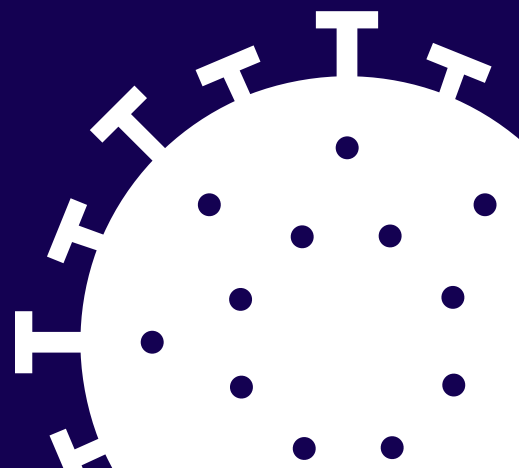


COVID-19 SAFETY PLAN - RESOURCE

 museums
& galleries
QUEENSLAND



INTRODUCTION

The Queensland Government's **Road Map to Easing COVID-19 Restrictions** identifies that our State's public museums and galleries are able to reopen from 13 June 2020 under Stage 2 of these measures.

See <https://www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions>

To reopen, museums and galleries are required to have a COVID-19 Safety Plan that details how your organisation will reopen responsibly and comply with Government and public health authority guidelines, physical distancing and containment measures.

Museums & Galleries Queensland has prepared this resource to guide you in this process with the aim of preventing the spread of COVID-19 and protecting your staff, volunteers and visitors against infection.

CONTENTS

- 01** Managing the risk of exposure to COVID-19
- 02** How do I limit visitor access and adhere to the recommended physical distancing and safety measures?
- 03** What to do if your museum or gallery has a retail space or café?
- 04** Supporting your staff and volunteers
- 05** Volunteer programs
- 06** Additional resources
- 07** Disclaimer

01

**MANAGING THE RISK OF
EXPOSURE TO COVID-19**

PHYSICAL DISTANCING

You must do everything reasonably practicable to maintain a safe physical distance of at least 1.5 metres between people to minimise the spread of COVID-19.

Limiting visitor numbers to your venue will assist in addressing the safe physical distance measures.

CLEANING AND SANITATION

Increasing the frequency of cleaning and sanitising of regularly used objects and surfaces is important to safeguard your staff, volunteers and visitors against the spread of COVID-19. This includes handrails, telephones, bathroom door handles and facilities, lift buttons, shelves, counters, bench tops, payment registers, EFTPOS machines and staff-room facilities.

Guidance on how to clean your workplace to minimise the spread of COVID-19 can be accessed from the Safe Work Australia website at <https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/how-to-clean-disinfect-your-workplace-covid19.pdf>

Install and monitor alcohol-based hand sanitiser stations at the entrance to your museum or gallery and at other key points within your venue.

Do not disinfect or sanitise your collection items.

Do not use large scale disinfecting methods such as spraying or fogging in your museum or gallery as they may contaminate collection items.

It is critical that you manage dust during your museum or gallery's closure, as dust can attract insects and moisture.

Use HEPA filter vacuums and wear Personal Protection Equipment (PPE) for your own safety when removing dust from collection items and follow this recommended order for cleaning:

Step 1: dust objects;
Step 2: dust plinths; then
Step 3: vacuum and mop floors to reduce the spread of dust.

Inspect for mould throughout the building. Get air circulating through the spaces again.

Check insect blunder traps, record any movement, and put out new ones to monitor insect and rodent activity.

Seek the advice of a conservator if necessary.

OPERATIONS AND MAINTENANCE

Maintain essential safety inspection, servicing and maintenance schedules for operational equipment including HAVAC systems, exit doors, emergency power supply, smoke alarms, sprinkler systems and fire-isolated stairs.

Prior to reopening, check and replace light bulbs that may have blown during your museum or gallery's closure.

Provide contractors with advance notice of your reopening in case you need their services or assistance.

Ask contractors or work-related visitors to complete a COVID-19 Visitor Declaration Form prior to entering your venue. This form should contain the visitor's name and contact details, and a series of questions such as:

- 'Do you have any symptoms of cold, flu or other illness?'
- 'Have you had contact with anyone who has been exposed to COVID-19 in the past 14 days?'
- 'Have you recently returned from overseas?'

