Records Disaster Preparedness Plan [RECORDS STORAGE LOCATION]

[Version]

2020

Table of Contents

0.0   Preface

The [Local Government] is responsible for ensuring that there is a plan for the protection and recovery of public records. The purpose of this document is to implement a disaster preparedness and response plan that will help protect and recover critical documents and information that may be damaged or lost in a mishap or disaster. This plan will enable all employees, with assistance from others, to meet a records emergency with maximum efficiency and minimum loss to records.

The plan includes:

- Identifying vital and irreplaceable [Local Government] records.

- Roles and Responsibilities.

- Emergency Preparedness.

- Risk Assessments.

- Disaster Responses.

. - Recovery Procedures.

This plan focuses on the impact of a disaster on the [Local Government] corporate records located in the [Records Storage Location]. More general provisions for disaster planning to protect human life, buildings, or equipment are not addressed.

The Disaster Preparedness Plan for [Records Storage Location] was reviewed by the Records and Privacy Manager. The Plan was revised by [Name] [Department], and the LGMA RM & FOI Committee.

DOCUMENT VERSION HISTORY

VERSION	DATE	AUTHOR(S)	SECTION
1.0	2016-11-24	Manager, Records & ███████████ Privacy	ALL
2.0	2019-06-25	Manager, Records & Privacy	ALL
3.0	2020-10-22	Manager, Records & Privacy and the RM & FOI Committee	ALL

1.0   Disaster Preparedness Plan for [RECORDS STORAGE LOCATION]

INTRODUCTION

The [Local Government Office] manages the legislative history of the [Local Government], and maintains, protects and preserves official [Local Government] records in accordance with the provisions of the *Local Government Act, Section 148 of the Community Charter, S.B.C. 2003, c. 26,* and the [Local Government By-law or policy].

The following is a summary of unique records housed in the [Local Government] [Records Storage Location].

- Original Signed By-laws.
- Council Minutes.
- Board of Variance.
- Council Committee Reports.
- Public Hearings.
- Election records.
- Maps.
- IT Materials.

A fast and efficient response is needed to minimize the impact of a disaster on the [Local Government's] irreplaceable records. A risk assessment of the situation will determine the appropriate course of action. If a records disaster is declared the response protocols of this plan will be implemented.

All members of the Disaster Response Team have been given a copy of the Disaster Preparedness Plan and are aware of their roles and responsibilities.

All areas and equipment which may cause or be subject to a disaster have been identified and will be regularly reviewed using inspection checklists.

The Disaster Preparedness Plan will be reviewed at a minimum every two years, updating as necessary any of the following:

- Names, contact information of any personnel, consultants, services, etc.
- Emergency response procedures.
- Location and inventory of emergency supplies.
- Post disaster forms and procedures.

OVERVIEW

The Disaster Preparedness Plan for the [Records Storage Location] is divided into three key stages:

Planning and Prevention (Section 2) is the process of identifying areas or situations that might cause or contribute to a disaster and taking action to eliminate or minimize the risks.

Response (Section 3) is the sequence of actions that the [Local Government] will take depending on:

- The scope of the disaster (volume and extent of records damaged).
- The nature of the disaster (water, fire, insects, rodents, mould etc.).
- Response time between notification of the disaster and recovery efforts.
- The supplies, equipment and expertise on hand.

The goal of the response efforts is to minimize immediate damage to and maximize full recovery of the [Records Storage Location] record collections.

Recovery (Section 4) includes the procedures in place to ensure the safe return of records and post- disaster documentation.

Appendix A: Basic Triage Procedures supplements the response efforts detailed in Section 3. In the event that professional assistance is delayed the [Local Government] may be required to undertake some basic in-house remediation efforts.

As a whole, this plan implements a preventive approach for reducing the risk of an avoidable disaster; provides a plan of action in the event of a disaster; and documents lessons learned to enhance future planning.

2.0 Planning and Prevention

The [Records Storage Location] is located [Location].

- Access to the [Records Storage Location] is regulated and controlled: Entry is gained via access using a [Local Government] staff issued fob. Access is limited to specific individuals.

- To reduce the possibility of insect or rodent infestation, the strict rule prohibiting the presence of food or beverages in the [Records Storage Location] is enforced.

- Records are stored at least 15 cm above the floor and 15 cm away from the walls to provide a first level of protection from flooding and contaminates.

- The temperature in the storage area falls between 16°C and 19°C, with relative humidity between 45% and 60%. Ventilation, temperature and humidity levels in the [Records Storage Location] meet the requirements set out in ANSI/ASHRAE Standard 62-2001. It is recommended that a humidity and temperature sensor be installed to ensure the levels stay within the recommend range.

- All records stored in the [Records Storage Location] are housed in archival quality enclosures and boxes. The standard 15" x 12" x 10" cardboard banker boxes are most commonly used. Plastic banker boxes, although expensive, can provide additional protection.

- Mylar encapsulation is used to protect large records.

- Shelving has locking tambour doors. One key is in the custody of the Records and Privacy Manager. The only other key to these cabinets is securely maintained by the Analyst and designate as per Record Centre security protocols.

- The [Records Storage Location] is regularly checked by the Analyst, or designates to identify potential hazards. These checks are documented.

- All records in the [Records Storage Location] are inventoried and their usage tracked.

