HILLWOOD
ESTATE, MUSEUM & GARDENS

FALLOUT SHELTER DOCENT GUIDELINES

August 2019

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FALLOUT SHELTER TOURS

Throughout the run of Bouke de Vries' *War and Pieces,* we are pleased to offer public tours of the fallout shelter in the mansion's basement. This is a unique opportunity for specially-trained docents to assist visitors in engaging with the fallout shelter and learning more about life at Hillwood in the nuclear age of the 1960s. In addition to leading public tours on select Wednesday afternoons of the fallout shelter, these specifically-trained docents will serve on-station during the opening nights of *War and Pieces* and *Natural Beauties: Exquisite Works of Minerals and Gems*. Fallout shelter docents may also lead private tours arranged in advance for groups.

PUBLIC TOURS

Public fallout shelter tours will be offered on Wednesday, October 16 and 23, 2019 and November 13 and 20, 2019. Dates are being considered for 2020. During these shifts, a fallout shelter docent will lead a tour at 2:30 p.m. and 3:15 p.m. Tours will be advertised online and at the tour desk. Tickets are distributed at the tour desk in the visitor center upon opening each day on a first come, first served basis. A limited number of tickets may be pre-reserved by Hillwood members by calling the visitor information office at 202.686.5807.

PRIVATE GROUP TOURS

Groups have the opportunity to include a visit in the fallout shelter to their private mansion tour during the run of *War and Pieces*. Private tours are for groups paying an additional fee for a guaranteed private experience of the mansion and fallout shelter with a docent. Private tours can be booked anytime outside of the regularly scheduled mansion tours and public fallout shelter tours during Hillwood's general visitation hours (Tuesday-Sunday, 10 a.m.-5 p.m.). Lisa Horvath will communicate in advance information, including tour routes, to the scheduled docent(s).

TOUR STRUCTURE

- Docent-led tours are a "highlight" tour of the fallout shelter, intended to give a general overview of the space.
- Docent-led public fallout shelter tours will be offered regularly on select Wednesdays in October and November 2019 and February and March 2020 from 2:30-2:55 p.m. and 3:15-3:40 p.m.
    - Docents serve a two-hour shift (2-4 p.m.) with time before and after their tours and a short break in-between.
- Docent-led private tours will be arranged in advance through Meredith DeSantis, group sales, special events, and tourism manager. Meredith can be reached at 202.243.3914 or MDesantis@HillwoodMuseum.org.

TOUR TIMEFRAME

- Tours last approximately 25 minutes in length. The tour time of approximately 25 minutes gives time for the docent, with the help of security, to get the tour group into the fallout shelter via the stairs by the mansion staff dining room or the elevator, present a 10-minute

room talk about the fallout shelter, answer visitor questions, and assist visitors with returning to the first floor of the mansion.

- Docents should be comfortable telling visitors that if they want to learn more about Hillwood, there are multiple ways to do so, including:
    - taking a docent-led mansion, garden, or exhibition tour,
    - listening to the mansion or garden audio tour,
    - visiting the rest of the mansion, the gardens, or the special exhibition,
    - joining as a member,
    - or attending a public program.

  Instruct visitors to inquire at the visitor center for more information on a specific topic or visit Hillwood's website at www.hillwoodmuseum.org, where they can learn how to deepen their engagement with the museum.

VISITOR/DOCENT RATIO

- Each docent will generally guide between 1-15 visitors on a tour. Flexibility will be required of docents to structure their tour according to group size.
- The public tours will be advertised online and day of. Tickets will be distributed on a first come, first served basis at the tour desk in the visitor center. Hillwood members can reserve up to five tickets on these tours in advance.
- Docents should expect to see a diverse audience on a tour: visitors will vary by age, life experience, culture, interest in the tour's topic, physical capability, and in other ways. Docents will have to accommodate and strive to engage each group.

