

Museum, Gallery, and Aquarium Protocols: Appendix P

Recent Updates:

- 5/5/21 - This protocol is effective as of May 5, 2021. Los Angeles County, including Long Beach, is subject to the Yellow Tier under the State's Blueprint to a Safer Economy. Capacity at Museums indoors and outdoors is limited to the amount of people that can physically distance 6ft or greater within the Museum site.
- 4/16/21 – Outdoor seated live events, indoor seated live events, and private events (such as meetings, receptions, conferences) may occur provided such events adhere to CDPH Guidance.
- Changes highlighted in yellow.

This protocol is to be completed by museums, children museums, galleries, botanical gardens, aquariums, and other similar facilities (collectively “museums”). In addition to the conditions imposed on these specific facilities by the State Public Health Officer, which may be found at <https://covid19.ca.gov/industry-guidance/>, the facilities must also be in compliance with these Museum, Gallery, and Aquarium Protocols. This protocol must be implemented and posted at the facility. This guidance is not intended for amusement, theme, or water parks.

Museums may operate indoors and outdoors. Capacity at Museums indoors and outdoors is limited to the amount of people that can physically distance 6ft or greater within the Museum site. Outdoor operations are strongly encouraged. Groups visiting the park must be limited to a maximum of 3 different households with no intermixing of groups (e.g. persons may not substitute in or out of the group).

Additional protocols relevant to Museum operations must also be followed:

- Museums with retail areas must comply with [Retail In-Person Shopping Protocols](#) (Appendix B).
- Restaurants, cafes, and concessions stands within museums must comply with [Dine-In Restaurant Protocols](#) (Appendix H).
- Office spaces within museums must comply with [Office Worksite Protocols](#) (Appendix G).
- Janitorial or custodial services must comply with CDPH Limited Services guidance
- Outdoor playgrounds must comply with CDPH Outdoor Playground guidance
- Arcades, games, and indoor playgrounds must comply with CDPH Family Entertainment Centers guidance
- Movie theater must comply with CDPH Movie Theater Guidance
- Outdoor operations with temporary structures must comply with CDPH guidance titled the “Use of Temporary Structures for Outdoor Business Operations found at <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/Use-of-Temporary-Structures-for-Outdoor-Business-Operations.aspx> Any City-issued permits required to operate outdoors, including any permits required to install any tent, canopy, other sun shelter, or structure used for outdoor operations, must be obtained prior to operation.
- For events and live entertainment:
 - Outdoor seated live events and performances may occur in accordance with guidance issued by the State Health Officer titled “COVID-19 Industry Guidance: Outdoor Seated Live Events and Performances” found at <https://files.covid19.ca.gov/pdf/guidance-live-performances--en.pdf>.

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- Indoor seated live events and performances may occur in accordance with guidance issued by the State Health Officer titled “COVID-19 Industry Guidance: Indoor Seated Live Events and Performances” found at <https://files.covid19.ca.gov/pdf/guidance-live-performances-indoor--en.pdf>.
- Private events (such as meetings, receptions, conferences) may occur in accordance with guidance issued by the State Health Officer titled “COVID-19 Industry Guidance: Private Events” found at <https://files.covid19.ca.gov/pdf/guidance-private-events--en.pdf>.
- Capacity at live events and private events shall not exceed the capacity limits in this Protocol for Museums.

Please note: This document may be updated as additional information and resources become available so be sure to check the Long Beach COVID-19 website at www.longbeach.gov/covid19 regularly for any updates to this document.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services

These five key areas must be addressed as your facility develops any reopening protocols.

All businesses covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name: _____

Facility Address: _____

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)**

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible.
- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home. Consider offering workers, docents, interns, and volunteer staff who request modified duties options that minimize their contact with customers and other employees (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- Alternate, staggered or shift schedules have been instituted to maximize physical distancing.

