



## Hurricane Florence

**MUSEUM NIGHTMARE**  
"At the End of the Road"

### *Lessons Learned*

Core Sound Waterfowl Museum  
& Heritage Center  
Harkers Island  
[www.coresound.com](http://www.coresound.com)

#### **BEFORE**

**LISTEN TO THE WEATHERMAN EVERY TIME:** Just because it was a "false alarm" for the last hurricane doesn't mean it will pass you by this time. Be ready. It can happen! It WILL happen!

**PLASTIC IS YOUR FRIEND:** Prepare for the storm. Keep packing supplies (tubs, bubble wrap, plastic in stock! There will be NONE before/after the storm.) Store what you can in tubs and cover the rest in plastic sheeting. Start preparations days in advance. Have a Collections Storage Room that is not ground level and has no exterior walls!

**TAKE YOUR COMPUTER HARD DRIVES WITH YOU WHEREVER YOU GO:** Have your computer contents stored on an external hard drive (whether it is backed-up in the cloud or not) and take it with you. If the internet goes down and your work computer is damaged, you still have the information you will need for insurance, lists of belongings and other critical information just in case there is no internet available.



**KNOW THE DETAILS OF YOUR INSURANCE POLICIES:** Learn insurance terminology, be friends with your agent, have coverage of all kinds – wind & hail, liability, contents, fine arts, flood, business interruption and whatever else you can buy! Fight your board if you have to. You cannot have too much insurance

#### **BEFORE & AFTER**

Save EVERY receipt. Make sure your bookkeeper is familiar with the policies and can help you navigate the maze of funding sources (SBA, FEMA, insurance, grants, etc.) This will be an all-consuming task after the storm. APPLY FOR EVERYTHING; you have no idea what will come through and what will not

## AFTER

**YOU ARE IN CRISIS MODE:** Don't be afraid to ask for help, you will need it. Memorize ServPro's number and call asap. Have a roofer on standby.

**PRIORITIES:** Family and community first. Remember -- museums are optional. People's safety (particularly the elderly), everyone's well-being, and access (roads, cell service, internet) to help is critical for the people around you.



**THINK LONG-TERM:** You will not be "healed" quickly. Find a way/place for your employees to work. It will take 10x longer than you think to repair, rebuild, reinstall. It literally takes forever.



**COMMUNICATE:** Have an immediate way to email, text, post to your support base outside the storm area frequently. This is key to getting help from inland. Help your community first. Have a network (before the storm) for distributing relief efforts that come from your support base directly to the community. Remember – PEOPLE FIRST.

**BE A LEADER:** Help make recovery happen (even with small steps) for the community your institution serves. Listen to the people who want to help. Do your best to help match supply with needs. Use your contacts. After a storm, all institutions are in the relief-business. YOU are a vital part of YOUR COMMUNITY!

**BE PATIENT – THERE WILL BE SILVER LININGS.** Do everything the right way, not (necessarily) the quick and easy way. You can "fix" oversights and mistakes of the past as you start over. This is an opportunity to clear away what isn't needed and reorganize what you will be keeping.

## LESSONS LEARNED

M-O-L-D is a four-letter word.

Electricity is the greatest invention ever!  
Air-conditioning is second.

People will come to your rescue IF you tell them what you need and help make a way for them to come to you!

Be thankful!

Be better prepared the next time ...

**Response, Recovery, Resilience**

