



# REDLAND MUSEUM

## Covid-19 safety plan

### Abstract

This document was prepared on 24th May 2020 and revised on 1st July 2020, in accordance with the 'Covid-19 safety plan – resource' from Museums & Galleries Queensland. A hard copy of this document will be displayed in the kitchen, and reception and in all work areas in the Museum. An electronic copy will be emailed to all volunteers & staff and available for access on the Museum website at <https://www.redlandmuseum.org.au/>

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## Contents

CHAPTER 1. Managing the risk of exposure to COVID-19.....	2
Physical distancing: .....	2
Cleaning and Sanitation: .....	2
Operations and Maintenance. ....	2
Practical arrangements to be implemented. ....	3
CHAPTER 2. Limiting visitor and volunteer numbers and keep social distancing and other safety measures.....	3
CHAPTER 3. Managing a Gallery area, retail space and Refreshments area. ....	5
Gallery area. (Dunn wing) .....	5
Refreshments area. (Events area).....	6
Retail space. (Reception) .....	5
CHAPTER 4. Supporting staff and volunteers. ....	6
CHAPTER 5. Volunteer programs. ....	6
CHAPTER 6. Summary. ....	6

# COVID- 19 Safety plan

## CHAPTER 1. Managing the risk of exposure to COVID-19.

### Physical distancing:

Physical distancing guidelines specify a minimum distance of 1.5m between people at all times. This applies to visitors, volunteers and staff. Although it is likely that most volunteers, staff & members of the public are aware of this rule, signage outlining the physical distancing requirements will be displayed at strategically placed locations – namely, the reception, the kitchen, bathrooms, and common rooms.

The area of each room in the Museum has been considered, and appropriate limits to the number of people allowed in each vicinity will be enforced to ensure that there is sufficient distance between people. Desks will be shifted further apart to accommodate this rule. If the shifting of desks poses increased risk to members' health (such as blocking a fire exit, or if it poses a tripping hazard), there will need to be 1.5m between people who share a desk, at all times.

Staff should not have a problem, since there are no shared work areas.

This topic will be discussed in more detail in Chapter 2.

### Cleaning and Sanitation:

The Redland Museum has always prided itself on the high level of cleanliness upheld throughout our facility. In fact, it is often complimented by visitors. This is a good indication that our current policies & procedures are effective in maintaining a hygienic environment. It is recommended that the Redland Museum continues to subcontract a cleaning service. Additional procedures will need to be implemented to ensure a consistently reduced risk of infection across the facility, during these unusual times. Our current cleaning services provider has implemented an increased sanitising procedure, especially in high-traffic areas, and this will be continued when The Redland Museum reopens.

The following guidelines are advised to reduce risk of infection:

- The installation of an alcohol based hand sanitiser dispenser in Reception. Visitors will be asked to sanitise their hands on arrival. This will be the reception staff's responsibility to manage.
- Installation of an alcohol based hand sanitiser dispenser at the entrance of the toilet facilities, with signage that encourages members & visitors to use regularly.
- Installation of an additional minimum of two hand sanitising dispenser stations throughout the Museum, with signage, at high traffic and interactive areas, such as Toy Hall of Fame.
- Every office must also have one of these sanitisers. Office users to regularly clean high use items/areas using alcohol based wipes.
- Volunteers will clean and sanitise the work areas that they used at the end of their shift, and make disinfectant wipes available for that purpose.
- Volunteers at the end of their shift will wipe hand rails and door handles on their way out.
- The Manager will sanitize hand rails, handles and common touch points in public area regularly.

### Operations and Maintenance.

It is important to continue compulsory and essential inspections and services such as Fire Panel, Smoke alarms, Exit and Emergency systems, Safety switches, Fire extinguishers and even Pest control. Most of our other annual maintenance requirements have been done before COVID, so we do not need to do that for at least six months to a year from now.

