COVID-19 INFORMATION
GUIDANCE FOR MUSEUMS AND ART GALLERIES

Overview
Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with the COVID-19 General Relaunch Guidance, this guidance, and any other applicable Alberta Health guidance found at: https://www.alberta.ca/biz-connect.aspx.

This document has been developed to support museums and art galleries in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, patrons and the general public). The guidance provided outlines public health and infection prevention control measures, specific to museums and art galleries.

This document and the guidance within it is subject to change and will be updated as needed. Current information related to COVID-19 can be found: https://www.alberta.ca/covid-19-information.aspx

COVID-19 Risk Mitigation

| General Guidance | Encourage and facilitate attendees staying up to date with developments related to COVID-19.
|                  | Notify attendees of the steps being taken to prevent the risk of transmission, and the importance of their roles in these measures.
|                  | COVID-19 signage should be posted in highly visible locations:
|                  | - “Help prevent the spread” posters are available.
|                  | - When possible, provide necessary information in languages that are preferred by attendees.

All Albertans must follow CMOH Order 05-2020, which establishes legal requirements for quarantine and isolation.

- Anyone with symptoms of COVID-19, with a history of international travel in the last 14 days, or with close contact with a confirmed case of COVID-19 in the past 14 days must remain at home.
- Operators should develop a plan to provide isolation for an attendee if needed (e.g. if symptoms should begin while on site).

To support public health contact tracing efforts in the event that an attendee tests positive, operators should consider collecting the names and contact information of attendees.
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- Providing information is voluntary for attendees. An organization must obtain an individual’s consent and notify them about the purpose and legal authority for the collection.
- Information about attendees will only be requested by Alberta Health Services if a potential exposure occurs onsite.
- For businesses/workplaces, this includes staff, workers and volunteers on shift. Where feasible to do so, and particularly for personal services and group events, it should also include patrons/customers/the general public.
- Records should only be kept for 2 weeks. An organization must make reasonable security arrangements to protect the personal information.
- Any personal information that is collected for COVID-19 contact tracing can only be used for this purpose, unless an individual provides their consent.
- For more information, the Office of the Information and Privacy Commissioner has released [Pandemic FAQ: Customer Lists](#) about collecting personal information from customers during the COVID-19 pandemic.
- For questions about your obligations under PIPA, please contact the FOIP-PIPA Help Desk by phone at 780-427-5848 or by email at [sa.accessandprivacy@gov.ab.ca](mailto:sa.accessandprivacy@gov.ab.ca).

<table>
<thead>
<tr>
<th>Screening &amp; Response Plan</th>
<th>Operators should:</th>
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A rapid response plan sets out a fast-action plan for operators when an attendee shows symptoms or tests positive for COVID-19.

- Operators should develop a plan that includes appropriate policies and procedures based on the type of attendees specific to their services and settings.
- Attendees should be familiar with and follow the operator’s rapid response plan if an attendee starts feeling symptoms during a shift. This should include:
  - Immediately isolating the attendee from others.
  - Cleaning and disinfecting all surfaces that may have come into contact with the symptomatic attendee.
  - Requiring hand hygiene and masking of the attendee.
  - The attendee must isolate as soon as possible.
### Physical Distancing

Physical distancing means maintaining a distance of at least 2 metres between attendees who are not from the same household at all times. Consider the following controls to encourage physical distancing between attendees:

- For gatherings, follow [current restrictions](#).
- Consider physical controls to support spacing of at least 2 metres or physical barriers to prevent direct contact between attendees. These types of controls reduce the opportunity for transmission. Operators should consider the following examples and implement appropriate controls for their settings and services:
  - Placing barriers or partitions between attendees.
  - Reducing or removing seats from waiting areas, lunch rooms and dining areas.
  - Re-arranging lockers and workspaces.
  - Increasing ventilation, opening windows where appropriate.
  - Closing toilets or urinals that are less than 2 metres apart without barriers between them.
  - Placing additional hands-free garbage bins with removable linings at all entrances and exits.
- Where physical controls are not possible or appropriate, the operator should consider:
  - Reducing the number of attendees at one time.
  - Directing traffic flow within a site. This can be accomplished with signs, ropes, floor decals, etc.
  - Reservations and staggered entry times.
  - Dedicated entry and exit points.
  - Remove all shared items that cannot be easily cleaned, such as newspapers, magazines, and stuffed toys.
- Develop strategies to minimize the handling of objects between multiple attendees and ensure frequent cleaning and disinfecting of these objects.

### Cleaning & Disinfecting

Operators should:

- Develop and implement procedures for increasing the frequency of cleaning and disinfecting of high traffic areas, common areas, public washrooms and showering facilities.
- Frequently clean and disinfect high-touch/shared surfaces such as:
  - Doorknobs, light switches, toilet handles, faucets and taps, elevator buttons, railings.
  - Phones, computers, remote controls, keyboards, desktops, conference room equipment, pin pads, cash registers, surface counters, customer service counters, menus.
  - Equipment handles, hand tools, machinery control panels, seat belt buckles, joysticks, steering wheels and controls on powered mobile equipment.
- Limit hours of operations to enable frequent cleaning.
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- Ensure disposable towels and spray cleaners, or disposable wipes, are available to workers, volunteers and (as necessary) patrons to regularly clean commonly used surfaces.