SCHEDULING

- Fallout shelter docents will submit their availability to lead public tours and serve on-station for the exhibition opening events to Lisa Horvath via e-mail, who will manage the scheduling for fallout shelter shifts.
- Private tour requests will be added to the volunteer schedule as received.

TOUR PROCEDURES

DOCENT-LED PUBLIC FALLOUT SHELTER TOUR GUIDELINES

When leading a tour of the fallout shelter, please adhere to the following guidelines:

1. Once you've signed in using the touch screen computer, refer to the daily volunteer schedule for your shift assignment and updates regarding the day's activities.

2. Check out a house card from the security control room. This is the room on your right when entering the mansion through the side entrance. The house card will allow the docent to open the door leading to the basement stairs adjacent to the mansion staff dining room if the security officer is assisting tour participants with the elevator. See "Tours Using Both the Stairs and Elevator" on page 11 for more information.

A friendly reminder: Be sure to return the house card to the security control room before leaving at the end of your shift.

3. Sign out a panic button from the box next to the sign-in computer in the mansion volunteer lounge similar to the procedures for mansion tours. Fallout shelter docents are required to carry a panic button with them while leading tours of the fallout shelter. Refer to page 6 for "Responding to Incidents during a Fallout Shelter Tour".

4. Arrive in the mansion entry hall at 2:15 p.m. and 3 p.m. ready to greet visitors. The 15 minutes prior to the tour starting is a great opportunity to build a rapport with the visitors signed up for the tour.

5. As you wait for your tour group, assist security with checking in and out coats, bags, water bottles, etc. in the mansion coat check. While visiting the mansion, check all coats, backpacks, and shopping bags at the coatroom. Umbrellas and strollers may be left outside the mansion entrance. Ask a security officer if you have a question regarding the coat check policy.

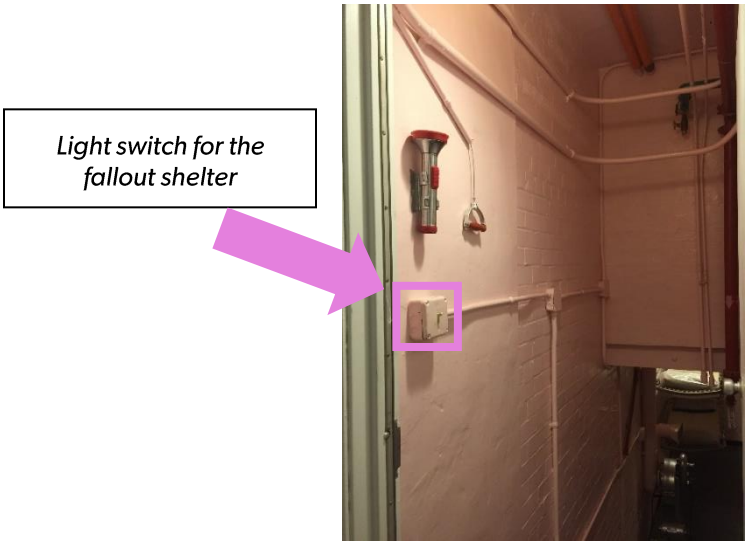
6. Five minutes prior to the start of the tour (2:25 p.m. and 3:10 p.m.), use the phone in the mansion coat check to call the front desk (x3929) to get a tour ticket count.

7. Greet tour participants and collect their tour tickets. An example of the exhibition tour ticket is shown here. Once the tour is ready to begin, leave tour tickets on the desk in the mansion coat check.



8. Access the fallout shelter in the mansion basement, following the procedures beginning on page 7.

9. Once at the entrance to the fallout shelter, turn on the light, which is on the left, at the top of the fallout shelter stairs.



