injury is minor (small cut, insect sting, minor burn, etc.) provide first aid materials to individual for their application. Help individual only if requested. Immediately report to staff.
2. **If injury is serious do the following:
(Someone must direct emergency responders to the closest, unlocked entrance into the site. This can be either administration or whoever calls 911.)**
3. Use your radio (or the nearest telephone to call 505.471.2261 extension 101) to report the situation to administration. They will call 911. Give the following information:
 - a. Your name.
 - b. Your location.
 - c. Provide any additional pertinent information.
4. Return to injured/ill party and reassure them that help is on the way, keep other visitors away from the injured/ill party. Direct other staff to help maintain order.
5. Do not move or allow moving any injured party in pain or who has fallen.
6. Do not discuss the incident with anyone except medical personnel and state only the facts. DO NOT venture opinions on the accident.
7. Obtain contact information, fill out accident report ASAP remember after medical aid has arrived remain in area to provide pertinent information to first responders.

Note: Insect bites are a very common medical emergency here at El Rancho de las Golondrinas. In the case of an insect bite follow the same procedures as above. Ask the bitten individual, or parent of the bitten child if they have ever had any allergic reactions to insect bites. If the answer is "Yes" make sure the staff member responding knows of the allergy so they can relay that information to first responders.

In Case of Medical Emergency some of Las Golondrinas personnel are certified in Basic First Aid and C P R. When you call administration, either via radio or telephone (505.471.2261 extension 101), they will send the appropriate staff.

Section VII

THEFT/VANDALISM

If you observe someone you suspect is in the act of committing a theft or vandalism:

1. Alert staffs immediately, use your radio or the nearest telephone call 505.471.2261 extension 101 to report the situation to administration. They will call 911.
2. Try to observe and remember as many details as possible about the incident and individual(s) involved.
3. If you are able to do so without endangering yourself or others, verbally attempt to detain the suspect(s). **DO NOT USE FORCE** or take unnecessary risks. Follow the suspect(s) only to determine possible destination and only at a safe distance and never out of sight or out of communication of another employee. Do not endanger others or leave museum collection items unattended to follow a suspect.
4. Assist Police and others investigating the incident.
5. ASAP prepare a written report of your observations.
6. Refer all media or public inquiries to administration 505.471.2261 extension 101.

If you discover vandalism or believe something is missing from any exhibits, offices, storage areas or workspaces:

1. Report the missing items immediately. The person who answers will consult with the appropriate staff to confirm and determine the extent of the vandalism or loss.
2. As soon as possible, prepare a written statement detailing your observations related to the damage or loss.
3. Assist the Police and others investigating the incident.
4. Refer all media or public inquiries to administration 505.471.2261 extension 101.

Section VIII

CHEMICAL SPILLS

If the spill is small and you are confident of your ability to clean it up according to the instructions on the manufacturer's label, do so. If the chemical has come in contact with your skin, immediately flush the affected area with water for at least fifteen (15) minutes and ask someone else to assist you in dealing with the emergency.

Otherwise:

Outside

1. If a toxic chemical is released out of doors quickly assess the situation.
2. Use your radio (or the nearest telephone to call 505.471.2261 extension 101) to report the situation to administration.
3. Report:
 - a. Your name.
 - b. Your location.
 - c. The nature of the emergency.
 - d. Provide any information requested.
4. If spill is dangerous and large, administration will call 911 and will follow the operator's instructions.
5. Evacuate all visitors and unnecessary staff in the immediate vicinity if so directed.
6. Await emergency personnel.

Inside

1. If the chemical produces harmful or toxic vapors, leave the building immediately.
2. If medical attention is required or if the spill is dangerous and large use your radio (or the nearest telephone to call 505.471.2261 extension 101) to report the situation to administration to call 911.
3. Report:
 - a. Your name.
 - b. Your location.
 - c. The nature of the emergency.
 - d. Provide any information requested.

