**Guidelines for the Removal of a Visitor or Group from Museum Premises**

**Purpose**

It is the policy of The United States Holocaust Memorial Museum (USHMM) to encourage our visitors to respect the Museum’s resources, the dignity of this memorial, and to be considerate of other visitors in the Museum as they reflect on the contemporary relevance of the Holocaust for today. The Museum is justified in removing persons and/or groups from the premises only if they persist in behavior that clearly violates a specific building and grounds regulation or Museum entry policy, and they have received sufficient notice that the behavior is not permitted. Every incident that results in a removal from the Museum’s premises due to a violation of a Museum policy or regulation must be contemporaneously documented for the Museum's records, and the recording must include, at a minimum, the specific information outlined in #4 and #5 below. It is essential to have a record of the Museum's efforts to resolve these incidents before extraordinary action is taken.

**Program Responsibilities**

The final decision for removal will be made by a VS Manager or Coordinator unless they are unavailable. The decision then falls with the Lead Representative on duty.

**Note:** The term visitor(s) used throughout this document applies to individuals and/or groups on Museum property which includes the Museum Café located in the Ross Administrative Center. ***All issues in the Museum Café will be handled by the VS Manager or deputy.***

In response to visitor(s) who act in violation of the Museum entry policies and/or buildings and grounds regulations, the VS staff will:

1. In all cases, please contact the Control Center immediately at extension 161 to make sure Protection Services is aware of the situation.
2. Inform the visitor(s) that they are in violation of a Museum entry policy or buildings and grounds regulation and advise them of the specific violating behavior and politely ask them to stop. Repeat the request if needed. Violent or apparently criminal behavior should be immediately reported to the Control Center for a response by security.
3. If the violating behavior does not stop, ***VS staff shall contact the Operations Floor Leader (OPS) to report a disruptive or unruly behavior situation.*** Request OPS to respond to your location. Stay with or keep watch of the visitor(s).
4. OPS shall make another attempt to resolve the situation by again asking the

visitor (s) to stop the violating behavior. OPS will also inform the visitor (s) that removal from the premises may be necessary.

1. If the behavior continues, ***OPS shall contact a Lead Representative, Coordinator, or VS Manager to respond to the incident location.*** OPS shall record the incident on the OPS log. This incident record will include:
   * a description of the behavior
   * the specific entry policy or building regulation that is being violated
   * the actions taken by VS to resolve the situation
2. **The Lead, Coordinator, or VS Manager will either:**
3. Instruct the visitor(s) to cease the violating behavior and again advise them that removal from the premises may be necessary; or
4. Decide to remove the visitor(s). ***The Control Center will be notified that security assistance is requested.*** If removal occurs, an incident report shall be completed and filed within VS and forwarded to Protection Services. This incident report shall:
   * + - identify the behavior that resulted in removal
       - the specify entry policy or building regulation that was violated
       - describe the actions taken by Museum staff to resolve the situation prior to the removal
5. At any point, VS staff may request assistance from security by contacting the Control Center. Protection Services may also contact Visitor Services to request that a Manager, Coordinator, or Lead Representative respond to make a removal determination.
6. **In the event an artifact is in danger of damage as a result of misconduct by a visitor(s).**  VS staff will immediately contact OPS and the Control Center to advise them of the situation and to coordinate removal of the visitor(s). Leads and Coordinators will make the immediate removal decision after coordination with the Control Center and security personnel. Visitor Services shall report the incident to Collections personnel.