COVID-19 INDUSTRY GUIDANCE:

Museums, Galleries, Zoos, and Aquariums

October 20, 2020

This guidance is designed to address sectors and activities opening statewide. However, local health officers may implement more stringent rules tailored to local epidemiological conditions, so employers should also confirm relevant local opening policies.

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OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact or in a poorly ventilated area with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include hospitals, long-term care facilities, prisons, food production, warehouses, meat processing plants, restaurants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,

- ✓ use of face coverings by workers (where respiratory protection is not required) and guests/clients/visitors,

- ✓ frequent handwashing and regular cleaning and disinfection,

- ✓ training workers on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

PURPOSE

This document provides guidance for museums, galleries, botanical gardens, zoos, aquariums, and other similar spaces (referred to collectively as "museums") to support a safe, clean environment for workers and customers. Businesses must identify and monitor the County Risk Level for the county the business is operating in and make required adjustments to their operations:

- **Purple – Widespread – Tier 1:** Outdoor operations are permitted and must follow the modifications in this guidance.

- **Red – Substantial – Tier 2:** Indoor operations are permitted but must be limited to 25% capacity and must follow the modifications in this guidance.

- **Orange – Moderate – Tier 3:** Indoor operations are permitted but must be limited to 50% capacity and must follow the modifications in this guidance.

- **Yellow – Minimal – Tier 4:** Indoor operations are permitted at full capacity and must follow the modifications in this guidance.

For the most updated information on county tier status, visit Blueprint for a Safer Economy. Please note that local health departments can have more restrictive criteria and different closures. Find your county's local information.

NOTE: Museums may have a number of operational aspects and service offerings available in other guidance on the Industry Guidance to Reduce Risk website. Operators must review and adhere to the modifications in the guidance. Such operations include:

- Arcades or games (Family Entertainment Centers guidance)

- Restaurants, food service, and concessions (Restaurant guidance)

- Bars (Bars, Breweries, and Distilleries guidance)

- Gift shops and retail operations (Retail guidance)

- Janitorial or custodial services (Limited Services guidance)

- Outdoor playgrounds (see CDPH Outdoor Playground guidance)

Museums with convention space, rentable meeting rooms, other areas for private events, etc., should keep those areas closed until large gatherings are allowed to resume modified or full operation through a specific reopening order and guidance. Discontinue demonstrations, such as live animal shows, **unless** physical distancing and sanitation protocols can be ensured. All large events or gatherings, such as concerts or private parties/events, must be cancelled or postponed until such activities are permitted to resume.

The guidance is not intended to revoke or repeal any worker rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.[1] Stay current on changes to

public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more comprehensive guidance on their [Cal/OSHA General Guidelines on Protecting Workers from COVID-19 webpage](#). CDC has additional requirements in their [guidance](#) for businesses and employers.

Required Use of Face Coverings

On June 18, CDPH issued [Guidance on the Use of Face Coverings](#), which broadly requires the use of face coverings for both members of the public and workers in all public and workplace settings where there is a high risk of exposure. Complete details, including all requirements and exemptions to these rules, can be found in the [guidance](#).

The [CDPH Face Covering Guidance](#) is subject to additional updates based on the current scientific understanding of transmission of the virus causing COVID-19. Please check the CDPH website for any revisions.

Workplace Specific Plan

- Establish a written, workplace-specific COVID-19 prevention plan at every location, perform a comprehensive risk assessment of all work areas and work tasks, and designate a person at each location to implement the plan.

- Incorporate the CDPH Face Covering Guidance into the Workplace Specific Plan and include a policy for handling exemptions.

- Identify contact information for the local health department where the operation is located for communicating information about COVID-19 outbreaks among workers.

- Train and communicate with workers and worker representatives on the plan and make the plan available to workers and their representatives.

- Regularly evaluate the location for compliance with the plan and document and correct deficiencies identified.

- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.

- Implement the necessary processes and protocols when a workplace has an outbreak, in accordance with CDPH guidelines and orders or guidance from the local health department.

