

EMERGENCY OR DISASTER?

CREATING AN EMERGENCY PREPAREDNESS AND
RESPONSE PROGRAM FOR YOUR COLLECTIONS

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VLA Professional Associates Forum 2017

WHAT IS A PREPAREDNESS & RESPONSE PROGRAM?

- Written Plan
- Supplies
- People



<http://maxpixel.freepicture.com/Storm-Water-Flood-Surge-Catastrophe-Disaster-664712>

AVOIDING A DISASTER

- Assessment
- Training
- Refining/Adapting a Plan
- Training
- Obtaining Supplies
- Training
- Cultivating Relationships
- Training

ASSESSMENTS: WHO

- Outside Preservation Consultant
- Trained In-house staff
- Specialists (Fire, Security, etc.)
- Vendors
- Peers

ASSESSMENTS: WHAT

- Building/ site
- Collection
- Policies
- Procedures



ASSESSMENTS: INCIDENTS

- Past incidents at your institution
- Incidents at peer institutions (anywhere)
- Incidents at local institutions (any type)
- Past incidents in the historical record

ASSESSMENT TOOLS

Emergency										Risk Assessment Worksheet				Yes	No	N/A	MH-I Checklist Reference
Fire	Flood	Storm	Med. Emer.	Util. Failure	Haz. Mat.	Transp. Accid.	Civil Unrest	Bomb/Explos	Earthquake	Volcano	Facility:	Date:	Completed By:				
Risk Factors																	
X	X	X	X	X	X	X	X	X	X	X	The building's floor loading capacity is known and followed by all staff working in the s						
X	X	X	X	X	X	X	X	X	X	X	The building has a back-up power source such as batteries or a solar panel for fire alarms and suppression systems and exit and safety lighting, environmental controls, and securit case of power outage.						
X	X	X	X	X	X	X	X	X	X	X	The special needs of museum objects and museum records are incorporated in the unit's Plan.						
X	X	X	X	X	X	X	X	X	X	X	The staff are trained biannually and tested in evacuation procedures for themselves and v types of emergencies including how to pull alarms, close windows and doors, avoid elev, follow a pre-chosen evacuation route to a common assembly point.						
X	X	X	X	X	X	X	X	X	X	X	The building has a well-maintained elevator with appropriate emergency features, such a working 24-hour-a-day phone, an escape hatch, and a warning sign that the elevator is in an emergency evacuation route.						
X	X	X	X	X	X	X	X	X	X	X	The museum staff have keys to all mechanical rooms and janitor's closets.						
X	X	X	X	X	X	X	X	X	X	X	Building exits are free of obstruction.						
X	X	X	X	X	X	X	X	X	X	X	Space is sufficient and well designed for the movement of staff, equipment, and objects i without hindrances (e.g., low ceilings; inadequately sized doors; or narrow, winding, or t stairways).						
X	X	X	X	X	X	X	X	X	X	X	The unit has determined the extent to which museum collections and associated museum risk from the threats listed in the NPS Museum Handbook, Part 1, Chapters 9 and 10.						
X	X	X	X	X	X	X	X	X	X	X	The special needs of museum collections and records are incorporated into the unit's Em Operation Plan (EOP).						
X	X	X	X	X	X	X	X	X	X	X	Space is organized in a way that allows for easy access to museum objects and use of pro equipment.						
X	X	X	X	X	X	X	X	X	X	X	Written rules and procedures are available to provide staff with guidance on the handling of museum objects.						
X	X	X	X	X	X	X	X	X	X	X	The building has a good first aid kit.						
X	X	X	X	X	X	X	X	X	X	X	Museum staff have CPR and basic first aid training.						

Risk Awareness Profiling Tool

RAPT is a tool that enables you, as a manager in a museum, library or other heritage institution, to assess the level of risk awareness in your organisation. It provides you with a profile that indicates areas where awareness in the organisation is good, and areas where improvement is needed. RAPT also provides guidance to help develop better awareness of risks to your business.

GET STARTED

Already registered?

EMAIL ADDRESS:

PASSWORD:

[Login >](#)

[Forgotten your password?](#)

Not yet registered?

EMAIL ADDRESS:

[Register >](#)

What questions will I be asked?

RAPT asks a number of simple questions about planning, policies and procedures, some of which will lead you to further more detailed questions. The first-level questions are grouped into four areas covering the essential elements of the organisation and its business:

- ASSETS**
- SYSTEMS**
- FINANCE**
- AUDIENCE**

These are all at risk from factors in the physical, social and political environment. They are broad categories within a complex structure of interlinked factors, so some overlap between categories is inevitable.

How does it work?

