

Brockville Museum COVID-19 Health and Safety Protocols and Standards for Operating

Purpose

These protocols are designed to be specific to the Brockville Museum environment and should be used in conjunction with any and all recommendations made by the Leeds, Grenville and Lanark Public Health Unit and the Corporation of the City of Brockville. These protocols will be reviewed and updated regularly.

The Government of Ontario declared that effective June 12 museums could re-open to the public following certain restrictions as part of Stage 2. On July 17th, our region entered Stage 3. The Brockville Museum opened to the public on July 21st adhering to Stage 2 guidelines and continues to operate at that level. In November 2020, the Government of Ontario introduced a new colour-coded response framework. Leeds, Grenville and Lanark Public Health has been in the Green-prevent level since its introduction, though an increase in cases in December is expected to move the region into Yellow-protect soon. According to this framework, there is no change to museum operations through the various stages until Grey-lockdown, which closes the museum building to the public. The Brockville Museum aims to meet and exceed all minimum requirements by following the protocols outlined in this document.

Visitor Experience:

- Timed-ticketed appointment booking system: one reservation (party size max.5) per hour (no walk-ups)
- Visitor tracing: name and contact information is collected
- Physical distancing: limiting numbers and managed visitor flow
- Prevention: hands-on activities removed and touch points limited
- PPE: masks required for all visitors and hand-sanitizer provided at entry and in galleries
- Increased sanitation: Washrooms and doors cleaned every two hours

Public Facing Protocols

Physical Plant

- Notice is posted on front/entry door notifying visitors not to enter if they have symptoms
- Interactive and hands-on exhibit components have been removed
 - Exception (made possible by Stage 3): three components in “Travel Trunk” are operating, a warning sign is in place and hand sanitizer is available in this exhibit; one activity in “Recorder & Times” exhibit, hand sanitizer is available adjacent to the activity
- Five hand sanitizing stations are available throughout the museum: front door (lobby), Carriage Hall, “Recorder & Times” exhibit, “Travel Trunk” exhibit, and Beecher House hallway (staff door/essential visitors sign-in)
 - Washrooms with soap and water are available
 - Washroom surfaces (toilet, sink area, stall doors) are cleaned after every visitor and/or every 2 hours
 - Proper hand-washing information poster is posted in all public washrooms
- A plexi barrier is in place at the front desk
- Second floor exhibits are closed to remove the need to use the elevator and to better accommodate physical distancing and flow
- Front door is locked between timed/booked entries; no walk-ups are permitted
 - Front Door is cleaned after every visit

- Interior gallery doors are left ajar for visitors (limiting touchable surfaces)
- All visitors are directed to begin in the Carriage Hall and end in Beecher House (establishes one directional-flow)

Operations

- An online timed-ticketed reservation system (which includes name and contact information) is being utilized through the Brockville Arts Centre; phone reservations are also possible (name and contact information will be collected at time of booking)
 - Entry is limited to one reservation (of a single “bubble” or household max. 5) every hour
 - *Limitations: the Brockville Museum assumes that all parties in a reservation reside in the same household, or are part of a single “bubble” (when permitted), and are not required to practice physical distancing within their own group, further, only one contact name will be collected per reservation*
 - As health measures change, this procedure will be re-evaluated and adjusted
- All visitors are asked the most current screening questionnaire before entering
- Staff are required to wear masks in public areas; visitors are also required to wear face coverings
- Admission remains by donation: cash can be deposited in the donation box, credit card payment can be taken at time of booking or over the phone; credit/debit machine is cleaned after each use

Programming

No on-site (indoor) public programming is currently being offered or planned, this includes in-person visits from school groups and bus tours, as well as in-person visits to Retirement/Nursing Homes or Hospitals. Where possible, the museum is working to develop and deliver virtual content (such as virtual Talk & Tea and plans for the 2021 Lecture Series to be offered virtually).

The museum is utilizing outdoor space and outdoor activities for programming where possible, including offering the previously planned “Haunting Histories” guided walk in September and October 2020. This is expected to be a strategy for programming in 2021, along side virtual options.

Haunting Histories Walk Tour Protocols (these are over for the year, but expect to resume in Summer 2021):

- Tours are capped at 12 participants (10 for private tours, which are geared at social bubbles/households)
- Contact information is obtained for each party, with date and time of tour
- Effective September 25th, we have changed “face coverings are recommended” to “face coverings are required”
 - Health Unit indicated that it would be acceptable for participants to briefly remove their masks at stops so long as they were physically distancing to help get “fresh air”
- Our guide (staff) carries hand-sanitizer with her, and makes it known to the group that it is available
- Our guide asks each participant the most current screening questions before beginning tour
- Our guide demonstrates what 2m/6ft looks like at the start of the tour, and reminds participants to practice physical distancing throughout the tour

Other Public Services

Room Rentals

Have been suspended for the duration of 2020 and well into 2021 (to be reviewed).

Collection Acquisitions

Object acquisition activities have been suspended for the duration of 2020. However, an object quarantine station and accompanying protocols have been established by the Administrative Assistant/Registrar and reviewed by the Board of Management. The Administrative Assistant/Registrar is maintaining correspondence with potential donors. A virtual Collection Committee Meeting is being held in December, which will facilitate the arrival of accepted items at the

museum in early 2021. These items will be quarantined according to the now established protocols. The Museum is currently collecting pandemic-related stories via email and online survey.

Research

Where possible, the Administrative Assistant/Registrar is responding to research requests. Individual researchers and volunteer researchers will not be permitted for the duration of 2020 and well in to 2021.

Staff

The Brockville Museum consists of four people. Each staff member has access to their own workstation divided by walls.

- Staff adhere to physical distancing measures
- Each staff member has been provided with hand sanitizer
- Staff adhere to all current face covering requirements:
 - Staff are required to wear a mask when interacting with visitors (indoors or outdoors)
 - Masks must be worn by staff in all public areas of the museum between 10am and 4pm or when there is a chance to encounter a member of the public or physical distancing with other staff members is not possible
 - Proper face covering guidelines are posted
- Staff are required to complete the City's most current screening checklist before entering the workspace
- Proper cough and sneeze etiquette information is posted in office area
- Proper hand-washing information is posted in office area
- Staff turning on/off gallery lights, turning on/off projectors and screens, opening/closing interior doors, and handling cash are reminded to wash their hands immediately after these activities (and not to touch their face during these processes)
- Staff handling cash or payment transactions are reminded to wash their hands immediately after these activities (and not to touch their face during these processes) and to disinfect any surfaces before changing activities
- Staff will not share workstations
- Staff agree to act responsibly and in an informed manner to protect their own health and the health of their coworkers and the visiting public

Volunteers

Regular volunteer activities at the Brockville Museum require volunteers to share workstations, and in some cases be in close proximity to each other. Staff have developed a plan for the staggered return of volunteer, but the implementation of this plan has been delayed by the recent rise in case numbers. Staff are currently engaging some volunteers from home.

Genealogical Society

The Genealogical Society remains closed to the public. Designated volunteers are permitted to access materials during operating hours, but are required to complete the most current screening questionnaire and to log their visit for tracing purposes. These volunteers are utilizing the "essential visitors" log (described below).

"Essential Visitors"

Effective October 5, anyone entering the building who doesn't already fit the categories previously described, will also be required to complete a screening questionnaire, signing off that they don't have any symptoms before being allowed to enter the building, as per City of Brockville policy. This will log entry and exit times.