

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

Purpose

These protocols are designed to compliment the City of Brockville's COVID-19 Safety Plan with information 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, the Government of Ontario, the Government of Canada, and the Corporation of the City of Brockville. These protocols will be reviewed and updated regularly. The Brockville Museum aims to meet and exceed all minimum requirements by following the protocols outlined in this document.

Background

The Brockville Museum has been closed to the public since April 1, 2021, but will reopen as part the Province of Ontario's Stage 3 on August 3, 2021, adhering to Ontario Regulation 520/21 and the guidance of the Leeds, Grenville and Lanark Health Unit.

Summary of the Visitor Experience:

Details of these measures are described further in this document

- Timed-ticketed appointment booking system: one reservation (party size max.5) per half hour (no walk-ups) to control flow and capacity
 - When feasible, will transition to being open for walk ups with capacity limits
- 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 entry doors cleaned daily, or more frequently as required

Public Facing Protocols

Physical Plant

- Notice is posted on front/entry door and on website with information on protocols and how to book a visit
- Notice is posted on front/entry door notifying visitors not to enter if they have symptoms (passive screening)
- Interactive and hands-on exhibit components have been removed
 - Exception: 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 (these would be removed if necessary as per provincial guidelines)
- 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 daily, or more frequently as required
 - Proper hand-washing information poster is posted in all public washrooms
- An impermeable 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 handle 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)
- Capacity limit for the museum is posted on the front door: 78
 - This capacity limit has been calculated based on: Carriage Hall: 36; Lobby: 14; Rear Beecher House: 14; Front Beecher House: 14 (River exhibit: 5; Rail exhibit: 2; Travel Trunk: 3; hallway: 4)

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 (max. party of 5) per half 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 (although physical distancing is possible), further, only one contact name will be collected per reservation*
 - As health measures change and operational capacity increases, this procedure will be re-evaluated and adjusted; the goal will be to eliminate the need for appointments by September 2021 if possible, while adhering to capacity limits
- All visitors are asked the most current screening questionnaire before entering (active screening)
- Staff are required to wear masks in public areas and when interacting directly with a visitor; where possible, interactions with visitors should take place from behind an impermeable barrier and/or while adhering to physical distancing requirements (if physical distancing and/or impermeable barrier is not possible/available, staff will don a face shield); visitors are also required to wear face coverings (except those who are exempt)
- 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 regularly

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 delivering virtual content (such as virtual Talk & Tea and Lecture Series). When off-site programming resumes, staff will adhere to site-specific protocols as well as those protocols outlined in this document.

The museum is utilizing outdoor space and outdoor activities for programming where possible. This has included offering the “Haunting Histories” guided walk, and for summer 2021, installing an outdoor art exhibit on the patio.

Walking Tour Protocols

- Both public and private tours are capped at 10 participants
- Contact information is obtained for each participant, with date and time of tour, and kept for 30 days
- Face coverings are required
- Our guide (staff) carries hand-sanitizer, and makes it known to the group that it is available
- Our guide asks each participant the most current screening questions before beginning tour (active screening)
- Our guide reminds participants to practice physical distancing at the start of, and throughout, the tour

Other Public Services

Room Rentals

Have been suspended for the duration of 2021.

Collection Acquisitions

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 and arranging for appropriate delivery of any accepted items. Collection Committee Meetings are being held virtually. The Museum is currently collecting pandemic-related stories via email and online survey. Detailed protocols are available upon request.

Research

Where possible, the Administrative Assistant/Registrar is responding to research requests. In-person researchers and volunteer researchers will not be permitted until further notice.

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 and to maintain appropriate physical distancing; positioning the interaction to take place from behind an impermeable barrier is encouraged; if distancing and/or impermeable barrier is not possible/available, staff will don a face shield
 - Masks must be worn by staff when not in their office, including when entering or exiting the building, using the staff kitchen, or passing through public areas of the museum
 - 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 and 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 volunteers, which will be implemented starting in August 2021. Volunteers will be subject to the same protocols as staff (see above), and will be subject to active screening. Volunteer duties are being adjusted to limit interaction. Staff are currently engaging some volunteers from home.

- Upon reopening (starting August 3, 2021):
 - Two front desk volunteer shifts per day
 - Up to one Open Drawer Project volunteer per day
 - Volunteers will be required to wear a face covering while at their workstation (located in a public area), as well as throughout their stay at the museum (the only exception to this is when having a drink, which should always take place behind the impermeable barrier)
 - All visitor interactions should take place from behind the impermeable barrier
 - Work stations will be wiped down before use (including keyboard, telephone, and desk surface)

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, 2020, anyone entering the building who doesn’t fit the categories previously described, will also be required to complete a screening questionnaire (active screening), signing off that they don’t have any symptoms before being allowed to enter the building, as per City of Brockville policy.