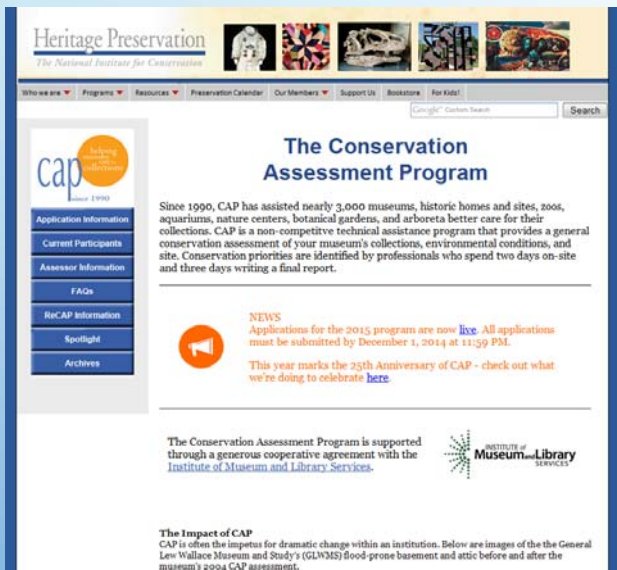
Need to know more about how to complete RAPT, or what it can do for you?

[Your guide to RAPT >](#)

Not yet ready to complete your details, or want to try out RAPT before you do so?

[Try the RAPT demo >](#)

CONSERVATION ASSESSMENT PROGRAM



The screenshot shows the Heritage Preservation website. The main heading is "The Conservation Assessment Program". Below it, a paragraph states: "Since 1990, CAP has assisted nearly 3,000 museums, historic homes and sites, zoos, aquariums, nature centers, botanical gardens, and arboreta better care for their collections. CAP is a non-competitive technical assistance program that provides a general conservation assessment of your museum's collections, environmental conditions, and site. Conservation priorities are identified by professionals who spend two days on-site and three days writing a final report." A "NEWS" section follows, with a sub-heading "Applications for the 2015 program are now live. All applications must be submitted by December 1, 2014 at 11:59 PM." and a link "This year marks the 25th Anniversary of CAP - check out what we're doing to celebrate here." At the bottom, it says "The Conservation Assessment Program is supported through a generous cooperative agreement with the Institute of Museum and Library Services." and includes the IMLS logo. A small section titled "The Impact of CAP" mentions the General Lee Wallace Museum and Study's (GLWMS) flood-prone basement and attic before and after the museum's 2004 CAP assessment.



The screenshot shows the Institute of Museum and Library Services website. The main heading is "COLLECTIONS ASSESSMENT FOR PRESERVATION PROGRAM (CAP)". Below it, the "Deadline: T.B.D." is listed. The "Grant Info:" section states "Application: The next CAP application deadline will be announced soon." The "Program Overview:" section explains that the CAP is supported through a cooperative agreement between the Institute of Museum and Library Services and the Foundation of the American Institute for Conservation of Historic and Artistic Works, Inc. (FAIC). It also notes that the CAP will build upon the former CAP program (Conservation Assessment Program) that was funded by IMLS and administered by Heritage Preservation for 24 years, until Heritage Preservation ceased operations in 2015. The new program will continue to support collections assessments for small and medium-sized museums throughout the nation. The "Press Release:" section includes a link to "IMLS and the FAIC Announce New Collections Assessment For Preservation Program". The "Program Contacts:" section lists Christopher J. Reich, Senior Advisor, with email creich@imls.gov and phone 202-653-4685.

PRESERVATION ASSISTANCE GRANTS

The screenshot shows a web browser window displaying the National Endowment for the Humanities (NEH) website. The page is titled "Preservation Assistance Grants for Smaller Institutions". The NEH logo is visible at the top left, and the navigation menu includes "HOME", "ABOUT NEH", "GRANTS", "DIVISIONS AND OFFICES", "NEWS", and "EXPLORE". A blue banner at the top of the content area reads "BE PART OF NEH'S 50TH ANNIVERSARY CELEBRATION" with a subtext "Please help us prepare by nominating the most important grant in your field".

The main content area is titled "NEH GRANTS" and "GRANTS". The specific grant page is titled "Preservation Assistance Grants for Smaller Institutions". It includes social media sharing options (Facebook Like 145, Tweet 70, Google+ 4) and "EMAIL" and "PRINT" buttons. The "Division of Preservation and Access" section states the "Receipt Deadline May 5, 2015 for Projects Beginning January 2016". A prominent yellow warning box contains the text: "UPDATED GUIDELINES WILL BE POSTED AT LEAST TWO MONTHS IN ADVANCE OF THE DEADLINE LISTED ABOVE. In the meantime, please use the guidelines for the previous deadline, to get a sense of what is involved in assembling an application."

The "Brief Summary" section states: "Preservation Assistance Grants help small and mid-sized institutions—such as libraries, museums, historical societies, archival repositories, cultural organizations, town and county records offices, and colleges and universities—improve their ability to preserve and".

The "GUIDELINES RESOURCES" sidebar includes "Download Application Materials" with a link to "Preservation Assistance Grants for Smaller Institutions Program Guidelines (PDF)", "Budget Resources" with a link to "Sample budget (PDF)", and "Program Resources".