- The [Records Storage Location] is constructed of concrete floor and ceiling, concrete and concrete block walls and is 1.5-hour fire resistance rated.

- The Disaster Response Plan is in effect to respond to a records emergency.

- The original templates of all forms in this document reside in the [Local Government's] document management system, [Database] (1300-020-Disaster Recovery Plans).

2.1   Roles, Responsibilities

The following table highlights roles and responsibilities in the event of a records disaster.

The Records and Privacy Manager will be responsible for declaring a records disaster and initiating the Disaster Response Plan. In the Records and Privacy Manager's absence, this role will fall to the [Position].

	[Position]	Records and Privacy Manager	Analyst
Complete Risk Assessment form.		✓	✓
Records Disaster Declared. Activate Disaster Response Plan.	✓	✓	
Contact Disaster Response Team Members.		✓	
Contact Facilities /Health & Safety/and or and Security.			✓
Ensure disaster scene is declared safe and stable prior to start of recovery operations.		✓	
Contact Document Restoration Company.		✓	
Provide regular updates as per Disaster Plan protocols to [Position].		✓	
Liaison with [Local Government] Communications Manager.	✓		
Brief Team of situation and assign responsibilities.		✓	
Ensure all necessary personal protection equipment is utilized.		✓	
Begin initial recovery procedures.		✓	✓
Confirm arrangements for staging area/onsite temporary storage area if needed.			✓
Ensure all damage is documented and photographed.		✓	✓
Complete relocation forms and procedures.			✓
Complete post-disaster assessment, forms and procedures.		✓	✓
Prepare area for return of records.			✓

2.2   Emergency Contact Lists

DISASTER RESPONSE TEAM

This list provides a quick reference of names and contact information for each member of the Disaster Response Team.

Home phone numbers and other personal contact information will be maintained as a separate confidential list and accessed by authorized personnel only. This list will be reviewed annually to ensure information is current.

Title	Name	Work	Work Mobile
[Position]	███████	███████	███████
Records and Privacy Manager	███████	███████	███████
Analyst	███████	███████	N/A

EMERGENCY PHONE NUMBERS

Police-Fire-Ambulance	(9) 9-1-1
Location:	███████ ██ ████████

[LOCAL GOVERNMENT]: FACILITIES, SECURITY & HEALTH AND SAFETY

Title	Name	Contact
Security [Location]		███████
Night Security [Location]		███████
Manager Civic Facilities	███████	███████
Manager Facilities Operations and Maintenance	███████	███████
First Aid Attendants	███████	███████
	███████	███████
	███████	███████

DOCUMENT RECOVERY & RESTORATION SERVICES

Restoration Companies have the ability to assist in the recovery of irreplaceable paper and media. Specialty freeze-drying chambers are used in this process with carefully controlled monitoring in order to bring critical items back to pre-loss conditions.

The [Local Government] has contracted to use the following company:

████████████████████████████

24/7 EMERGENCY NUMBER**:** ████████████████████

- ████ will respond to the disaster as per terms of contract: ████████████ Emergency Restoration Contractors Services.

- ████ Project Manager will establish the nature of the disaster and how many people, what vehicles and /type of response will be required.

- An *Agreement for Services* form will be provided by ████ and must be signed prior to any action being taken.

- Supervisor Technical Services: Work: ██████████ (Questions regarding procedures.)

2.3 Emergency Preparedness

[RECORDS STORAGE LOCATION] FLOOR PLAN

For the colour key, see *[Records Storage Location] Inventory* on page 2-6.

[RECORDS STORAGE LOCATION] INVENTORY

A1	Committee Minutes (Oversize)
A2	letters Patent Box Coat of Arms documentation
A3	Empty
81	By-laws
82	By-laws
83	By-laws
84	By-laws
BS	By-laws
86	By-laws
87	[RECORDS STORAGE LOCATION] Boxes & Supplies
C1	Committee Minutes
C2	Committee Minutes
C3	Empty
C4	Campaign Financial Disclosure Corporate Reports
CS	Committee Minutes
C6	Committee Minutes, IT Materials
C7	Committee Minutes
CS	legislative Services Reference Library
01	Zoning Maps 1948 - 1954
02	Zoning Maps 1949 - 1958
03	Zoning Maps 1965 - 1968
E1	IT Materials

- A full inventory description (item by location) is available.

- See *[Records Storage Location] Floor Plan* on page 2-5 for location information.

DISASTER RECOVERY BINS CHECKLIST

Below is a list of items that will be included in the [Records Storage Location] Disaster Recovery Bins and their use. These supplies are stored in the Records Centre on P1. This list is checked annually to ensure the supplies are up to date and that they are in good condition.

Name:		Date Checked:
	ITEM	**USE**
☐	Baggage labels.	Labelling crates.
☐	Bin liners.	Containing rubbish.
☐	Bottled Water.	For staff to drink.
☐	Bucket with built in wringer.	Clean-up.
☐	Butchers (waxed) paper.	Interweaving.
☐	Caution tape - 1 roll.	Personal safety.
☐	Clipboards.	Recording information.
☐	Disaster response & recovery checklists.	Internal processes.
☐	Disposable camera.	Recording disaster and recovery process.
☐	Ear Plugs.	Personal safety.
☐	First Aid kit.	Personal safety.
☐	Gloves, box of disposable.	Personal safety/protection of objects.
☐	Gloves, cotton.	Handling dry objects.
☐	Gloves, latex.	Personal safety.
☐	Goggles, safety.	Personal protection.
☐	Large Buckets x 2.	For initial clean up.
☐	Mop with collapsible handle.	Clean-up.
☐	Official Records Containers.	For records transportation (containers are strong enough to withstand handling and the weight of the records and are capable of being handled in a safe and easy manner).
☐	Packaging tape.	Attaching plastic sheeting, securing lines, etc.
☐	Paper respirators (Dust Masks) x 3.	Personal safety (airborne contaminants).
☐	Pencils.	Documentation.

