

## COVID-19 INFORMATION

# RELAUNCH CONSIDERATIONS

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To open your business to the public, you must complete a plan to reduce the risk of transmission of COVID-19 among your staff and customers. The completed template must be posted in your place of business or online within 7 days of the public being able to attend your business.

The following template includes considerations to help guide you as you plan to open your business. This should be completed using Alberta Health's [Workplace Guidance for Business Owners](#), sector-specific guidelines, and any additional requirements your business or industry association provides.

## Guidelines:

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### Distancing Measures

*Considerations: How will you ensure people maintain 2 metres between each other? Do you need to maintain directional traffic flow? Can staff stagger their breaks to limit congregating in break rooms? How will you limit the number of people in your space? Have you considered installing physical barriers (e.g., Plexiglas window or high-walled cubicle) to reduce exposure when 2-metre distancing is hard to maintain?*

We will have signage posted within the museum reminding visitors to maintain a 2 metre distance between each other. We will also have staff monitoring the buildings to remind people to maintain this distance if necessary. We are installing vinyl floor stickers to direct one-way flow through our space. Our side rooms (Lancaster Room and Memorial Room) as well as our upper floor will be closed for the time being to keep safe distances between visitors. In our admissions area we will have a Plexiglas sheet installed to reduce exposure at the point of sale. We will begin by selling tickets online only to reduce the need to have close proximity with staff at the till.

Our new maximum capacity is 27 people in our Main Hangar at one time, based on the recommended requirement of 10 metres squared per person. Having timed ticketing available online only will ensure that we never go over this capacity. Timed ticketing will also mean that we know who has purchased tickets and who has entered our museum on any given day in case we need to track case spread.

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### Cleaning

*Considerations: How will you manage frequent cleaning on high touch surfaces (e.g., bathroom, chairs, door knobs, break rooms)? How will you train and ensure staff keep their work surfaces, order screens, debit machines, cash registers, and equipment clean?*

We will begin by having a break between admission time slots around the lunch hour to give us additional time to clean between visitors. Our bathrooms will have every second stall closed to increase the distance between people and also to reduce the number of stalls that will need to be cleaned throughout the day. Our museum will have minimal touch points during this time (no hands on exhibits, no ladders leading up to cockpits, no stairs with railings, only two doors requiring the use of door knobs. Staff will be monitoring visitors to know what has been touched so that we can clean those things right away. Door knobs will be cleaned frequently. The debit machines and cash registers will be cleaned between users. We will have hand sanitizer at the entry door to each building and a third station by the washrooms. Visitors will be required to use the hand sanitizer when they first enter the museum. All staff will be trained on these requirements before we have our reopening.

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## Screening for Symptoms

*Considerations: How will you monitor staff and customers for symptoms of fever, sore throat, cough, runny nose or difficulty breathing? Have you educated your staff to do self-monitoring of symptoms? Have you identified a space where staff members can be separated from others if they develop symptoms while at work? Are you prepared for increases in absenteeism due to illness or isolation requirements? Have you considered absenteeism policies to enable staff members to stay home when ill, in quarantine (self-isolation), or if they are taking care of children or someone who is ill? Are you maintaining a log of staff attendance? What is your response plan for staff who come to work with symptoms?*

We will have a checklist of questions for each staff member at the beginning of each of their shifts. If a staff member develops symptoms while at work we will isolate them in our upstairs staff offices which will not be in use during our open days. We are prepared for increases in absenteeism and can continue working at full capacity if a few workers become ill. We are beginning with being open for only 2 days a week and will add days as we are able to while keeping all of these standards in place. We are maintaining a log of staff attendance on the worksite. Any staff member who comes to work with symptoms will be required to return home immediately. The checklist of questions will happen immediately when each staff member arrives at work to ensure they are not experiencing any symptoms upon arrival. Our sick policy allows for staff to remain at home while they are sick with full pay (supported by the Federal Wage Subsidy).

The Museum is prepared to fully close facilities again if necessary due to staff sickness. In this event, information will be reported to authorities.

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## Personal Protective Equipment (PPE) – where distancing measures cannot be maintained

*Considerations: How will you promote PPE use (e.g., masks or gloves) when people are unable to be 2 metres apart? If 2 metres cannot be maintained and PPE is necessary, where will your staff obtain it? Will customers require their own PPE such as masks, or will you supply them? How will you inform customers before they enter your business that PPE such as masks are required?*

We will require all staff to wear masks while we are open to the public. Single use gloves will be used during cleaning and sanitation processes. Our staff can obtain these items from our cleaning cabinet in the staff only area by our staff kitchen. We will supply masks for staff. We are selling admission tickets online only. During the online sales process it will be clear to visitors that we request for them to bring and wear their own mask during their visit. We will not require visitors to wear masks but we will strongly recommend it. The use of hand sanitizer upon arrival will be mandatory. This will also be explained during the online sales process.

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## Responsibilities

*Considerations: Who will be responsible for ensuring staff and customers are following your precautions? Have you updated contact information for staff members so that they can be notified in the event of a known exposure?*

We are organizing our staff into two teams where one team is working while the other team is working from home and then we will switch weekly. Each team will have one staff member placed in charge of ensuring staff and customers are following our precautions. We have current and up to date information for staff members so they can be notified in the event of a known exposure.

As a City of Calgary civic partner we report to them regularly about all of our policies and procedures. We also receive regular updates from CEMA that will inform potential updates to these considerations and policies.

Necessary actions will be taken to close the Museum to staff and the public in the event of a known exposure.

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Owner/Manager: \_\_\_\_\_

Date: \_\_\_\_\_

May 20 / 2020