



Safer at Home

MUSEUMS & ART GALLERIES

COVID-19 REOPENING GUIDANCE

GOVERNOR'S ECONOMIC REOPENING TASKFORCE



General Guidance to Protect All Staff and Customers:

1. Review and follow the [Universal Guidelines](#) for All New Hampshire Employers and Employees.
2. Review and follow New Hampshire [retail](#) guidance.
3. Review and follow CDC [guidance for businesses and employers](#).
4. Review and follow CDC [guidance for cleaning and disinfection](#).
5. If providing food services, follow [Food Service Industry](#) guidance.
6. All staff must wear reusable/washable cloth face coverings over their noses and mouths while at work. This includes wearing a cloth face covering when in common areas, outdoors when other are in close proximity, and in shared staff areas (e.g. offices and break rooms) when social distancing is difficult to maintain.
 - a. Provide training on cloth face coverings based on CDC guidance for [Use of Cloth Face Coverings](#).
 - b. Review the NH DHHS information about [using cloth face coverings](#).
 - c. People wearing face coverings must not touch their eyes, noses, mouths, or faces, or adjust their face coverings without first sanitizing their hands. After touching faces or adjusting face coverings, hands must be sanitized.
7. Guests should be asked to wear cloth face coverings while they are within the facility and around other staff and guests when social distancing is difficult to maintain.
8. Staff and patrons/consumers should practice frequent hand hygiene by either washing hands with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer with at least 60% alcohol. This includes, but is not limited to, hand hygiene upon arrive at the facility, before and after meals or snacks, before and after going to the bathroom, before and after touching a person's face or face covering, and prior to leaving the facility.
9. Commonly touched surfaces and work areas should be frequently cleaned and disinfected according to [CDC guidance](#) at a minimum every 2 hours and at the end of each use.
10. Staff and patrons should be reminded to maintain a distance of at least 6 feet from others whenever possible.
11. Dedicated staff (i.e. a safety officer) should be assigned to be monitor social distancing and compliance with protective actions, and to prompt customers and other staff about the importance of social distancing, hand hygiene, and use of cloth face coverings

Employee / Volunteer Protection:

1. Staff and volunteers must be provided with education and training about safe practices as it relates to hand hygiene, sanitation (cleaning and disinfection policies), and illness policies outlined in the [Universal Guidelines](#) and in this document.



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2. Stagger shifts, breaks, and meals, in compliance with wage and hour laws and regulations to maintain social distancing. Weather permitting, breaks and lunches should be outdoors when possible.
3. Staff should be instructed to maintain a distance of at least 6 feet from others (staff and customers) at all times. Prohibit congregating in break rooms or common areas and limit capacity of such areas to allow for a safe social distancing of at least 6 feet whenever possible.
4. Require all staff to report any symptoms of COVID-19 or close contact to a person with COVID-19 to supervisor.
5. Staff should be screened daily on arrival to the facility by asking if the individual:
 - a. Has any symptoms of COVID-19 (see [Universal Guidelines](#) for list of potential symptoms) or fever of 100.4 degrees F or higher.
 - b. Has had any close contact with someone who is suspected or confirmed to have had COVID-19 in the past 14 days. (**NOTE:** Healthcare workers caring for COVID-19 patients while wearing appropriate personal protective equipment should answer “no” to this question)
 - c. Traveled in the past 14 days either:
 - i. Internationally (outside the U.S.),
 - ii. By cruise ship, or
 - iii. Domestically (within the U.S.) outside of NH, VT, or ME on public transportation (e.g., bus, train, plane, etc.).
6. Person(s) with any COVID-19 symptoms, or those who within the past 14 days report close contact with someone suspected or confirmed with COVID-19 or report travel risk factors should **not** be allowed into the facility:
 - a. Symptomatic persons should be instructed to contact their healthcare providers to be tested for COVID-19 and [self-isolate](#) at home following the instructions below.
 - b. Asymptomatic persons reporting that within the past 14 days they have had close contact with someone suspected or confirmed with COVID-19 or who report one of the traveled-related risk factors should [self-quarantine](#) for 14 days from their last exposure or return from travel.
 - c. **NOTE:** Healthcare workers caring for COVID-19 patients while wearing appropriate personal protective equipment should answer “no” to this question
7. Person(s) with suspect or confirmed COVID-19 must stay home until symptom-based criteria are met for [discontinuation of isolation which are](#):
 - a. At least 10 days have passed since symptoms first appeared

