

RELAUNCH CONSIDERATIONS - TEMPLATE

As part of your plans to reopen your business, you may wish to share how you are reducing the risk of transmission of COVID-19 among your staff and customers.

The template includes considerations to help guide you as you plan to open. This should be completed using Alberta's [Workplace Guidance for Business Owners](#), which provides general guidance applicable to all sectors; as well as sector-specific guidelines available on [Alberta Biz Connect](#) and any additional requirements of your business or sector association.

Guidelines:

Distancing Measures – Refer to page 8

Considerations: *How will you ensure people maintain 2 metres between each other? Do you need to maintain directional traffic flow? How would you limit congregating (e.g., in break rooms, communal spaces, rest areas, etc.)? How will you limit the overall number of people in your space? Refer to the Personal Protective Equipment (PPE) section to mitigate the risk of transmission when 2 metre distancing cannot be maintained.*

- Both *Workplace Guidance for Business Owners* and the guidance document for Museums and Art Galleries have been consulted in developing the Royal Alberta Museum's business resumption plan.
- There are restrictions on visitor numbers in the museum, with full building capacity (public front-of-house) limited to 100 visitors, with signage to that effect. This is monitored.
- The number of visitors in each gallery at any time will be restricted to 50 each in the Natural and Human History Halls, and the Bug Gallery occupancy will be seven visitors or two family units to a max of 10 people, with signage to that effect. This is monitored.
- The Museum Shop is limited to five patrons at a time, and is monitored.
- Online timed admission ticketing is in effect, as is contactless payment.
- Spacing markers, signage, stanchions and one-way routes assist with and provide reminders about physical distancing.
- Physical barriers, including Plexiglas shields at Admissions and in the Museum Shop, have been installed to serve as an additional barrier between visitors and staff.
- We have closed, covered, or removed hands-on, interactive elements in our galleries, with signage to that effect. This includes closure of the Children's Gallery. "No touch" signage is also in use.
- We strongly encourage the use of payment cards, rather than cash. We accept Visa, Mastercard, American Express and Debit.
- High-touch amenities are not available. This includes vending machines, change machine, ATM, and water fountains.
- Visitors are asked to bring their own strollers and wheelchairs, as these are not available at this time.
- Museum entry temporarily does not allow for in-out privileges, as admissions stickers are not being provided in order to limit contact.
- A limited number of lockers are available on a first-come, first-served basis as the majority of lockers at the facility cannot be safely accessed and accommodate physical distancing. The museum cannot provide change. Please bring two quarters.
- Staff work areas have been assessed, with guidelines provided on how to establish and maintain distancing and hygiene.
- Facility rentals, tours and booked programs have been suspended at this time.

Cleaning – Refer to pages 5-6

Considerations: *How will cleaning on high touch surfaces be maintained in your location (e.g., bathroom, chairs, doorknobs, break rooms)? How will you train and ensure workers or volunteers keep equipment clean? If you are a business, how will work surfaces, order screens, debit machines and cash registers be cleaned?*

- Signage and website material remind staff and visitors of handwashing and other hygiene practices.
 - There is substantial access to hand sanitizer and hand washing facilities.
 - Building and galleries have "no touch" signage.
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- Cleaning staff have received appropriate training on procedures and hazards, including WHMIS, Safety Data Sheets (SDS) and PPE.
 - There is an increased cleaning schedule of frequently touched surfaces.
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Screening for Symptoms - Refer to page 4

Considerations: How will you be aware of symptoms in staff, customers, congregants or volunteers, such as fever, sore throat, cough, runny nose or difficulty breathing? Have you provided education or communication of self-monitoring of symptoms? Have you identified a space where staff or volunteers can be separated from others if they develop symptoms? Have you considered what you would do if you see increased absenteeism due to illness or isolation requirements? Have you considered absenteeism policies that encourage staff members or volunteers to stay home when ill, in quarantine (self-isolation), or if they are taking care of children or someone who is ill? Are you maintaining a log of staff or volunteer attendance? What is your response plan for staff who come to work with symptoms?

- Staff and visitors are asked to self-assess their health prior to entering the facility.
 - Signage and website provide information on self-assessment.
 - Staff and visitors are asked to stay home if experiencing any COVID-19 symptoms.
 - Staff and visitors are encouraged to use the ABTraceTogether app.
 - There are protocols in place should staff or visitors report COVID-19 symptoms while on site.
 - A log of staff attendance is maintained.
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Personal Protective Equipment (PPE) – Refer to pages 6-7, Appendix C

Considerations: How will you promote PPE use (e.g., masks or gloves) when people are unable to be 2 metres apart? If 2 metres cannot be maintained and PPE is necessary, where would you obtain it? Have you considered installing physical barriers (e.g., acrylic plastic window or high-walled cubicle) to reduce exposure when 2-metre distancing is hard to maintain?

- The museum has completed a Workplace Health and Safety assessment prior to re-opening, assessing engineering, operational and PPE protocols.
 - Hazard assessments have been completed for staff.
 - The AHS guidelines on mask use have been shared with staff and with visitors through the museum's website.
 - PPE will be made available to staff who require it.
 - Masks are available for sale in the Museum Shop.
 - There is substantial access to hand sanitizer and hand washing facilities.
 - Signage throughout the site reminds staff and visitors of distancing and hygiene practices.
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Responsibilities

Considerations: Who will be responsible for ensuring staff, customers, congregants and volunteers are following your precautions? Have you updated contact information for staff and volunteers so that they can be notified in the event of a known exposure? What would your approach be if you had to manage a situation where there was apparent non-compliance with your plans/direction?

- Staff and visitors are asked to self-assess their health prior to entering the facility.
 - Signage and website provide information on self-assessment.
 - Staff and visitors are asked to stay home if experiencing any COVID-19 symptoms.
 - All staff have been notified of the ABTraceTogether app.
 - There is public signage alerting visitors to the ABTraceTogether app.
 - Staff contact information is being maintained.
 - Building and gallery access is monitored and controlled.
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