ANALYZING RISKS

- IDENTIFY hazards
- PREVENT occurrence
- MITIGATE effects

Adapted from David Tremaine, Canadian Conservation Institute,
1999

RATING HAZARDS

- Frequency
- Severity
- Extent

HAZARDS

- Natural hazards
- Manmade Hazards
- Other: maintenance-related emergencies

The background features a light blue gradient that transitions from a pale, almost white hue at the top to a deeper, more saturated blue at the bottom. Scattered throughout this gradient are numerous bubbles of varying sizes. Some bubbles are large and prominent, with clear highlights and shadows that give them a three-dimensional appearance. Others are smaller and more subtle, appearing as simple outlines or faint reflections. The overall effect is clean, fresh, and visually appealing.

NATURAL HAZARDS



NASA GOES Photo



Photo
NASA Langley

ISABEL

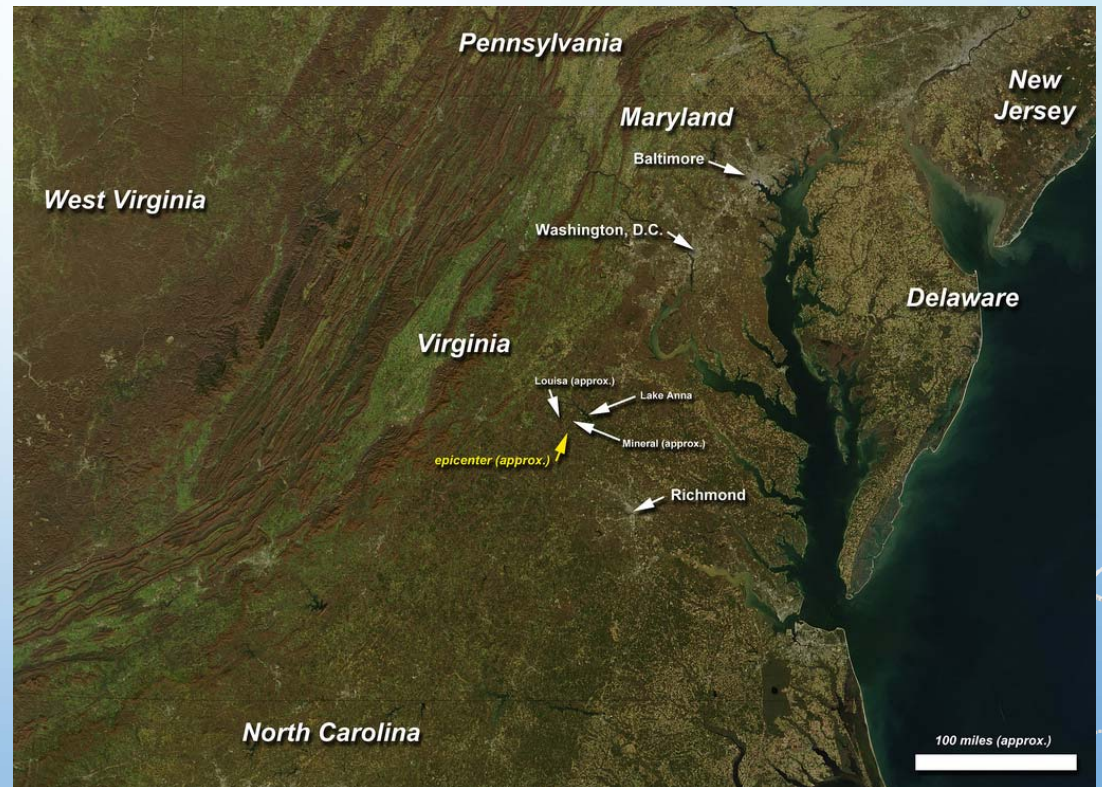


U.S. Navy photo by Photographer's Mate 1st Class Michael Pendergrass

PAST INCIDENTS IN THE REGION



USGS Photo



NASA Goddard Photo

PEERS IN OTHER REGIONS



Thousand Oaks Library; Online Archive of California



California State University Northridge Archives

Adrin Snider /Daily Press via



LIGHTNING

- Christopher Newport University dormitory 2006
- Two floors destroyed
- 76 students displaced

DEFERRED MAINTENANCE & AVOIDABLE CRISES



- Short term cost-cutting
- PR and credibility problems
- 2009 collapse of Cologne City Archives (construction of subway line)

HUMAN ERROR



Jesse Hutcheson/CNU Office of Communications and Public Relations

UCLA FLOOD 2014



LAFD Photo by Jaime Moore

UCLA FLOOD 2014



Christelle Nahas/ UCLA

TERRORISM/ ACTS OF WAR



- 53 passengers and 6 crew from American Airlines Flight 77
- 125 on ground

STRATEGY FOR PLANNING

- Break down the larger hazards into individual problems
- Ice storm= power outage + roof leak + burst pipe (localized flood) + lack of staff access (roads)
- Hurricane= power outage + widespread flooding + landscape damage + leaky/broken window + roof leak + lack of staff access (roads)
- Lightning Strike= power outage + leaky/broken window + roof leak + sprinkler system discharge (localized flood) + burnt collections + soot
- Contractor Fire= power outage + sprinkler system discharge (localized flood) + burnt collections + soot

