

MUSEUM REOPENING PLAN

DRAFT – FOR DISCUSSION

The Western Pacific Railroad Museum will continue to implement measures aligned with the CDC, California Health Department and Plumas County Public Health Agency guidelines with regard to managing the coronavirus. Here are some details about the steps being taken to keep the workplace safe and address questions. This plan will be update as new regulations, requirements and recommendations are released.

Staff-Volunteers

Staffing and volunteers will be ramped up in phases, beginning with the facilities team who will continue to ensure the building is cleaned and sanitized regularly according to CDC guidance, and assist in any additional staff and guest protective and social distancing measures. Staff and volunteers will be provided with COVID-19 training.

Staffing and volunteer numbers have been adjusted to allow for social distancing. Ticketing and retail store staffing is limited to two staff member per day.

All staff and volunteers will complete a questionnaire prior to being permitted to enter the museum. The questions are as follows:

- Have you engaged in international air travel or a cruise in the last 14 days?
- Have you been in close contact with anyone diagnosed with COVID-19 in the last 14 days?
- Do you currently have a fever, chills, cough, difficulty breathing, headache, sore throat, muscle/joint aches, diarrhea, abdominal cramps or nausea?

Staff and volunteers will be instructed to stay home if they are feeling sick, if they have traveled recently or have come in contact with someone who has been ill.

Staff and volunteers have self-quarantined as needed or required.

PPE (Personal Protection Equipment)

- Face masks are required to be used by all staff and volunteers when in public areas
- Masks are required by all visitors, staff and volunteers.
- Guard barriers are implemented in person to person contact transaction areas.
- Staff are reminded to follow the CDC personal hygiene guidelines with frequent handwashing encouraged, and use of hand sanitizer.

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Cleaning and Disinfecting

- Museum facilities team has implemented increased frequency of cleaning/disinfecting of touchpoints to a minimum of two times per day.
- Break and food consumption areas are cleaned at a minimum, before and after each break period. (non-public areas)
- Clearly identified handwashing and hand sanitizing stations, making sure supplies are sufficient and constantly restocked, including adequate waste management.
- Increase the exchange frequency or disinfection of personal protective equipment prone to accumulate germs or bacteria such as safety gloves.
- Hand sanitizer provided for the Museum store staff. Touch points regularly cleaned throughout each day.

Social Distancing

- Staffing levels have been adjusted to prevent excessive accumulation of employees, staff and volunteers.
- Any seating areas have been modified to promote social distancing of six feet.
- No hand shaking or other social gestures that require touching each other.
- Minimization of the number of people that each individual interacts with.
- Capacity numbers have been determined for each area of the Museum so that any restrictions can be adhered to.

Communication and Education

- Continuous messaging to educate around symptoms, etiquette, social distancing, reporting and other preventative measures.
- Signage / awareness posters at entry points, customer transaction points and hand sanitizing stations.

Guests

- The Museum has consulted with the CDC and California Health Department and Plumas County Public Health Agency web sites regarding customer interactions.
- Vulnerable population hours are **not** possible on a daily basis.
- Limited number of guests for Museum entry per hour with appropriate spacing measures illustrated throughout the building and following recommended number of people per square foot.
- Designated staging areas and a non-communal area. The Museum's Safety/Security team monitors guest numbers and the following of protocol.
- Paperless transaction may be available for admissions.
- A QR code is available to scan to access the audio tour of some museum equipment.

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- Hand sanitizer station signage that can be used as posters or decals/stickers
- Physical distancing signage that can be used as posters or floor decals
- One-way traffic flow signage that can be used as posters or floor decals
- “Do not touch” signage that can be used as posters or decals/stickers

Checklist: Cleaning and Disinfecting Museums

The American Alliance of Museums offers the following checklist to help clean and disinfect your museum as you prepare to reopen in the wake of the COVID-19 pandemic. The tips shared here are based on the best available information as of publication and are not intended as legal, employment/human resources, or health and safety advice. Museums are encouraged to seek legal and other expert advice on their specific circumstances.

