MUSEUM SAFETY: A PRACTICAL GUIDELINE TO PROTECTING VISITORS, STAFF, AND COLLECTIONS.

AUSTIN SHARPE, DIRECTOR OF SECURITY, ADDISON GALLERY OF AMERICAN ART, PHILLIPS ACADEMY
AIMS:

• Provide an environment which is safe, welcoming, and accessible for all ages and demographics.
City/Town
Building envelope
Intrusion Detection
Surveillance
Interior spaces
Doors and Key control
Active Patrols
Assets
What a hidden gem of a gallery!
Well the greater/host could not have been greater at informing us of what is there and what is coming up, but they are more than happy to with any gallery questions, etc. The original masterpieces by word renowned artists were stunning! And the civil rights photography was really great!! Abstract and other work was amazing too! A must see if in Merrimack Valley!

One of our Favorite American Art Museums
This was our second visit to the Addison Gallery and we loved revisiting their excellent collection. Seeing their Winslow Homer paintings was a highlight as well as their broad collection of 20th century american art. Ansel Adams photo exhibit was fantastic. Free admission, easy parking and kind, helpful staff.

Ask 68Z28 about Addison Gallery of American Art
ENTRY POINTS

Who manages your front door activities, welcomes visitors, and is first line of defense in a crisis?
BE SAFE:

- Does your institution have panic duress alarms? If so, can you locate them?

- Where is the nearest fire extinguisher?

The Visitors Services Department plays a key role in an emergency evacuation. Discuss your facilities plan with supervisors and familiarize yourself with the proper procedures.
WHAT ARE YOUR POLICIES? WHERE ARE THEY POSTED?

Photography is not allowed

- Backpacks, shopping bags, or containers brought into the Museum are subject to inspection
  - No back-mounted child carriers, double-wide strollers, or baby carriages in galleries
    - No weapons of any type may be brought into the building
    - No umbrellas, camera tripods, ballpoint pens or markers. Pencils only
  - Children under 12 years of age must be accompanied by an adult or a member of a supervised group
    - No food, gum, or beverages are allowed in the galleries or exhibition spaces
    - Do not touch artwork or frames. Please do not touch or lean on walls
- Persons who do not comply with the gallery guidelines will be asked to leave the facility. Those who refuse to leave will be subject to arrest.

THANK YOU FOR YOUR COOPERATION
TRAINING

- Who on your staff is trained to handle a situation? Enforce your policies?
WHAT HAPPENS WHEN SOMEONE DOES NOT COMPLY WITH YOUR POSTED GUIDELINES?

CONFLICT RESOLUTION

HOW TO RESOLVE AND DE-ESCALATE CONFRONTATIONS
RESOLVING CONFLICTS- DEFINITION

The methods and process which promote the peaceful ending of a conflict.

Finding a way to make everyone happy, or at least satisfied for the moment, regardless of opposing opinions or other factors…
SITUATIONAL ANALYSIS

Assessment

Develop methods to assess a potential threat.

- Am I at immediate risk?
- Is the seen safe?
- Severity of the incident?
- Is there a way out?

Make a plan

Anyone confronting a visitor or guest must have a “heads up” approach.

- Should I call a supervisor?
- Who can help me?
- What training have I received?
- What protocols or procedures do I follow in this situation?
YOUR APPROACH MATTERS
ENFORCING YOUR POLICIES WHILE STILL KEEPING YOUR VISITORS HAPPY

• Appropriate approach-
• Gentle yet firm greeting
• Explain the guidelines
• Ask for compliance
• Thank them
UNDER WHAT CIRCUMSTANCES CAN YOU ORDER SOMEONE TO LEAVE?

Actions should be consistent and within the guidelines of your policy.

- Apply them consistently to all visitors!

