

Covid 19 Pandemic Re-opening plan. (DRAFT) Addendum to Covid 19 – Business Continuity Plan.

Recognize while a strong desire exists to return to pre “Covid 19 normal”, re opening of non-essential businesses, historic sites and museums, will require adaptations. Return to Normal is not the Goal.

1. The priority for historic sites and museums will need to be the safety of staff, volunteers, and visitors, while being assessable to the public.
2. Organizations should establish a risk assessment/mitigation team to monitor re-opening and delivery of services in line with public health directives and recommendations. Recognize that the adult volunteers and a large proportion of guests are at an age that makes them more at risk with COVID-19 infections.
3. Plans need to be scaled/customized to fit the physical and organizational limitations of various museums; with the best practice being the safety of staff, volunteers and visitors. Small and rural museums may not have the same public access volume demand, and may not have the same resources as larger urban museums, but small museums may have more adaptability to implement simple common sense adaptations for public safety.
4. A week to ten days should be scheduled for staff to return to work sites and prepare for re-opening ahead of public orders being lifted.
5. Signage and enforcement of access restrictions.
6. While museums and heritage sites are unique spaces, much can be learned from how schools, parks, recreation/community centres, retail, restaurant, small businesses and entertainment venues handle visitor services with COVID-19 practices.
7. Workshare and cross train staff on key tasks and services to allow for staff shortages or staffing disruptions.

Staffing/ Volunteers

- Staff / Volunteers need to update and verify personal contact information and emergency contact info in case of health incident or emergency.
- Staff / Volunteers should establish a risk assessment/mitigation team to monitor re-opening and delivery of services. (Noted above)
- Recognize that the adult volunteers and a large proportion of guests are at an age that makes them more at risk with COVID-19 infections.
- Training/orientation for staff and volunteers on best practices in hosting visitors, tours, while minimizing risk.
- Paid sick leave for staff, and strict policy of staff and volunteers not working onsite if sick or displaying any symptoms.
- Support to staff if they are required to self-isolate or self-monitor. (i.e. approved Leave or Work from home)
- Hand wash stations and supplies readily available to both staff and visitors.
- Limit shared workstations, but where necessary ensure sanitizing wipes and/or hand sanitizer are readily available for each use. When possible, workstations set to maximize social distancing.

- Staff and volunteers may need to pitch in and assist custodial and sanitation crews in cleaning. (Best practice – clean up after yourself, wash hands before and after breaks, and every time you leave a work station.)
- Supply of washable cloth face masks for staff, volunteers, guest use.

Visitor Services / Tours / Reception / Gift Shop

Contact Tracing. – Traditionally Volunteers and Staff are tracked daily on site, and visitor numbers and guest onsite is also tracked and monitored. Contact tracing will require getting additional contact info, NAME/PHONE NUMBER/and or EMAIL for guests recorded with Time and Date of Visit. This log will have to be kept securely for minimum six weeks to allow for Contact Tracing if we become aware of a possible COVID-19 Transmission at the site.

- Cleaning of shared surfaces in reception and visitor service areas every 2 hours or more frequently if necessary. Particular attention to handles and handrails.
- Volunteers/staff guiding tours should have the ability to wear a washable cloth face mask. (Sufficient supply to allow for cleaning and reuse).
- If possible appropriate glass/plexi glass shield at reception desk.
- Encourage the use of debit and credit card payment where possible – touchless
- If cash is the only method of payment or donation, ensure training and materials are available for safe use and handling of these payments with disposable gloves.
- Larger institutions may need to schedule tour access by reservations, to allow for appropriate social distancing of groups. The demand on smaller institutions may not require this.
- Facilities should already have an established occupancy load for public safety and health, this may need to be reduced significantly (i.e. 50% or more to allow for appropriate social distancing.)
- Marked line up spacing if necessary.
- Audio guide equipment only handed out if they can be cleaned between each use.

Collection Care and Handling

- Canadian Conservation Institute (CCI) has established guidelines for cleaning objects to prevent the transmission of COVID-19.
- Gloves should be used in handling artifacts as per CCI recommendations.
- It is desirable to limit the touching and handling of artifacts.
- If artifacts are being handled or touched for demonstration/research or education purposes, they should be cleaned between each individual touch. When possible limit or suspend this practice with visitors.
- Shared surfaces such as stair handrails, doorknobs, and handles should be cleaned frequently.
(Recommend using a wash cloth with 1% bleach to water to wipe down these surfaces.)

Special Events, Group Programs, Lectures, Rentals, etc.

- Facilities already have an established occupancy load for public safety and health, this may need to be reduced significantly (i.e. 50% or more to allow for appropriate social

distancing.) Existing guest allowances for events serving alcohol by Manitoba Liquor Gaming Authority may also be reduce significantly for social distancing.

- While schools are not reopening until September, it is unclear what day programs/summer camp programs may take place and want access to the museum. Special planning may need to be implemented to safely accommodate group bookings.
- Coffee/tea and other beverage service for event visitors would need to continue to follow Manitoba Safe Serve practices, and may be further restricted to prevent COVID-19 transmission.

Alternate Service Delivery Models

While reopening the site to the public is desirable, outreach to audiences not willing or unable to attend the museum site should continue.

- Development of online tours, lectures, special topic engagement posts using social media platforms.
- Continued promotion of virtual reality tours.
- Other audience engagement using social media and content marketing outreach.