



Smithsonian
Affiliate

AQUARIUM OF THE BAY:

COVID-19 Business Recovery
& Reopening Plan

MAY 15 2020

Confidential

OVERVIEW

Our Mission Remains Un-changed, Our Methods Have Changed

The non-profit Aquarium of the Bay located on the largest open-retail at PIER 39 on the Embarcadero is the ONLY Smithsonian Affiliated Aquarium facility in California. Accredited by the Association of Zoos & Aquariums, it is a Certified Green Business committed to the health and safety of all employees, volunteers, animals, and guests. Deemed an essential service, it is mandated to follow the requirements and guidelines from the US Fish & Wildlife for the Care and welfare of the 24,000 animals and 186 species in our 750,000 gallon salt-water Tanks 24x7. The Aquarium augments the School system with free education programs to over 30,000 children each year for the last 24 years of operations.

This document outlines the process and procedures the Aquarium is undertaking in order to reopen the facility to the public. The Aquarium of the Bay's Five-Year Strategic Plan concentrates on seven key focus areas: Animals, Learning, Conservation, Guest Experience, Audience, Financial Sustainability, and People. While advancing all seven areas are vital to the Aquarium's success, this public reopening plan was developed in support of the Guest Experience and People areas of focus and is based on three guiding principles:

- **Staff Health and Safety Remains at the Highest Level**
- **Guest Health and Safety is Held to Exceptionally High Standards**
- **The Guest Experience Continues to Meet Our High Standard of Excellence**

GOAL

Safely and successfully reopen and operate The Aquarium of the Bay following a temporary public closure in support of our community's efforts to flatten the curve of the novel coronavirus (COVID-19)

KEY STRATEGIES

- Modify the physical facilities to effectively move guests throughout the Aquarium in support of physical distancing requirements, and maintain the highest levels of cleanliness
- Implement new operational procedures in support of physical distance requirements
- Adjust staffing and operations to ensure the highest levels of health and safety are maintained
- Effectively communicate safeguards taken and updated policies and procedures to staff, volunteers and guests

PHASED OPERATING LEVELS

Because regulations and perceptions continue to evolve as we learn more about how to stop the spread of the novel coronavirus, The Aquarium's plan is designed to scale up through three operating levels, each building upon the capacity outlined in the previous level. These levels were benchmarked to the phases detailed in Federal guidance issued on April 16, 2020.

LEVEL 1, 2 and 3 Overview

Level 1

- **Operating parameters:**
 - Strict attendance limits in accordance with state and local regulations
 - Group and Event restrictions in accordance with state and local regulations and Aquarium policies
 - School group visitation and programming to follow state and local regulations and Aquarium policies, and align with overall attendance limitations
 - Phase 1 of staff return to onsite work
- **Criteria for Implementation:**
 - State, County and City “Shelter in Place” orders modified or cancelled
 - City of San Francisco eases restrictions

Level 2

- **Operating parameters:**
 - Moderate attendance limits in accordance with state and local regulations
 - Moderate Group and Event restrictions in accordance with state and local regulations and Aquarium policies
 - School group visitation and programming to follow state and local regulations and Aquarium policies, and align with overall attendance limitations
 - Phase 2 of staff and volunteers return to onsite work
- **Criteria for Implementation:**
 - State, County and City “Shelter in Place” orders further modified or cancelled
 - City of San Francisco recommends further easing of restrictions

Level 3

- **Operating parameters:**
 - Full operations and programming resumes with no attendance restrictions
 - School groups resume full operations under normal Aquarium policies
 - All staff and volunteers return to onsite work
- **Criteria for Implementation:**
 - All State, County and City “Shelter in Place” orders cancelled, all limitations and regulations ended

Process and Plans

High Level Modifications:

This public reopening plan outlines high level modifications designed to address the four key strategic platforms. These modifications will remain flexible to effectively and efficiently adjust to new, relevant information and guidelines from public health experts and government entities.

Enhanced Staff Safety:

- Online ticket sales to reduce transfer of credit cards (*do online sales at gate if tickets available*)
- Target at least 75% cashless (*or touchless*) transactions (*i.e., tickets, retail*)
- Maintain single point of entry for staff
- Require staff to wear masks
- Regularly disinfect behind the scenes areas, including ticket areas and guest services counter; require hand sanitizing between each interaction with guests and staff
- Install plexiglass at strategic locations throughout Aquarium
- Implement specific COVID-19 related training on health and safety measures, and operational enhancements
- Designate areas for guests to stand and limit guests when interacting with staff that support physical distance recommendations
- Adjust internal SOP's for handling and transferring Aquarium assets (*i.e. cash, paperwork, etc...*)

Managed Attendance Limits

- Implement timed ticketing/member reservations throughout the day; 1-hour blocks for entry
- Hours of Operation (10:00am – 5:00m)
- Event rentals limited in Levels 1 & 2 to full Aquarium buy-out only and capacity limits

Enhanced Guest Health and Safety Measures

- One-way directional flow to experience Aquarium
- 6' spacing marked throughout Aquarium, especially in the entry queue
- Disability access to Elevators only
- Number of people allowed in Gift Store will be limited
- Eliminate Touch Experiences; implement enhanced cleaning of exhibits
- Increase cleaning and disinfection frequency and depth (over-night shifts)
- Prop open restroom doors where appropriate to avoid contact with handles
- Increase hand sanitizer stations throughout Aquarium
- Provide extensive on-campus messaging of cleanliness measures and physical distance requirements

Maintaining High Quality Guest Experience

- Additional staffing throughout Aquarium pathway to ensure efficient guest flow and support adherence to physical distancing requirements
- Develop guest-friendly and fun messaging consistent with brand
- Utilize Farallon conference space to provide additional interactions/opportunities with animals, costume characters, and educational programming

Attendance Limitations:

In an effort to provide the best guest experience while maintaining limits on attendance that adhere to stringent physical distancing parameters, the following formulas were developed to calculate capacities specific to The Aquarium of the Bay.

Total occupancy was determined per space using 6' radius measurements in gallery areas and 6' linear measurements in que line areas. The total occupancy was determined to be 248 or approximately half of our pre-Covid 19 total occupancy.

Key Assumptions:

- Average human fills 2 sq. ft. of floor space when standing
- Social distancing of 6' require 3' radius around an individual
- Only gallery pathways, lobby space and tunnels will be used to determine maximum occupancy leaving conservative buffer spaces in Gift Shop

Personal Space + Social Distancing Radius = Individual Space Requirement

2' + 3' radius = 56 sq. ft./per person

Capacity = Total Pathway Sq. Ft./Individual Space Requirement

Capacity = 248 people

A visual overlay of these spacing parameters onto The Aquarium of the Bay floorplan is included at end.

A maximum guest capacity at the Pier 39 location will be aligned with state and local regulations and derived from total guest capacity minus Aquarium staffing needs.

- Admissions is using a model of 248 total guests in the building at any given time
- Through a combination of metering ingress and counting egress, the Aquarium assumes a total daily throughput of 1,375 depending on dwell times, hours of operation and maximum capacity designated for each level
- Initial hourly capacity will be created as a percentage of the total capacity at:
 - 50% virtual queue (timed ticketing)
 - 50% standby (untimed admission)

Office Space: In the aquarium, there are only four employees that have offices that are not in frequent and direct contact with our guests. Our remaining staff are at our administrative offices, located at 55 Francisco Street #710, San Francisco, California 94133. The four employees on site at the aquarium are:

- Director of Facilities (1) occupant 105 square feet
- Director of Animal Care (1) occupant 66 square feet
- Cash Control (1) occupant 129 square feet
- Director of Guest Services (1) occupant 133 square feet

DETAILED MODIFICATIONS

Level 1 Modifications:

- **Discover the Bay**
 - Install physical distancing floor graphics in queue
 - Create one-way directional flow and capacity limits
 - Area stanchioned off to guests
- **Go with the Flow**
 - Install physical distancing floor graphics in queue
 - Create one-way directional flow and capacity limits
- **Under the Bay**
 - Near Shore Tunnel
 - Install physical distancing floor graphics in queue
 - Create one-way directional flow and capacity limits
 - Sharks of Alcatraz Tunnel
 - Install physical distancing floor graphics in queue
 - Create one-way directional flow and capacity limits
- **Touch the Bay**
 - Touch pools
 - No operation
 - Area stanchioned off to guests
 - Bay Lab Station
 - Install plexiglass
 - Install physical distancing floor graphics in queue
 - Create one-way directional flow and capacity limits
- **River Otters**
 - Install physical distancing floor graphics in queue
 - Create one-way directional flow and capacity limits
 - Area stanchioned off to guests (?)
 - Install additional plexiglass at any openings between otters and guests
- **Cleaning**
 - Extensive three-day deep cleaning prior to opening
 - Increased “roaming disinfection” during daily operations
 - Increased hand sanitizer stations (over 30 throughout campus)
- **Lighting Adjustments**
 - Repower all deactivated lighting systems
- **Restroom Access**
 - Prop open all restroom doors where appropriate to eliminate contact;
 - Close off water fountains and only operate water fill station
- **Guest Flow**
 - One-way flow along gallery path throughout Aquarium
 - Additional staffing to manage pathway bottlenecks and monitor capacity limits
- **Program Schedules**
 - No added value experiences
 - No shows
 - No Touch experience (to support lobby guest flow)