AND

 - b. At least 3 days (72 hours) have passed since recovery (recovery is defined as resolution of fever off any fever reducing medications plus improvement in other symptoms)
8. Interaction between employees and outside visitors or delivery drivers should be restricted and practices of touchless receiving should be implemented if possible.



Consumer Protection:

1. Signage must be prominently posted in the parking lots, and at the entrances of the facility, to inform customers that if any of the following apply, they should not enter the facility and put other customers or staff at risk and that any tickets purchased can be rescheduled for another day, or the person can receive a refund:
 - a. Any symptoms of COVID-19 (see [Universal Guidelines](#) for list of potential symptoms) or fever of 100.4 degrees F or higher.
 - b. Close contact with someone who is suspected or confirmed to have had COVID-19 in the past 14 days. (**NOTE:** Healthcare workers caring for COVID-19 patients while wearing appropriate personal protective equipment should answer “no” to this question)
 - c. Traveled in the past 14 days either:
 - i. Internationally (outside the U.S.),
 - ii. By cruise ship, or
 - iii. Domestically (within the U.S.) outside of NH, VT, or ME on public transportation (e.g., bus, train, plane, etc.).

Business Process Adaptations:

1. All facilities should have a communication plan to educate staff and customers about COVID-19 health and safety practices at the facility.
2. Admissions should be limited to 50% of overall capacity, or limited to the number of people where 6 feet of social distancing is able to be consistently maintained, whichever is less.
3. Group sales will be limited to 10 persons or less.
4. Seated or viewing areas will be arranged to maintain at least 6 feet of space between people.
5. Establish one-way flow through the museum and within galleries, when possible, to facilitate social distancing. It is recommended that staff or volunteers be positioned throughout the venue to address potential congestion points and ensure people adhere to social distance guidelines.
6. Guided tours or group activities are limited to 10 people or fewer if lower numbers are necessary to ensure appropriate social distancing. Offering guided tours will be at the discretion of the individual organization. Indoor guided tours are discouraged.
7. Where possible, facilities should move to cashless based transactions without paper receipts unless requested. Touch-free payment options should be emphasized.
8. Facilities should establish and promote a process for advanced reservations to minimize staff-customer contact and avoid congregating in lines or waiting areas. All digital check-in /check- out is recommended where possible.
9. Use plastic shields or barriers between customers and clerks at service counters when possible and clean them frequently.
10. Any waiting lines should have clearly demarcated areas to maintain a safe distance of at least 6 feet between people.



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11. A clearly designated entrance and a separate clearly designated exit should be used to maintain social distancing, if possible.
12. Organizations should consider virtual or digital experiences where possible.
13. Interactive exhibits (i.e. touch and feel exhibits, play areas) should be closed or modified with frequent cleaning and disinfection and a readily available hand hygiene station (soap and water or alcohol-based hand sanitizer) to promote safe use.
14. Sanitization materials must be provided to staff, such as hand sanitizer and sanitizing wipes, and alcohol-based hand sanitizer should be made available throughout the facility, including at entrances, in common areas, exhibit halls, and at exits.
15. Clean and disinfect all common use surfaces including door handles, screens, phones, pens, keyboards, exhibits, and other areas of hand contact every two hours, at a minimum, and shared use items must be cleaned and disinfected after each use, per [CDC guidance](#).