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- All employees (including paid staff, docents, interns and volunteers; referred to collectively as “employees”) have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employees understand to follow the Long Beach Health Officer Orders for [self-isolation](#) and [quarantine](#), if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
 - Information on employer or government-sponsored leave benefits the employee 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 COVID19, including employee’s sick leave rights under the [Families First Coronavirus Response Act](#) and employee’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](#)
- Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer’s plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees’ arrival.
- A temperature check should be done at the worksite, if feasible.
- In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Long Beach Department Health and Human Services 562-570-INFO.
- All employees who have contact with the public or other employees during their shift (s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday except where the employee is working in a vehicle, office, or room alone. 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.
- Utilize work practices to limit the number of workers in shared workspaces at one time.
- Reconfigure office spaces, workstations, checkout counters, etc., to allow for at least six feet of physical distancing between workers.
- Avoid sharing vehicles when traveling on property.
- Employees are instructed to wash their face coverings daily.
- Employees are also offered gloves for tasks that require them to handle frequently touched surfaces or for use during symptom screening.
- Consider the use of plexiglass dividers in areas where employees must interact with customers such as payment booths or information centers.
- Employee workstations at areas such as ticket or information booths are separated by at least 6 feet and common areas are configured to ensure physical distancing of at least 6 feet.
- Employees have been instructed to maintain at least a six (6) feet distance from visitors and from each other in all areas of the museum or gallery. Employees may momentarily come closer when necessary to accept payment, or as otherwise necessary.

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- Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - Break rooms _____
 - Restrooms _____
 - Other _____
- Breaks are staggered to ensure that six (6) feet between employees can be maintained in break areas or break rooms have been reconfigured or closed with alternative spaces created for breaks so that physical distancing is possible.
- Disinfectant and related supplies are available to employees at the following location(s):

- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- Employees are required and permitted adequate time for, to wash their hands at least every 30 minutes, or as needed if gloves are provided. Where hand washing is impracticable, hand sanitizer with that contains at least 60% alcohol has been provided to the employee instead.
- A copy of this protocol has been distributed to each employee.
- Each worker is assigned their own tools, equipment and defined workspace. Employees have been instructed to avoid sharing phones, tablets, two-way radios, other work supplies, or office equipment wherever possible. They have also been instructed to never share PPE.
- Where items must be shared, they are disinfected 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, letter openers, surfaces in reception areas, shared work stations, audio and video equipment (microphones, microphone stands, mixer boards, TV monitors), walkie talkies, etc.
- Time is provided for workers to implement cleaning practices during their shift. Cleaning assignments are assigned during working hours as part of the employees' job duties. Modify hours, if necessary, to ensure regular, thorough cleaning of workspaces, as appropriate. Options for third-party cleaning companies to assist with the increased cleaning demand are procured, as needed.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.
- Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- The number of people in an indoor and outdoor museum facility is low enough to ensure physical distancing of 6ft or greater between different households.
Maximum number of people in the museum facility are limited to: _____
- Entrance to museum or gallery space has been limited to ensure physical distancing of at least 6 feet by visitors and by instituting options such as timed entrance tickets to ensure social distancing. Groups visiting the museum must be limited to a maximum 3 with no intermixing of groups (e.g. persons may not substitute in or out of the group).
- The establishment shall monitor all entrances to track occupancy. Where possible, provide a single,

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clearly designated entrance and separate exits to help maintain physical distancing.

- Be prepared to queue customers outside while still maintaining physical distance, including through the use of visual cues. If necessary, an employee (or employees if there is more than one entrance) wearing a cloth face covering may be posted near the entrance but at least 6 feet from the nearest customers to track occupancy and to direct customers to line up 6 feet apart outside the entrance if the establishment has reached its occupancy limit.
- Dedicate staff to direct guests at high traffic areas to prevent congregating.
- Tours that combine individuals from groups have been discontinued and tour guides maintain a six-foot distance from the tour group.
- Physical distancing is practiced at all exhibit spaces with markers placed around displays to indicate where visitors must stand in order to view the display. If possible, separate routes for entry and exit through exhibits, galleries, viewing areas and employee workspaces are created to help maintain physical distancing and lessen the instances of people closely passing each other. One-way directional walkways, passageways, etc. for foot traffic have been established to minimize crossflow of people in the establishment.
- The number of visitors to smaller exhibit spaces within the museum is restricted at any one time, in order to continue to maintain a 6 foot distance between individuals or different groups. All entrances to these areas must be tracked to monitor the number of visitors entering the space.
 - A staff person (or staff people if there is more than one entrance) wearing a cloth face cover is posted near the entrance to the exhibit space but at least 6 feet from the nearest visitors to track occupancy and direct visitors to line up 6 feet apart if the space has reached its occupancy limit.
- Implement timed and/or advanced reservation ticketing systems to stagger patron visits.
- Employees and visitors are discouraged from congregating in high traffic areas such as bathrooms and hallways.
- Rearrange seating areas and/or remove seats to allow for a minimum of six feet of physical distance between customers/visitors. Post signage at shared, immovable seating (benches, etc.) to remind customers/visitors to physically distance from others outside their party.
- Areas used for live demonstrations, animal shows, etc. are reconfigured to enable physical distancing between groups. Consider implementing advanced reservations for demonstrations and having staff members usher groups to proper viewing areas.
- 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.
- Members of the same household or living unit do not have to remain 6 feet apart from each other.
- Walkways and foot paths are set up with stanchions or markers to set up one-way flow of foot traffic.
- Public seating areas are reconfigured to support physical distancing between customers or visitors.
- Employee restrooms are not available for customer use.

