

## PUBLIC HEALTH REOPENING PROTOCOL MUSEUMS AND GALLERIES

Recent Updates: (Changes are highlighted in yellow)

7/1/2020 to align with [state requirement](#). At this time indoor operations, except for office use, is prohibited.

7/23/20: Additional information provided regarding employee and visitor face coverings, and update to employee illness protocol based on new CDC criteria.

### PROTECTING VISITORS AND STAFF FROM COVID-19

In the midst of the COVID-19 pandemic, establishments must take steps to reduce the risk of an outbreak occurring among visitors and staff. Depending on the situation, public notification of an exposure to COVID-19 may be required. Ensure staff are enrolled in health insurance and have an established relationship with a primary care doctor prior to reopening. Staff can call 211 for information on health insurance and primary care physicians.

- **Establishments are required to make an immediate report to the Pasadena Public Health Department any time a visitor or staff member with COVID-19 (confirmed by a lab test or physician diagnosis) was at the establishment while sick or up to 48 hours before showing symptoms.** Establishment operators must call (626) 744-6089 or email [nursing@cityofpasadena.net](mailto:nursing@cityofpasadena.net) and provide all information requested by the Health Department. The operator is expected to provide or ensure testing for all staff that have had a possible exposure and must follow the US Centers for Disease Control and Prevention (CDC) [guidance](#) for cleaning and disinfecting the facility. Testing resources can be found through the staff member's physician, and also at <https://www.cityofpasadena.net/covid-19/> and <https://covid19.lacounty.gov/>.
- **Educate staff to contact their supervisor if a staff member is feeling sick.** The supervisor should send the ill staff member home immediately, taking care to maintain that person's privacy and observing physical distancing. If the person cannot leave the premises right away, utilize a safe, designated space for isolation (6 feet or more away from others). If the illness is work-related, the employer should facilitate appropriate care for the staff member, the worker's compensation process, leave time, and California Occupational Safety and Health Administration (OSHA) record keeping.
- **Work with the Pasadena Public Health Department to investigate any COVID-19 illness.** Prepare visitor and personnel records, facility floor plans, and shift/attendance logs to provide information as quickly as possible to the Health Department, including accurate contact information (phone, address, email) of all visitors and staff who were in contact within 6 feet of the infectious person for 15 minutes or more. Implement measures recommended by the Health Department.

## Key Practices



**COVER YOUR COUGH WITH YOUR ELBOW OR TISSUE (THEN DISPOSE AND WASH YOUR HANDS)**



**STAY HOME IF YOU ARE SICK**



**PRACTICE PHYSICAL DISTANCING OF 6 FEET OR MORE**



**WASH YOUR HANDS WITH SOAP AND WATER FOR 20 SECONDS, FREQUENTLY**



**COVER NOSE AND MOUTH WITH CLEAN FACE COVERING**



**PERFORM DAILY HEALTH SCREENINGS**

## Steps to Reopen

- ✓ Complete and implement the Public Health Reopening Protocol Checklist.
- ✓ Provide a copy of the Public Health Reopening Protocol to each staff member and conduct education.
- ✓ Post a copy of Public Health Reopening Protocol in a conspicuous location that is visible to staff and visitors and post to your website.

## Helpful Contact Information

- If you have questions, or if you observe a violation, you can request information or submit a complaint through the Citizen Service Center. Call 626-744-7311 or visit <https://www.cityofpasadena.net/CSC>.
- Additional resources, including a printable COVID-19 Business Toolkit Signage, is available at <https://www.cityofpasadena.net/covid-19/#info-for-businesses>

# PUBLIC HEALTH REOPENING PROTOCOL CHECKLIST

## MUSEUMS AND GALLERIES

### REDUCING RISK OF COVID-19 TRANSMISSION

*Establishments must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is inapplicable to the facility. All policies described in this checklist, other than those related to terms of employment, are applicable to delivery staff and other third party companies on the premises.*

*Designate one individual to be in charge of planning and implementation of all items. Submission of Protocol to a City Department is not required unless explicitly requested.*