	ITEM	USE
☐	Pens, waterproof.	Writing labels.
☐	Plastic trash container with tight fitting lid x 1.	Clean-up.
☐	Polyethylene sheeting.	Channelling water, covering objects, covering tables.
☐	Polythene.	Interweaving between plans and maps.
☐	Protective aprons.	Personal protection.
☐	Respirator with a HEPA (High Efficiency Particulate Arrestance) filter x 3	Protection from mould spores.
☐	Salvage procedures action sheets.	Internal processes.
☐	Scissors.	Cutting cord, polyethylene sheeting, paper, etc.
☐	Sponges, large.	Mopping up spills.
☐	Stanley knife.	Cutting various materials.
☐	Torches (dolphin style with batteries).	In case of diminished light.
☐	Wheelies.	Ease of moving supplies.
☐	Writing pads.	Documentation.

[RECORDS STORAGE LOCATION]: DAILY INSPECTION CHECKLIST

The purpose of this form is to identify and address any potential hazards (water, condensation, mould, insects, and fire threats) in [Records Storage Location] and address them in a timely manner, therefore reducing the risk of escalation.

This checklist is completed by the Analyst or designate. Completed forms are housed in a binder managed by the Records Centre.

Staff Member Conducting Inspection:	
Date of Inspection:	
Time:	
HVAC: The temperature in the storage area falls between 16°C and 19°C, with relative humidity between 45% and 60%.	Yes ☐ No ☐
Hazards identified: Yes ☐ No ☐	
If yes: ☐ Insects ☐ Mould ☐ Water ☐ Rodents ☐ Fire Threat **HVAC:** ☐ Other (please describe):	
Concerns have been identified, Management/Supervisor has notified.	Yes ☐
Initials	

3.0   Response

The [Records Storage Location] is regularly monitored. In the event a potential disaster is identified a Risk Assessment will determine the appropriate course of action.

Minor emergencies, generally, include those where potential damage to the records collection is identified and averted. In these cases the [Local Government] has the resources (staff, facilities) and skills to resolve the problem. The emergency can often be handled onsite and does not pose a threat to human safety. A minor response, for example, may be limited to calling facilities to resolve the presence of a few non-invasive insects.

A **major emergency** may be defined as events in which large numbers of records are threatened or damaged. Typically, this would be the result of a natural catastrophe, flooding, and/or the presence of mould or fire. If a major emergency occurs, we will call on the Disaster Recovery Team, [Local Government] staff and a professional document restoration company, to assist in recovery efforts. A major response will involve a complete pack-out of the collections and submission to a document restoration company for professional help.

The term *Disaster Response Plan* will be used to refer to the responses the [Local Government] will make as a whole, in the event a records disaster is declared for the [Records Storage Location].