Section IX

FIRE

If you encounter a fire of any size:

1. Assess the situation calmly.
 - a. **Alert visitors and staff in the immediate vicinity to the emergency.**
 - b. Do not put yourself in danger.
 - c. Do not let the fire get between you and an exit.
2. If the fire is small, attempt to put it out with a fire extinguisher. Aim the extinguisher directly at the base of the fire and cover the area with rapid, back and forth movement.
3. **If the fire is beyond your control EVACUATE the area.** Follow the employee evacuation procedures. In the event of an emergency the back section of the ranch can be evacuated at Frontage Road, contact staff for instructions. Close doors behind you as you leave the building to confine the fire.
 - a. Do not break windows. Oxygen feeds a fire.
 - b. Do not open hot doors. Before opening any door, touch it near the top. If it is hot, or smoke is visible, do not open the door. Where there is heavy smoke, crawl to the exit.
4. Use your radio (or the nearest telephone call 505.471.2261 extension 101) to report the situation to administration. **They will call 911.**
5. Provide the following information:
 - a. Your name.
 - b. Your location
 - c. Location of fire.
 - d. Type of fire (Building, Trash, etc.)
 - e. Injuries, if any.
6. Await emergency personnel.
7. Reassure anyone still present and direct him or her away from the area towards safety. Tell them that help is on the way and ask other staff to help maintain order

BRUSH FIRE

These guidelines have been added as the setting of this rural historic site is located in and adjacent to wooded areas. Brush fires can spread very quickly while eliminating escape routes.

The following are intended as general guidelines in the event of such fires:

Use your radio (or the nearest telephone to call 505.471.2261 extension 101) to report the situation to administration. They will call 911 immediately to report the fire and to make certain that the fire department and other authorities have been notified.

- Report:
 - a. Your name.
 - b. Your location
 - c. The nature of the emergency
 - d. Provide any information requested.
- Evacuate threatened areas. Instruct visitors and staff to move to safety.
- Do not encourage or allow untrained staff to assist with fighting the fire.
- Do not attempt to save artifacts or property in the immediate vicinity of the fire.

Section X

STORM/TORNADO

In the event of severe weather staff will monitor changing weather conditions.

If there is a severe weather, the staff member monitoring weather conditions will alert all staff in the area via radio to make sure they are aware of *possible* severe weather conditions. All staff needs to monitor the situation and prepare for worsening weather conditions.

When a severe storm warning has been issued, staff monitoring the the weather will alert all staff in the area via radio, or for certain exceptions by telephone, to immediately take action.

1. Remain calm. Inform visitors that a warning is in effect and direct them all immediately to safe shelter. If a tornado warning is announced. Make sure anyone in your vicinity seeks shelter (see #2 below). Check all restrooms, hallways and work areas to be sure everyone has been alerted. Staff and Volunteers should remain with visitors.
2. Within the site, the nearest storm shelters are:
 - Paloheimo Education Center
 - Exhibit Hall
 - Basement of Administration building
3. Remain in shelter until the “all-clear” signal has been given, again by radio. Inform visitors that it is now safe for them to leave their respective shelter.
4. Maintenance or emergency staffs will survey any buildings that appear to have sustained damage for hazards. Damaged buildings may be closed until repairs are completed.

Section XI

Lost Child

In the event that a child is lost and looking for their parent or guardian; follow the procedures listed below.

1. If you are in the building with the child take them outside where they can be easily seen.
2. Ask for a physical description of the parent or guardian.
3. Notify staff and other volunteers by putting out an all call on the radio about the lost child and give the description of the parents. (Example) "All call, I repeat this is an all call. We have a lost six-year-old child in the Baca Placita. She is wearing a ninja turtle T-shirt and tie-dye dress. Her parent is in Flip Flops and socks and has a red hat"
4. Look to see if the child has one of the museum's lost child wristbands. These wristbands are usually given out at the front gate during bigger festivals and parents are encouraged to write their phone number on the paper band. If there is a number call the number from the closest available phone.
5. Stay with the child until they have been reunited with the parent or guardian.

Lost Parent

If a parent cannot find their child follows the steps listed below.

1. Ask the parent where they last saw the child and for a physical description of the child.
2. Notify staff and other volunteers by putting out an all call on the radio. If you do not have a radio find a volunteer or staff member who does. (Example) "All call, I repeat this is an all call. We have a lost child on the property. He is nine years old and wearing a cowboy hat and lederhosen. He responds to Bueffert."
3. Walk with the parent and continue to put out radio announcements. If you are not getting any feed back check to make sure your radio is turned on and on channel 1.
4. Stay with the parent until the child has been found.

Abducted Child

If parents are panicked and cannot find a child after a considerable amount of time has passed the possibility of abduction cannot be ruled out. In this case or at any time that a parent voices concern of abduction follow the steps listed below.