The background is a light blue gradient that transitions from a pale, almost white hue at the top to a deeper, more saturated blue at the bottom. Scattered across this gradient are numerous water droplets of various sizes. Some droplets are large and prominent, showing a clear highlight and a dark shadow, while others are small and faint. The droplets are distributed across the frame, with a higher concentration in the upper and lower portions, leaving the central area where the text is located relatively clear.

TRAINING

INCIDENT COMMAND SYSTEM

The Supercharged Management System



Every cultural repository needs two management structures: the day-to-day, business-as-usual hierarchy, and a “supercharged” management structure that takes over temporarily during a crisis or whenever events threaten to overwhelm normal business routines. Emergency responders have used just such a supercharged structure for years: the Incident Command System (ICS). Whether you are preparing for fires and floods—or planning a major public event—the Incident Command System is a proven management tool that safeguards lives, property, and priceless collections. Presenter, David W. Carmicheal, shared with participants how to put ICS to use in cultural organizations in this hour-long webinar, *The*

Supercharged Management System: Applying the Incident Command System in Cultural Repositories.

Featured Resources:

- [PowerPoint Presentation](#) from David W. Carmicheal
- [ICS \(Incident Command System\) Resource Center](#) (FEMA)
- [Implementing the Incident Command System at the Institutional Level: A Handbook for Libraries, Archives, Museums, and other Cultural Institutions](#), David W. Carmicheal
- [Poster: Working with Emergency Responders Tips for Cultural Institutions](#) (Heritage Preservation/Foundation for the American Institute for Conservation)
- [Learn more about MayDay 2013](#) activities hosted by Heritage Preservation.

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Check out our past webinars

[Care of Plastics](#)

June 14, 2012

[Collections Care and Conservation: How to submit an Art Works grant to the National Endowment for the Arts](#)

June 11, 2012

[Security for Collections: Preventing Loss and Planning for Any Budget](#)

May 24, 2012

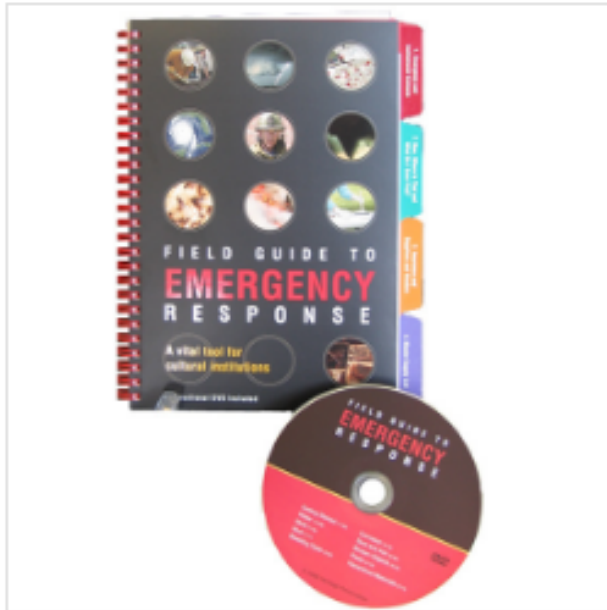
[Selecting a Conservator](#)

May 9, 2012

About This Site

The Connecting to Collections Care Online

Field Guide to Emergency Response




Hover over the image to zoom.
Click the image for a popup.

When disaster strikes, what will you do? What actually happens may be very different from what you expect. Even with a plan, you'll need clear and practical advice to help you with initial response and salvage steps.

Follow the Field Guide's step-by-step instructions tailored to the scope of your emergency: what to do first, whom to call, how to prevent further damage. Form a response team to deal with multiple tasks, including working with emergency responders, documenting damage, ensuring health and safety, and stabilizing your collection. Stabilize your collection by handling the most common types of emergencies: fire, water damage, pests, and other threats. Customize your response plan and find vital conservation resources.