3.1   Risk Assessment

The purpose of a risk assessment is to evaluate the type and extent of the disaster to determine what type of response is required. The assessment is conducted by the Records and Privacy Manager or Analyst. (The *Emergency Contact List* is located on page 2-3.)
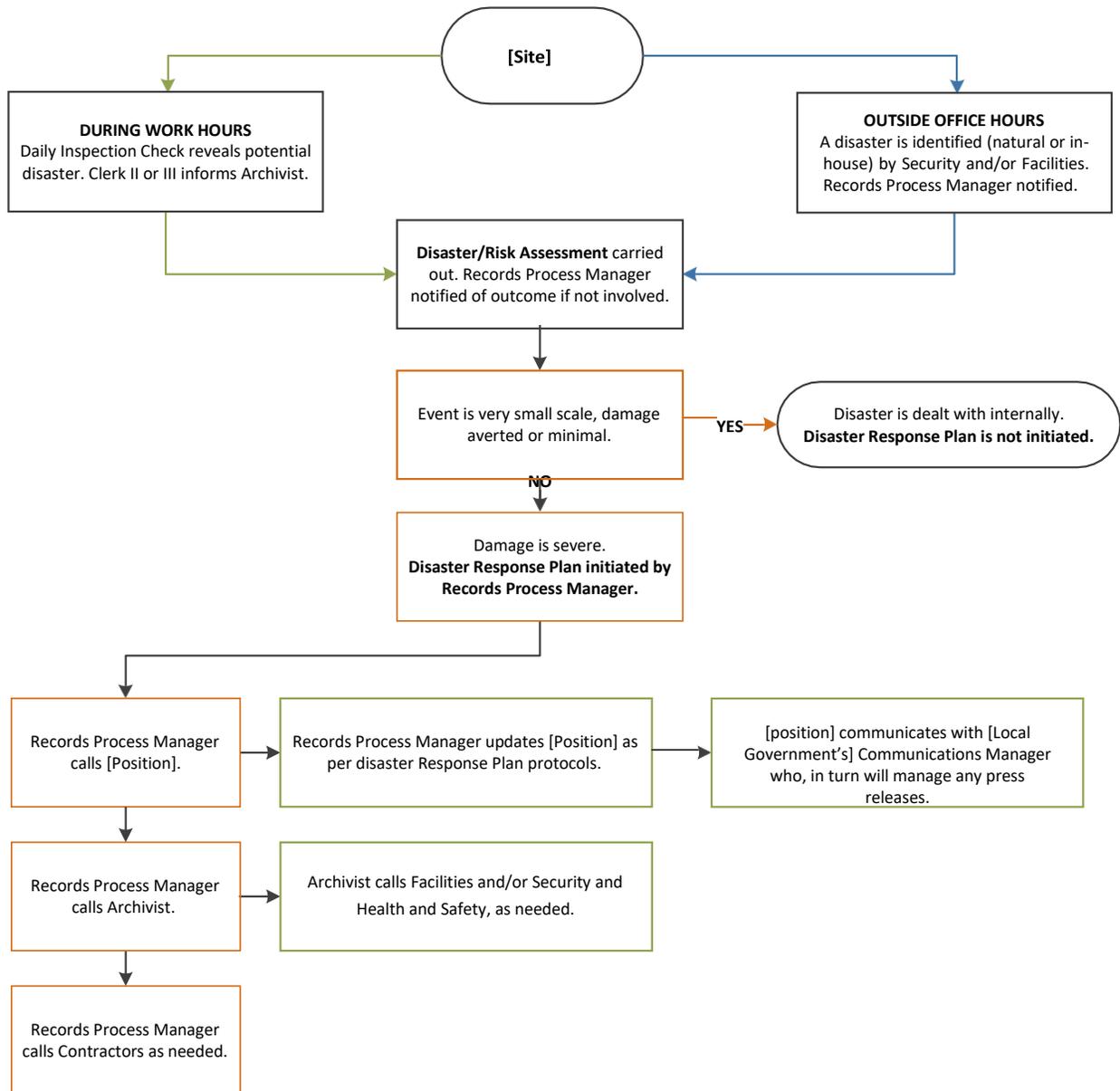
RISK ASSESSMENT FORM

SAFETY FIRST! Ascertain that the space has been determined safe to enter and that you are appropriately outfitted for your protection.

Name:			
Date:		**Time:**	
Hazard Identified: ☐ Water ☐ Mould ☐ Insects ☐ Rodents ☐ Fire Threat ☐ Other			
Is the cause of the disaster still ongoing?			Yes ☐ No ☐
Is Facilities/Security help needed? .			Yes ☐ No ☐
Areas of records damaged. (Use [Records Storage Location] Floor Plan to identify) ☐ None ☐ **A-1** ☐ **A-2** ☐ **A-3** ☐ **B**-1 ☐ **B**-2 ☐ **B**-3 ☐ **B**-4 ☐ **B**-5 ☐ **B**-6 ☐**B**-7 ☐ **C**-1 ☐ **C**-2 ☐ **C**-3 ☐ **C**-4 ☐ **C**-5 ☐ **C**-6 ☐ **C**-7 ☐ **C**-8 ☐ **D**-1 ☐ **D**-2 ☐ **D**- 3 ☐**E-1**			
Format: What media has been damaged? ☐ None ☐ Paper ☐ Plans/Drawings ☐ Photographic ☐ Bound Volumes ☐ Other:			

Type of Damage
 	
Water   Minimal. (Some paper edges wet/damp) ☐   Fire Damage: Smoke contamination. ☐
                     Severe. (Paper soaked /standing in water) ☐   Paper charred ☐
Mould: Is present on records ☐   Insects/Rodents: Have infested records ☐
                                               Is present in facility ☐   Are present in facility ☐
Other:			

Estimated volume of records damaged:			
Can you respond to the situation in situ? Event is very small scale, damage averted or minimal. We have the resources to make repairs and/or eliminate the hazard.			Yes ☐ No ☐
Does outside help or expertise need to be called? *See Emergency Contact List*. ☐ Help is needed but damage is contained. ☐ Help is needed – damage is extensive.			Yes ☐ No ☐
REVIEW COMPLETED. Records Manager (or designate) alerted of situation.			Yes ☐
Disaster Response Plan initiated. Disaster Response Team alerted:			Yes ☐ No ☐

3.2   Communications Tree

In the event of a records disaster the following communications sequences will be followed:

```
                              ╭─────────────╮
                              │   [Site]    │
                              ╰─────────────╯
```

DURING WORK HOURS
Daily Inspection Check reveals potential disaster. Clerk II or III informs Archivist.

OUTSIDE OFFICE HOURS
A disaster is identified (natural or in-house) by Security and/or Facilities. Records Process Manager notified.

Disaster/Risk Assessment carried out. Records Process Manager notified of outcome if not involved.

Event is very small scale, damage averted or minimal.

YES → Disaster is dealt with internally. **Disaster Response Plan is not initiated.**

NO

Damage is severe.
Disaster Response Plan initiated by Records Process Manager.

Records Process Manager calls [Position]. → Records Process Manager updates [Position] as per disaster Response Plan protocols. → [position] communicates with [Local Government's] Communications Manager who, in turn will manage any press releases.

Records Process Manager calls Archivist. → Archivist calls Facilities and/or Security and Health and Safety, as needed.