- Identify close contacts (within six feet for 15 minutes or more) of an infected worker and take steps to isolate COVID-19 positive worker(s) and close contacts.

- Notify all employees in writing, and employers of subcontracted employees, who may have been exposed to COVID-19 and report workplace outbreaks to the local health department. For additional information on employer responsibilities under AB 685 (Chapter 84, Statutes of 2020), refer to the Enhanced Enforcement and Employer Reporting Requirements from Cal/OSHA and the Employer Questions about AB 685 from CDPH.

- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.

Topics for Worker and Volunteer Training

- Information on COVID-19, how to prevent it from spreading, and which people are at higher risk for severe illness or death. Establishments that

keep animals should provide information on how to prevent the spread of COVID-19 between people and animals, as it becomes available.

- Self-screening at home, including temperature and/or symptom checks, using CDC guidelines.

- The importance of not coming to work if:

  o If a worker has symptoms of COVID-19 as described by the CDC, such as a fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea, vomiting, or diarrhea, OR

  o If a worker was diagnosed with COVID-19 and has not yet been released from isolation, OR

  o If, within the past14 days, a worker has had contact with someone who has been diagnosed with COVID-19 and is considered potentially infectious (i.e. still on isolation).

- To return to work after a worker receives a COVID-19 diagnosis only after meeting CDPH Guidance on Returning to Work or School Following COVID-19 Diagnosis.

- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on CDC's webpage.

- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol (preferred) or 70% isopropanol (if the product is inaccessible to unsupervised children) when workers cannot get to a sink or handwashing station, per CDC guidelines). Never use hand sanitizers with methanol due to its high toxicity to both children and adults.

- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).

- Proper use of face coverings, including:

  o Face coverings are not personal protective equipment (PPE).

  o Face coverings do not replace the need for physical distancing and frequent handwashing.

  o Face coverings must cover the nose and mouth.

  o Workers should wash or sanitize hands before and after using or adjusting face coverings.

- o Avoid touching the eyes, nose, and mouth.

- o Face coverings must not be shared and should be washed or discarded after each shift.

- Information contained in the CDPH Guidance for the Use of Face Coverings, which mandates the circumstances in which face coverings must be worn and the exemptions, as well as any policies, work rules, and practices the employer has adopted to ensure the use of face coverings. Training should also include the employer's policies on how people who are exempted from wearing a face covering will be handled.

- Ensure independent contractors, temporary, volunteer, and all other types of workers at the facility are also properly trained in COVID-19 prevention policies and have necessary supplies and PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.

- Information on paid leave benefits the worker may be entitled to receive that would make it financially easier to stay at home. See additional information on government programs supporting sick leave and worker's compensation for COVID- 19, including worker's sick leave rights under the Families First Coronavirus Response Act.

Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers (including docents, interns, volunteers, etc.) at the beginning of their shift. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible.

- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows CDC guidelines, as described in the Topics for Worker Training section above.

- Encourage workers, volunteers, and visitors who are sick or exhibiting symptoms of COVID-19 to stay home.

- Employers must provide and ensure workers and volunteers use all required protective equipment, including eye protection and gloves where necessary.

- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items. Workers should wear gloves when handling items contaminated by body fluids.

- Workers who consistently must be within six feet of guests or co-workers must wear a secondary barrier (e.g., face shield or safety goggles) in addition to a face covering. All workers should minimize the amount of time spent within six feet of guests.

- Use of face coverings is mandatory throughout the facility in all settings indoor and outdoor. Customers who do not comply should be removed from the facility immediately. Permit access for customers who are exempt from wearing face coverings as stated in the CDPH Face Covering Guidance.

- Museums must take reasonable measures, including posting signage at entrances, in strategic and highly-visible locations, and in reservation confirmations, to remind the public that they must use face coverings whenever not eating or drinking, practice physical distancing, not touch their face, frequently wash their hands with soap and water for at least 20 seconds, and use hand sanitizer.