Detailed Modifications Continued

- **Entry Queue Spacing**
 - 6' Floor Markings
 - Wide switchbacks in plaza area
 - Additional staffing for line management and guest support
- **Guest Masks**
 - Mandatory
 - Available for sale in Gift Shop
 - 2 options available:
 - Disposable (\$2.50)
 - Reusable (\$10.99)
- **Guest Temperature Check**
 - Not required; however, be attentive to guests that might be displaying flu-like symptoms
- **Elevator Access**
 - Staff monitor primary elevator for only disability access
- **Covid-19 Training**
 - Implement training for all staff on Covid-19 policies and procedures prior to opening
 - Develop guest friendly communications points and training
- **Staffing Plan**
 - Cross train front line staff in Environmental Services & Guest Services
 - Phased scheduling of staff and volunteers for front line coverage
 - Remote work continues for non-gate related staff
- **Staff Operations Adjustments**
 - Transfer single point of entry process to rear, time clock door
- **Staff Personal Protective Equipment and Policies**
 - Masks required
 - Secure stock of masks and related supplies
 - Gloves available for those that request
 - Disinfectant wipes located throughout staff areas
 - Physical distancing in office area and while on breaks
 - No sharing of personal items and office supplies
- **Staff Temperature Check**
 - Staff required to monitor temperature prior to working and logging results
 - Stagger shifts to control flow at arrival and departure time
- **On Campus Messaging**
 - Deploy audio messaging throughout day to reinforce physical distancing and CDC recommendations
 - Install safe distancing floor graphics throughout campus
 - Increase health and safety measure signage throughout pathways
 - Install maps throughout campus; eliminate handing out
 - Install enhanced handwashing graphics in restrooms

Detailed Modifications Continued

Level 2 Modifications:

- Discover the Bay
 - Same as level 1
- Go with the Flow
 - Same as level 1
- Under the Bay
 - Same as Level 1
- Touch the Bay
 - Same as Level 1
- River Otters
 - Same as level 1
- Cleaning
 - Same as Level 1
- Lighting Adjustments
 - Same as Level 1
- Restroom Access
 - Same as Level 1
- Guest Flow
 - Dedicated members entrance at exit
 - One-way flow to Outdoor Deck
 - Outdoor Deck utilized as exit
- Program Schedules
 - Begin limited Added Value Experiences
- Entry Queue Spacing
 - Same as Level 1 plus alternative entry queue for Members
- Guest Masks
 - Same as Level 1
- Guest Temperature Check
 - Same as Level 1
- Elevator Access
 - Same as Level 1
- Covid-19 Training
 - Same as Level 1
- Staffing Plan
 - Hire seasonal staff to manage longer hours
 - Allow some remote workers to return in phases
- Staff Operations Adjustments
 - Same as Level 1
- Staff Masks
 - Evaluate needs
- Staff Temperature Check
 - Same as Level 1
- On Campus Messaging
 - Same as Level 1

Detailed Modifications Continued

Level 3 Modifications:

- Discover the Bay
 - Same as level 1
- Go with the Flow
 - Same as level 1
- Under the Bay
 - Same as Level 1
- Touch the Bay
 - Re-evaluate sneeze guards
 - Re-evaluate amount of floor graphics
- River Otters
 - Same as level 1
- Cleaning
 - Same as Level 1
- Lighting Adjustments
 - Same as Level 1
- Restroom Access
 - Replace restroom doors where appropriate
- Guest Flow
 - Modify one-way guest flow
 - Reduce staffing to manage flow
 - Return entrance to original location
- Program Schedules
 - All Added Value Experiences implemented
 - All shows return
- Guest Dive Experiences
 - Resume normal scheduling
- Entry Queue Spacing
 - Return to normal queue with social distance markings
- Guest Masks
 - Same as Level 1
- Guest Temperature Check
 - Same as Level 1
- Elevator Access
 - Reduce Staffing
- Photo Opportunities
 - Return to direct photo opportunities with increased hand sanitizer
- Covid-19 Training
 - Same as Level 1
- Staffing Plan
 - All staff and volunteers return
 - Determine any remote working needs
- Staff Operations Adjustments
 - Consider single point of entry transition to permanent location
- Staff Masks
 - No masks required
- Staff Temperature Check
 - Eliminate temperature check
- On Campus Messaging
 - Remove COVID-19 messaging from all signage, but maintain audio messaging

HVAC

The Aquarium of the Bay is equipped with 7 commercial Trane HVAC units that were designed specifically for this facility. They provide air circulation to all areas of the aquarium both front and back of house.

The filters used in the aquarium's HVAC systems are washable electrostatic air filters designed for systems where higher efficiency particulate removal is required. The filters are often used by hospitals, laboratories, computer rooms, food packaging plants, and pharmaceutical plants.

The specific brand we use is PERATRON Model #HFA-2".

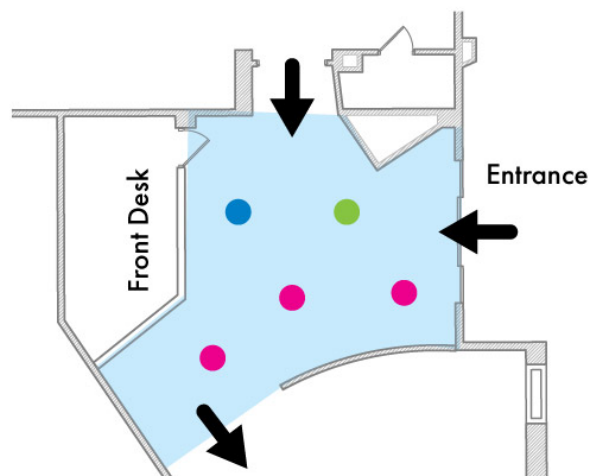
- Average Arrestance Efficiency: 89%
- Dust Holding Capacity: 120 gm.
- Initial Air Flow Resistance: 0.20" w.g.

Filters are cleaned with water and 10% bleach and are cleaned as per manufactures recommendations.

LOBBY – Floor 3

GUEST KEY

- Family..... 3
- Couple 2
- Person 1



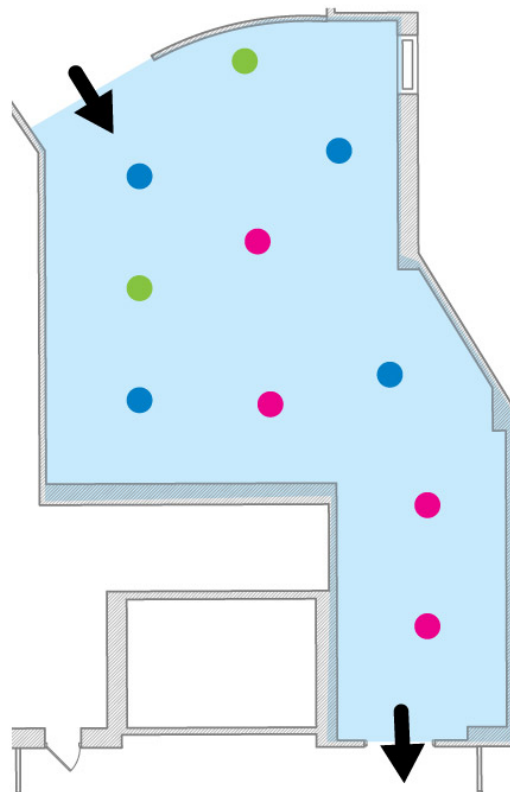
8
TOTAL
(Comfortably)



DISCOVER THE BAY – Floor 3

GUEST KEY

- Family..... 3
- Couple..... 2
- Person 1



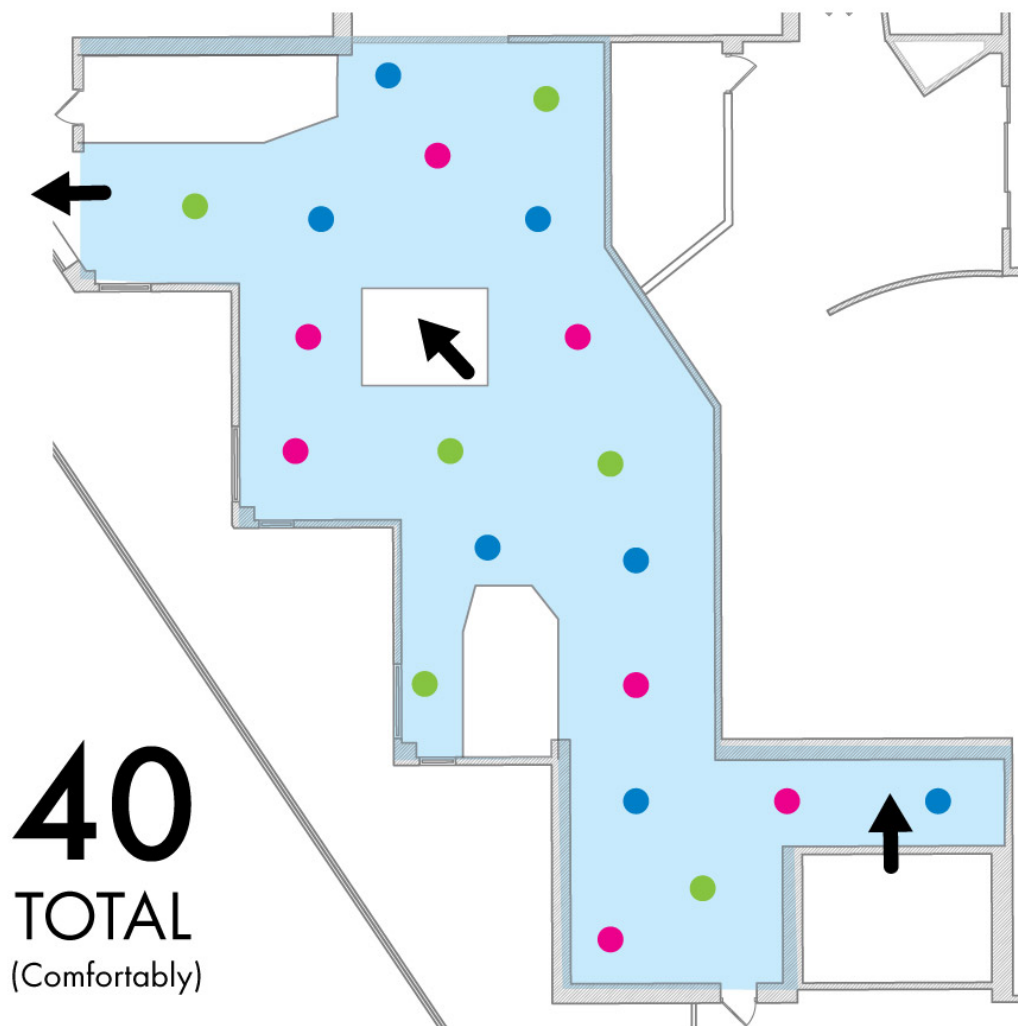
20
TOTAL
(Comfortably)



