



REDLAND MUSEUM

Covid-19 safety plan

Abstract

This document was prepared on 24th May 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. An electronic copy will be emailed to all volunteers & staff and available for access on the Museum website at <https://www.redlandmuseum.org.au/>

Updated in accordance with Queensland Health Directive of 16 October 2020.

Updated in accordance with Queensland Health Directive of 17 November 2020.

www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions

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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 are displayed at strategically placed locations – namely, the reception, the kitchen, bathrooms, and common rooms. The total floor space of each main the Museum has been considered, and appropriate limits to the number of people allowed in each vicinity has been calculated to ensure that there is sufficient distance between people. It is important to still observe social distancing rules, and to consider the fact that desks, cabinets, a stage etc can have an effect on the usable floor space, forcing people closer together. 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.

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 on by visitors. This is a good indication that our current policies & procedures are effective in maintaining a hygienic environment. Additional procedures have been implemented to ensure a consistently reduced risk of infection across the facility, during these unusual times. These include providing hand sanitisers throughout the Museum, and signage to promote washing of hands. Our current cleaning services provider has implemented an increased sanitising procedure, especially in high-traffic areas.

The following guidelines have been implemented to reduce risk of infection:

- The installation of an alcohol-based hand sanitiser dispenser in Reception. Visitors are asked to sanitise their hands on arrival. It is the responsibility of the receptionist to manage this.
- 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 hand sanitising dispenser stations throughout the Museum, with signage, at high traffic and interactive areas.
- 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.
- The Manager will wipe all high use areas, including door handles and hand rails, with sanitizer every day in preparation for and after the departure of volunteers and visitors.

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 Pest control. When any of these services are contacted for a call out, before they visit the Museum, the following statement will be sent to them:

“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 and for staff and volunteers to read.

A similar sign must be displayed to be read before entry, and visitors should be made aware of it. The receptionist could refuse entry in doubtful cases (or call upon the Manager to do so).

Practical arrangements:

Other practical measures to ensure safe conditions are:

- There will be no shared food in the kitchen (e.g. no cookies in the cookie jar).
- The cold-water dispenser at reception will be operating.
- The self-help Coffee/tea/refreshments area will not be operating until further notice.
- Hand sanitizer stations have been implemented along with signs on toilet doors recommending hand hygiene.
- Handouts, such as the Museum floor plan, are to be retained by visitors and not returned to reception.
- Volunteer tea room to have allocated seats only, in order to keep social distancing.
- Volunteers to bring their own mugs. No Museum crockery or any item that needs to be washed to be used. Paper/disposable cups to be available.
- 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.
- All visiting self-catering groups will be provided with disposable cups and cutlery. The Museum cannot provide the facilities for them to do washing up. The Museum will still provide hot water, tea and coffee.
- Groups that the Museum caters for will be provided with Museum crockery and cutlery which will be washed in the commercial dishwasher.

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 2,710 square metres. At a recommended one person per 2square meters, 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 is by sign posting, indicating social distancing, 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. Overflow of volunteers can be accommodated on the verandah.

Volunteer guides will be available, but must ensure that to keep themselves and visitors safe, they monitor social distancing requirements at all times during the visit.

All Events and functions that may be planned for the foreseeable future must adhere to the social distancing guidelines required at the time.

Area	Recommended number of Volunteers and/or Visitors
Workshop (Volunteers only area)	8
Library	8
Dunn wing (Exhibitions)	20
Collections office (Volunteers only area)	8
Nook	20
Events area, Toy Hall of Fame combined	110
Textiles	6
Volunteers' tea room	16
Blacksmith shop	8
Board Room	8

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 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.

- Where areas have more volunteers than the social distancing rules allowed, 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, or alternatively make provision for volunteers to work elsewhere
- It is the responsibility of the Model Train Group, Mates Theatre Genesis and Theatre Redlands to manage the areas they use and at what times.

Specific safety measures for volunteers would include:

- Limited visitor interaction.
- Social distancing amongst themselves as well as visitors.
- Handling of food and drinks for visitors in accordance with recommended Covid safety guidelines.
- Supplying own mugs/eating utensils.
- 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.

The Redland Museum is once again able to accommodate groups for group visits, morning or afternoon teas and lunches. All visitors in a group booking will have access to the guidelines in managing the risk of covid-19 contraction. A copy of which is available at reception and on the Museum website <https://www.redlandmuseum.org.au>

- Bookings for groups will be advertised as essential.
- All visitors need to sign a visitor's form or use the QR code app. with the name, email if possible, contact phone number and day and time of visit to be verified by staff or volunteer on duty.
- This information must be kept by the Museum for at least 56 days

Other considerations:

- Limiting cash transactions, especially individual payments for group members.
- 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, divided by a barrier, via Smith Street only for visitors, contractors and volunteers

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)

Self-help coffee tea station, closed.

Group morning teas etc, as discussed elsewhere.

Retail space. (Reception)

"Don't touch, please ask for assistance" signs will be displayed.

Social distancing marks on floor, indicating direction of foot traffic.

Controlling distance that visitors have to keep between them and admin officer, by e.g. placing objects in front of counter.

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 at <https://www.redlandmuseum.org.au/>

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 operating the Museum and establishing a protocol for a safe and healthy work environment is by no means a final word on the subject. This current document is in line with the latest Queensland Health Restrictions on Businesses, Activities and Undertakings Direction (No 8) of 17 November 2020.