

# **COVID-19 Operating Procedures**

**January 20, 2021**



## General

These procedures provide guidance to mitigate the risks posed by COVID-19. Developed through the process outlined by WorkSafe BC and informed by best practices from both Destination BC and the BC Museums Association, they are intended to provide guidance to Gallery 2 staff for safe public interaction and working conditions. While they are prescriptive where required, the guiding principles are simple – maintain a safe distance, wash your hands – a lot, stay away if you are ill, and give everyone the space they need.

- Ensure 2 metres (6'6") of space between you and other staff members or visitors.
- Wear a mask in all public and common areas of the building.
- Employees are required to complete a daily health check prior to coming to work.
  - Confirm that you have completed the check by initialing the sign in sheet in the staff room prior to beginning your shift.
  - If you answer yes to any of the question on the daily health check, inform the Director/Curator and DO NOT come to work.
- Do not come to work if:
  - You have COVID-19-like symptoms such as a sore throat, fever, sneezing, or coughing.
  - You have travelled internationally. In these cases, you must remain away from the workplace for at least 14 days.
  - You live in the same household as a confirmed or clinical COVID-19 case who is self-isolating.
    - If you have been exposed to anyone confirmed to have COVID-19, or to anyone with possible symptoms of COVID-19, should call HealthLink BC at 8-1-1 for an assessment and to determine any necessary next steps.
- If you become sick while at work:
  - Tell the Director/Curator or most senior staff person available and leave immediately.
  - If you are not able to leave right away:
    - Put on a mask (some disposable masks will be kept available for this purpose).
    - Wash your hands.
    - Isolate yourself while you wait to be able to leave.
- If you become sick, contact your doctor or call 811 for direction on COVID-19 testing and contact tracing requirements.
- If you have been sick, you must self-isolate at home for a minimum of 10 days from onset of symptoms, until their symptoms are completely resolved.
- If you have any questions or concerns, bring them to the attention of the Director/Curator.

## Hygiene at Work

- Sanitize or your wash your hands when you enter the building – before going to your office or work area.
  - Please review the handwashing and sanitizing procedures at the end of this document
- Wash your hands when moving between workspaces.
- Avoid touching your face. If you touch your face, wash your hands.
- Always cough or sneeze into your sleeve and wash your hands afterwards.
- Sanitize or wash your hands after touching light switches, remote controls, and shared office equipment.
- You must wear your mask in all public and common areas of the building. You must supply your own mask. All hygiene and distancing procedures still apply when you are wearing a mask.
  - Please review the safe mask procedures at the end of this document.
  - If your tasks require working closer than 2 metres from your co-worker, you must wear a mask. Gallery 2 will provide masks for obligatory tasks.
- Handwashing and hand sanitizing are preferable to wearing gloves. You may wear gloves if you wish, this does not replace handwashing and sanitizing. Replace your gloves every time you wash your hands.

## Cleaning Procedures

- Refer to Material Safety Data Sheets prior to use
- Do not mix chemicals either on a surface or in a bottle. If you are switching between chemicals, wipe the first one prior to applying the second one.
- To use spray disinfectant:
  - Wear gloves
  - Ensure the surface is clear of debris.
  - Spray on the surface – let sit for at least 1 minute.
  - Wipe surface, dispose of gloves and rag.
- Washrooms, light switches, and high touch door handles are cleaned and sanitized nightly.

## Building Access

- In order to manage building capacity, public access is through the main doors facing Central Avenue – exit through the rear doors is permitted but discouraged to allow for better monitoring.
- Visitors who require accessible access will ring the doorbell at the top of the ramp.
  - Visitor Services staff will monitor the doorbell and ensure a staff member is answering it.

- Visitors using the accessible entrance will be required to check in with Visitor Services.
- The main floor washrooms are available for Gallery 2 visitor use.
- The upstairs washrooms are designated for staff only.
- The doors at the top of the stairs and outside the West Gallery are designated staff only.
- The connecting hallway between the downstairs washrooms and art rental gallery will be stanchioned off – staff only.

## Visitor Services

- The admissions desk is the first point of contact for all visitors to Gallery 2 – it should be staffed at all times when the building is open.
- Stay behind the desk and polycarbonate shield when interacting with visitors.
- Ensure that there are no more than 24 visitors (or 6 family groups) in the building at any one time.
  - Manage visitor flow through the building – there are queuing dots in the lobby and out the front entry if things get busy.
  - Let other staff know if you require assistance with flow management or checking on visitor locations.
- Elevator access is limited to one person or family group at a time.
  - If a visitor requests elevator access, ensure that the door at the top of the stairs is open – call other staff for assistance.
  - Elevator buttons should be sanitized after every use.
- Sanitize your hands before and after each visitor interaction.
- When Visitors enter the building – every time:
  - Require them to sanitize their hands and wear a mask. Visitors who do not comply will be asked to leave.
  - Let them know if there are other people in the building and where they are.
  - Communicate room capacity and ask visitors to respect the space of others during their visit – maintain 2 metre physical distancing, keep right in corridors, be patient and kind.
  - Ask Visitors to use the front doors for entry and exit – rear doors for emergency and accessible access only.
  - If a visitor appears to exhibit symptoms (coughing, sneezing, shortness of breath, fever), ask them to leave – *“Visit us when you get better, please”* There is signage communicating this message on the front doors, website, and additional interior signs.
- Clean the desk, chair arms, and computer every time you switch workstations.
- Use spray disinfectant to wipe down front and back door handles, the public side of the admissions desk, and washroom door handles when you switch workstations.

## Gift Shop

- Limit of one customer or family group in the gift shop at one time.
- Stay behind the polycarbonate barrier for transactions – if helping a customer in the store, remember to stay 2 meters apart.
- Sanitize your hands before and after each visitor interaction.
- Sanitize the VISA pin pad and countertop after each sale.
- Encourage cashless payment.
  - When accepting cash or cheques, ask that they are placed on the counter to avoid physical contact with customers.
  - Sanitize your hands after handling cash, ideally wash them right away.
- Sanitize the desk and POS terminal every time you switch stations.

## Exhibitions

- Limit of one visitor or family group in each gallery at any one time – signage is posted.
- Wash your hands before turning on exhibitions, sanitize remote control between users.

## Art Rental

- Limit of one visitor or small group in the Art Rental gallery at any one time.
- Returned artworks will be stored for 72 hours before re-hanging or renting.

## Shared Spaces and Devices

Staff are required to wear a mask in all shared spaces of the building.

- Kitchen
  - Wash your hands before and after kitchen use.
  - Limit of 2 people in at any one time.
  - Stagger lunch breaks and consider eating at your desk (if possible).
  - Always maintain a 2 metre separation.
  - Staff are responsible to clean and disinfect surfaces after use – use Sabre disinfectant or sanitizing wipes.
- Copier
  - Wash or sanitizer your hands before and after you use the copier.
  - Disinfect daily.
- Computers
  - Wash or sanitize your hands before computer use.
  - Shared workstations – sanitize keyboard and mouse between users.
- Tools
  - Wash or sanitize hands before tool usage.
  - Minimize the use of shared tools during exhibit installation – sanitize between users as required.