TOUCH THE BAY – Floor 3

GUEST KEY

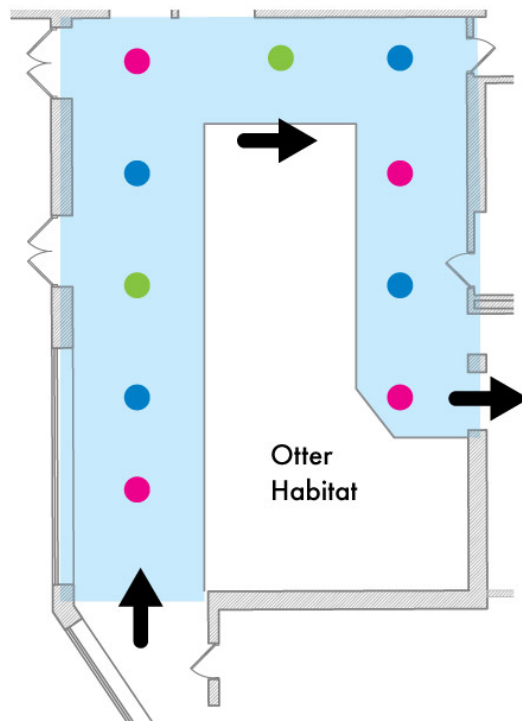
- Family..... 3
- Couple 2
- Person 1



RIVER OTTERS – Floor 3

GUEST KEY

- Family..... 3
- Couple 2
- Person 1



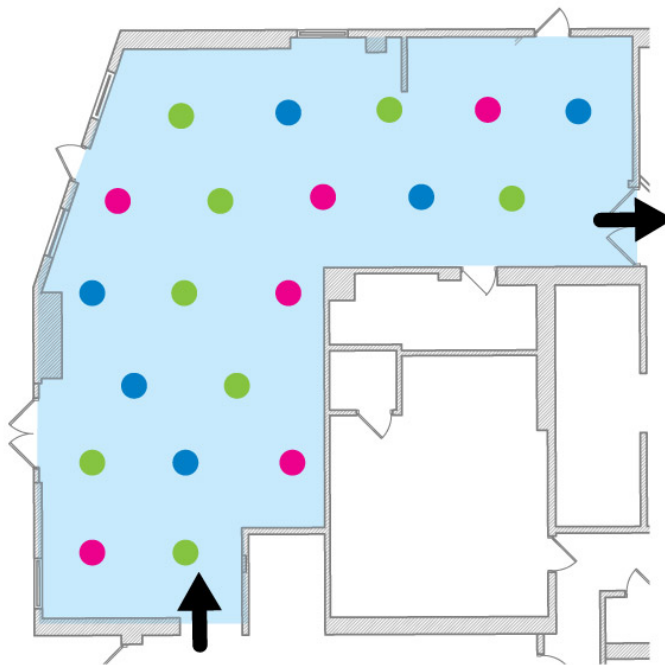
20
TOTAL
(Comfortably)



EVENT SPACE – Floor 3

GUEST KEY

- Family..... 3
- Couple 2
- Person 1



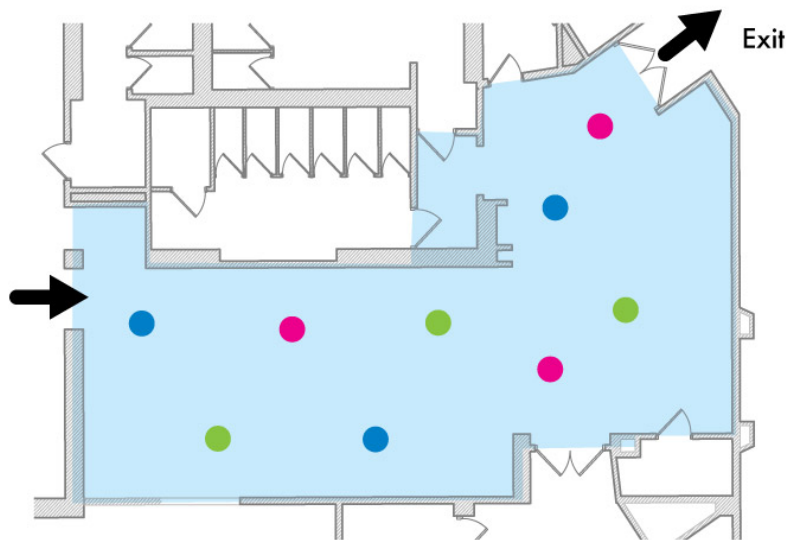
40
TOTAL
(Comfortably)



RETAIL 1 – Floor 3

GUEST KEY

- Family..... 3
- Couple 2
- Person 1



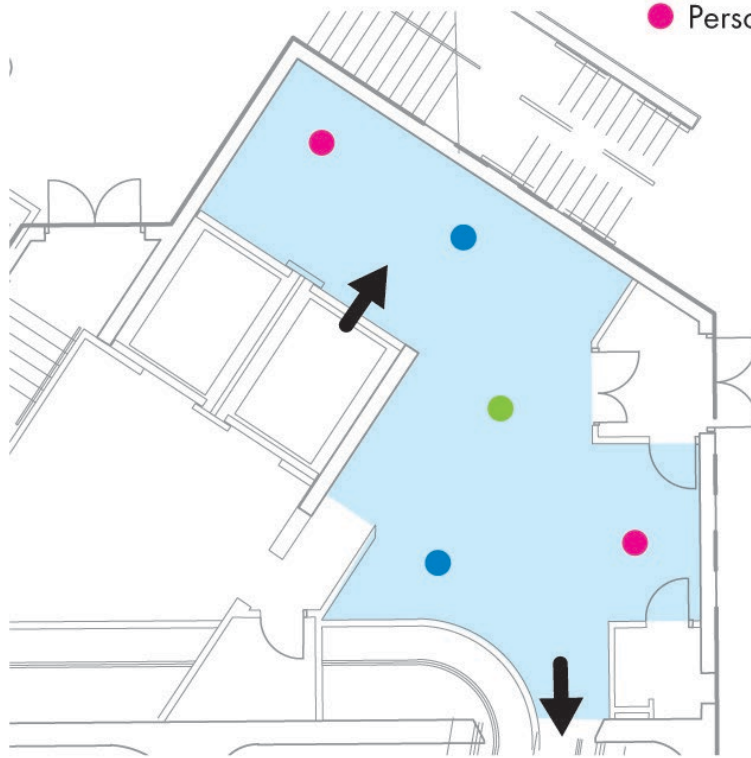
18
TOTAL
(Comfortably)



