

Museums operating in Nova Scotia

A guide for creating your reopening plan

Ensure physical distancing

- Make sure you are up to date on the latest [public health guidelines on social distancing](#)
- Place limits on number of visitors, including limits in certain areas
- Consider closing buildings/galleries if social distancing not possible
- Install plexiglass partitions at visitor services desks
- Time entry/guided tours for households/bubbles in small spaces
- Make changes to cash handling practices to promote contactless payment
- Single point of entry/exit and clearly marked signage indicated visitation route through buildings
- Stanchions/blocking bottleneck areas
- Create visible cues for social distancing, including floor markings
- Increased public health signage throughout space
- Enhanced use of outdoor spaces
- Assigning staff in a way that maintains lower numbers in certain spaces
- Limit elevator and confined space use to one household at a time
- Consider modifying hours to allow access/visitation by highly vulnerable populations (seniors, immunosuppressed individuals)
- Place limits on programs or cancel if directives cannot be met
- Facility rental programs – creating capacity limits that allow for social distancing, ensuring guidelines are met, cancelling rental programs

- Postpone non-essential face-to-face appointments or convert to virtual/video appointments
- Stagger start times and breaks for staff
- Reposition workstations to increase physical distances or install barriers and partitions
- Consider non-medical masks for staff if direct client contact with the public is essential and cannot be avoided

Practise and promote good hygiene

- Make sure you are up to date on the [latest public health guidelines on hygiene, including hand hygiene](#)
- Make sure you're following public health guidelines for cleaning and disinfecting)
- Promote hand hygiene throughout the space
- Provide hand-washing/sanitization stations throughout the space to promote hygiene
- Increase staff breaks to create opportunities for more frequent hand-washing
- Make sanitization and cleaning efforts and public health practices highly visible
- Increase cleaning of spaces, particularly high touch surfaces
- Order adequate supplies (soap, hand sanitizer, gloves) for staff and visitor use
- Remove or redesign interactives, limit access to high-touch features, remove handsets, implement enhanced cleaning protocols

Stay informed, be prepared and follow public health advice

- Make sure you're up to date on the [latest public health guidelines and requirements](#)
- Regularly visit <https://novascotia.ca/coronavirus/> for latest updates
- Rely on information from trusted sources
- Training for staff regarding how to message new guidelines with the public
- Supports and network for sharing concerns/issues
- Use public health posters to promote guidelines, encourage hygiene practices in both public and staff areas
- Ensure staff are familiar with your policies/protocols around public health guidance, and know how to enforce those protocols when necessary

Limit non-essential travel

- Make sure you are up to date on [travel restrictions and self-isolation requirements after travel](#)
- Postpone non-essential face-to-face appointments or convert to virtual/video appointments
- Postpone travel for professional development, look for virtual opportunities to support professional development
- Consider extending artifact and specimen loans where possible
- Use video and teleconferencing where possible

Increase environmental cleaning and ventilation of public spaces and worksites

- Make sure you are up to date on the latest [public health guidelines and best-practices around cleaning and ventilation](#)
- Ensure enhanced cleaning and disinfection of commonly touched surfaces
- If possible, don't share telephones, keyboards, desks or workstations; put in place enhanced cleaning protocols if sharing is necessary
- Make cleaning part of everyone's daily duties
- Increased sanitization/cleaning of museum spaces
- Enhanced cleaning of interactives, shared equipment, high-touch surfaces
- Remove interactives if enhanced cleaning is not possible
- Consider outdoor spaces for programming and interpretation offerings
- Make sanitization efforts and public health practices highly visible
- Encourage air movement in enclosed spaces
- Perform regular maintenance on ventilation systems

Stay home when symptomatic and follow public health advice

- Make sure you are following [the latest public health guidelines on what to do if you are experiencing symptoms of COVID-19](#)
- Employees should monitor their personal health, and stay at home if they are feeling unwell
- Encourage staff to speak with their supervisor if they have any concerns about their work arrangements, or any concerns about their health