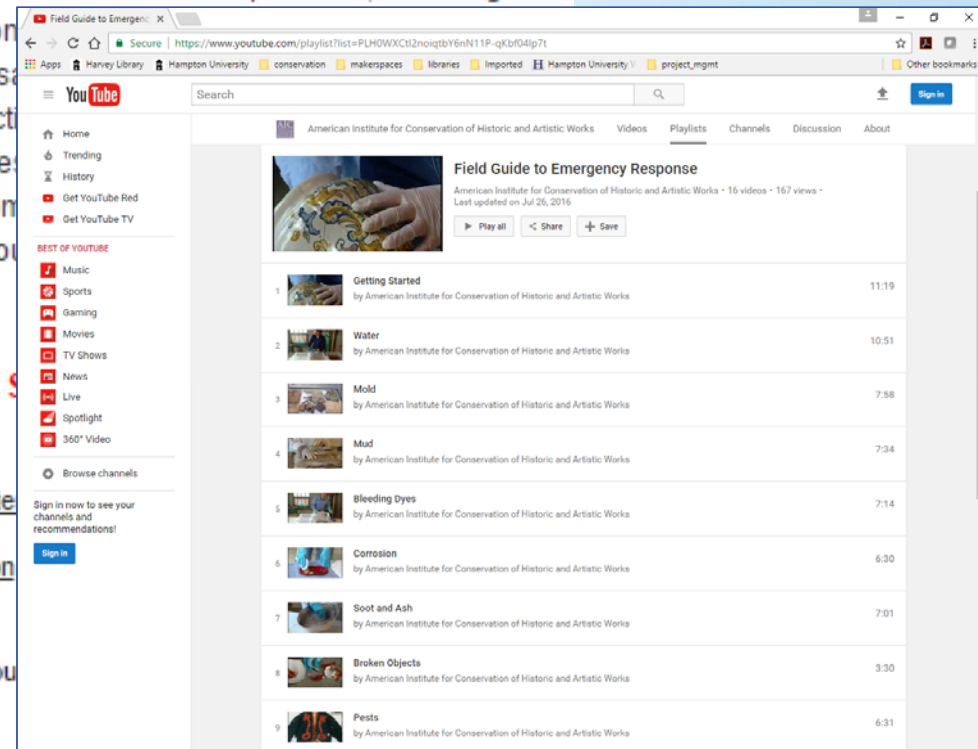
Our Price: \$22.00
Stock Info: Out Of Stock

 [Email a Friend About This Item](#)

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IMPORTANT DATES

- National Preparedness Month: September
- National PreparAthon! Day: September 30
- National Fire Prevention Week: week of October 9
- Great SouthEast ShakeOut: October 19
- Preservation Week: the last week in April
- MayDay: May 1
- National Hurricane Preparedness Week: second week in May

EMERGENCY PREPAREDNESS DAY

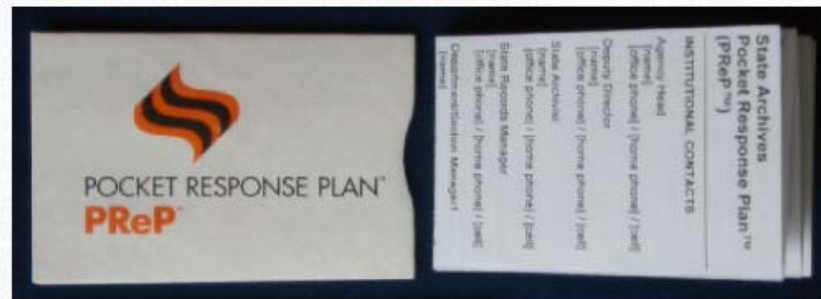
- **9:30 AM-4:30PM Emergency Supplies “Petting Zoo”**

Do you know what supplies we have? Can you locate them? Do you know how to use them?

- **10AM-11AM Training DVD Salvaging Wet Collections**
- **11AM-NOON Update Flip Charts**
- **2PM-4PM Update dPlan And PReP**

Pocket Response Plan™ PReP™ Templates

The Pocket Response Plan™ (PReP™) is a concise document for recording essential information needed by staff in case of a disaster or other emergency. Every person having a response-related assignment should carry a PReP with them at all times.



The PReP is intended to be customized for each institution and individual staff member. It is printed on both sides of a legal-size sheet of paper, then trimmed and folded to credit card size and stored in a Tyvek™ envelope that fits easily into a wallet.

On one side is an Emergency Communication Directory, with contact information for staff, first responders, emergency services, utilities, vendors and suppliers, disaster teams, and other essential individuals and agencies.

The other side contains an Emergency Response Checklist: an organized list of those actions that each individual should take in the first 24 to 72 hours following a disaster.

The PReP is meant to complement, not replace, an agency's disaster plan. It ensures that managers and staff have the most essential information with them at all times.

The PReP was originally developed as a component of CoSA's Framework for Emergency Preparedness.