For the latest research on the survivability of infectious COVID-19 virus on museum-specific materials and surfaces, visit the [Reopening Archives, Libraries, and Museums \(REALM\) project](#).

The frequency of cleaning and specifications of the various areas referenced below will vary by museum, and we advise customizing this checklist to fit your specific needs. This checklist covers common areas in most museums and does not cover cleaning of individual objects or collections storage areas in detail, as these require extensive specialized training.

Note: the Environmental Protection Agency (EPA) has a list of [disinfectants for use against COVID-19](#), and the Centers for Disease Control (CDC) has detailed [recommended hygiene protocols](#) every museum should follow.

» Public Areas

- ┌ Wipe down front desk areas—including computers, point of sale machines (if not contactless), and counters—after each interaction.
- ┌ Wipe down common-use (or museum-supplied) wheelchairs, strollers, and walkers after each use.
- ┌ Clean and disinfect high-touch areas at least once every three hours.
 - ┌ doors
 - ┌ handles
 - ┌ counters
 - ┌ light switches
 - ┌ interactives



- ┌ Clean passageways, floors, doorways, and other exit routes for dirt and dust daily.
- ┌ Clean ceilings and walls of dirt and dust daily.
- ┌ Clean cabinets, racks, and storage facilities of dirt and dust daily. (The National Park Service has a [detailed resource on cleaning exhibition areas](#).)
- ┌ Clean concealed places—including corners, pillars, and under tables—daily.
- ┌ Conduct a thorough cleaning and disinfect all public areas listed above prior to opening each morning.
- ┌ Clean electrical and mechanical equipment of dirt and dust three times a week.

» Office Areas

- ┌ Clean worktables, chairs, and furniture at least once daily.
- ┌ Wipe down computers, keyboards, and screens at least once daily.
- ┌ Wipe down trash containers at least once daily.

» Hygiene Facilities

- ┌ Replenish liquid disinfectant soap in kitchen areas, breakrooms, and bathrooms multiple times daily (as needed).
- ┌ Check and replenish drying supplies (towels, napkins, and/or hand-driers) multiple times daily (as needed).
- ┌ Replenish toilet paper multiple times daily (as needed).
- ┌ Spot clean toilets and sinks at least three times daily.

- ┌ Thoroughly clean toilets and sinks every morning, once during the day, and with extra care at the end of the day.
- ┌ Dispose of contents of covered trash containers at least once daily (or more often, as needed).
- ┌ Wipe down trash containers at least once daily (or as needed).

» **Collections Storage Areas**

- ┌ Clean worktables, chairs, and furniture at least once daily. (Never try to directly [clean objects](#) unless you are a trained conservator or collections professional.)
- ┌ Wash hands or use hand sanitizer often, at least once per hour.
- ┌ Clean and disinfect high-touch areas—including doors, handles, and light switches—at least once every three hours.
- ┌ Dispose of contents of covered trash containers at least once daily (or more often, as needed).
- ┌ Wipe down trash containers at least once daily (or as needed).

» **Personal Hygiene**

- ┌ Clean/dispose of face masks or coverings after every use.
- ┌ Wash hands after every interaction with another person, or at least once per hour.

Feedback on this resource? Contact content@aam-us.org.

Last updated January 29, 2021

Checklist: Training Staff on Reopening Procedures

The American Alliance of Museums developed this checklist with considerations for training staff on reopening procedures in the wake of the COVID-19 pandemic and related closures. The tips shared here are based on the best available information as of publication and are not intended as legal, employment/human resources, or health and safety advice. Museums are encouraged to seek legal and other expert advice on their specific circumstances.

All employees should be trained on the basic prevention measures required to reopen your museum. These areas include:

» Basic hygiene:

- Reinforce [proper handwashing etiquette](#) and ensure consistent access to soap and water.
- Instruct staff on using alcohol-based hand sanitizer containing at least 70% alcohol.
- Ensure staff know how to communicate basic hygiene requirements to visitors (for example, “Welcome, please use some of this hand sanitizer before and after you xyz...”)
- Share guidance from credible sources such as the [CDC](#) on respiratory etiquette, including how to cover coughs and sneezes.
- Supply tissues and trash receptacles.
- Recommend that everyone, including staff and visitors, wear a face mask or face covering.
- Train staff on how to wear and replace personal protective equipment (PPE) effectively.