10. Lead an engaging, visitor-friendly 10-minute room talk of the fallout shelter. Help ensure visitors follow the Hillwood visiting guidelines, such as no flash photography or video-

recording, no touching the objects except for the stair railings, no eating or drinking, etc. while leading your tour. Be sure to include your conclusion while still in the fallout shelter as your visitors may go in different directions once back on the first floor of the mansion.

a. A television is mounted on the wall of the fallout shelter and plays an archival fallout shelter film. The short film has audio, which will be kept muted, and plays on a loop. When you enter the fallout shelter, press the bottom button on the right side of the monitor to turn on the video. The monitor takes a few seconds to turn on, and the archival film may start at a different spot each time the television is turned on.

b. To turn off the monitor at the end of your tours, push the bottom button again.

Press the bottom button to turn on and off the monitor. The film will play automatically on a loop.



Use the "-" volume button to turn down the volume if the video is not already muted.

11. At the end of your shift, record your tour attendance on the log in the volunteer lounge. The fallout shelter tour attendance will be on the same page as the mansion tour attendance.

DOCENT-LED PRIVATE FALLOUT SHELTER TOUR GUIDELINES

Groups may choose to include a stop in the fallout shelter to a private mansion tour. Lisa Horvath will communicate with the scheduled docent(s) about the tour route in advance. When leading a private tour that includes the fallout shelter, refer to the tour procedures beginning on page 4, arriving in the mansion entry hall 15 minutes prior to the tour start time. **As a friendly reminder, private tours will not receive tour tickets.**

RESPONDING TO INCIDENTS DURING A FALLOUT SHELTER TOUR

While a security officer will be escorting fallout shelter tours, there is the possibility that the officer may not be readily accessible to the docent. While the docent leads the tour in the fallout shelter, the security officer will remain near the base of the mansion staff dining room stairs, near the entrance of the fallout shelter steps.

1. If an incident (injury, medical emergency or suspicious behavior) needs to be reported to security and the security officer is not nearby, use the panic button to notify security. Do not leave the visitors unattended in the mansion basement.

2. **The panic buttons work in the basement hallway but do NOT work in the fallout shelter.** Should an incident occur inside the fallout shelter, exit the fallout shelter via the eight steps back to the basement hallway and notify the officer escorting your tour.

3. If you have a visitor who changes his/her mind about visiting the fallout shelter and needs to leave the basement before the rest of the group, coordinate with the security officer to assist the visitor to the first floor of the mansion. The docent should stay with the tour group while the security officer escorts the visitor back to the first floor.

ACCESSING THE FALLOUT SHELTER

Security will be notified in advance via the daily volunteer schedule that a fallout shelter tour is occurring, so they will be prepared to assist you with accessing the fallout shelter. A security officer will escort all fallout shelter tour groups, remaining with the group for the duration of the tour, and be available to provide assistance as needed. The security officer will meet the tour in the entry hall at the start of each tour.

Fallout shelter tours may access the fallout shelter via the stairs by the mansion staff dining room or, if a visitor is unable to walk the stairs, via the elevator. Depending on the mobility of the group, tours will access the fallout shelter in one of the following ways:

- Using the stairs,
- Using the elevator, or
- Using both the stairs and elevator.

Follow the steps below when leading your group to the fallout shelter.

TOURS USING ONLY THE STAIRS

If all tour participants are comfortable using the stairs, follow the below procedures to access the fallout shelter via the staircase near the staff dining room.

1. After welcoming the tour participants, lead the fallout shelter tour to the staircase located near the mansion staff dining room.
2. Let visitors know these steps are slightly steep, and encourage them to hold the railing as they descend and ascend the stairs.
3. The security officer will open the door and lead the tour down the stairs to the mansion basement. The docent will be the last person to enter the staircase. Make sure the door shuts behind you.