Records Process Manager calls Contractors as needed.

3.3   Notifications to [Position]

COMMUNICATIONS CHECKLIST (TEXTS)

In the event that a records disaster is declared, the Records and Privacy Manager will provide the [Position] with hourly updates. These updates will take the form of texts and will document the following activities and/or events:

	Time	
Disaster Response Plan Initiated:		a.m./p.m.
Disaster Response Team called:		a.m./p.m.
Facilities contacted:		a.m./p.m.
Security contacted:		a.m. /p.m.
Document Restoration Company called:		a.m./p.m.
Time of Arrival:		a.m./p.m.
Environment stabilized and declared safe for entry:		a.m./p.m.
Temporary storage area required within [Local Government]: Yes ☐ No ☐ Location:		
Records inventory for relocation – complete:		a.m./p.m.
In-house Triage procedures initiated: Yes ☐ No ☐		a.m./p.m.
Records sent offsite with Document Restoration Company:		a.m./p.m.
Disaster Response ended:		a.m./p.m.

NOTIFICATIONS TO [POSITION]

Weekly Memo

After the immediate disaster has been contained and recovery actions have been initiated, notifications from the Records and Privacy Manager will revert to a weekly memo.

I N T E R - O F F I C E M E M O

TO:	**[Position]**
FROM:	**Records and Privacy Manager**
DATE:	FILE: **1300-10**

RE: **[Records Storage Location] Disaster – (Type) Damage Update**

OBJECTIVE

The purpose of this memorandum is to update you with the (Insert name of Damage) in the [Records Storage Location] that the [Local Government] is currently addressing.

BACKGROUND

Last update (insert date)

Highlights of Current Status

-

Potential positive effects

-

Potential negative effects

-

Recommendations

-

3.4   Media Communications

All communications with the news media will be made through formal channels. The Records and Privacy Manager will provide regular updates to the [Position], who will in turn communicate with [Local Government] Communications Manager. These updates will document the following activities and/or events:

Records Disaster Updates for Media Communications	
Prepared by: [Position]	For: Communications Manager
DATE:	TIME: A.M. ☐ P.M. ☐
LOCATION: **[Records Storage Location]**	TYPE OF INCIDENT:
TIME INCIDENT BEGAN:	
ESTIMATED DATE / TIME SITUATION WILL BE CONTAINED:	
CURRENT PROBLEMS/POTENTIAL THREATS:	
ESTIMATED LOSS/DAMAGE:	
GENERAL INFORMATION:	
WHO TO CONTACT FOR MORE INFORMATION:	

3.5   Major Emergency Response Procedures

The aim of a records disaster response is to stabilize both the situation and the environment, ensure the health and safety of personnel, remove or eliminate immediate threats to [Local Government] records, and to relocate damaged records to a safe and secure location where recovery efforts can be carried out.

The *Emergency Contact Lists* (pages 2-3 – 2-4) will be used to contact all necessary personnel and to secure outside assistance.

STABILIZE THE SITUATION

- Records Privacy Manager will call Disaster Response Team.

- Analyst will call Security to secure the area of the disaster.

- Analyst will call Facilities to:

    a. Cut water supply to [Records Storage Location] off and pump out any standing water.

    b. Determine the likely water source: domestic, sewer, heating system, sprinkler, leaks from rain, and/or ground water. **NOTE**: If dealing with a contaminated water situation (dirt, sewage or other contaminants), protective clothing will be needed when handling affected materials.

    c. Ensure electrical circuits are shut off in the affected area.

- Either Facilities or a disaster professional (e.g. fire inspector) must declare the area safe to enter.

- Records and Privacy Manager will call the Document Restoration Company.

STABILIZE THE ENVIRONMENT

- If power is off open doors to increase air circulation.

- When electrical power is restored take steps to reduce humidity and temperature levels to the lowest levels possible (18°C with relative humidity of 50% or lower).

- If the presence of mould is suspected, provide a respirator with a HEPA (High Efficiency Particulate Arrestance) filter for all who enter the [Records Storage Location]. (Note: It takes 48-72 hours after a flood for mould to develop.)

- Access the emergency supply bin located in the Records Centre.

PROTECT THE RECORDS

If environment is deemed stable [Local Government] staff will leave most response activities to the Document Restoration Company. In some circumstance (e.g. the event of a flood), the Records and Privacy Manager may deem it necessary to take some immediate remedial actions prior to their arrival.

Once area is declared safe protect the records:

Water: (Choose a. or b.):

a. If water is coming from above, use plastic sheeting to cover affected areas, cabinets, shelves, etc.

b. If water is coming in on the floor, get hand trucks, carts, or dollies to remove materials beginning with those in lower drawers and shelves.

   (See *Section 3-6 Relocation of Damaged Records* (page 3-10) for additional steps.)

Emergencies that have the potential to impact the health and safety of staff (e.g. mould and fire damage) will be left to the care of professionals:

Mould:

- Items with mould on them should be disturbed as little as possible to prevent the spores from spreading.

- Appropriate safety gear must be worn (protective clothing, respirators, gloves) in this environment.

Fire:

- Records charred black may be considered beyond recovery. Wet smoke-damaged records are extremely fragile but often salvageable.

- Protective clothing, masks/respirators, and gloves are essential.