Responses to these types of questions will help you to determine if it is safe for the contractor or work-related visitor to enter your museum or gallery.

02

**HOW DO I LIMIT
VISITOR ACCESS AND
ADHERE TO THE
RECOMMENDED PHYSICAL
DISTANCING AND SAFETY
MEASURES?**

Below are suggestions on how you might adhere to recommended physical distancing and safety measures :

- Calculate the area of your gallery or museum floor space and determine the upper limit of people who can safely occupy this space while being a minimum of 1.5 metres apart (1 person per 4 square metres). Remember to take into account in your calculations staff and volunteers monitoring visitor flow and behaviour.
- Implement a booking or ticketing system with timed entry, so that you can limit the number of people in your museum or gallery at any given time. This can apply to venues that charge a fee and those that are free to enter. To further reduce contact, you could consider electronic ticketing.
- Clearly display your gallery or museum's COVID-19 health and safety protocols and conditions of entry on your website, online ticketing platform, social media platforms and at the entrance to your museum or gallery. If applicable, also email this information to your organisation's mailing lists, members/friends.
- Display signage, instructing visitors on appropriate distancing and sanitation measures. Ensure that the signage is clear and easy to read, using an appropriate font size. This may also include arrows to direct the flow of visitors; printed graphics indicating the 1.5 metre distancing measures; or non-slip markers on the floor to indicate appropriate distancing measures.

Example:



COVID-19 signage and safety posters can be downloaded from the Safe Work Australia website. <https://www.safeworkaustralia.gov.au/doc/signage-and-posters-covid-19>

- If possible, use separate doors for entry and exit. If this is not possible, use tape, bollards or other markers to clearly delineate the pathways to enter and exit.
- Provide facemasks to visitors upon request or, depending on your location and level of risk, wearing a facemask may be a condition of entry.
- Respectfully request anyone who is sick to leave your venue immediately. If the visitor objects, remind the visitor of your museum or gallery's conditions of entry. If someone enters your venue that is unwell, seek appropriate advice to determine if you need to temporarily close to the public, or if staff coming into contact with this person need to self-quarantine.
- If your venue has drinking fountains, block off access to and usage of these.
- Block or regulate access to exhibition interactives such as touch screens. If possible, apply a clear protective screen to devices, which can be wiped down regularly and not damage the device. This may mean having a staff member or volunteer to supervise usage of the interactive and ensure that visitors apply hand sanitiser before and after use, and to clean the device between uses.
- Temporarily suspend all tours and other group activities.
- Remove printed museum and gallery guides. These could be replaced with downloadable guides or audio guides that can be accessed via a visitor's personal device; or if offering take-away room brochures, have a dedicated staff member or volunteer distribute these as the visitor exits the exhibition.
- Consider offering special, allocated times for people in high-risk categories (e.g. over 70 years) to visit.
- Regularly monitor and review your physical distancing measures to ensure that they remain effective.

- If you are able, continue to provide online activities, tours, or talks to visitors who may choose to stay at home for a longer period.
- As the COVID-19 restrictions are gradually eased you may need to prepare a staggered approach to visitation to comply with Government and public health authority guidelines, physical distancing and containment measures.

For example:

Phase 1: limit your visitors to a small, manageable number that is appropriate for your venue size.

Phase 2: allow a slightly larger number of visitors.

Phase 3: group tours and small public programs may start again.

This may also include limiting the number of workers in the office space at any time.

03

**WHAT TO DO IF YOUR
MUSEUM OR GALLERY HAS
A RETAIL SPACE OR CAFÉ?**

If your museum or gallery operates a café or food business, you are required to have a COVID-19 Safe Checklist.

COVID-19 Safe Checklists are available to download at https://www.covid19.qld.gov.au/_data/assets/pdf_file/0020/127235/COVID-Safe-Checklist-RestCafes.pdf

Below are further suggestions on how you might manage these retail operations:

- Close the retail space or limit the number of people that can enter at any given time. It is recommended that signage saying “please don’t touch the merchandise” or “please only touch merchandise that you intend to buy” is displayed to prevent the potential risk of COVID-19 contamination.
- Close the café or, if it remains open, remove or cordon off the tables and seating, and offer take-away options.
- Promote the use of contactless payment transactions such as ‘Tap-and-Go’, EFTPOS, or credit card facilities to reduce cash handling, or you may decide not to accept cash payments during this period.
- Ensure that staff have access to and regularly use hand sanitiser before and after every transaction, or provide staff with disposable gloves.
- Install plexiglass barriers at counters.
- Install and monitor hand sanitiser stations in the retail space.
- Clean and sanitise surfaces regularly.