Example: Disrupting the Peace

If they refuse to comply then they will be asked to leave
Security Officer Escalation Chart

**ACTION**
- VISITOR BREAKS POSTED POLICY!
  - VISITOR BREAKS POSTED POLICY!
  - DOES NOT COMPLY
  - VISITOR BREAKS POSTED POLICY!
  - **EXPLAIN THE RULES**
  - VISITOR BREAKS POSTED POLICY!
  - DOES NOT COMPLY
  - VISITOR BREAKS POSTED POLICY!
  - **ANNOUNCES NEED TO CALL SUPERVISOR**
  - VISITOR BREAKS POSTED POLICY!
  - DOES NOT COMPLY
  - VISITOR BREAKS POSTED POLICY!
  - **SUPERVISOR ARRIVES ASKS TO COMPLY**
  - VISITOR BREAKS POSTED POLICY!
  - DOES NOT COMPLY
  - VISITOR BREAKS POSTED POLICY!
  - **VISITOR IS NO LONGER WELCOME CALL PD**
  - VISITOR BREAKS POSTED POLICY!
  - DOES NOT COMPLY
  - VISITOR BREAKS POSTED POLICY!
  - **VISITOR ESCORTED FROM PREMISES**
  - VISITOR BREAKS POSTED POLICY!
  - DOES NOT COMPLY

**S.O. RESPONSE**
- REQUEST TO COMPLY WITH RULES
- EXPLAIN THE RULES
- ANNOUNCES NEED TO CALL SUPERVISOR
- SUPERVISOR ARRIVES ASKS TO COMPLY
- VISITOR IS NO LONGER WELCOME CALL PD

**VISITOR ACTION**
- VISITOR COMPLIES
- DOES NOT COMPLY
- VISITOR COMPLIES
- DOES NOT COMPLY
- VISITOR COMPLIES
- DOES NOT COMPLY
- VISITOR COMPLIES
- DOES NOT COMPLY
- GET SUBJECTS NAME & FILE INCIDENT REPORT

**NEXT STEP**
- INTERACTION OVER & DOCUMENT EVENT
- INTERACTION OVER & DOCUMENT EVENT
- INTERACTION OVER & DOCUMENT EVENT
- INTERACTION OVER & DOCUMENT EVENT
- GET SUBJECTS NAME & FILE INCIDENT REPORT

Note: It is advisable to document the name of all individuals involved for any Visitor/Security interaction.
Guidelines and training are not enough to prevent all problems or events, especially with institutions having low employee retention rates.

- Standardized Guidelines
- Standardized and Accurate Documentation
- Standardized and Consistent Training
WRITE A DETAILED INCIDENT REPORT

- SPECIFIC DATE/TIME
- PARTIES INVOLVED
- SUMMARY OF INCIDENT
- LOCATION
- DOCUMENTATION
SECURITY TRAINING PROGRAM (1)

- Code of Conduct
- Customer Service/Guest Relations/Cultural Diversity
- Conflict Resolution, Use of Force & Self-Defense
- Legal Considerations & Restrictions, Ejecting Unruly Patrons
- Patrolling & Protecting Collections
- Reports: Incident, Activity & Pass-On logs
- Visitor & Contractor Guidelines, Package Inspection
- Exhibition Space, Galleries & Service Areas
SECURITY TRAINING PROGRAM (2)

- Security Systems:
  - Surveillance Systems
  - Alarm & Access Control Systems; Panic Buttons

- Emergencies:
  - Evacuations & Lockdowns
  - Fire Protection
  - Emergency Medical Response
  - Active Shooter Response
  - DPlan: Response and Recovery

- Reference Materials
PREPARING MUSEUMS FOR ACTIVE SHOOTER SITUATIONS
ACTIVE SHOOTER DEFINED...