- Avoid touching anything in a burned area without proper gloves for two reasons:

  – The residue on the item and airborne contaminants may be hazardous to humans.

  – Oil from human skin will cause soot to bond indelibly to most paper-based items.

Insect /Rodent Infestation

Insect and/or rodent infestations may involve the [Local Government] staff, pest-control companies contracted by the [Local Government] and the professional services of a Document Restoration Company.

- Staff to check (HVAC) humidity levels. Temperature in the [Records Storage Location] needs to fall between 16°C and 19°C, with relative humidity between 45% and 60%.

- Submit a *Facilities Service Request* on [Application]. Fill out the appropriate fields for additional contact information, exact problem location and problem details (describe insects, presence of rodents, and humidity levels if needed).

- Facilities will contact the [Local Government]'s Pest Control contractor.

- If records are damaged by insects or rodents, call the Document Restoration Company for professional help. Note: Paper records damaged by rodents or termites are usually unsalvageable.

- If records are to leave the custody of the [Local Government], complete the *Records Relocation Checklist,* page 3-11.

- If required, have entire [Records Storage Location] area professionally cleaned.

- Monitor for further activity using *Daily Inspection Checklist*, page 2.9.

3.6   Relocation of Damaged Records

In addition to the inventory that will be conducted by the Document Restoration Company, the [Local Government] will conduct its own inventory **PRIOR** to the removal of records using the *Records Relocation Checklist,* page 3-11.

- If the disaster involves water and cannot be contained remove all records to a safe designated onsite recovery area.

    a. *Look on top and bottom shelves first, if water has dripped down from the ceiling. Be systematic, i.e., top to bottom, left to right.*

    b. *Remove all the wet boxes from the shelves and place them on carts.*

    c. *Ensure designated area remains staffed at all times.*

    d. *Always lift wet boxes using rigid support. More than one person is necessary.*

- Complete *Records Relocation Checklist*.

- If Document Restoration Company is delayed beyond 24 hours, begin in-house recovery procedures documented in *Appendix A: Basic Triage Procedures*.

- Records and Privacy Manager to sign forms provided by Document Restoration Company prior to their removing materials from the custody of the [Local Government].

    These are:

    1) *Document Agreement for Services* form – the work and services agreed to between the [Local Government] and the provider, and

    2) *Document Job Sheet* – describing type of loss, shipping details, contact information.

- Begin recovery procedures as soon as possible after the emergency has ended.

RECORDS RELOCATION CHECKLIST

In the event of a records emergency, records may be sent to a temporary, secure temporary onsite location with the [Local Government] and/or offsite to a Document Restoration Company for professional remediation.

This checklist is completed by the Analyst or Records and Privacy Manager.

No item may leave the area unless it has been checked off on the Relocation Checklist

Name:			Time:	Date:

Record ID If items are rehoused keep original ID numbers.			Item clearly labeled ✓	Temporary (Onsite)[1] Recovery Location	Offsite Recovery Location ████) ✓	Field Notes DESCRIBE SEPERATED ITEMS: (Map numbers, page numbers, other information)
Bay	**Shelf #**	**Box/ Drawer ID**				

3.7 Triage (In-House)

In the event of a major disaster the [Local Government] will entrust its damaged records to the professional care of a trusted restoration company. In the unlikely event that such assistance is delayed longer than 24 hours it is imperative that some remedial action be taken.

Procedures are provided in more detail in *Appendix A: Basic Triage Procedures*.

4.0   Recovery

PREPARING FOR THE RETURN OF RECORDS

As records and information are being recovered and restored, the site of the emergency must be prepared for their eventual return.

- If severe structural damage occurred, then alternative operating sites must be ready for use.

- Have the entire area cleaned professionally. Following a disaster, the shelves, floors, walls, and ceiling of the [Records Storage Location] should be washed. Floors, ceilings, walls, shelving, fixtures, furniture, etc. must be washed with a germicidal cleaner such as is used by hospitals for isolation room sterilization (e.g. Lysol). The undersides, corners and backs of shelves must be included in this washing.

  NOTE: Following a flood, tap water should not be used, even for clean-up purposes, until it has been declared safe of contaminants.

- Clean and repair or replace damaged furniture or equipment.

- Review the Disaster Recovery Bins using the *Checklist* (page 2-7) and replace used or damaged supplies.

4.1   Return of Records

- Do not return materials until the shelves are completely dry, and the temperature and humidity levels have been restored and maintained for several days. Temperature in the [Records Storage Location] needs to fall between 16°C and 19°C, with relative humidity between 45% and 60%. It is vital to return documents to proper environmental conditions otherwise mould control will be lost.

- Damaged file boxes and file folders will be replaced by the Document Restoration Company as per contract guidelines.

    o   Confirm any replacement boxes of file folders meet or exceed the {Local Government] expectations as per contract.

- Contractor will provide inventory of returned records as per contractual agreement.

    o   Check Contractor inventory against [Local Government] inventory to confirm all records have been returned.

- Contractor will provide report of procedures and methods of treatment as per contractual agreement.

- Contractor will document records that were deemed not salvageable, the condition of the records and the recovery procedures attempted.

- Procedures related to the loss of {Local Government] records as a result of a disaster are described in *Section 4.2 Unsalvageable Records*, page 4-3.