- ¶
2. → For protection, consider crawling under a table or desk and remain there for at least 60 seconds. ¶
- ¶
3. → Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment. ¶
- ¶
4. → If evacuation is ordered, alert patrons and request that they leave. Make sure all staff and patrons are accounted for. Don't forget handicapped people who may need your help in exiting. Do not move seriously injured persons unless they are in obvious, immediate danger (building collapse, fire, etc.) Avoid known problem areas (where there are gas lines, fire hazard areas, etc.) Once out, keep as far away from the building as possible. ¶
- ¶
5. → Open doors carefully. Watch for falling objects. ¶
- ¶
6. → Do not use elevators; save the heroics for those properly trained. ¶
- ¶
7. → Do not use matches or lighters. Sparks might trigger explosions. ¶
- ¶
8. → Avoid using telephones, cellphones and hand radios. Again, electrical sparks, or signals could trigger other bombs. ☐

EXPLOSION & RANDOM ACTS OF VIOLENCE ☐

☐

☐

☐

☐

☐

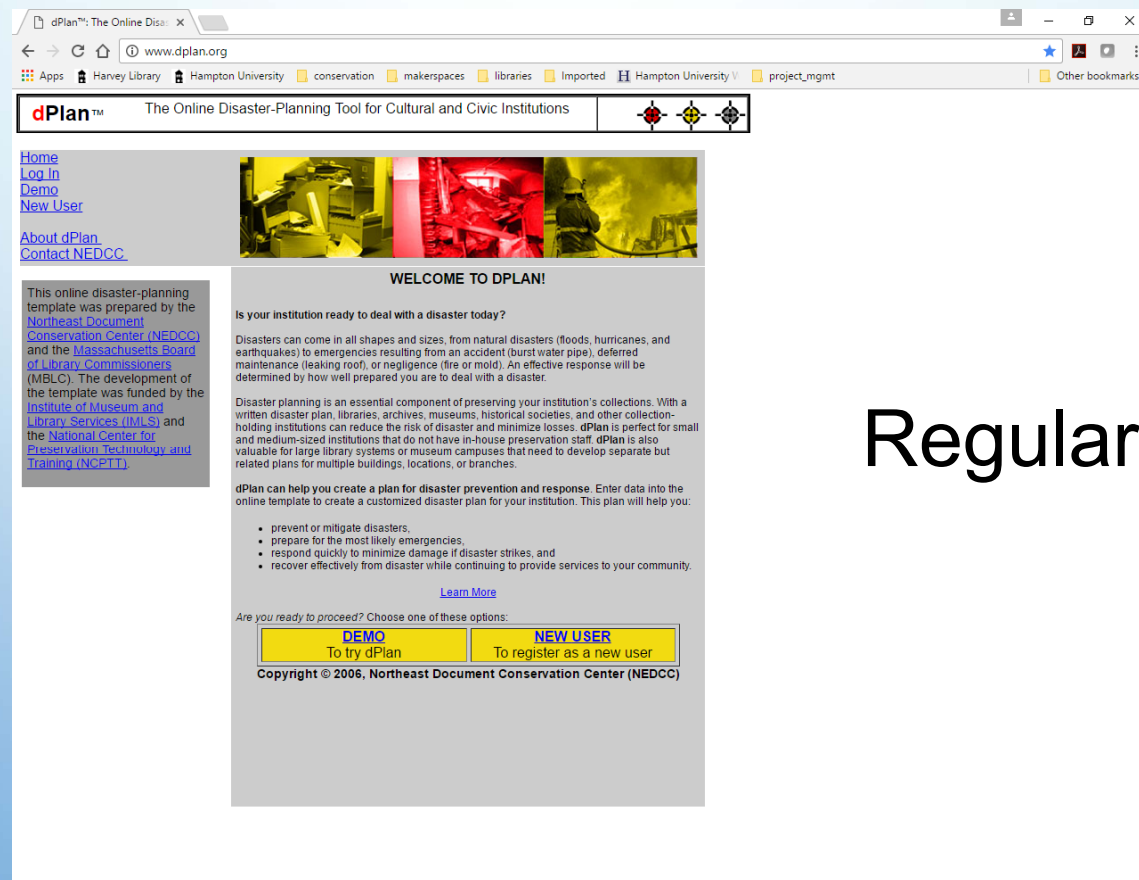
☐

☐

☐

☐

ONLINE PLAN



dPlan™ The Online Disaster-Planning Tool for Cultural and Civic Institutions

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[New User](#)
[About dPlan](#)
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This online disaster planning template was prepared by the [Northeast Document Conservation Center \(NEDCC\)](#) and the [Massachusetts Board of Library Commissioners \(MBLC\)](#). The development of the template was funded by the [Institute of Museum and Library Services \(IMLS\)](#) and the [National Center for Preservation Technology and Training \(NCPTT\)](#).

WELCOME TO DPLAN!

Is your institution ready to deal with a disaster today?

Disasters can come in all shapes and sizes, from natural disasters (floods, hurricanes, and earthquakes) to emergencies resulting from an accident (burst water pipe), deferred maintenance (leaking roof), or negligence (fire or mold). An effective response will be determined by how well prepared you are to deal with a disaster.