- Provide clear messaging to staff about the importance of staying home when they're sick and working from home if they suspect they are sick, and ensure staff will be supported to do this (for example, by not requiring a doctor's note)
- Post messaging on websites, social media and on building entrances encouraging visitors to stay home if they are unwell
- If a visitor presents symptoms related to COVID infection, ask them to leave and contact 811
- Where applicable, offer refunds for visitors that have pre-purchased visits so they do not feel an obligation to attend if they are unwell
- Send staff home when they are not feeling well
- Have a plan for adjusted operations if staff are unable to work
- Remind staff to stay home when ill and call 811 promptly if experiencing symptoms of COVID-19
- Review Occupational Health and Safety guidance (see here: <https://novascotia.ca/coronavirus/occupational-health-and-safety/>)

Wear a non-medical mask when in indoor public spaces, including museums

- Masks are mandatory for staff and visitors at all NSM sites in indoor, public spaces
- If possible, consider having non-medical masks on site available to visitors at a low/no cost (all NSM sites have been given non-medical disposable masks for distribution to visitors for free)
- We are taking a cooperative and positive approach to mandatory masking rather than an enforcement approach. We have confidence that the vast majority of Nova Scotians will do the right thing and wear one.
- Visitors who are unwilling to wear a mask, and do not fall into one of the exemption categories above, can be denied entry to our sites.

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Template for reopening plan – meeting public health requirements

- If a visitor has identified that they are not able to wear a mask for medical reasons, staff should not deny entry, or press for further explanation. We cannot ask visitors about their personal medical history. We aim to have as many visitors comply with mask wearing in our spaces as possible, but do not have an enforcement role in mask wearing.
- Keep up to date on the latest Government of Nova Scotia guidance on mask use

Businesses and organizations are being asked to demonstrate how they meet public health directives and ensure the safety of employees and customers. The directives listed below are based on current public health directives and could be subject to change under the direction of the Chief Medical Officer of Health.

Organization Information

Site name: _____

Site manager: _____

Location: _____

Core public health measures

Please describe what actions your site will take to meet the following core public health measures.

Ensure physical distancing

The latest public health guidelines on social distancing can be found [here](#).

Identify specific measures you will implement at your site to ensure physical distancing can be maintained:

- List them here. _____

Practise and promote good hygiene

The latest public health guidelines on hygiene can be found [here](#).

Identify specific measures you will implement at your site to practise and promote good hygiene among staff and visitors:

- List them here. _____

Stay informed, be prepared and follow public health advice

The latest public health guidelines on being prepared can be found [here](#).

Identify specific measures you will implement at your site to ensure staff and visitors stay informed, prepared, and follow public health advice:

- List them here. _____

Limit non-essential travel

The latest public health guidelines on travel and self-isolation requirements can be found [here](#).

Identify specific measures you will implement at your site to limit non-essential travel:

- List them here. _____

Increase environmental cleaning and ventilation of public spaces and worksites

The latest public health guidelines on cleaning public spaces and worksites can be found [here](#).

Identify specific measures you will implement at your site to increase environmental cleaning, how ventilation will be handled, and how you will mitigate ventilation risks:

- List them here. _____

Stay home when symptomatic and follow public health advice

The latest public health guidelines on working during COVID-19 can be found [here](#).

Identify what specific measures you will be implementing at your site to encourage people to stay at home when they are symptomatic:

- List them here. _____

Wear a non-medical mask when in indoor public spaces, including museums

The latest public health guidelines on the use of non-medical masks can be found [here](#).

Identify how non-medical masks or face coverings will be used at your site, and how proper use will be promoted:

- List them here. _____

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- If a visitor has identified that they are not able to wear a mask for medical reasons, staff should not deny entry, or press for further explanation. We cannot ask visitors about their personal medical history. We aim to have as many visitors comply with mask wearing in our spaces as possible, but do not have an enforcement role in mask wearing.
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