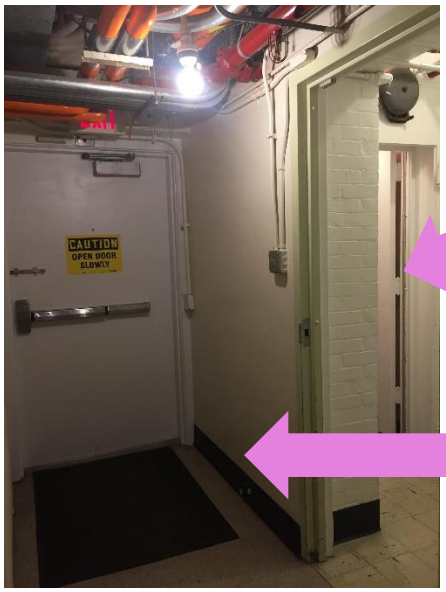


Door to the basement stairs near the mansion staff dining room



Basement staircase

4. Once at the fallout shelter, the security officer will stay at the base of the staff dining room stairs while the docent leads the tour into the fallout shelter and gives a 10-minute room presentation.



Entrance to the stairs leading into the fallout shelter

Location where the security officer will be stationed while the tour is in the fallout shelter

5. When ready to leave the basement, the docent will lead the visitors up the fallout shelter stairs and the staff dining room stairs. The security officer will turn off the light in the fallout shelter and follow behind the group.

TOURS USING ONLY THE ELEVATOR

Some tour groups may prefer to only use the mansion elevator to access the fallout shelter. Follow the below procedures to lead your group to the fallout shelter via the elevator. Ask the security officer escorting the fallout shelter tour to enlist the help of the security officer stationed on the first floor with the elevator.

1. After welcoming the tour participants, lead the fallout shelter tour to the mansion elevator located in the entry hall. The security officer stationed on the first floor will assist with opening and sending the elevator.

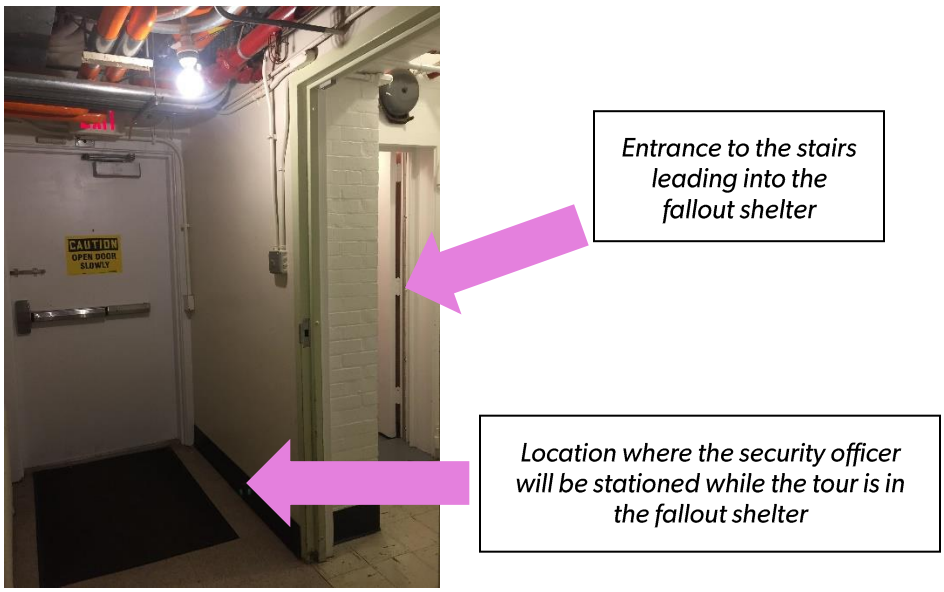
2. The security officer assigned to assist the tour will travel with the first group down to the basement. Limit the number of people in the elevator to no more than six people at a time. If the group is large, the docent will remain on the first floor and assist the first floor security officer with sending tour participants down to level "B". The officer escorting the tour will wait with the visitors in the area adjacent to the basement elevator. The docent will travel to the basement with the last group in the elevator.

    a. Mention to your visitors that the hallway leading to the fallout shelter has grates on the floor. Encourage them to be mindful as they walk once in the basement.