GO WITH THE FLOW – Floor 1

GUEST KEY

- Family..... 3
- Couple 2
- Person 1

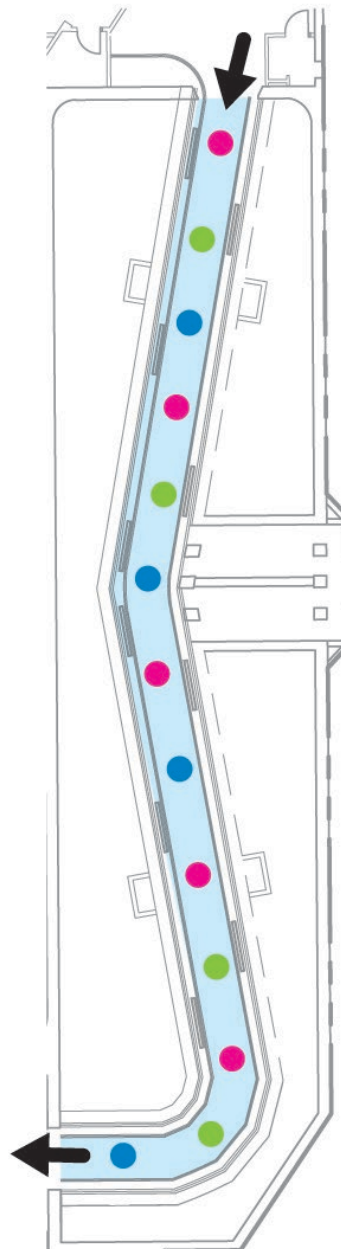


10
TOTAL
(Comfortably)



TUNNEL 1 – Floor 1

25
TOTAL
(Comfortably)



GUEST KEY

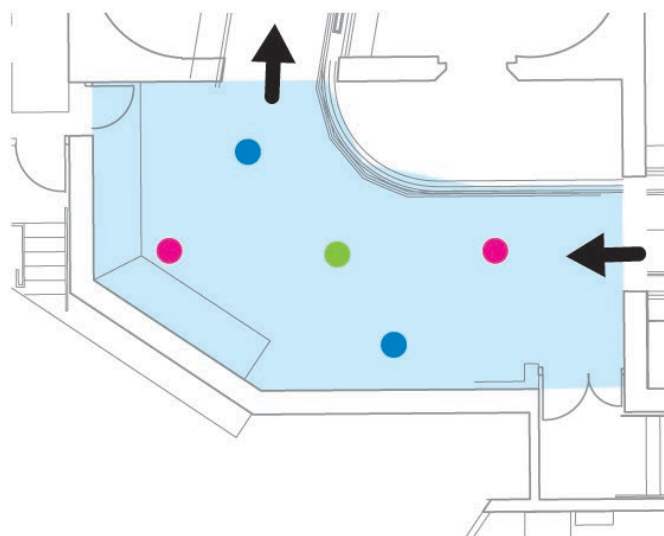
- Family..... 3
- Couple 2
- Person 1



OCTOPUS AND FRIENDS – Floor 1

GUEST KEY

- Family..... 3
- Couple 2
- Person 1

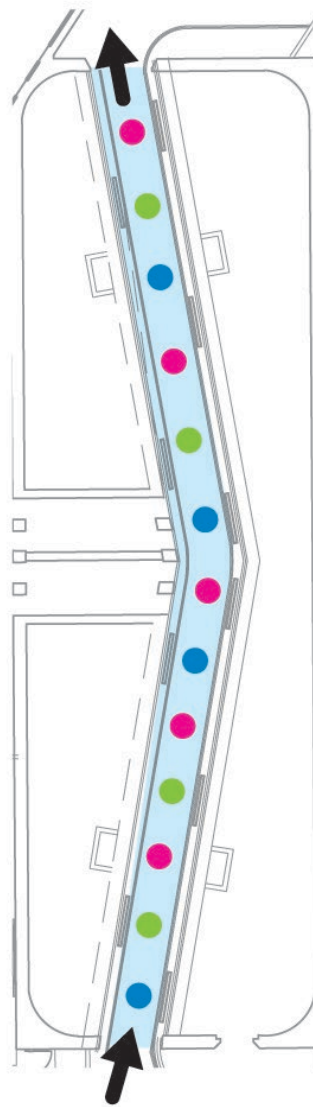


10
TOTAL
(Comfortably)



TUNNEL 2 – Level 1

25
TOTAL