Please also refer to the Food Standards Australia New Zealand website for advice for food businesses <https://www.foodstandards.gov.au>

04

**SUPPORTING YOUR STAFF
AND VOLUNTEERS**

It is important that your staff and volunteers feel safe in their workplace and are protected from potential contact with COVID-19.

Measures to support your staff and volunteers include:

- Provide your staff and volunteers with appropriate training.
- Practice safe distancing measures in all areas of the workplace including back of house, collection stores and preparation areas.
- If space is limited, consider staggering your staffs' work hours or schedule your staff to work on site on alternate days.
- Tell staff and volunteers not to come to work if they have a temperature or if they are feeling unwell. If one of your staff or volunteers becomes ill, they must self-quarantine for 14 days before returning to work.
- Establish clear protocols and increased scheduling for cleaning and sanitising your venue. Cleaning staff are at greater risk of exposure to COVID-19 and the chemicals contained in cleaning products. It is essential that these personnel are provided with appropriate Personal Protective Equipment (PPE).
- Provide all staff and volunteers with access to facemasks and hand sanitiser.
- Regularly check in with your staff and volunteers. This includes monitoring their wellbeing and their observations of visitor behaviour to ensure staff and volunteers are being treated respectfully – abusive and violent behaviour will not be tolerated.
- Provide clear guidelines on how to respond to someone who does not adhere to your gallery or museum's COVID-19 health and safety protocols and conditions of entry. This may include reporting it to a supervisor or staff member in higher authority.

05

VOLUNTEER PROGRAMS

In addition to the above, it is recommended that museums and galleries reinstating their volunteer programs seek independent advice to ensure that their volunteer measures comply with their organisation's insurance policies, public health authority guidelines and Workplace Health & Safety legislation.

It is also recommended that you:

- Prepare written guidelines for your volunteers so that they are aware of all of your organisation's COVID-19 precautions and measures.
- Provide your volunteers with a copy of these guidelines and prominently display them in their work areas.
- Discuss the guidelines and your volunteer return to work strategies with your volunteers to ease any issues, concerns or anxieties they may have.

If your museum or gallery is entirely volunteer-run, it is strongly recommended that you comply with public health authority guidelines and Workplace Health & Safety legislation. The Queensland Government's June 2020 reopening date is provided as a guide. In the interests of your volunteers' health and wellbeing, your organisation may choose to delay reopening to the public or implement a staged return to work.

For further information on supporting your volunteers in the workplace see Volunteering Australia's **COVID-19: Information for Volunteer Involving Organisations** resource

<https://www.volunteeringaustralia.org/volunteer-involving-organisations-and-covid-19/#/>

06

ADDITIONAL RESOURCES

M&G QLD COVID-19: Information, Resources and Support

<http://magsq.com.au/cms/page.asp?ID=10606>

Queensland Government Framework for COVID-19 Safe Businesses Framework

https://www.covid19.qld.gov.au/_data/assets/pdf_file/0027/127647/Framework-for-COVID-SAFE-Businesses.pdf

Queensland Government COVID-19 FAQs

https://www.covid19.qld.gov.au/_data/assets/pdf_file/0024/127653/COVID-Safe-FAQ.pdf

07

DISCLAIMER



Disclaimer:

This resource has been prepared by Museums & Galleries Queensland to support the sector during COVID-19. It has been developed using the best available information at the time of publication. Users of this resource are encouraged to adhere to the advice and recommendations of Local, State and Federal Government, public health authority guidelines and their various stakeholders.

Acknowledgements:

Museums & Galleries Queensland acknowledges the support of the Public Galleries Association of Victoria, Museums & Galleries of New South Wales and Conservator, Christine Ianna in preparing this resource.

Resource published: May 2020

e: information@magsq.com.au

p: 07 3059 9740

w: www.magsq.com.au



Museum & Gallery Services Queensland Ltd trading as Museums & Galleries Queensland – ABN 32 109 874 811 is supported by the Queensland Government through Arts Queensland, and is assisted by the Visual Arts and Craft Strategy, and initiative of the Australian, State and Territory Governments.