

## COVID-19 INFORMATION

# RELAUNCH PLAN - TEMPLATE

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To open your service or setting to the public, it is recommended you complete a plan to reduce the risk of transmission of COVID-19 among the attendees of your location. This optional template can support you in creating your plan. It is recommended your plan be posted where the public can see it, such as in your location or on a public-facing website.

The template includes considerations to help guide you as you plan to open. This should be completed using Alberta's [COVID-19 General Relaunch Guidance](#), which provides general guidance applicable to all sectors; as well as sector-specific guidelines available on [Alberta Biz Connect](#) and any additional requirements of your business or sector association.

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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? How would you limit congregating (e.g., in break rooms, communal spaces, rest areas, etc.)? How will you limit the overall number of people in your space? Refer to the Personal Protective Equipment (PPE) section to mitigate the risk of transmission when 2 metre distancing cannot be maintained.*

We 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 have installed vinyl floor stickers to direct one-way flow through our space with a separate exit door from the entrance. In our admissions area we have a Plexiglass sheet installed to reduce exposure at the point of sale. We will begin by selling timed tickets online to reduce the need to have close proximity with staff at the till.

Our maximum capacity, to ensure 2 metres of space between visitors, is 27 people in our Main Hangar at one time, (based on the recommended requirement for museums to have 10 metres squared per person - Alberta Museums Association). Having timed ticketing available online will help us ensure 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/Disinfection

**Considerations:** *How will cleaning on high touch surfaces be maintained in your location (e.g., bathroom, chairs, doorknobs, break rooms)? How will you train and ensure workers or volunteers keep equipment clean? If you are a business, how will work surfaces, order screens, debit machines and cash registers be cleaned?*

*What cleaner are you using? What disinfectant are you using (do they have a DIN or NPN)? How long do you have to keep the disinfectant on the surface for it to be effective?*

We have opening and closing cleaning procedures outlined as well as regular cleaning checklists for throughout the day. Our bathrooms will have every second staff 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, only two doors requiring the use of door knobs. Door knobs will be cleaned frequently. The debit machines and cash register will be cleaned between users. We will have hand sanitizer at the entry door to each building. 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.

Lysol advanced disinfecting wipes will be used on surfaces between users.

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## Screening for Symptoms

**Considerations:** How will you be aware of symptoms in staff, customers, congregants or volunteers, such as fever, sore throat, cough, runny nose or difficulty breathing? Have you provided education or communication of self-monitoring of symptoms? Have you identified a space where staff or volunteers can be separated from others if they develop symptoms? Have you considered what you would do if you see increased absenteeism due to illness or isolation requirements? Have you considered absenteeism policies that encourage staff members or volunteers 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 or volunteer 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. Staff members have also been provided with information to be able to self-monitor for symptoms. If a staff member develops symptoms while at work we will isolate them in our upstairs offices until they can leave the premises. We are prepared for increases in absenteeism and can continue working at full capacity if a few workers become ill. We are maintaining a log of staff and volunteer attendance. If a staff member comes to work with symptoms they will be required to leave the premises immediately and cannot return until they provide a negative Covid test. 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 full time staff members 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.

Visitors will be reminded of the common symptoms of Covid upon their arrival and will be asked to confirm that they do not have any symptoms. A visitor with symptoms will have their ticket refunded so that they can immediately go home to isolate.

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## Personal Protective Equipment (PPE)

**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 would you obtain it? Have you considered installing physical barriers (e.g., acrylic plastic window or high-walled cubicle) to reduce exposure when 2-metre distancing is hard to maintain?

We will require all staff to wear masks while in public spaces. Single use gloves are available for 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 and have received a donation of washable masks from a local business. We are selling admission tickets online to reduce the amount of time spent with visitors in close proximity to staff. During the online sales process it will be clear to visitors that we require them to bring and wear their own mask during their visit. The use of hand sanitizer upon their arrival will be mandatory. This will also be explained during the online sales process. A barrier has been installed at the front desk where 2-metre distancing is harder to maintain. The other spaces within the museum allow for social distancing.

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## Responsibilities

**Considerations:** *Who will be responsible for ensuring staff, customers, congregants and volunteers are following your precautions? Have you updated contact information for staff and volunteers so they can be notified in the event of a known exposure? What would your approach be if you had to manage a situation where there was apparent non-compliance with your plans/direction?*

Our Executive Director and Guest Services Manager are responsible for ensuring precautions are being followed. Our Volunteer Manager will ensure all volunteers are aware of procedures and has current contact information for our volunteers 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 that will inform potential updates to these policies.

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

If we have to manage a situation where there was non-compliance with our plans or direction our staff will be responsible for reminding the individual of our policies. If they refuse to follow the policies they will be asked to leave the premises. The Executive Director or Guest Services Manager will be responsible for this procedure if the non-compliance escalates.