C. MEASURES FOR INFECTION CONTROL

- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:

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- Common areas and frequently touched objects (e.g., tables, doorknobs or handles, credit card

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readers, light switches, grab bars, railings, placards, , etc.) are disinfected on an hourly basis during business hours using EPA approved disinfectants and following manufacturer's instructions for use. Operators identify and disinfect surfaces that children are more likely to touch, such as sections of windows, exhibits, or fence posts closer to the ground.

- Thorough cleaning of any areas that employees or the public use or occupy in order to maintain operations of all exhibits is performed daily. 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.)
- Visitors are encouraged to pre-purchase entrance fees on-line. If possible, tickets are digital with QR codes to allow for paperless and touchless systems.
- To the extent possible, visitors to the museum are registered in a visitor log that includes a visitor's name, phone number and email address which can also be done at the time of ticket purchase or registration.
- The entire facility is cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more often depending on frequency of use. Surfaces made of plastic or metal are also cleaned. Do not spray disinfectant on wooden surfaces, or sidewalks.
- Public restrooms are sanitized regularly using EPA approved disinfectants. on the following schedule:

- Symptom checks are conducted before visitors may enter the establishment. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the visitor may be experiencing. These checks can be done remotely or in person upon the visitors' arrival.
- Visitors arriving at the establishment are asked to use hand sanitizer and instructed to wear a face covering while in the establishment and on the grounds of the establishment. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make use of a mask hazardous are exempted from this requirement. If possible, face coverings are available to visitors who arrive without them.
- Visitors arriving at the establishment with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits.
- Reusable gallery guides have been removed and replaced with single-use maps and guides, signage or with audio guides that can be accessed via personal electronic devices.
- 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.
- Hand sanitizer, tissues and trash cans are available to the public at or near the entrance of the facility and near any areas where food and beverages are offered.
- Sanitary facilities for employees and guests stay operational and stocked at all times and additional soap, paper towels, and hand sanitizer are provided when needed.
- All interactive exhibits, including petting/touch exhibits within aquariums, may remain open if employees are assigned to implement any necessary crowd control and to disinfect between uses. Handwashing facilities and/or hand sanitizer are made available at these stations and ask visitors to use them before and after interacting with petting/touch exhibits. Strongly consider closing these exhibits whenever possible, especially when children are likely to interact with or share use of the exhibits without proper disinfection and hand sanitation.

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- 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.
- Optional - Describe other measures (e.g. providing senior-only hours):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- Signage at the entry notifies customers of occupancy limits.
- Signs are displayed at entrances, waiting areas, and throughout the gallery and museum spaces to remind visitors of the rules that are to be a condition of entry. The rules could include instructions on the use of hand sanitizer as well as the need to wear face coverings during the visit, maintain physical distance from employees and other guests/groups, and avoid unnecessary touching of surfaces, etc. Whenever possible, the rules are available digitally and include pictograms.
- Signs are posted that instruct visitors that they should stay home if sick with respiratory symptoms.
- Online outlets of the establishment (website, social media, etc.) provide clear information about establishment hours, required use of face coverings, limited occupancy, policies in regard to ticketing, admission, preordering, prepayment, pickup and/or delivery and other relevant issues.
- Signage at each public entrance of the facility to inform all employees and customers that they should: (i) avoid entering the facility if they have a cough or fever; (ii) maintain a minimum six-foot distance from one another; (iii) sneeze and cough into a cloth or tissue or, if not available, into one's elbow; and (iv) not shake hands or engage in any unnecessary physical contact.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to the customers/clients have been prioritized.
- 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.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name: _____

Phone number: _____

Date Last Revised: _____

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