(Comfortably)



GUEST KEY

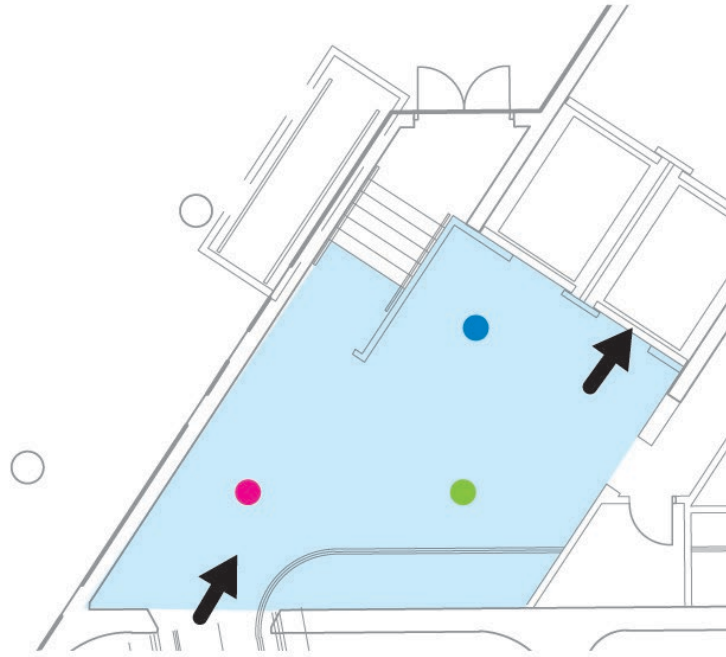
- Family..... 3
- Couple 2
- Person 1



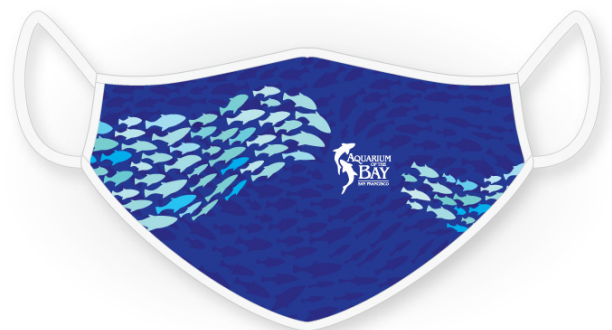
BAY PIPEFISH – Level 1

GUEST KEY

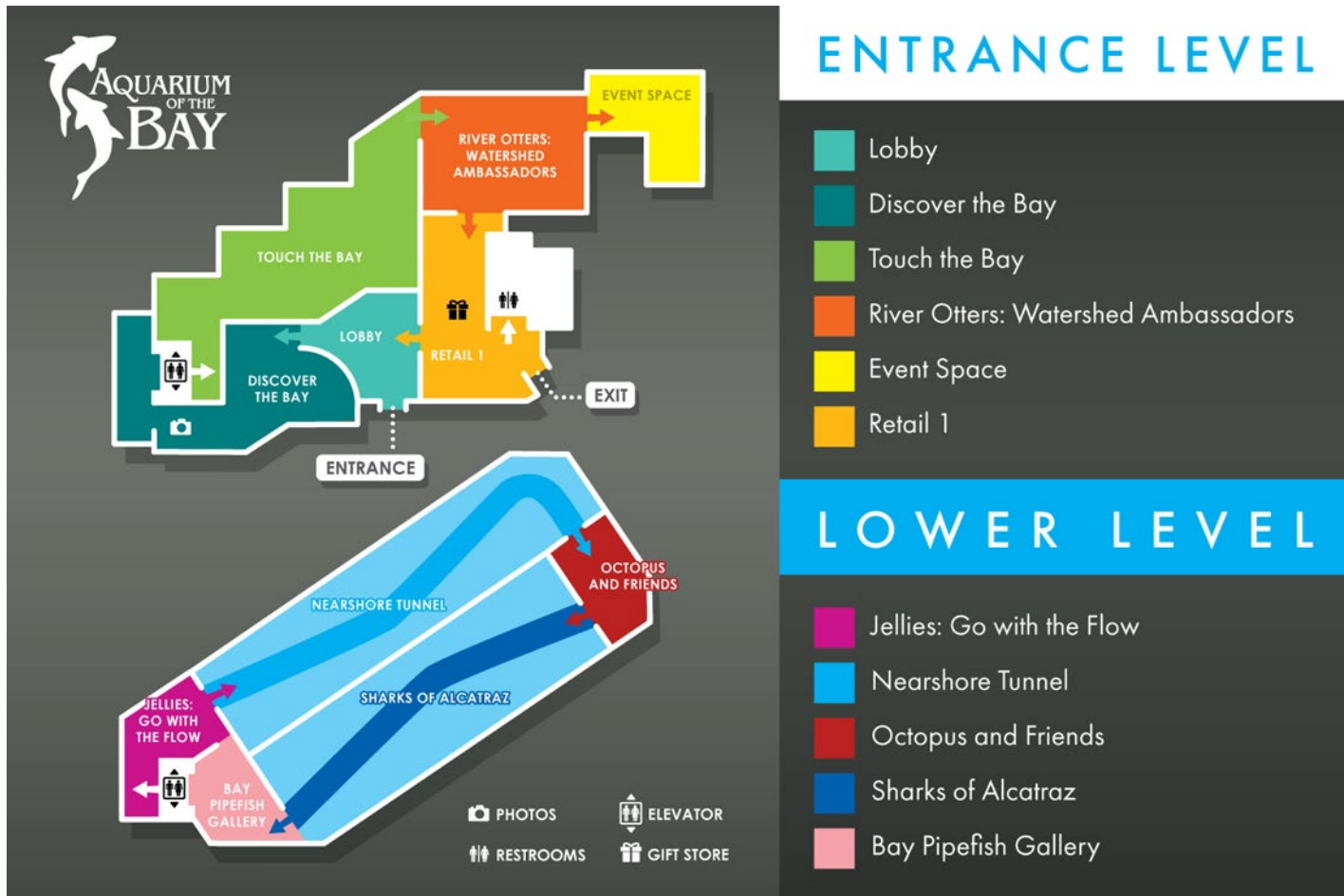
- Family..... 3
- Couple 2
- Person 1



6
TOTAL
(Comfortably)



AQUARIUM MAP

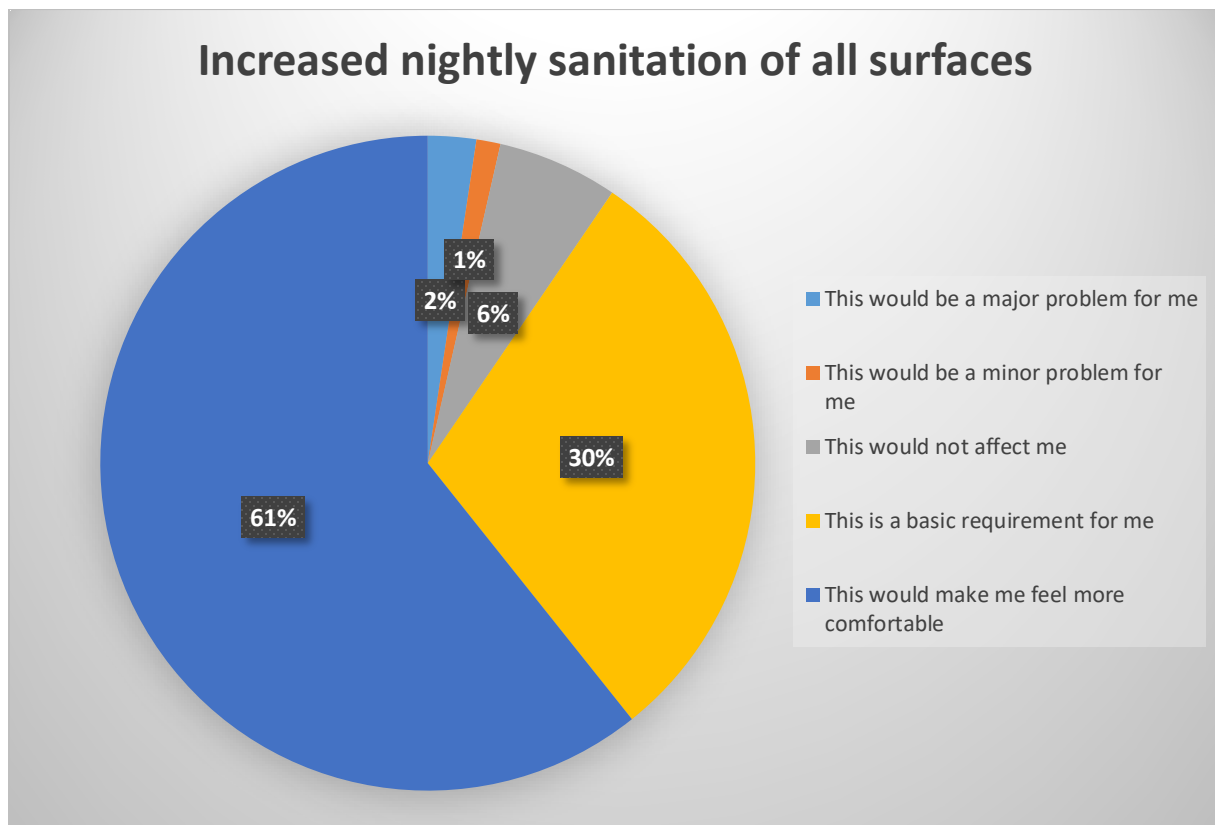


APPENDIX I

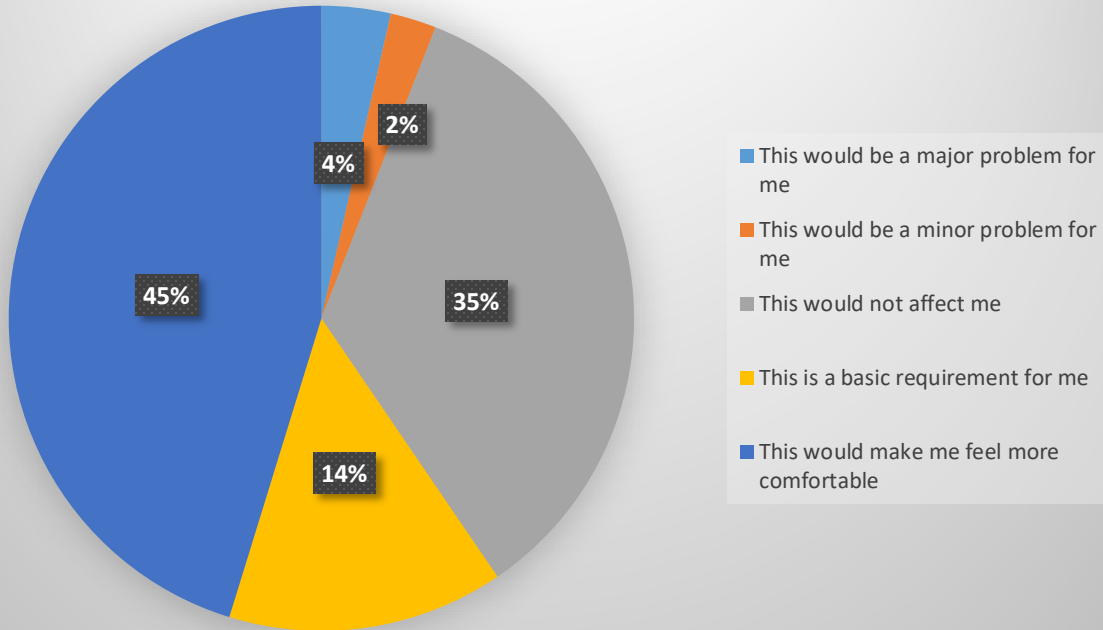
Reopening Guest Survey

10 Questions