- With air dried materials there will be some distortion of the format; therefore these materials may not fit into their previous storage space. Because the number of storage boxes may have increased the appropriate adjustments must be made to [Local Government] finding aids.

4.2   Unsalvageable Records

The *Corporate File Plan* provides the authority for the disposition of all [Local Government] records. The *Corporate Records Toolkit*, authorized by [By-law or policy], details the steps required to ensure records are destroyed following an authorized and auditable process. In the event of a disaster, the records will not meet the requirements of the approved records schedule.

Reasons records may be destroyed can include the following:

- The records are contaminated with substances that could not be removed and could pose a health risk to humans;

- The information contained in the records has been obliterated, rendering the records unusable. For example: physical paper may be fine but the ink used to record the information has been washed off or rendered unreadable; electronic data cannot be reconstructed from the medium it is stored on, information on burnt or charred records is beyond recovery.

The Analyst will document all records that are lost or unsalvageable due to the effects of the disaster.

Documentation will include:

- Record the record series title.

- Inclusive date range.

- Retention.

- Media type.

- Quantity of each records series to be disposed of.

- Clearly indicate that the records were destroyed due to the effects of the disaster.

- Include information from the Document Restoration Company or Conservator regarding restoration measures attempted.

- Method of destruction.

- Who destroyed the records.

- Date the records were destroyed.

This documentation will be filed and retained permanently.

4.3   Disaster Response Assessment Report

A post-disaster assessment report will be written to determine the effectiveness of the Disaster Response Plan, including communications, personnel involved and recovery techniques utilized.

Name:	Date:
Date of Incident:	**Facility**: [Records Storage Location]

Directions: The completed report will be submitted to the Records and Privacy Manager.

Nature of incident:	☐ Water	☐ Fire	☐ Natural Disaster	☐ Mould	☐ **Insects/**Rodents
What factors caused and/or contributed to the incident?					
Summarize damage:					
☐ Wet boxes	Records: ☐ Wet ☐ Mouldy ☐ Smoke damage ☐ Charred				
☐ Other (describe):					

Cubic feet or quantity of records damaged or affected:	
Who discovered incident:	
Who notified Records and Privacy Manager:	

Date and time event discovered:	Date:	Time:

Was information received accurate, complete and timely? Yes ☐ No ☐	
Who responded from the Facilities staff? :	
Who responded from the Security staff? :	
Were facilities staff and or facilities contractors effectively/ appropriately deployed? Yes ☐ No ☐	
Actions taken:	

☐ Shut off water.	☐ Shut of power.
☐ Wet vacuum for water.	☐ Plastic sheeting brought to affected area.
☐ Plastic draped over affected areas.	☐ Clogged drains / floor drains opened.
☐ Other:	

What time was the Document Restoration Company contacted?

What time did the Document Restoration Company arrive?	
What time did records recovery efforts begin?	
Were records relocated? Yes ☐ No ☐ If so, where?	
Were disaster response team members involved?	Yes ☐ No ☐
Was there enough staff for relocation and recovery efforts? Yes ☐ No ☐	
Was temporary relocation space used? Yes ☐ No ☐	
Was records movement and relocation well planned, documented, and executed?	Yes ☐ No ☐
Records were ☐ Air dried ☐ Frozen ☐ Reformatted ☐ Other:	
Were records reboxed?	Yes ☐ No ☐
Were supplies, equipment, carts and work surfaces adequate for records recovery?	Yes ☐ No ☐
If not, what measures were taken?	
Did delay in any of the steps above affect the outcome or extent of the incident?	Yes ☐ No ☐
Was incident photographed or videotaped? (Check one or both)	Yes ☐ No ☐
If so, by whom?	
Location of photos or recordings and where filed:	
Were the media contacted? Yes ☐ No ☐ If so, by whom?	
Was security of records and facility maintained?	Yes ☐ No ☐
Did the records disaster notification system work well?	Yes ☐ No ☐
Was contacting the appropriate staff difficult?	Yes ☐ No ☐
If Yes, why?	
How could the communication system be improved?	
How could this incident be prevented or damage diminished?	
What specific lessons were learned?	
What actions should be recommended or implemented?	
Do existing policies or procedures need review?	Yes ☐ No ☐
If so, specify your concerns:	

Appendix A: Basic Triage Procedures

IMPORTANT

- **Never re-containerize materials at the disaster site.**

- **Temperature in the recovery area needs to fall between 16°C and 19°C, with relative humidity between 45% and 60%.**

- **Stabilizing the environment is critical, since most wet materials are subject to mould growth after only 48 hours.**

- Fans will increase air circulation and help control humidity levels.

- Do not attempt to use chemicals, solvents, detergents or water to clean soiled records.

- Wet items need to be segregated from dry, dirty vs clean etc.

- Photograph and document all decisions.

The methods described here are for triage purposes only. The focus is on water damaged materials. The intention is to provide temporary solutions until a professional Document Restoration Company arrives.

The health and safety implications of contaminants associated with fire residue, combined with and extreme fragility of fire-damaged records, place them beyond the scope of the expertise of [Local Government] personnel.

RECOVERY OF WET RECORDS

Timing following a disaster major the difference between salvaging water damaged records and ending up with a collection of useless media. Rapid disaster response can prevent the accumulation of mould and chemical breakdown of paper.