Disaster planning is an essential component of preserving your institution's collections. With a written disaster plan, libraries, archives, museums, historical societies, and other collection-holding institutions can reduce the risk of disaster and minimize losses. dPlan is perfect for small and medium-sized institutions that do not have in-house preservation staff. dPlan is also valuable for large library systems or museum campuses that need to develop separate but related plans for multiple buildings, locations, or branches.

dPlan can help you create a plan for disaster prevention and response. Enter data into the online template to create a customized disaster plan for your institution. This plan will help you:

- prevent or mitigate disasters,
- prepare for the most likely emergencies,
- respond quickly to minimize damage if disaster strikes, and
- recover effectively from disaster while continuing to provide services to your community.

[Learn More](#)

Are you ready to proceed? Choose one of these options:

[DEMO](#)
To try dPlan

[NEW USER](#)
To register as a new user

Copyright © 2006, Northeast Document Conservation Center (NEDCC)

Regular or “Lite”

ERS: Emergency Response and Salvage

[View More by This Developer](#)

By NCPTT National Park Service

Open iTunes to buy and download apps.



Description

ERS outlines critical stages of disaster response, such as stabilizing the environment and assessing damage. It will help users protect precious collections and significant records, access reliable information instantly, and save damaged objects.

[NCPTT National Park Service Web Site](#) [ERS: Emergency Response and Salvage Support](#)

[...More](#)

[View in iTunes](#)

Free

Category: [Reference](#)

Released: Apr 04, 2012

Version: 1.0.5

Size: 4.7 MB

Language: English

Seller: Sean Clifford

Content ©2011 Heritage

Preservation, Inc. Software

©2012 National Park Service

Rated 4+

Compatibility: Requires iOS 5.1 or later. Compatible with iPhone, iPad, and iPod touch.

Customer Ratings

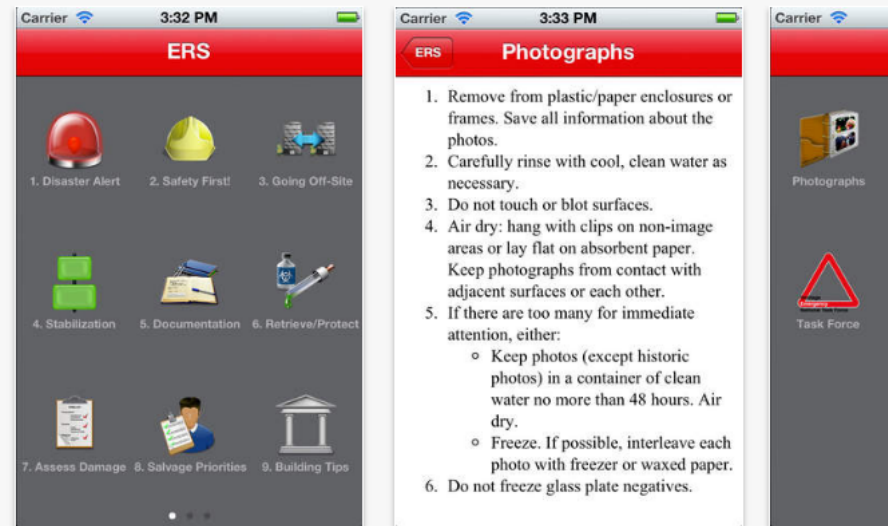
Current Version:

★★★★★ 5 Ratings

More iPhone Apps by NCPTT National Park Service



iPhone Screenshots



Customer Reviews

Hope I never have to use it! ★★★★★

by ScrabbleLover52

Basic info, but I anticipate it will be very helpful to have immediately at hand in a museum emergency. I hope I will never have to use it. Perhaps a later upgrade might include a checklist, or a notes page where you could keep your

INTERNAL COMMUNICATIONS

- Telephone tree
- Cross departmental and reporting lines
- Include office and home or cell phone
- Add non-institutional email accounts

EXTERNAL COMMUNICATIONS

- Share key contacts with other departments
- Include public relations staff contacts (Director will usually communicate with PR staff members)
- Include contacts at peer institutions
- Include emergency responder, government agency, utility company contacts



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Home > Disaster Preparation Kit

Disaster Preparation Kit



DETAILS

RESOURCES

FEATURES

Protect your valuable collections and property from water damage. Be prepared when flooding or other related emergencies such as leaky or bursting pipes occur. The 2-person disaster preparation kit includes all the products to quickly cover and protect collections, contain or divert water, and clean up. Packed inside a sturdy bucket is 1 flashlight with batteries, two 12 hour light sticks, 1 roll of 10' x 25' of plastic sheeting, 1 roll of 50 ft. duct tape, 1 roll of barricade tape, 1 utility knife, 2 sponges, 1 mop, paper towels, 25 triage tags, a marker, pencils, notebook, emergency instruction sheet, and waterproof document pouch.

COMPARE

EMAIL

QUESTIONS?