PERSON RESPONSIBLE FOR IMPLEMENTING PROTOCOLS	
Establishment Name: <input type="text"/>	
Person in Charge: <input type="text"/>	
Title: <input type="text"/>	
Phone Number: <input type="text"/>	Date: <input type="text"/>

### ADDITIONAL PROTOCOLS IN ORDER TO REOPEN (if applicable)

Additional protocols relevant to operations must also be followed:  
<https://www.cityofpasadena.net/covid-19/#guidance-faq-protocols>

- Retail – Public Health Reopening Protocol
- Office Workspace – Public Health Reopening Protocol
- Dine-in Restaurants – Public Health Reopening Protocol

### MEASURES THAT ENSURE EQUITABLE ACCESS TO SERVICES

- Where possible, accommodations have been made for vulnerable populations to be able to access services (e.g., senior-only hours).
- Transactions or services that can be offered remotely have been moved on-line.

- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

## EXTERNAL COMMUNICATION

- Post signage reminding visitors to maintain a distance of at least six feet at all times. If helpful, post diagrams or maps of how people should flow through the site.
- Post signage instructing staff/visitors/the public to wear a face covering at all times, and to remain at home if experiencing any symptoms including fever of 100°F or above, cough, shortness of breath or difficulty breathing, sore throat, chills, headache, muscle ache, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea. Consult the CDC website for the most current list of COVID-19 symptoms.
- Communicate the establishment's new protocols by posting information on your website and social media pages regarding new protocols, including physical distancing measures, use of smaller, consistent groups of visitors, and the use of face coverings.
- Post a copy of this Protocol in a conspicuous location that is easily visible to staff, visitors, and the public.
- Provide copies of the Protocol to all staff.

## INTERNAL COMMUNICATION, TRAINING AND RECORDS

- Provide training to staff on all sections of the public health protocols including:
  - Information on [COVID-19](#).
  - How to identify [symptoms](#) of COVID-19 and how to self-screen and conduct symptom checks.
  - The importance of not coming to work if staff are experiencing symptoms of COVID-19, or if someone they live with has been diagnosed with COVID-19.
  - Proper use and care of face coverings ([Face Covering FAQs](#)).
  - Physical distancing measures, sanitization, and handwashing.
  - Proper safety protocols for use of disinfecting solutions.
  - Information on employer or government sponsored leave benefits the staff member may be entitled to receive that would provide financial support to stay at home while ill. Provide additional information on government programs supporting sick leave and workers' compensation for COVID-19, including staff member's sick leave rights under the Families First Coronavirus Response Act, the staff member's rights to workers' compensation benefits, and presumption of the work relatedness of COVID-19 pursuant to the Governor's Executive Order N-62-20.
- Maintain records of each staff member's schedule and work area or assignment.
- Maintain records of all visitors' activities and group assignments.
- Consider posting signs for the national distress hotline: 1-800-985-5990, or text TalkWithUs to 66746.

## PROTECTION OF STAFF AND VISITOR HEALTH

### Health Screening

- Conduct daily symptom checks (fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea) before or upon arrival. Consult the CDC website for the most current list of COVID-19 [symptoms](#).
- Send staff home immediately if they arrive sick or become sick during the day. Encourage sick staff to contact their medical provider. Staff who need information on health insurance or providers can call 211.
- Notify all staff that they are not to come to work if sick or if they are exposed to a person who has COVID-19. The local Health Officer Order requires everyone to self-isolate when sick with COVID-19 and self-quarantine for 14 days from last contact with someone with COVID-19. Quarantine must be maintained for 14 days, even if test results are negative (no virus detected). Staff diagnosed with COVID-19 by a physician or through laboratory testing may not return to work without a letter of clearance from the Pasadena Public Health Department.
- Require any sick staff to stay home for at least 10 days or until 24 hours after fever and symptoms resolve (without use of fever-reducing medications), whichever is longer.
- Review and modify workplace leave policies to ensure that staff are not penalized when they stay home due to illness.
- Institute a plan in the event that one or more employees is diagnosed (by a physician or lab test) with COVID-19. The plan should include immediate isolation of the employee at home and self-quarantine of everyone that came into contact (within 6 feet for 15 minutes or more) with the ill employee. The plan should also include options for all employees identified as contacts to be tested for COVID-19 with an FDA-approved PCR test (not a blood test). However, contacts must still maintain quarantine for 14 days, even with a negative test.
- Screen guests and visitors for symptoms upon arrival and ask them to use hand sanitizer and to wear a face covering.

