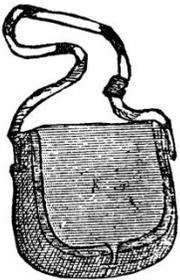


# Policies, Procedures & Guidelines

HOW TO MANAGE A VARIETY OF SITUATIONS

## ENTERING THE MUSEUM

Backpacks are not allowed into the ALPM nor are bags and purses that are larger than 11" x 16" x 8". These items must be left at the coat check room.



If necessary, diaper bags and bags required for medical needs that are larger than 11" x 16" x 8", will be allowed into the ALPM, but they must be searched by Security prior to entry.

A small purse worn like a backpack is allowed, but the guest must carry it as a purse and not wear it on her back.

Cell phones must be silenced and may be used only in the plaza area.

Food, beverages, candy, or gum are not allowed. The ALPM is a smoke-free facility.

Strollers that fit within the black taped box on the floor in the coat check room are allowed into the ALPM. Strollers that do not fit within the taped box will have to be checked because they will not fit into tight spaces in certain exhibits.



Lockers are located in coat check and guests may use them for valuables. Guests should put their items into the locker and are responsible for locking and unlocking it. There is a .25 cent locker cost per use. The Guest Entry Manager has replacement keys for the lockers.

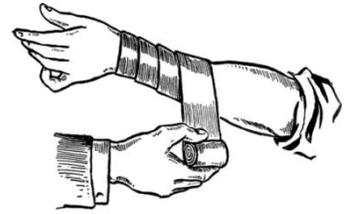
Twelve lockers are set aside for volunteer use. They are in the coat check area behind the pillar near the windows. Padlocks and keys for these lockers are at the Gateway Desk.

## FIRST AID/CPR CERTIFICATION

Some Guest Entry Representatives are First Aid and CPR certified and recertification is required.

Some Security guards are certified in Adult CPR, Infant/Child CPR, and First Aid.

First Aid kits are located throughout the ALPLM complex.



## LOST AND FOUND

The ALPM has a centralized lost and found located at the Gateway Desk. If a high value item is found and turned in, the cash room safe may be used for its safekeeping until it is claimed. All items found in the museum are to be turned in to a Guest Entry Representative for processing.

## COAT CHECK

The coat check room is located on the south end of the Donor Wall in the Gateway area of the ALPM. The coat check room is a self check area during museum operational hours.

Strollers and wheelchairs are available in the coat check room.

On occasion clients pay for a staffed coat check during rental events. No tips may be accepted during rentals or special events.

## PHOTOGRAPHY

Video and photography guidelines for members of the media are the same as for guests:

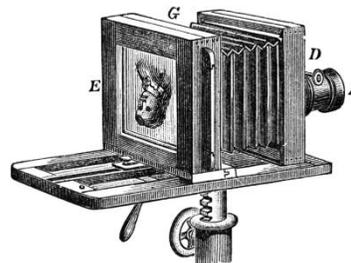
- Media representatives are allowed to shoot video or take photographs in areas where the general public is permitted to take pictures—the Gateway, the Plaza, Journey 1, Journey 2 and Mrs. Lincoln’s Attic.
- Media representatives are prohibited from using video or photographic devices in:  
( Media representatives wear “Press” stickers as their admission identification)

Ghosts of the Library

Union Theater

Treasures Gallery

Illinois Gallery



## RADIO COMMUNICATION

ALPLM staff members are equipped with phone to communicate within the ALPLM Complex. They enhance internal communication by allowing for quick, direct, and effective means of locating other personnel.

## GUESTS WITH SPECIAL NEEDS

### GUESTS IN WHEELCHAIRS

The ALPLM has three 19” Medline transport chairs (black wheelchairs) and twenty-three heavy duty chairs (blue wheelchairs) available for guest use. Two black and ten blue wheelchairs are stored in the coat check room. Extra blue and black wheelchairs are stored on the second floor of the museum near the skywalk and can be retrieved by staff for use during heavy visitation.

Gateway staff or volunteer may assist guests with the use of the wheelchairs. Brakes should always be applied before the guest sits in the chair.

Upon return, all wheelchairs must be wiped-down with antiseptic wipes.

If a guest requires special accommodations, the Team Leader should contact the Supervisor in Charge. For example, contact the Supervisor in Charge if a patron wishes to take a wheelchair outside for pick up or drop off of a guest.



## ADA ACCOMMODATIONS FOR THEATERS

Both Ghosts of the Library and Union Theaters are equipped with the following ADA accommodations:

- Reader boards for the hearing impaired and deaf
- Hearing devices for the hearing-impaired
- Visual devices for descriptive audio of the action on the screen

If these devices are requested, tell the guest that he/she should advise theater staff 5 minutes prior to entrance.

## BABY CHANGING STATIONS

Baby changing stations are located in all ALPM restrooms. A family restroom is located next to the turnstiles. The family restroom is handicap accessible.

## VOLUNTEER REFERENCE MANUAL LOCATION

A volunteer manual is kept in the ticket taker podium in the ALPM. Another manual is kept at the guard station at the ALPL. Feel free to consult them whenever necessary.