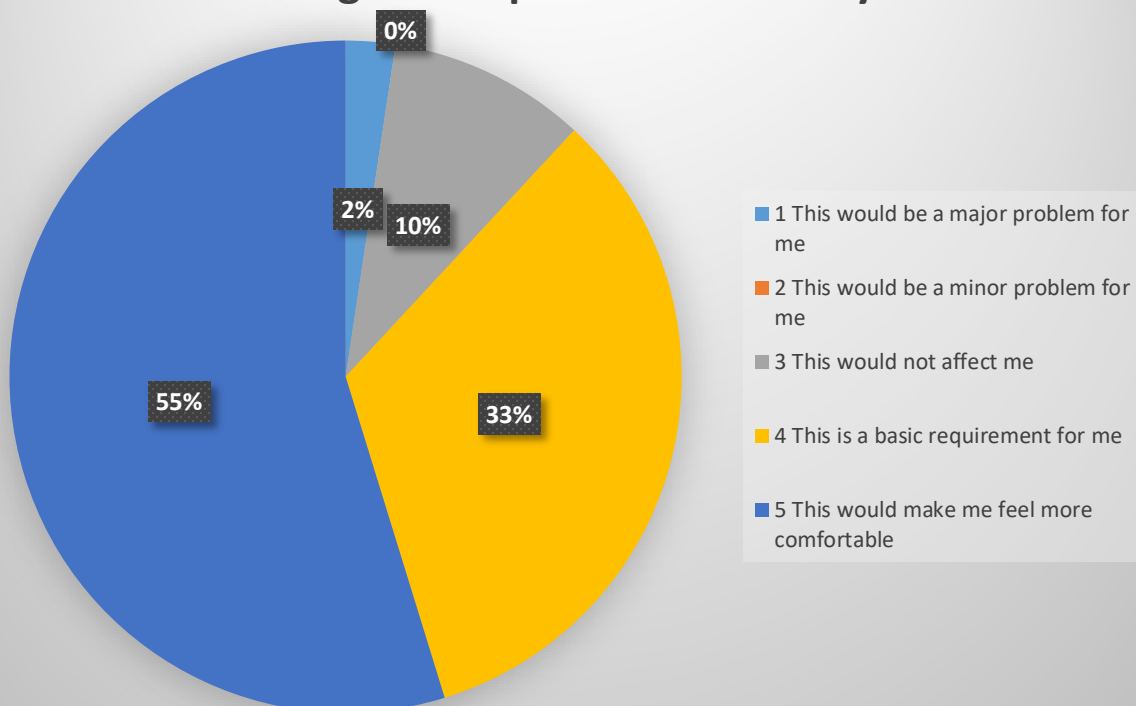
84 Respondents



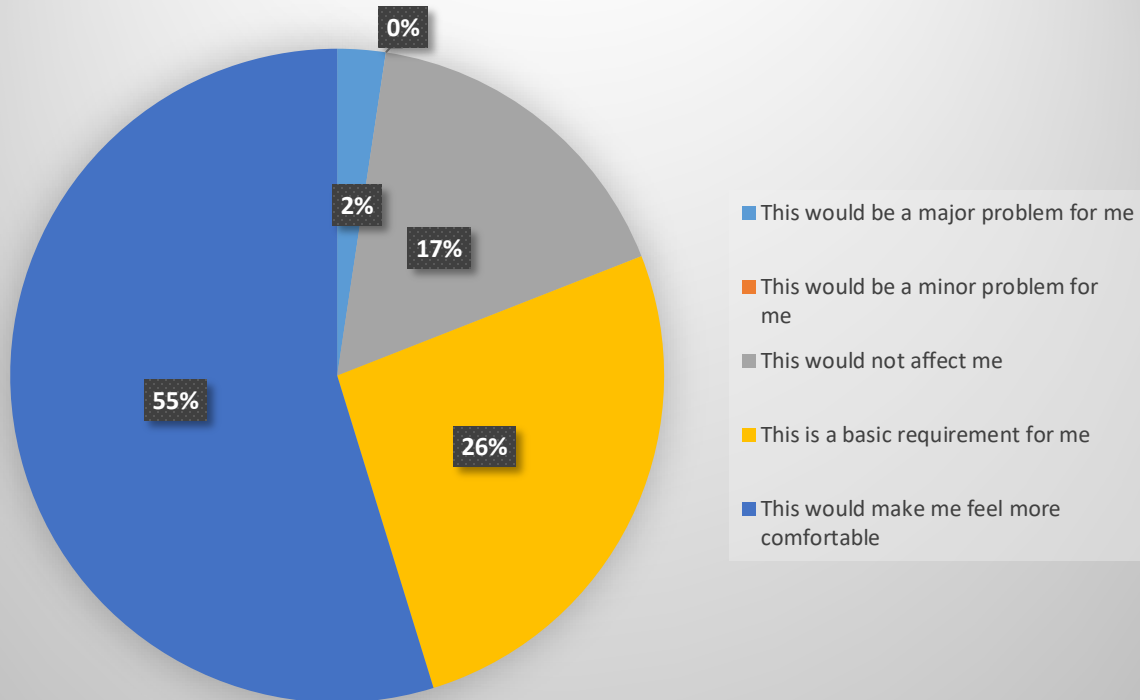
Temporarily close the aquarium mid day for cleaning



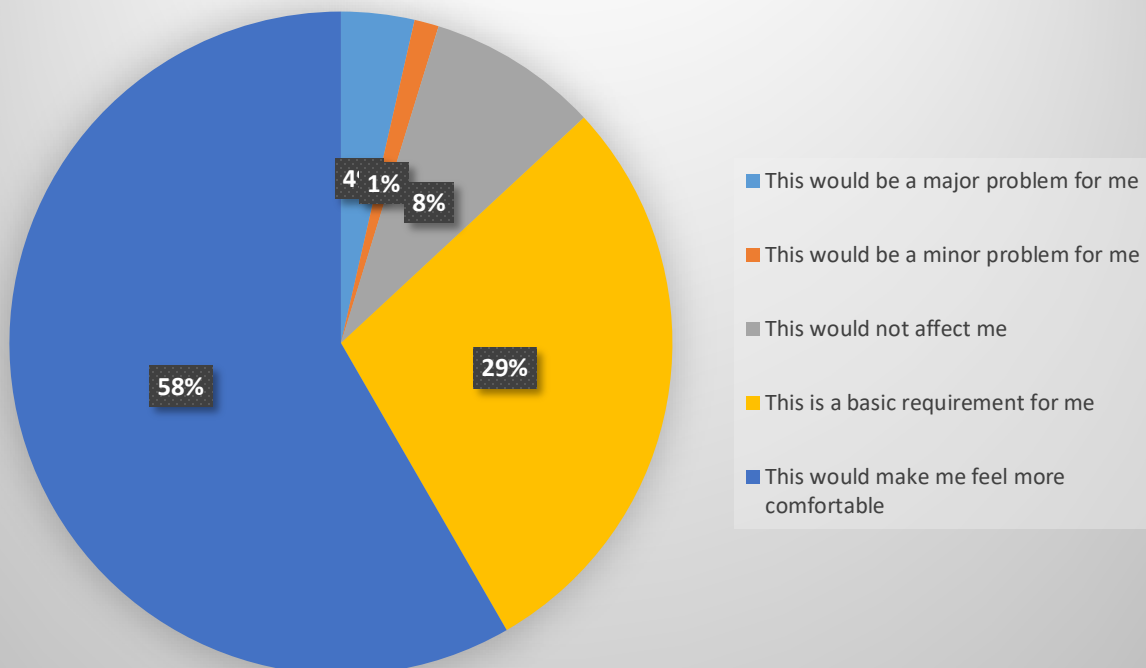
Implement social distance requirements throughout Aquarium of the Bay



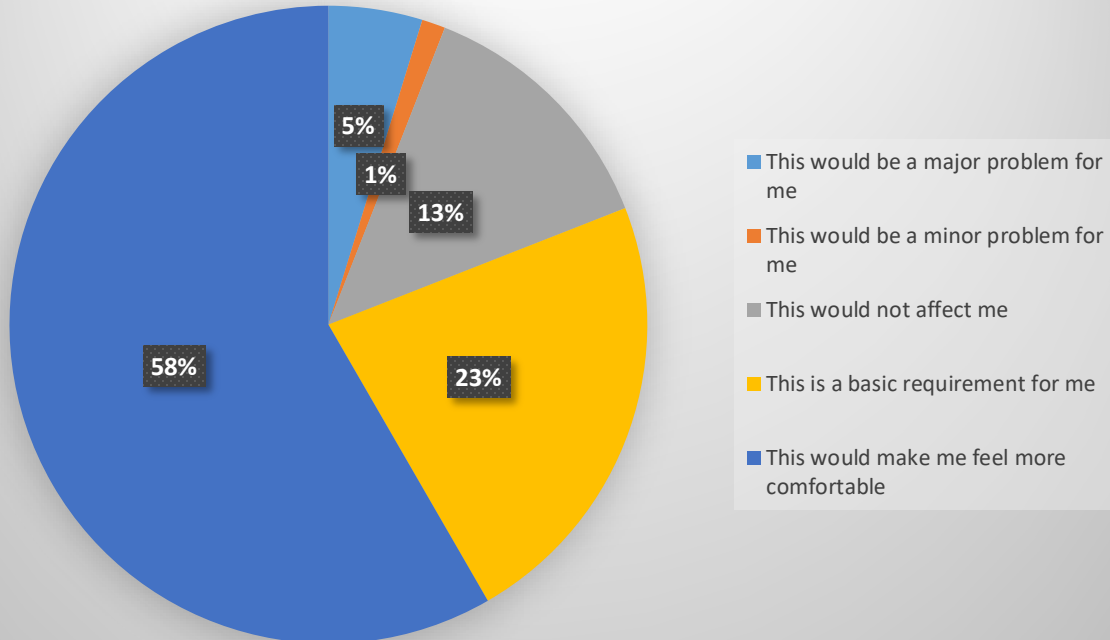
Implement a virtual waiting line system with timed entry into the aquarium



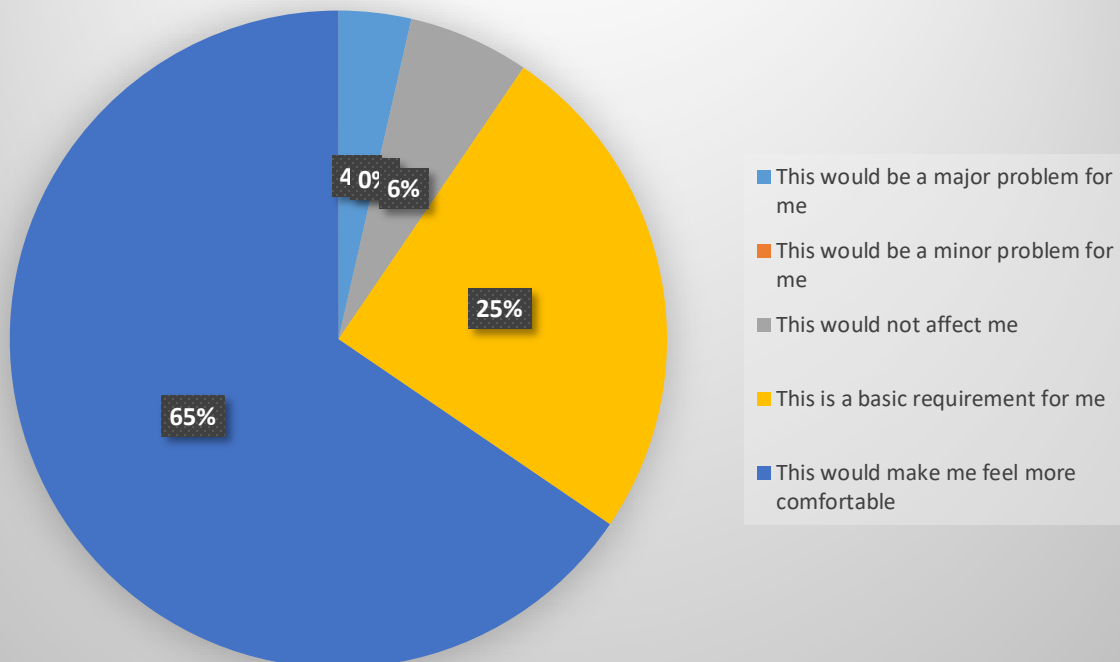
Require all guests to wear face masks at all times