3. Once all of the group is in the basement, the security officer will lead the group to the fallout shelter. Remind visitors to be aware of low ceilings and to watch their heads. The tour is to stay together and take extra care not to touch.

    a. If visitors ask what doors lead to or what objects are, please tell them they are part of the modern systems of the museum. (If a visitor asks, the water cistern that gathered water for Marjorie Post's hair washing is in a different area of the basement, and is not on the route.)

4. Once at the fallout shelter, the security officer will stay at the base of the staff dining room stairs while the docent leads the tour into the fallout shelter and gives a 10-minute room presentation.



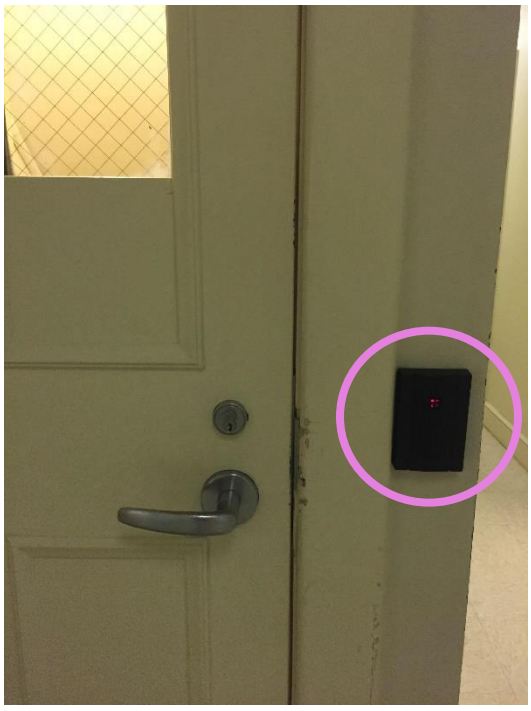
5. When ready to leave the basement, the security officer will lead the tour back to the elevator, so the tour can return to the first floor of the mansion. If the group is large, the security officer will remain in the basement and assist with sending tour participants up to level "1". The docent should ride the elevator back up with the first group with the security officer coming up with the last group.

TOURS USING BOTH THE STAIRS AND ELEVATOR

Some tours may be comprised of visitors of varying mobility with some visitors requiring the elevator while others are comfortable utilizing the stairs. If the tour will use both the stairs and elevator to access the fallout shelter, follow the below procedures.

1. After welcoming the tour participants, the docent will take those visitors using the stairs to the staircase located near the mansion staff dining room. Visitors who will be using the elevator will stay with the security officer assisting the tour in the entry hall. Ask the security officer escorting the fallout shelter tour to enlist the help of the security officer stationed on the first floor with the elevator.

2. Swipe the house card from the security control room in front of the black pad next to the door leading to the basement stairs near the mansion staff dining room. You will hear a beep and a click to indicate the door is unlocked. You will need to turn the handle down and pull to open the door.



Swipe house card in front of pad to unlock door leading to the basement

3. The docent will lead the group down to the mansion basement. Encourage visitors to take extra care on the stairs and hold onto the railing. Once in the basement, wait at the base of the stairs for the visitors using the elevator.

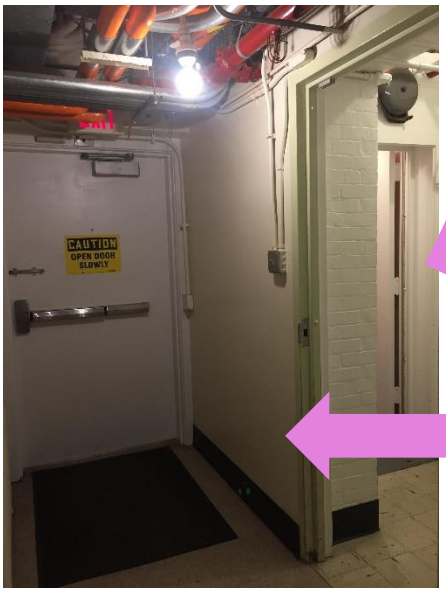
    a. The security officer assigned to the tour will coordinate with the first floor security officer to get those visitors using the elevator to the basement. Once all the elevator-

using members of the tour are in the basement, the security officer assisting the fallout shelter tour will lead the visitors to the docent and the rest of the tour at the base of the staff dining room stairs.