On re-opening the Museum, the Manager will make contact with these essential service contractors, to advise them that we are operating again. This communication will be accompanied by a statement, as follows:

*“The Redland Museum is committed to provide a COVID-19 free and safe environment to its Volunteers, Staff and Visitors. To assist us in achieving this, all visitors to the Museum, including sub-contractors are requested to follow all rules as set out in the Queensland Health COVID-19 guidelines. As a sub-contractor, please make sure that all technical personnel attending the Museum on business adhere to the following guidelines:*

- *Are not displaying any cold, flu or other illness symptoms,*
- *Have not had contact with COVID-19 positive cases for at least 14 days ,*
- *Have not returned from overseas trips within the past 14 days,*
- *Undertake to adhere to all the safety measures implemented in the Redland Museum.”*

This declaration must also be available at reception, to be signed by all sub-contractors or work related visitors.

A similar sign must be displayed to be read before entry, and visitors should be made aware of it. This information is also displayed on the Museum website, and will be included in all correspondence that could lead to a visit. The receptionist could refuse entry in doubtful cases (or call upon the Manager to do so).

### Practical arrangements to be implemented.

Some other practical measures to ensure safe conditions of visit to be considered are the following:

- The water fountain near reception can be available for use as it contains a cup dispenser. Sanitizer to be available.
- Bottled water to be on sale at reception.
- There will be no shared food in the kitchen (e.g. no cookies in the cookie jar).
- The Coffee/tea/refreshments area to remain inactive.
- Hand sanitizer stations to be implemented. Signs on toilet doors recommending hand hygiene.
- No handouts that have to be returned after use must be available, such as the Museum floor plan.
- Groups need to be booked at least five working days before the visit, in order to manage volunteer numbers at the time, and to limit the group size. Guides can be provided if they are willing to lead groups, keeping in mind social distancing requirements.
- Volunteer tea room to have allocated seats only, in order to keep social distancing.
- Volunteers to bring their own mugs. Paper/disposable cups to be available.
- No Museum crockery or any item that needs to be washed to be used by volunteers unless provided by volunteer caterers.
- The Kitchen area to be designed to allow for easier flow through, with the fridge in Volunteers tea room, hot water on counter between these two areas, and allow access to kitchen only for individual washing up.

## CHAPTER 2. Limiting visitor and volunteer numbers and keeping social distancing requirements

Fortunately, due to its large floor space, the Museum does not face drastic limitations on visitor/volunteer/staff numbers. A rough calculation shows the entire Museum floor space to be in the region of 3450 square metres. At a recommended 4sq/m per person, this translates into more people than the Museum has ever contained at one time.

The challenge however lies in individual areas where visitors can congregate and exceed the limit (such as Rail motor, the Toy Hall of Fame, the Chapel, gallery area etc.). A table with some areas that could face congestion is given hereunder. The best method to manage these areas would be by sign posting, indicating the maximum number of people allowed, and also by physically monitoring the areas by the Manager or if available, volunteers.

Another area to be monitored is the volunteer lunch room, especially during busy periods when people are sitting down.

All Events and functions that may be planned for the foreseeable future and cannot adhere to the social distancing guidelines without severely limiting the financial gains of such an event will be postponed, including collaborating with any show ground events, if any are still planned.

Managing the correct person per floor space ratio is a matter of balancing three variables, namely Staff, Volunteers and Visitors.

### **1. Staff.**

This is a fixed number, although different days will have different values.

Specific safety measures for Staff would include:

- Keeping social distancing as per rest of museum.
- Limit money handling
- Barriers ensuring social distancing at Reception
- Keeping numbers per Museum floor area to recommendations.
- Minimising contact with high risk areas, such as washing up, cleaning the kitchen after other users.
- Minimise unnecessary contact with the public, such as drawn out payment procedures (individual payments for groups)

### **2. Volunteers.**

- The Museum has a deep understanding and appreciation for the fact that our volunteers are committed to their different tasks at the museum, and can't wait to return to doing just that. However for the foreseeable future volunteers and visitors have to share the allocated spaces available for visiting the Museum. This is a very difficult situation to manage, because we do not know how many visitors we will be having per day.
- Leaders of the different work areas for volunteers will put in place rosters for managing their specific work areas to ensure social distancing regulations are adhered to. They may arrange different shifts if more than the allowable numbers wish to work in the Museum on the same day.
- It is the responsibility of the Model Train Group to manage who uses their area and at what times.