**Active Shooter, Noun ‘ak-tiv ‘shu-ter**

The agreed-upon definition of an “active shooter” by US government agencies (including the White House, US Department of Justice, FBI, US Department of Education, US Department of Homeland Security, and Federal Emergency Management Agency) is “an individual actively engaged in killing or attempting to kill people in a confined and populated area.” In most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation. In most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.
MENTALITY OF AN ACTIVE SHOOTER

- Desire is to kill and seriously injure without concern for his safety or threat of capture
- Accepts targets of opportunity
- Will continue to move throughout building/area until stopped by law enforcement, suicide, or other intervention
The FBI has designated 50 shootings in 2016 and 2017 as active shooter incidents (20 incidents occurred in 2016, while 30 incidents occurred in 2017).
CHALLENGES FOR MUSEUMS

- Visitors are unfamiliar with floor plans and physical layout of the building
- Access Control can limit egress options
- Taking refuge in rooms and offices or behind closed doors may not be an option in exhibition areas designed to be open public spaces
KEY ELEMENTS/STAFF AWARENESS

A well trained staff that can respond effectively to active shooter situations

- Staff that is trained to respond proactively to unusual situations and activities
- An effective Emergency Action Plan
- Well rehearsed building evacuation plan
- Staff need to be alert and aware of abnormal activity
- Proper employee screening
Alice Training

**ALERT**
Initial Alert may be a gunshot, PA announcement, etc... Avoid code words.

**LOCKDOWN**
If Evacuation is not a safe option, barricade entry points. Prepare to Evacuate or Counter if needed.

**INFORM**
Communicate real time information on shooter location. Use clear and direct language using any communication means possible.

**COUNTER**
As a last resort, distract shooters ability to shoot accurately. Move toward exits while making noise, throwing objects, or adults swarm shooter.

**EVACUATE**
Run from danger when safe to do so using non-traditional exits if necessary. Rallying point should be predetermined.

RUN-HIDE-FIGHT
PRACTICE

- **Lockdown** - When people are instructed to lockdown, it is a typical response to an active shooter.-US Army

- **Shelter in Place** - Sheltering in place is in response to severe weather, and also a chemical, biological or radiological contamination that may have been released into the environment. –US Army
In case of an emergency, exit the stairwell at the ground floor, take a right into hallway, and exit the building via the employee entrance.

In case of an emergency, exit the Preparators’ office, take a left into hallway, and exit the building via the employee entrance at end of hallway.

In case of an emergency, exit the Security office, take a right, take a right at end of hallway, and exit the building via the employee entrance at end of the hallway.
OTHER EVACUATIONS

- Electrical Outage
- Threat
- Natural Disaster
Active Patrols

Staff Awareness
Attention to details
Alert and well trained
Tools/Resources
LOW COST SOLUTIONS

Written policies and procedures
Collections policy
Inventory
Security Audit
LOW COST SOLUTIONS
Leverage existing contracts
Scenario Based Training
OUR DISASTER RECOVERY PLAN GOES SOMETHING LIKE THIS...

SOMEDAY WE HOPE TO HAVE A BUDGET.
Supply Stations
(located on each floor)
210 Attic
Mechanical Suite
Basement Level

Offsite Supplies
Bay 5
Additional Supplies and Dplan
Evaluate current technologies

Recognize opportunities to expand

Investigate emerging technologies

Adoption of security related technologies
FOUR PRINCIPLES

- Connect
- Plan
- Train
- Report

Applying these four steps in advance of an incident or attack can help better prepare businesses and their employees to proactively think about the role they play in the safety and security of their businesses and communities. – dhs.gov
CONNECT

- Reach out and develop relationships in your community, including local law enforcement. Having these relationships established before an incident occurs can help speed up the response when something happens.
PLAN

• Take the time now to plan on how you will handle a security event should one occur.
Train

- Provide your employees with training resources and exercise your plans often. The best laid plans must be exercised in order to be effective.
REPORT

• “If You See Something, Say Something™” is more than just a slogan. Call local law enforcement.
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Austin Sharpe
Director of Security
Addison Gallery of American Art
THANK YOU

WWW.NEMANET.ORG