QTY

ITEM NUMBER

PRICING

ADD TO WISH LIST

0

911-1000

\$237.00

Buy 5 for \$211.70 each and **save 11%**



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ORDER

Home > The Just-in-case Case



The Just-in-case Case New

DETAILS

RESOURCES



The Just-in-case Case is a complete disaster preparedness kit. While there are spill kits and first aids kits available no one provides a kit that comes close to the Just-In-Case Case disaster preparedness kit. The kit has been created with the experience and support of conservators, curators, archivists, librarians and collection managers. It is designed to be used primarily by a 2 person team and provides a range of items to document damage, prevent further damage, and then clean-up. The kit is intended for use in small scale disasters such as flooding, exposure to elements or dust ingress. Each kit is sealed to prevent misuse of contents.

 COMPARE

 EMAIL

QUESTIONS?

QTY

ITEM NUMBER

PRICING

ADD TO WISH LIST

0

805-3777

\$695.95





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Audio, Video & Compact Disc Storage

Barrier Board, Corrugated Board, Folder Sheets, & Vivak®

Bond Paper, Glassine, Interleaving Paper, Tissue Paper, Tyvek & Reemay

Book & Document Repair

Book Jacket Covers, Polyester Rolls, Labels & Laminate

Book, Document, & Paper Storage

Cabinets, Flat Files, Shelving, Stools & Ladders, Book Trucks

Conservation Supplies, Weights, Materials, Tools & Cleaners

Disaster Materials

Display & Exhibit

Display & Exhibit Accessories

Environmental Controls and Security

Equipment, Vacuums, Steamers

Herbarium Storage

Search: Catalog #: Keyword: Show: Results as... ▾



Disaster Materials

Universal Absorbent Socks



Absorbent Socks are popular with many archives where water leaks are a concern. They conform to protect shelving, seal off water heater leaks and other areas where water leaks frequently occur without getting in the way of foot traffic.

Because they are universal, they can be used on any type of liquid. The socks are used as a dike and for plugging drains. If you require universal absorbent sock lengths different from the ones listed below, we can customize the sizes of the socks to your exact needs. Sold 5/pkg.

Universal Absorbent Socks



Zircon® Leak Alert™ Water Detector

Part #: 52155

As low as: \$27.49

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1 to 5 \$32.89

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Zorbix

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HOME



Welcome to Zorbix.info

Whether you are dealing with a water damaged book or humidifying a dog-eared and creased item, Zorbix increases your ability to treat the item carefully, quickly and successfully. Books and documents can be returned to the shelf within a day - flat and dry. Works of art can be flattened or creases diminished or removed easily.

NEW PRODUCTS



Small Disaster Recovery Pack
~~\$225.00~~ \$180.00

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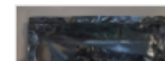
Vacme Press Kit
\$695.00

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Vacme Press Bags
\$43.00

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Disaster Recovery Pack

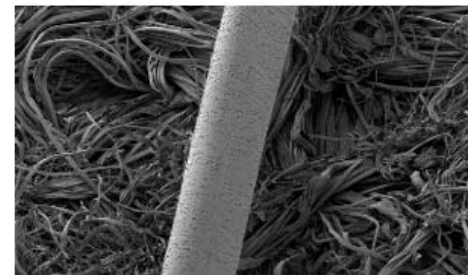


Evolon® technology: revolutionary, unique, invented by Freudenberg

Our microfilament textiles combine a series of outstanding technical and textile properties within a single product.

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Endless bi-component filaments are spun, uniformly laid on a belt, then simultaneously split into



A human hair on Evolon® microfilament structure

CONCLUSIONS



RESOURCES

Caring For Your Treasures

<http://www.conservation-us.org/about-conservation/caring-for-your-treasures#.vfosegfscta>

CCI Notes (Canadian Conservation Institute)

<https://www.cci-icc.gc.ca/resources-ressources/ccinotesicc/index-eng.aspx>

NPS Museum Handbook

<http://www.nps.gov/museum/publications/handbook.html>

Training Courses from FEMA

<http://www.conservation-us.org/emergencies/emergencymanagmentcourses#.WQc4PYj1Dcs>

Emergency Funding Ideas from Foundation Center

<http://grantspace.org/tools/knowledge-base/Funding-Resources/General/emergency-funding>

RESOURCES

Preservation Self-assessment Program

http://www.library.illinois.edu/prescons/projects_grants/grants/psap/

Property Care White Papers (Historic New England)

<http://www.historicnewengland.org/preservation/preserving-historic-sites/property-care-white-papers>

Re-org Storage Reorganization

<http://www.re-org.info/>

Risk Awareness Profiling Tool

<http://www.raptonline.org.uk/welcome.asp>

Risk evaluation

<http://www.conservation-us.org/emergencies/risk-evaluation-and-planning-program#.WQc4M4j1Dcs>

RESOURCES

The Supercharged Management System (Incident Command System)

<https://www.connectingtocollections.org/ics/>

Incident Command System for Cultural Institutions

<https://vimeo.com/64256377>

Pocket Response Plan PReP™

<https://www.statearchivists.org/programs/emergency-preparedness/emergency-preparedness-resources/pocket-response-plan-tm-prep-tm-english-template/>