- Remind guests in advance to bring a face covering, otherwise they should not be allowed to enter the premises (unless exempted per the CDPH Face Covering Guidance). Consider making face coverings available for customers who may arrive without them.

- Guests and visitors should be screened for temperature and/or symptoms upon arrival, asked to use hand sanitizer, and to wear a face covering when not eating or drinking. Employers have the right to cancel reservations for individuals/parties with symptomatic guests and refuse entry.

- Display a set of clearly visible rules for guests at entrance(s) that are to be a condition of entry. The rules could include instructions to use hand sanitizer, wear face coverings during the visit, maintain physical distance from workers and other guests/groups, avoid unnecessary touching of surfaces, contact information for the local health department, and changes to services. Whenever possible, the rules should be available digitally and include pictograms.

# Ventilation, Cleaning, and Disinfecting Protocols

- Where possible, install portable high-efficiency air cleaners, upgrade the building's air filters to the highest efficiency possible, and make other modifications to increase the quantity of outside air and ventilation in all working areas and other indoor spaces.

- Where possible, allow at least 30 minutes between different households in indoor spaces to allow for proper ventilation. This could include staggering

reservations for activities, if possible.

- Check the CDPH website periodically for updates on indoor air quality and ventilation guidance for airborne diseases in indoor settings.

- Frequently clean and disinfect commonly touched surfaces such as grab bars, railings, placards, interactive exhibits, light switches, door handles, etc. Operators should identify and disinfect surfaces that children are more likely to touch, such as sections of windows and fence posts closer to the ground.

- Encourage the use of credit cards and contactless payment systems.

- Perform thorough cleaning of any outdoor and indoor areas that workers or the public are likely to use or occupy. This should include high traffic areas and shared workspaces (offices, meeting rooms, break rooms, etc.), and areas of ingress and egress (handrails, stairways, elevator controls, etc.)

- Avoid sharing phones, tablets, two-way radios, other work supplies, or office equipment wherever possible. Never share PPE.

- Where such items must be shared, disinfect with a cleaner appropriate for the surface between shifts or uses, whichever is more frequent, including the following: shared office equipment, such as copiers, fax machines, printers, telephones, keyboards, terminals, ATM PIN pads, staplers, staple removers, surfaces in reception areas, shared work stations, audio and video equipment (microphones, microphone stands, mixer boards, TV monitors, etc.), walkie talkies, tables and chairs, penny machines, photo booths, vending machines, etc.

- Instruct workers to wipe down and disinfect equipment that passes between workers and guests such as pens, reusable maps, etc.

- Provide disposable or single-use maps, pamphlets, guides, etc. to guests and make these available digitally so that guests can view on a personal electronic device, if possible. If single-use items cannot be provided, properly disinfect reusable ones before and after customer use.

- To the extent it is consistent with the facility's obligations to individuals with disabilities, discontinue the use of audio headsets, strollers, etc., and other equipment lent to guests **unless** it can be properly disinfected after each use. Consult equipment manufacturers to determine appropriate disinfection steps, particularly for soft, porous surfaces such as foam earmuffs.

- Equip workplace terminals with proper sanitation products, including hand sanitizer and sanitizing wipes.

- Ensure that sanitary facilities for workers and guests stay operational and

stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed. Provide hand sanitizer and portable sinks for visitors where possible at high traffic areas such as entrances.

- Consider installing and encouraging the use of hands-free devices, if possible, including touchless time clocks, motion sensor lights, and automatic soap and paper towel dispensers.

- When choosing cleaning disinfecting chemicals, use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide workers training on the chemical hazards, manufacturer's directions, ventilation requirements, and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants must wear gloves and other protective equipment as required by the product instructions. Follow the asthma-safer cleaning methods recommended by the California Department of Public Health and ensure proper ventilation.

- To minimize the risk of Legionnaires' disease and other diseases associated with water, take steps to ensure that all water systems and features are safe to use after a prolonged facility shutdown.

- Where possible, do not clean floors by sweeping or other methods that can disperse pathogens into the air unless all persons in the area have appropriate PPE. Use a vacuum with a HEPA filter wherever possible.

- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the workers' job duties.

- Modify hours, if necessary, to ensure regular, thorough cleaning of workspaces, as appropriate. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.
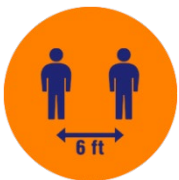
Physical Distancing Guidelines

- **WARNING**: physical distancing alone is insufficient to prevent transmission of COVID-19.

- Implement measures to ensure physical distancing of at least six feet between workers and guests and between people waiting in lines. This can include use of physical partitions, Plexiglas barriers, or visual cues (e.g., floor markings or signs to indicate to where workers and guests should stand).

- Designate separate routes for entry and exit through exhibits, galleries, viewing areas and workspaces to help maintain physical distancing and lessen the instances of people closely passing each other, if possible. Establish one-way directional walkways, passageways, hallways, etc. for foot traffic, if possible, to minimize crossflow of people moving around exhibit and workspaces.

- Display signage at entrances, waiting and viewing areas, and throughout exhibit spaces to remind people of physical distancing, face coverings usage, and proper hand hygiene at every opportunity.

- Discourage workers and visitors from congregating in high traffic areas such as bathrooms and hallways. Dedicate staff to direct guests at high traffic and bottleneck areas in indoor and outdoor facilities to avoid congregation.

- Consider implementing timed and/or advanced reservation ticketing systems to stagger patron visits and help maintain physical distances.

- Reconfigure viewing areas for live demonstrations, animal shows, etc. so that physical distancing can be maintained between household units. Consider implementing advanced reservations for demonstrations and having staff members usher households to proper viewing areas.

- Limit customer groups entering the facility to a household unit. People from the same household do not need to physically distance from one another.

- Discontinue tours that combine households or individuals from different households into the same tour group. Tour guides must maintain at least six feet of physical distance from guests.

- Rearrange seating areas, tables, chairs, benches, etc., and/or remove seats to allow for a minimum of six feet of physical distance between users. Post signage at shared, immovable seating (benches, etc.) to remind guests to physically distance from others outside their party.

- Consider removing, closing, sectioning off, or otherwise regulating interactive exhibits such as those with touchscreens, grab handles, buttons, telephone and other listening devices, handheld props, flip doors, etc. Consider providing disposable stylus pens, disposable covers, stationing a staff member to monitor and disinfect surfaces after each use, etc. Make hand sanitizer and/or handwashing facilities available at these stations and ask visitors to use them before and after interacting with exhibits. Strongly consider closing these exhibits whenever possible, especially when children are likely to interact with or share use of these exhibits without proper disinfection and hand sanitation.

- Consider offering workers, docents, interns, and volunteer staff who

request modified duties options that minimize their contact with guests and other workers (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).

- Utilize work practices, when feasible and necessary, to limit the number of workers in shared workspaces at one time. This may include scheduling (e.g., staggering start/end times), establishing alternating days for on-site reporting, returning to workspaces in phases, or continued use of telework when feasible.

- Reconfigure office spaces, workstations, check-out counters, etc. to allow for at least six feet between workers while at their workstations.

- Reconfigure, restrict, or close breakrooms and create alternative space for breaks where physical distancing is possible. Limit the number of people riding in an elevator at one time.

- Stagger worker breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.

- Eliminate person-to-person contact for delivery of goods to worksites.

- If possible, install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs.

- Redesign parking lots to limit congregation points and ensure proper separation (e.g. every other space or row, contactless payment, etc.)

- Avoid sharing vehicles when traveling on the property, if possible. Museums, galleries, botanical gardens, zoos, aquariums, etc., should limit shuttle service whenever possible and in accordance with obligations to individuals with disabilities.

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[1]Additional requirements must be considered for vulnerable populations. Employers must comply with all Cal/OSHA standards and be prepared to adhere to its guidance as well as guidance from the Centers for Disease Control and Prevention (CDC) and the California Department of Public Health (CDPH). Additionally, employers must be prepared to alter their operations as those guidelines change.