» Housekeeping/cleaning:

- Train staff on updated housekeeping practices, including routine cleaning and disinfection of high-touch surfaces, computers and equipment, and other areas of the museum. Provide resources on [selecting effective cleaning and disinfectant products](#).

Some frequently touched surfaces to consider:

- | | |
|-------------------------------------|---|
| <input type="checkbox"/> doorknobs | <input type="checkbox"/> keyboards |
| <input type="checkbox"/> handles | <input type="checkbox"/> light switches |
| <input type="checkbox"/> front desk | <input type="checkbox"/> touch screens |

┌ phones

┌ benches

┌ toilets

┌ faucets and sinks

┌ desks

┌ tables

» **Leave policies:**

┌ Train staff on how to monitor symptoms and enforce stay-at-home policies. See this [screening script](#) from the American Medical Association

Some examples of criteria include:

- » a temperature over 100°F
- » recent loss of taste/smell
- » persistent cough
- » contact with a known COVID-19-positive individual

» **Physical distancing:**

┌ Train staff on how to appropriately physically distance from other staff, volunteers, and visitors in compliance with any state or local guidelines.

┌ Train staff/volunteers on how to help visitors keep physically distant.

» **Using personal protective equipment:**

┌ Train staff on [appropriate usage of PPE](#) and how to [maintain, store, and replace PPE](#).

┌ Provide training on how to appropriately encourage or enforce face mask-wearing, depending on your policy. For more, see the Alliance's [resources on face masks](#).

» **Handling touchable items/interactives:**

┌ Train staff on what to do with handouts or paper copies of items, such as maps.

┌ Train staff on how to inform visitors about disabled interactives and/or alternatives to using interactives, i.e. personal styluses.

» **Ticketing policies and procedures:**

┌ Train staff on any new ticketing technology and/or processes.

Some possible new processes might include:

┌ scanning phones with bar or QR codes

- ┌ scanning printed pages that visitors physically bring to the museum
- ┌ handling payments on-site (contactless or [cash](#))

» **Gift shops and café"s:**

If café and gift shops will be open, follow the below guidance:

- ┌ Train [gift shop](#) and [café](#) staff on how to wipe down registers and countertops after every use.
- ┌ Consider selling individually wrapped food items to alleviate handling concerns.
- ┌ Train gift shop staff on protocols for wiping down or using UV scanners to "clean" incoming and on-sale inventory on an hourly basis.
- ┌ Train staff on protocols for directing delivery personnel.
- ┌ Train staff on how to enforce mask and physical distancing policies in café and gift shop areas.
- ┌ Train staff on new contactless payment options.

» **HVAC and Building Systems Maintenance**

- ┌ Train staff on where and when to leave doors and windows open, how to position and run portable fans, when to leave ventilation fans (in restrooms, laboratories, food preparation areas, etc.) running
- ┌ Train staff on COVID-19 adapted procedures for operating HVAC systems, adjusting fresh air intake, changing filters, etc.
- ┌ Train staff on any new equipment purchased for air quality control, such as portable high-efficiency particulate air (HEPA) fan/filtration systems or ultraviolet germicidal irradiation (UVGI) units.

Feedback on this resource? Additional examples to share? Contact content@aam-us.org.

Last updated January 29, 2021

HELP PREVENT THE SPREAD OF COVID-19

During Your Visit



Face masks are **required** to be worn for the duration of your visit.



Practice **physical distancing**: keep a **minimum of 6 feet** from other visitors and museum staff.



Wash and/or sanitize your hands **frequently** and thoroughly.



Do not crowd in lines, at common areas, or at points of interest.



Follow all other signage and staff instructions.



DO NOT ENTER IF

you feel sick, have a fever, or in the past 14 days have had any symptoms of COVID-19 or exposure to someone with COVID-19.



Wash and/or sanitize
your hands **frequently**
and **thoroughly**.

Stations are provided for your
convenience throughout the museum.