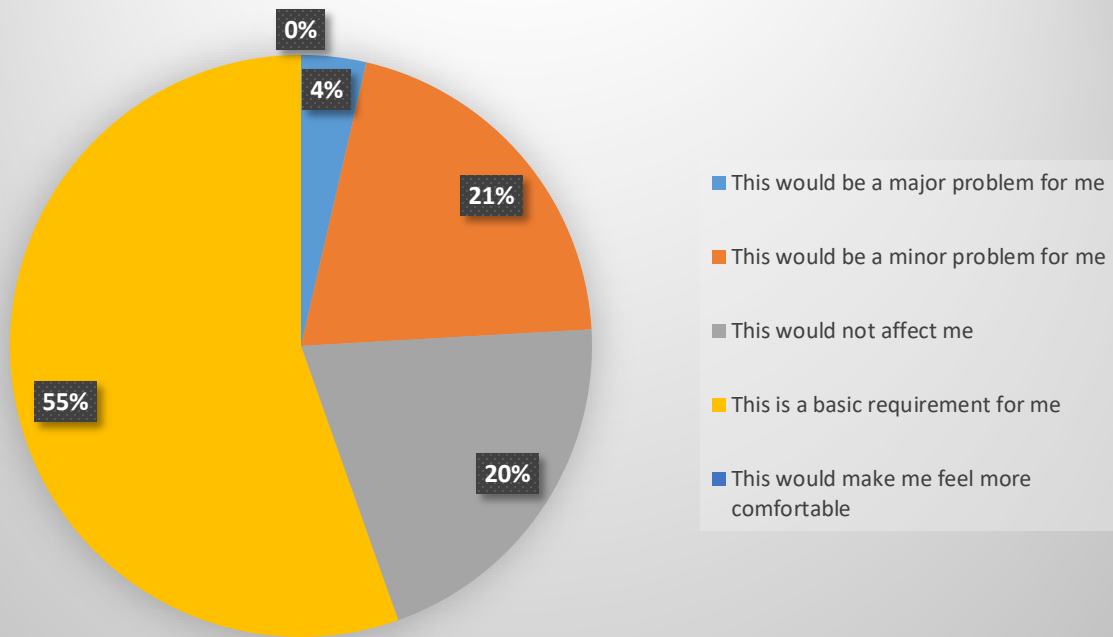
Implement touch-free payments for tickets and merchandise



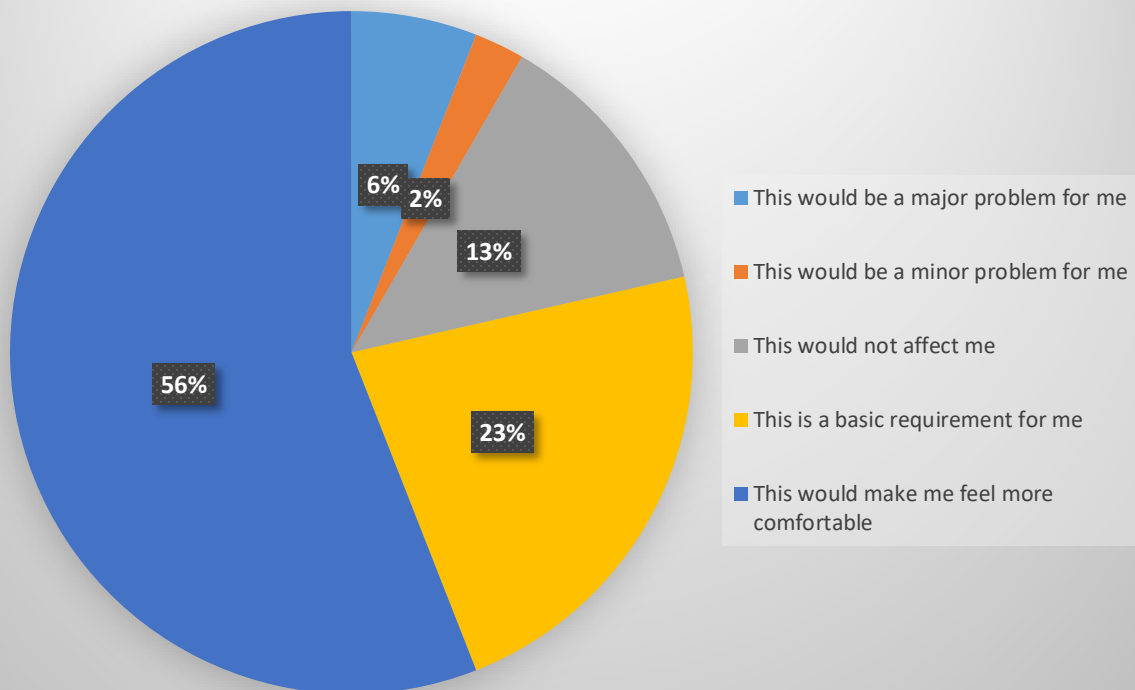
Deploy more hands free sanitizer stations throughout the aquarium



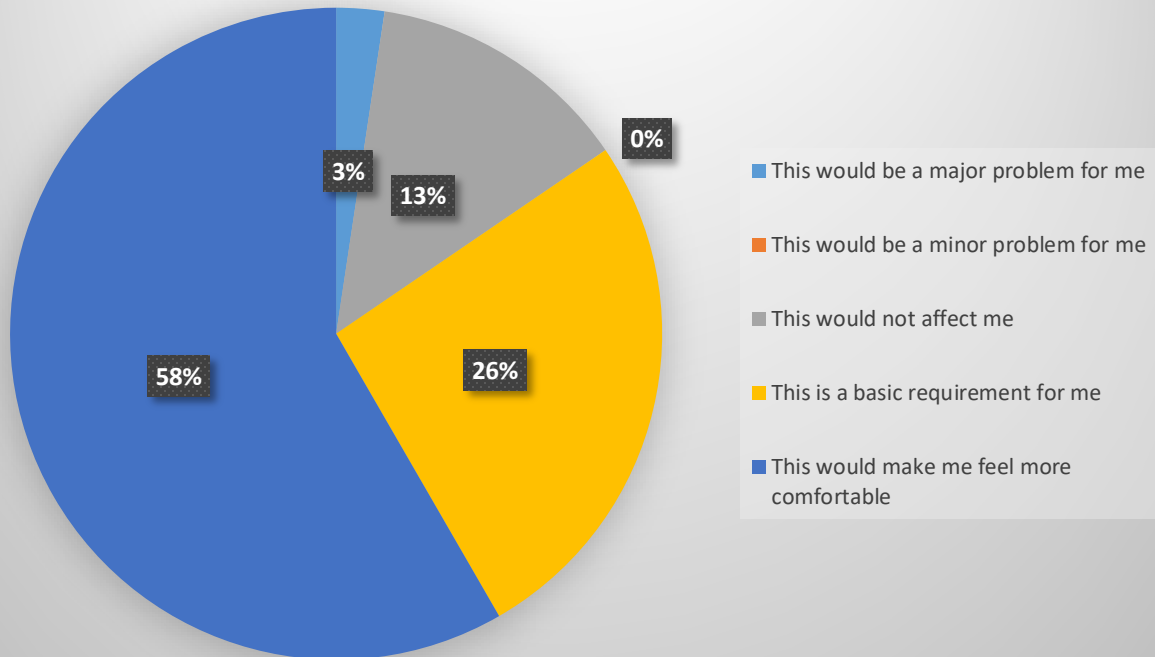
Limit aquarium attendance to 50%



Require guests to have their temperature taken before entry



Require all Staff to have their temperature taken before reporting to workstations



APPENDIX II

Notice from Landlord

From: 55 Francisco Management Office <update@from.workspace.cc>

Sent: Monday, May 18, 2020 11:08 AM

Cc: 55Francisco@lpc.com

Subject: 55 Francisco | Notice to California Office Tenants

Re: Order of the State Public Health Officer of the State of California dated May 7, 2020 (the "Order"); Update on the State of California's Pandemic Roadmap; COVID-19 Industry Guidance: Office Workspaces

As you may be aware, the State Public Health Officer of the State of California issued the Order moving California from Stage 1 to Stage 2 of the State of California's Pandemic Roadmap (the "Pandemic Roadmap"). A copy of the Order is available

here: <https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/SHO%20Order%205-7-2020.pdf>. A current copy of the Pandemic Roadmap is available here: <https://www.gov.ca.gov/wp-content/uploads/2020/04/Update-on-California-Pandemic-Roadmap.pdf>.

As a part of moving to Stage 2 of the Pandemic Roadmap, state and local governments will work together to allow certain businesses to resume operations, subject to guidelines established by the California Department of Public Health. As Stage 2 of the Pandemic Roadmap progresses, Governor Newsom and county and city officials are expected to issue additional guidance permitting certain categories of offices to resume operations. Please do as we are doing and monitor the progression of Stage 2 of the Pandemic Roadmap in order to determine when your office may resume operations.

As you prepare to resume operations, please be aware that the California Department of Public Health has issued guidance for businesses operating in office workspaces, available here: <https://covid19.ca.gov/pdf/guidance-office-workspaces.pdf> (the "Office Workspace Guidance"). In addition, please review the industry guidance at <https://covid19.ca.gov/pdf/guidance-office-workspaces.pdf> to see if your business may be impacted by any additional industry specific guidance.

Once your business is permitted to resume operations, you must continue to comply with the terms of your occupancy agreement, the terms of the Office Workspace Guidance, and all applicable health and safety guidelines from the Centers for Disease Control and Prevention, the World Health Organization, the California Department of Public Health and local health departments.

