

Museum, gallery and heritage attractions guidance – Operational Guide (COVID-19) Checklist

This checklist is designed to be used in conjunction with the museum, gallery and heritage attractions guidance. Please ensure you read this guidance.

Actions to take

Full risk assessment

- Must complete and implement full risk assessment in consultation with the workforce where there are staff (to be written down where 5 or more employees)

Physical distancing: signage and markings

- Use tape or paint or other appropriate signifier to mark 2 metre distances on floors to help people comply with physical distancing regulations, recognising that care must be taken with heritage or delicate surfaces and bearing in mind that some people may find these measures more difficult to adhere to than others e.g. those with sight loss, autism, learning disabilities, dementia or other communication or mobility needs.
- Signage should be used to communicate key health and safety points, such as hygiene, physical distancing and that there is no unintended impacts on people with disabilities or caring responsibilities. Messages should be clear and easy to understand.
- Consider using physical distance 2 metre floor markings for other common areas such as toilets and in any other areas where queues may typically form.

Physical distancing: capacity

- Limit the number of visitors at one time so this can maintain physical distancing for the setting.

- Decide upon the number of visitors that can reasonably follow 2 metre physical distancing within the premises. Take into account likely pinch points and busy areas and then implement relevant measures, such as spacing of tables and chairs, and sufficient passing places.
- Lifts should only be used by people with disabilities, for essential purposes, or on a basis of one person/family group per lift where possible.

Physical distancing: workforce and visitor

- If your site has more than one access point, introduce a one-way system at entry and exit points if possible.
- Stagger arrival and departure times of your workforce to reduce crowding into and out of the site, if this is an issue.
- Where possible, take measures to reduce the potential crowding of people, for example by having more entry points for your workforce into the site or change opening hours.
- Review layouts to let workforce work further apart from each other where possible.
- Consider staggered arrival times for visitors with a queuing system in place to ensure a safe distance of 2 metre.
- Identify high risk areas such as pinch-points like entrances or stairs where close physical contact is likely and/or obstructions force close physical contact. Take measures to reduce risk, i.e. a traffic light system for your workforce to manage flow.
- Consider appropriate measures to ensure non-counter based services are conducted safely within physical distance guidance, such as visitor flow management and cleaning.

Physical distancing queue management

- Check for new traffic and street management plans from local authorities, and consider adjustments that might be required to your own queue management system. Organisations will need to think outside the normal trading environment to implement innovative measures such as changed opening hours to manage queues. Organisations must take all reasonable measures to ensure that there is physical distancing within queuing systems.
- Communicate with nearby businesses to manage shared queueing areas where outside space is limited or not available. If assistance in this matter is required contact your Local Authority for advice.
- Use outside premises for queuing where available, such as car parks.

Physical distancing: adapting services

- Plan layouts accordingly within the physical distancing requirements.
- Some services which currently cannot maintain 2 metre physical distancing for members of the workforce and/or visitors cannot be offered while restrictions remain in place, i.e. events, guided tours. This does not prohibit goods being sold but relates to the nature of the visitor interaction.

Hygiene

- Visitors should be encouraged to use contactless or cashless payment where possible.
- If your workforce have to use touch-based security devices such as keypads to enter the business through controlled areas, you should either seek alternatives or implement cleaning and diversification arrangements.
- Use signage, tannoy announcements and any other relevant communication tools to remind visitors to maintain hygiene standards. i.e. hand washing and coughing etiquette.
- Encourage visitors to wash their hands by providing hand sanitation facilities at entry and exit points and in any common areas.

- Toilets – due to the likely contained space of toilet facilities careful consideration must be given to how these can be used safely and within guidance. Ensure you have checked and are following the guidance provided for safe use of toilet facilities.

Cleaning

- Work areas, break rooms, canteens and equipment should be cleaned frequently between uses. A cleaning schedule should be designed and your workforce trained to implement the schedule.
- Frequent touch points should be identified and disinfected regularly including all objects and surfaces that are touched regularly such as door handles, vending machines, or workforce handheld devices. Adequate disposal arrangements should be made available for any additional waste created.
- Workspaces should be kept clear and all waste should be removed. All personal belongings must be removed from work areas at the end of a shift, i.e. water bottles, mugs, stationary etc.
- Set clear use and cleaning guidance for toilets to ensure they are kept clean.
- Consider whether you can provide additional waste facilities and more frequent rubbish collection, to ensure appropriate disposal of PPE.

Other methods of reducing transmission

- Use screens to create a physical barrier between people, for example at till points/reception and service desks.
- When handwashing is not practical provide a nearby supply of hand sanitiser for your workforce to use when i.e. handling deliveries. Ensure your workforce have access to and are able to regularly wash their hands. Provide hand sanitiser if hand washing is not practical.
- Increase ventilation where possible and where it is safe to do so. i.e. do not keep fire safety doors open.

Visitor and workforce support

- Make your risk assessment available to staff and visitors and keep under regular review (for businesses with 5 or more staff).
- Provide written or verbal communication of the latest guidelines to both your workforce and visitors inside and outside the premises.
- You should take reasonable steps to ensure that people with disabilities are informed about new procedures, and are able to access facilities, i.e. handwashing facilities at wheelchair height, verbal direction for those unable to see floor markings or signage etc.
- To encourage your workforce and visitors to walk or cycle to premises where possible provide active travel facilities, such as bike-racks. Building arrangements will determine whether this is appropriate.

Workforce safety: additional measures

- Use remote working tools to avoid in-person meetings.
- Stagger break times and make use of outdoor space for breaks where possible.
- Be clear on what actions you must take if you encounter an incidence, or suspected incidence, of COVID-19 in your premises, whether in staff or visitors.
- Use a consistent pairing or grouping system where employees work on shifts together, to increase organisational resilience if one team is required to self-isolate due to a colleague developing COVID-19 symptoms.
- Consider contingency and risk plans for future events i.e. if circumstances require the re-imposition of lockdown measures or visitor behaviour results in breakdown of physical distancing requirements.