The table below can be used as a high-level triage aid for wet records to work out how various types of media are best treated

	Air Dry (Within 48 hrs)	Keep Wet (Up to 48 hours)	Professional Help Only
Paper	✓	✗	
Bound Books	✓	✗	
Computer flash/ external hard drives.	✗	✗	✓
Parchment	✓	✗	
Plans/Drawings -Paper	✓	✗	
If mould is already present there are health and safety implications to be considered.			✓

MOULD

Mould and mildew are fungi that grow under certain conditions. If untreated they can severely damage archival material. Conditions for mould growth are particularly favorable when the disaster involves water, but they can form at any time.

Response Time

It takes 48 hours for mould to grow.

Conditions favorable for the development of mould and mildew include: Temperature above 24 C and relative humidity greater than 60 %; darkness; and poor air circulation.

Procedures

- Temperature in the recovery area needs to fall between 16°C and 19°C, with relative humidity between 45% and 60%. Fans will increase air circulation and help control humidity levels.

- Wear appropriate safety gear. Ordinary dust masks are not sensitive enough to filter mould spores: use a respirator with a HEPA (High Efficiency Particulate Arrestance) filter. Be aware that respirators are ineffective if used improperly. For example, people with facial hair will not be protected because they cannot get a tight fit.

- To insure that other materials/areas will not be affected seal materials in multiple garbage bags.

- Label bags and document them using *Records Relocation Checklist,* page 3-11.

- Transfer all infected materials to a secure isolation room.

- Do not attempt to remove mould from wet/damp paper. This will increase the probability of mould spores becoming embedded into the paper fibers.

PAPER BASED MATERIALS

IMPORTANT

Temperature in the recovery area needs to fall between 16°C and 19°C, with relative humidity between 45% and 60%.

Fans will increase air circulation and help control humidity levels.

Ensure that fans are directed upward to maximise air circulation rather than directly on any wet documents.

Triage procedure will vary according: Damp Records, Saturated Records, Books, and Maps/Plans.

Response Time

Response should be immediate to 48 hours. In high humidity circumstances, deterioration of wet paper can begin in 2-4 hours.

General Rules:

- Do not try to separate single sheets of paper or unrumpled them.

- Inventory the records as they are removed from their original containers. Document any pages that have been separated and their location.

- Ensure that the original order is maintained for each group of records.

- Air dry flat in small piles (approximately 1/2 inch OR 25 pages) or individually if possible.

- Change blotting material beneath the materials as it becomes soaked.

Damp Records - Procedures

1. Cover tables with paper towel over plastic sheeting.

2. Individual files should be removed from boxes carefully and laid on a clear flat surface.

3. Only damp records can be carefully separated.

4. Be careful to maintain the identity of individual pieces by laying them out or stacking them in a consistent order.

5. Have box and folder numbers written in pencil on slips of paper and inserted in proper sequence.

6. If dampness is limited air-drying in a well-ventilated area probably will suffice.

7. Slightly damp sheets can be stacked in groups of 25 pages with interleaving (clean white paper towels); the stack should be turned over regularly.

8. Damp pages can be interleaved with blotting sheets (paper towels).

9. Document any pages that have been separated from their parent file folder and their location.

1. Replace the interleaved sheet when they become wet. Used and damp interleaving sheets should not be reused.

Saturated Records - Procedures

2. Pick up file folders up carefully and lay on a clear flat surface. Wet paper is very fragile and prone to tearing from its own weight.

3. Do not rub, brush or attempt to open or separate pages of individual documents.

4. Be careful to maintain the identity of individual files by laying them out in a consistent order.

5. Have box and folder numbers written in pencil on slips of paper and inserted in proper sequence.

6. Interleave the file folders every two inches with freezer paper or paper towels for blotting.

7. Use fans to direct cool air to the pages but ensure that it is directed upward rather than directly on the pages.

8. Replace the interleaved sheet when they become wet. Used and damp interleaving sheets should not be reused.

Books - Procedures

1.   Do not open or close saturated books or remove book covers.

2.   Place books on a clean flat surface.

3.   Gently shape closed books to reduce the distortion set into the book on drying.

4.   If the book is judged to be damp only, place interleaving material between the text block and the front and back covers. If time and supplies allow interleaving material should be placed intermittently throughout the text as well. Extend interweaving beyond the edge of the book.

5.   If the book is saturated, do not try to separate pages. Place interleaving paper under the cover. If possible, routinely turn the book over very gently.

6.   Evaporation of water as it wicks into the interleaving paper will enhance drying. Replace interleaving paper as it becomes soaked and invert the volume each time to insure even drying.

7.   Used and damp interleaving sheets should not be reused.

Maps, Plans, Oversized Prints - Procedures

1. Sponge standing water out of the map drawers.

2. If maps are saturated to not attempt to remove them from the drawers. If necessary, these can remain in the drawers during transportation to the recovery area.

3. Most maps are created using soluble inks. Do not blot their surface.

4. Place blotting or butchers paper (waxed paper) between file folders if possible.

5. Large format items such as maps should where possible, be interleaved with polythene and placed on flat supports (may be several maps on each).

6. Do not build up too much weight. If possible gently change blotting material beneath the folders as it becomes soaked. Because of the size of the maps and plans, this action will require the assistance of more than one person to achieve.

7. Used and damp interleaving sheets should not be reused.

8. Inventory the records if they are removed from their original containers. Document any pages that are separated from their parent group and their location.