For operators that do not already have industry specific cleaning and disinfecting standards, the following protocols should be used:

- Cleaning refers to the removal of visible soil. Cleaning does not kill germs but is highly effective at removing them from a surface. Disinfecting refers to using a chemical to kill germs on a surface. Disinfecting is only effective after surfaces have been cleaned.
  - Use a “wipe-twice” method to clean and disinfect. Wipe surfaces with a cleaning agent to clean off soil and wipe again with a disinfectant.
  - Items that can be laundered should be machine washed with soap or detergent, using the warmest appropriate water setting and dry items completely — both steps help to kill the virus.

- Regular household cleaning and disinfecting products are effective against COVID-19 when used according to the directions on the label.
  - Preferably, use a product labeled as a disinfectant that has a Drug Identification Number (DIN)/is Health Canada approved.
    - Health Canada has approved several hard-surface disinfectants and hand sanitizers for use against COVID-19. Use these lists to look up the DIN number (for hard-surface disinfectants) or NPN number (for hand sanitizer) of the product you are using or to find an approved product.
    - Make sure to follow instructions on the product label to disinfect effectively.
    - Alternatively, use a bleach-water solution with 20 ml (4 teaspoons) of unscented, household bleach to 1000 ml (4 cups) water. Ensure the surface remains wet with the bleach water solution for 1 minute.

### Hand Hygiene & Respiratory Etiquette

Operators should promote and facilitate frequent and proper hand hygiene all attendees. Operators should consider the following:

- Enabling and instructing attendees to wash their hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer (greater than 60% alcohol content).
  - Ensure there are stations available to maintain hand hygiene.
  - It is strongly encouraged that operators provide a means to sanitize hands at points of entry and locations throughout the site where attendees are known to handle objects.
  - Hand washing with soap and water is required if the attendee has visibly dirty hands.
  - The AHS Hand hygiene education webpage has more information, posters and videos about hand hygiene.
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- Operators should make every effort to encourage respiratory etiquette (e.g., coughing or sneezing into a bent elbow, promptly disposing of used tissues in a lined garbage bin) is followed.
- The use of highly visible posters that remind attendees to practice respiratory etiquette and hand hygiene is strongly encouraged (e.g., entrances, washrooms and staff rooms).
  o Posters are available here.

Public Spaces & Common Areas

Operators should:
- Post signs that instruct who may have been exposed to COVID-19 to not enter.
- Consider implementing active screening of patrons (where applicable) and staff for symptoms of fever, sore throat, cough, runny nose or difficulty breathing.
  o The Alberta Health Services COVID-19 Self-Assessment tool can be used by attendees.
- Operators may choose to use daily checklist found in the COVID General Relaunch Guidance document.
- Implementing contact-free modes of interaction. This might include:
  o Online services
  o Virtual meetings and celebrations
- When in-person attendance is necessary, operators should implement physical controls to support spacing of at least 2 metres or physical barriers to prevent direct contact between attendees. These types of controls reduce the opportunity for transmission.
- Develop and implement procedures for increasing the frequency of cleaning and disinfecting of high traffic areas, common areas, public washrooms and showering facilities.
- Enabling and instructing attendees to wash their hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer (at least 60% alcohol content).
  o Ensure there are stations available to maintain hand hygiene.
  o It is strongly encouraged that operators provide a means to sanitize hands at points of entry and locations throughout the site where attendees are known to handle objects.

Shared Items, Goods, Equipment & Rentals

All items that will be shared between more than one person (from different households) should be appropriately cleaned and disinfected between each use.
- Shared items that have not come into contact with someone who is known to be infected with COVID-19 should adhere to the following guidance:
  o Wash hands with soap and water for at least 20 seconds or alcohol-based hand sanitizer with a minimum of 60% alcohol before and after handling a shared item.
  o Hard-surfaced items, or items which can be laundered should be cleaned and disinfected.
Soft-surface items, or other items that cannot be cleaned and disinfected should be isolated for a period of 24 hours.

- All shared items that have come into contact with someone who is known to be infected with COVID-19 should adhere to the following guidance, even when being shared amongst members of the same household:
  - All items should be handled using gloves and a non-medical mask or face covering. Wash hands with soap and water for at least 20 seconds or alcohol-based hand sanitizer with at least 60% alcohol:
    - Before putting on gloves and non-medical face mask.
    - Immediately after removing gloves and non-medical face mask.
  - Consider if disposing of the item is appropriate.
  - Hard-surfaced items should be cleaned and disinfected.
  - Soft-surface items, or other items that cannot be cleaned and disinfected should be isolated for a period of seven (7) days.