Specific safety measures for volunteers would include:

- Limited visitor interaction.
- Social distancing amongst themselves as well as visitors.
- Supplying own mugs/eating utensils.
- Limiting time spent at the Museum in the beginning.
- Face masks available free of charge for use when on duty.
- All volunteers need to make management aware of any volunteer who is reporting for work with any cold or flu symptoms.

### **3. Visitors.**

Because of the Museum's adequate floor space, it can handle gatherings of up

to 100 as allowed in Stage 3 i.e. one person per 4 square metre rule with distancing of 1.5 metres between people. All visitors in a group booking will have access to the guidelines in managing the risk of covid-19 contraction. Bookings for groups will be advertised as essential, and will be made according to the number of places available on that specific day. All visitors need to sign a visiting book with contact phone number.

Other considerations:

- Morning teas or lunches can be provided as long as volunteers responsible for catering are willing to provide these under Covid-19 safety regulations. These include:
  - the wearing of gloves
  - serving food (with tongs) and drinks in catering crockery and cutlery
  - washing up to be done through the dishwasher
  - sanitizing each surface after use.
- Water can be purchased.
- Groups may bring their own morning teas. A bin with bin liner provided for scraps.
- Guides can be made available if volunteer guides are willing to provide this service.
- Numbers as per booking are not to be exceeded.
- No individual payment, no cash. Eftpos payment required before visit.
- Gallery area roped off, with an entrance and exit, numbers to be controlled.

To encourage visitors to enforce physical distancing & maintain the general cleanliness of the facility, the following guidelines will be provided:

1. Regular signs.
2. Floor indicators at reception and some displays where limited space is available.
3. No toys in the Toy Hall of Fame.
4. Signs limiting numbers in the Railmotor.
5. Face masks available at reception, for sale.
6. Sanitising stations.
7. Entrance to and exit from the Museum via the Smith Street entrance only, divided by a barrier, for visitors, contractors and volunteers

Area	Recommended number of Volunteers/Visitors
Workshop (Volunteers only area)	4
Library	4
Dunn wing (Exhibitions)	10
Collections office (Volunteers only area)	4
Toy Hall of Fame	5
Nook	10
Events area	50
Textiles	3
Volunteers' tea room	8
Blacksmith shop	4
Board Room	4

## CHAPTER 3. Managing a Gallery area, retail space and Refreshments area.

### Gallery area. (Dunn wing)

The area will be roped off, with entry from the foyer and exit through the Chapel.

Refreshments area. (Events area)

Not operational at this stage.

Retail space. (Reception)

“Don’t touch, please ask for assistance” signs will be displayed.

## CHAPTER 4. Supporting staff and volunteers.

Volunteers and staff will be reminded to adhere to social distancing and safety rules.

As well as having the usual sanitisers, facemasks should also be made available for staff and volunteers at the Museum.

Staff and volunteers must adhere to a strict protocol of not coming to work if they have any cold or flu symptoms. This should be strengthened through regular communication, such as Vibes.

Staff and volunteers should also monitor their colleagues and visitors for displaying these symptoms.

## CHAPTER 5. Volunteer programs.

This document will be available on line.

Volunteers will be updated regularly on what is currently happening, but also about what are being planned for the future and will be encouraged to provide feedback and suggestions.

## CHAPTER 6. Summary.

The above guidelines for opening the Museum and establishing a protocol for a safe and healthy work environment is by no means a final word on the subject.

Once operational again, the everyday dynamics of a working Museum will clearly show areas that needs to be changed and more procedures that needs to be implemented. The COVID-19 situation is far from over, and by constantly reviewing not only the situation in general, but also how the Museum is coping will produce a document that stays relevant, functional and hopefully a useful tool to keep the Museum a safe and healthy work place while at the same time fulfilling its primary function and duty to the community.