1. Take the parent seriously. By this time staff will be aware of the situation and can help inform the decisions on what to do next.
2. Staff will call the Police immediately and alert them to the possibility of an abducted child.
3. Notify all staff and volunteers that the lost child situation has escalated.
4. Stay calm and ask the parent if they would like to stand by the front gate and keep watch of all visitors leaving the museum.
5. If we have security, station a guard at the exit gate to start checking exiting cars.
6. When the police arrive educate them to the lay of the land. Explain that the property sprawls out over 500 acres and inform them of the streets bordering the property. Camino San Jose runs along the south boarder. I-25 and west Frontage Road to the east. And Los Pinos RD to the north and west.

Section XII

ACTIVE SHOOTER (Does not have to be a gunman. An active shooter is described as anyone who is actively engaging in killing or attempting to kill individuals in a populated area.)

Active shooter situations are more and more common in the world and we at Golondrinas owe it to our visitors, volunteers, and staff to be as prepared as we can be for an active shooter situation. Although we know that it is impossible to know how you will respond in an active shooter scenario, the following guidelines have become the national standard on what to do in an active shooter situation.

RUN-HIDE-FIGHT

1. **RUN-** If you hear gunshots coming from an area run away from the sound. Encourage others in your vicinity to do the same.
2. **HIDE-** If you can hide in a building or secure place, do so. Lock the doors if you can and stay quiet. Seek cover not concealment
Cover Vs. Concealment: Cover stops a bullet while concealment only conceals your location. Cover inside a building is behind any object that a bullet cannot pass through. Normal framed walls are not good cover.
3. **FIGHT-** If the shooter has you cornered and is coming in your direction prepare yourself to fight. Look for fire extinguishers, bricks, rocks, or anything that can be used as a weapon.
 - Once you have gotten to a secure place call 911. Don't assume that someone else has had a chance to get a phone out and make the call.
 - If you do have a physical description of the shooter make sure to be ready to give the dispatcher a description of the **Gun** and the **Gunman**. If you didn't see the shooter don't worry about having a description.
 - Stay quiet and hidden until you are certain that the situation has dissolved. Although most active shooter situations last only 2-4 minutes we here at Las Golondrinas are 7 minutes away from emergency response.

IF YOU SEE SOMETHING, SAY SOMETHING. IF SOMETHING SEEMS OUT OF THE ORDINARY ALERT STAFF AND OTHER VOLUNTEERS OF YOUR CONCERN.

Section XIII

After the Emergency Situation is over

- Inform the Site's Supervisory Staff.
- The director of the historic site or other senior management will determine if it is necessary and prudent to relocate artifacts and other property that may be in harms way after the emergency.
- Maintenance staff, at the direction of management, will secure any affected facility.
- Make sure that your immediate supervisor is aware of what happened.
- You should prepare a written statement describing exactly what happened including as many details as you can remember.
- A formal accident report will be required if there has been any injury to people or loss or damage of property.
- Administration will determine the reports necessary for loss of personal property or damage to employee, visitor, volunteer and museum property. In most instances employees on site will prepare these reports.

The top priority is the safety and well being of all visitors, volunteers and staff.

Section XIV

Emergency Contacts: 911 is never a wrong call.

Main Office: 505-471-2261

Director of Operations: Sean Paloheimo. 505-670-6988

La Cienega Fire: 911 or 505-473-1560

Sheriff's Department: 911 or 505-986-2400

Animal Control: 505-428-3720

Ferrell Gas: (Propane) 505- 471-2663

PNM: (Electrical Emergency) 505-438-6958

Exterminator: Tim Blevins. 505- 303-809-4624

Lock Smith: Ron Locksmith. 505-375-1330

Zia Insurance: (Conrad Schot) 505-983-7329

Section XVI

AED/First Aid Locations

AED Locations:

- ❖ Main Office: AED is located in the closet of the conference room.
- ❖ School House: AED is located in the small vanity in the teacher's bedroom.

First Aid Kit Locations:

- ❖ Main Office
- ❖ Casita
- ❖ Gift Shop
- ❖ Mora House
- ❖ School House
- ❖ Maintenance Shop

Fire Extinguisher Locations:

There are over 30 Fire extinguishers spread throughout the property. Look for them by the exits of the exhibits and by all the exits of the modern buildings. Never attempt to get a fire extinguisher if it puts you in harms way.

Grease fires can be put out with a **K-Class** fire extinguisher. We have one K-Class in the museums kitchen and another is located in the kitchen adjacent to the Founders Room.

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Emergency Preparedness Plan

**EL RANCHO DE LAS GOLONDRINAS
LIVING HISTORY MUSEUM**