### Reduced Contact

- Require staff and visitors not to use handshakes and similar greetings that break physical distance.
- Provide no-contact methods of payment at the establishment.
- For counter transactions, utilize a customer-facing credit card terminal, or instruct customers to place cash or card on the counter rather than directly onto the employee's hand. Provide the credit card receipt or change using the same process. Ask customers if they would like to use their own pen to sign. Disinfect the counter, credit card terminal, check presenter, and shared pen after each use. (All transactions must be modified to outdoor operations)
- Employees must avoid touching their face when handling credit cards and cash.
- Offer any transactions or services that can be handled remotely online.
- Provide single-use maps, guides, etc., and make them digitally available for visitors' electronic devices.
- Equip the front desk area with Plexiglas or other impermeable barriers, if feasible, to minimize the interaction between reception staff and visitors. Implement virtual, touchless check-in tools,

if possible, so that visitors do not have to utilize the reception space. (All transactions must be modified to outdoor operations)

- Assign each staff member individually-assigned tools, equipment, and defined workspace, and minimize or eliminate shared, held items.
- Install hands-free devices wherever possible such as trash cans, soap and paper towel dispensers, door openers, and light switches.
- Remove all unpackaged food and beverages that may be offered to staff and visitors.
- Make water fountains available for filling water bottles only, and disinfect frequently.
- Prop doors and gates open where possible and applicable to reduce touching of handles, consistent with fire codes and accessibility standards.
  - Doors and gates that lead to a pool, or that exist as part of a pool enclosure, may not be propped open at any time
- Remove amenities, including magazines, books, self-serve water stations (unless touchless), and other items for visitors from reception areas and elsewhere in the facility.

### Scheduling

- Limit the number of employees who are on-site to the minimum number necessary, and institute alternate or staggered shift schedules to maximize physical distancing.
- Allow employees who can carry out their work duties from home to continue to work from home, especially those at higher risk (65 or older or with underlying medical conditions). Reconfigure work processes to the extent possible.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employees' job duties. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.

### Face Coverings\*

- Provide, at no cost, a cloth face covering for all employees who have contact with the public or other employees, and instruct employees to wear a clean (washed daily), cloth face covering at all times during the work day. Face coverings are optional when alone in a room or private office. **Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used.**
- Require staff and visitors to wear face coverings at all times while on the premises.
- Prohibit employees from eating or drinking anywhere inside the workplace other than designated break areas (staying at least 6 feet apart) to ensure face coverings are worn consistently and correctly.

*\* Individuals with chronic respiratory conditions, or other medical conditions that make use of a face covering hazardous are exempted from this requirement. Children under age 2 years should not wear a*

face covering. Refer to the [Face Covering FAQs](#) document for additional information on use and care of the face covering.

### **Hand Hygiene**

- Provide access to handwashing sinks stocked with soap, paper towels, and hands-free trash receptacles.
- Instruct employees to wash hands upon arrival and at departure, before and after eating, and as otherwise necessary.
- Designate a staff person to check handwashing stations frequently and restock as needed.
- Allow employees time during their shift to wash their hands frequently.
- Provide hand sanitizer effective against COVID-19 (at least 60% alcohol) in visitor's areas, and also in employee areas where a hand sink is not available. Hand sanitizer, tissues, and trash cans must be made available to the public at or near the entrance.

### **Gloves and Protective Equipment**

- Provide disposable gloves to staff handling items used by customers, to workers using cleaners and disinfectants, for staff who handle commonly touched items, and for staff who provide temperature screenings.
- Provide other personal protective equipment (PPE), such as eye and face protection, as necessary.