Staff and Volunteers

Operators should ensure staff and volunteers:
- Are trained on physical distancing, hand hygiene, respiratory etiquette, cleaning and disinfecting, and any updated policies or procedures related to preventing transmission of COVID-19.
- Have access to hand sanitizer or hand washing stations, as required.
- Are permitted to wear non-medical face masks if preferred, even if a mask is not necessary for the work they are performing. Guidance is available online.
- Stagger staff arrival and departure times, lunch times, breaks and meetings to reduce the number of workers in one place at a given time.
- Designate lockers and storage spaces to individual staff.
- Encourage staff to launder uniforms between shifts as appropriate.
- Continue to follow existing occupational health and safety (OHS) requirements.
  - OHS questions and concerns can be directed to the OHS Contact Centre by telephone at 1-866-415-8690 (in Alberta) or 780-415-8690 (in Edmonton) or online.

Classes, Programs, Seminars & Workshops

- Where feasible, online instruction should be instituted.
- Where appropriate, physical barriers may be necessary depending on how instructors are required to interact with attendees.
- Non-medical face masks should be used when physical distancing of at least 2 metres is not possible or physical barriers cannot be used. Guidance is available online for proper mask use.
  - Conduct a hazard assessment to determine if personal protective equipment (PPE) is necessary. If necessary, the operator should ensure that the PPE is appropriate for the hazard and fits the workers and volunteers effectively.
- Limit the time that individuals are in close contact.
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- Groups should operate in cohorts of 50 people or fewer. This includes both all operator staff, volunteers and attendees.
  - A cohort is defined as a group of attendees and staff members assigned to them who stay together throughout the day.
  - The cohort should remain the same each time the group meets.
  - If a staff member works with more than one cohort (i.e. multiple classes of 50 people), they should wear a mask at all times.
  - Cohorts cannot mix with other cohorts or be in the same room/space at the same time.
- Controls should be instituted to ensure physical distancing between all attendees as much as possible. This could include:
  - Posting signs, using barriers and marking floors.
  - Removing and restaging seating in public areas to prevent gathering.
  - Increase the frequency of cleaning and disinfecting of high-touch areas in and outside classrooms.
- Alcohol-based hand sanitizer with a minimum of 60% alcohol should be provided at entrances and exits, and proper hand hygiene and respiratory etiquette should be promoted.

### Entertainment & Performances

COVID-19 can be transmitted through saliva or respiratory droplets while singing, or when performing live music, drama or dance in close proximity. As such, these activities should be considered to be higher-risk and either postponed or carefully managed with appropriate physical distancing.

- Singing by attendees is discouraged. Consider soloist music as an alternative to musical groups or bands.
- Performances that include singing—soloists or in small groups—should take the following precautions:
  - Keep singers completely separate from the audience and each other by livestreaming individuals singing separately.
  - Limit the number of people singing in the same place to the fewest possible.
  - Have people sing facing away from others or otherwise creating separation using an acrylic barrier such as Plexiglas.
- If group singing, music, or performances are required for personal, cultural, or spiritual reasons, also consider:
  - Use pre-prepared audio or video recordings.
  - Live stream individuals from safe, separate locations singing or performing.
  - Where appropriate, attendees can be encouraged to hum along to instrumental, remote, or recorded performances.
  - Have singers wear facemasks while singing.
- Dancing should maintain physical distancing between attendees from different households.
  - Use chalk lines on sidewalks, spray paint on grass, and tape on flooring to mark spaces for attendees.
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- Consider types of dancing, such as lines dances, which allow people to remain far apart.
- If attendees are unable to maintain physical distancing while dancing, non-medical face masks should be worn. Guidance for wearing masks is available.
- Games and other interactive activities should only occur if there are no shared items required. Consider games and activities where participants can maintain physical distance as much as possible.

### Food Service

- Operators should follow the [COVID-19 General Relaunch Guidance](#), and the [Guidance for Restaurants, Cafes, Pubs, and Bars](#), and are required to follow the [Food Regulation](#) and [Food Retail and Foodservices Code](#) and existing occupational health and safety requirements.
- Wait staff, servers, and food handlers should wear a non-medical face masks, in addition to typical food handling practices outlined in the [Food Retail and Foodservices Code](#).
- Diligent hand hygiene should be practiced by all workers.
- All food contact surfaces, reusable food equipment, reusable food containers and utensils should be cleaned and sanitized in accordance with practices outlined in in the [Food Retail and Foodservices Code](#).
- There should be no shared containers or dispensers for food, beverages or condiments that are accessible by attendees. All items directly accessible by attendees should be single serving or have workers provide upon request and immediately sanitized after use.
- Frequency of cleaning and sanitization of non-food contact surfaces should be increased from standard practice.
- If menus are used, consider a posted menu, or paper menus that are discarded after use.

### Retail

Retail areas, such as those where accessories and clothing are sold, should refer to:
- [Guidance for Retail Businesses](#)

### Additional Resources

- [COVID-19 Information for Albertans](#)
- [Alberta Biz Connect](#)