Gathering spot for tours using both the stairs and the elevator to access the basement



4. Once at the fallout shelter, the security officer will stay at the base of the staff dining room stairs while the docent leads the tour into the fallout shelter and gives a 10-minute room presentation.



Entrance to the stairs leading into the fallout shelter

Location where the security officer will be stationed while the tour is in the fallout shelter

5. When ready to leave the basement, the security officer will lead those who will use the elevator back to the basement elevator, communicating with the first floor security officer to get the visitors to the first floor. Visitors using the stairs will follow the docent back up the stairs to the first floor.

FALLOUT SHELTER ON-STATION PROCEDURES

FALLOUT SHELTER ON-STATION OVERVIEW

For the opening evening celebrations of *War & Pieces* and *Natural Beauties: Exquisite Works of Minerals and Gems,* fallout shelter docents will be on-station in the fallout shelter. With a goal to continue the gracious experience offered throughout the estate, a docent on-station in the fallout shelter:

- Engages visitors in short, informal conversations centered around the space and the objects displayed
- Answers specific questions about the space and objects displayed
- Provides directions to visitors
- Facilitates line management and engages with visitors about stories of Hillwood as they wait in line

SCHEDULING

- Fallout shelter docents will be on-station for the opening night celebrations of *War & Pieces* on September 24, 2019 from 5 to 7:30 p.m. and *Natural Beauties: Exquisite Works of Minerals and Gems* on February 13, 2020. The shift times for the opening event of *Natural Beauties* will be forthcoming. Interested docents should email Lisa Horvath with their availability for these events.

FALLOUT SHELTER ON-STATION GUIDELINES

While stationed in the fallout shelter, please adhere to the following guidelines:

1. Once you've signed in using the touch screen computer, refer to the daily volunteer schedule for your shift assignment and updates regarding the day's activities. A detailed schedule for the event will be e-mailed in advance to the scheduled volunteers.

2. Sign out a panic button from the box next to the sign-in computer in the mansion volunteer lounge similar for mansion tours. Fallout shelter docents are required to carry a panic button with them while on-station in the fallout shelter. Refer to "Responding to an Incident during a Fallout Shelter Tour" on page 6.

3. Docents will be stationed in the fallout shelter, assisting with line control, and helping visitors travel between the fallout shelter and the elevator.

4. Be proactive: make yourself available to visitors by smiling, making eye contact, and offering a simple greeting, such as "Hello. Welcome to the fallout shelter. Please let me know if you have any questions."

5. Help ensure visitors follow the Hillwood visiting guidelines, such as no flash photography or video-recording, no touching the objects except for the stair railings, no eating or drinking, etc.

6. Monitor the room to ensure it does not get over-crowded. As needed, stanchions will create a line to and from the fallout shelter in the basement hallway. Direct visitors to join the line and assist with monitoring it.

ADDITIONAL NOTES FOR FALLOUT SHELTER ON-STATION

- **Friendly Reminder:** the security staff is here for you if you have any concerns regarding a visitor or Hillwood in general.

- Familiarize yourself with Hillwood's estate and mansion guidelines as well as the accessibility guidelines (available in your Operational Supplement Handbook on page 16 as well as Hillwood's website).

- Questions or feedback? Please share with Lisa Horvath at 202.243.3938 or LHorvath@HillwoodMuseum.org.