### **Restrooms**

- Place trash can near the door if the door cannot be opened without touching the handle, so restroom users may use a paper towel to cover the doorknob. Maintain compliance with accessibility standards and fire code.
- Increase frequency of cleaning and disinfection of restrooms.
- Ensure that restrooms stay operational and stocked at all times.

### **PHYSICAL DISTANCING**

Physical distancing must be observed and enforced by the establishment.

#### **Increased Physical Distancing and Reduced Contact**

- Implement measures to physically separate workers and customers by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers should stand).
- Designate separate routes for entry and exit into outdoor exhibits, galleries, and indoor employee workspaces to help maintain physical distancing, and establish directional hallways to prevent employees and guests from passing by one another. Operations must be modified to support outdoor operations for visitors.
- Display signage to remind people of physical distancing and use of face coverings.
- Dedicate staff to direct guests at high traffic areas to prevent congregating.
- Limit the maximum occupancy to support physical distancing.

- Limit visitor groups to six or fewer people and do not combine people from different households into the same tour group.
- Rearrange or remove seats to allow for physical distancing between visitors.
- Close interactive exhibits where physical contact is necessary.
- Reconfigure office spaces, workstations, checkout counters, etc., to allow for at least six feet of physical distancing between employees.
- Stagger employee breaks, in compliance with wage and hour regulations, if needed.
- Reconfigure, restrict, or close break rooms and provide alternative where physical distancing can be practiced.
- Avoid sharing vehicles when traveling on property. Use face coverings if people must travel together.
- Limit the number of individuals riding in an elevator and encourage the use of face coverings.
- Eliminate person-to-person contact for delivery of goods.
- Redesign parking lots to limit congregation points and ensure proper separation, and limit contact at pay stations.
- To the extent it is consistent with the facility's obligations to individuals with disabilities, the use of audio headsets and other equipment lent to customers/visitors is discontinued unless they can be properly disinfected after each use. Consult equipment manufacturers to determine appropriate disinfection steps, particularly for soft, porous surfaces such as foam earmuffs.
- Establishments limit shuttle service whenever possible and in accordance with obligations to individuals with disabilities. Employees avoid sharing vehicles when traveling on the property. When employees or customers/visitors must travel together the use of face coverings is required.
- Special or private events are not permitted.
- Employee restrooms should not be available for customer use.
- Playgrounds, climbing structures, and play spaces remain closed.

### **Deliveries and Vendors**

- Review work flows and make changes if needed to permit physical distancing during pickups and deliveries.
- When other parties (truck drivers, delivery agents, vendors) play a role in the work flow, instruct them to wear face coverings and to comply with symptom checks and physical distancing.

### **SANITIZATION AND CLEANING**

- Develop a sanitization plan that identifies the surfaces to be disinfected, the frequency, and the person assigned to the task.
- Perform thorough cleaning in indoor high traffic areas and shared workspaces.
- Frequently disinfect commonly touched surfaces.
- Clean and sanitize shared equipment between each use.
- Disinfect equipment that passes between employees and customers, such as pens, reusable maps, etc.
- Only use audio headsets if they can be properly disinfected after each use.

- Equip workplace terminals with proper sanitation products, including hand sanitizer and sanitizing wipes and ensure availability.
- Provide hand sanitizer for visitors at high traffic areas, such as entrances.
- Use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions and Cal/OSHA requirements.
- Provide time for workers to implement cleaning practices during shifts and consider third-party cleaning companies.
- Install hands-free devices if possible, such as trash cans, soap and paper towel dispensers, door openers, and light switches.

## **BUILDING SAFETY**

- Stagnant water in pipes increases the risk for growth and spread of legionella bacteria. When reopening a building, it is important to flush both hot and cold water lines through all pipes and points of use including faucets and showers. Appropriate PPE including an N95 respirator must be worn. Information regarding this process can be found at the [CDC website](#).
- Consider HVAC upgrades to improve air filtration and increase fresh air ventilation. Clean HVAC intakes and returns daily and maintain systems to increase ventilation.
- If fans such as pedestal fans or hard mounted fans are used in the facility, take steps to minimize air from fans blowing from one person directly at another individual.