PLEASE SHARE THIS INFORMATION WITH YOUR STAFF.

APPENDIX III



COVID-19 INDUSTRY GUIDANCE: Museums, Galleries, Zoos, and Aquariums

Release date: **June 5, 2020**

Recommended effective date
no sooner than: **June 12, 2020**

All guidance should be implemented only with county health officer approval following their review of local epidemiological data including cases per 100,000 population, rate of test positivity, and local preparedness to support a health care surge, vulnerable populations, contact tracing, and testing.



OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by employees (where respiratory protection is not required) and guests/clients/visitors,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training employees on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

PURPOSE

This document provides guidance for museums, galleries, botanical gardens, zoos, aquariums, and other similar spaces (referred to collectively as “museums”) to support a safe, clean environment for workers.

NOTE: This guidance is not intended for amusement, theme, or water parks. Museums with movie theaters, convention space, rentable meeting rooms, other areas for private events, etc., should keep those areas closed until large gatherings are allowed to resume modified or full operation through a specific reopening order and guidance. Museums with family entertainment activities, restaurants (including concessions, cafes, etc.), retail gift shops, life science

research labs, etc., should refer to guidance on such industries as it becomes available on the [COVID-19 Resilience Roadmap website](#). Discontinue demonstrations, such as live animal shows, **unless** physical distancing and sanitation protocols can be ensured. All large events or gatherings, such as concerts or private parties/events, must be cancelled or postponed.

The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.¹ Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more comprehensive guidance on their [Cal/OSHA Interim General Guidelines on Protecting Workers from COVID-19 webpage](#). CDC has additional requirements in their [guidance](#) for businesses and employers.



Workplace Specific Plan

- Establish a written, worksite-specific COVID-19 prevention plan at every location, perform a comprehensive risk assessment of all work areas, and designate a person at each location to implement the plan.
- Identify contact information for the local health department where the operation is located for communicating information about COVID-19 outbreaks among employees.
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the location for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



Topics for Employee and Volunteer Training

- Information on [COVID-19](#), how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus. Establishments that keep animals should provide information on how to prevent the spread of COVID-19 between people and animals, as it becomes available.
- Self-screening at home, including temperature and/or symptom checks, using [CDC guidelines](#).
- The importance of not coming to work if employees have symptoms of COVID-19 as [described by the CDC](#), such as a frequent cough, fever, difficulty breathing, chills, muscle pain, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.

- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol (preferred) or 70% isopropanol (if the product is inaccessible to unsupervised children) when employees cannot get to a sink or handwashing station, per [CDC guidelines](#)).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching the eyes, nose, and mouth.
 - Face coverings should be washed or discarded after each shift.
- Ensure temporary, contract, volunteer, and all other types of workers at the facility are also properly trained in COVID-19 prevention policies and have necessary supplies and PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).



Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers (including docents, interns, volunteers, etc.) at the beginning of their shift.

Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and employees should wear face coverings for the screening.

- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows CDC guidelines, as described in the Topics for Employee Training section above.
- Encourage workers, volunteers, and visitors who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers should provide and ensure workers and volunteers use all required protective equipment, including eye protection and gloves where necessary.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.
- Face coverings are strongly recommended when employees are in the vicinity of others. Workers and volunteers should have face coverings available and wear them when in shared work areas, such as offices and other areas on the property. Face coverings must not be shared. Employers are generally encouraged to provide face coverings but must provide them when required by employer rules or these guidelines.
- Museums must take reasonable measures, including posting signage at entrances, in strategic and highly-visible locations, and in reservation confirmations, to remind the public that they should use face coverings, practice physical distancing, to not touch their face, to frequently wash their hands with soap for at least 20 seconds, and to use hand sanitizer.
- Guests and visitors should be screened for symptoms upon arrival, asked to use hand sanitizer, and to wear a face covering. Face coverings should be provided to guests who arrive without them. Babies and children under age two should not wear face coverings, in accordance with [CDC guidelines](#).
- Display a set of clearly visible rules for guests at entrance(s) that are to be a condition of entry. The rules could include instructions to use hand sanitizer, wear face coverings during the visit, maintain physical distance from employees and other guests/groups, avoid unnecessary touching of surfaces, contact information for the local health department, and changes to services. Whenever possible, the rules should be available digitally and include pictograms.



Cleaning and Disinfecting Protocols

- Frequently clean and disinfect commonly touched surfaces such as grab bars, railings, placards, interactive exhibits, light switches, door handles, etc. Operators should identify and disinfect surfaces that children are more likely to touch, such as sections of windows and fence posts closer to the ground.
- Encourage the use of credit cards and contactless payment systems. If electronic or card payment is not possible, guests should come with exact cash payment or check.
- Perform thorough cleaning of any outdoor and indoor areas that employees or the public are likely to use or occupy. This should include high traffic areas and shared workspaces (offices, meeting rooms, break rooms, etc.), and areas of ingress and egress (handrails, stairways, elevator controls, etc.)
- Avoid sharing phones, tablets, two-way radios, other work supplies, or office equipment wherever possible. Never share PPE.
- Where such items must be shared, disinfect with a cleaner appropriate for the surface between shifts or uses, whichever is more frequent, including the following: shared office equipment, such as copiers, fax machines, printers, telephones, keyboards, terminals, ATM PIN pads, staplers, staple removers, surfaces in reception areas, shared work stations, audio and video equipment (microphones, microphone stands, mixer boards, TV monitors, etc.), walkie talkies, tables and chairs, penny machines, photo booths, vending machines, etc.
- Instruct employees to wipe down and disinfect equipment that passes between employees and guests such as pens, reusable maps, etc.
- Provide disposable or single-use maps, pamphlets, guides, etc. to guests and make these available digitally so that guests can view on a personal electronic device, if possible. If single-use items cannot be provided, properly disinfect reusable ones before and after customer use.
- To the extent it is consistent with the facility's obligations to individuals with disabilities, discontinue the use of audio headsets, strollers, etc., and other equipment lent to guests **unless** it can be properly disinfected after each use. Consult equipment manufacturers to determine appropriate disinfection steps, particularly for soft, porous surfaces such as foam earmuffs.

- Equip workplace terminals with proper sanitation products, including hand sanitizer and sanitizing wipes.
- Ensure that sanitary facilities for employees and guests stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed. Provide hand sanitizer and portable sinks for visitors where possible at high traffic areas such as entrances.
- Consider installing and encouraging the use of hands-free devices, if possible, including touchless timeclocks, motion sensor lights, and automatic soap and paper towel dispensers.
- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product instructions. Follow the [asthma-safer cleaning methods](#) recommended by the California Department of Public Health.
- To minimize the risk of [Legionnaires' disease](#) and other diseases associated with water, [take steps](#) to ensure that all water systems and features are safe to use after a prolonged facility shutdown.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employees' job duties.
- Modify hours, if necessary, to ensure regular, thorough cleaning of workspaces, as appropriate. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.



Physical Distancing Guidelines

- Implement measures to ensure physical distancing of at least six feet between workers and guests and between people waiting in lines. This can include use of physical partitions, Plexiglas barriers, or visual cues (e.g., floor markings or signs to indicate to where employees and guests should stand).
- Designate separate routes for entry and exit through exhibits, galleries, viewing areas and employee workspaces to help maintain physical

distancing and lessen the instances of people closely passing each other, if possible. Establish one-way directional walkways, passageways, hallways, etc. for foot traffic, if possible, to minimize crossflow of people moving around exhibit and workspaces.

- Display signage at entrances, waiting and viewing areas, and throughout exhibit spaces to remind people of physical distancing, face coverings usage, and proper hand hygiene at every opportunity.
- Discourage employees and visitors from congregating in high traffic areas such as bathrooms and hallways. Dedicate staff to direct guests at high traffic and bottleneck areas in indoor and outdoor facilities to avoid congregation.
- Adjust maximum occupancy rules to limit the number of people at museums as appropriate to support physical distancing.
- Consider implementing timed and/or advanced reservation ticketing systems to stagger patron visits and help maintain physical distances.
- Reconfigure viewing areas for live demonstrations, animal shows, etc. so that physical distancing can be maintained between household units. Consider implementing advanced reservations for demonstrations and having staff members usher households to proper viewing areas.
- Limit customer groups entering the facility to a household unit. People from the same household do not need to physically distance from one another.
- Discontinue tours that combine households or individuals from different households into the same tour group. Tour guides must maintain at least six feet of physical distance from guests.
- Rearrange seating areas, tables, chairs, benches, etc., and/or remove seats to allow for a minimum of six feet of physical distance between users. Post signage at shared, immovable seating (benches, etc.) to remind guests to physically distance from others outside their party.
- Consider removing, closing, sectioning off, or otherwise regulating interactive exhibits such as those with touchscreens, grab handles, buttons, telephone and other listening devices, handheld props, flip doors, etc. Consider providing disposable stylus pens, disposable covers, stationing a staff member to monitor and disinfect surfaces after each use, etc. Make hand sanitizer and/or handwashing facilities available at these stations and ask visitors to use them before and after interacting with exhibits. Strongly consider closing these exhibits whenever possible, especially when children are likely to interact with or share use of these exhibits without proper disinfection and hand sanitation.

- Close indoor playgrounds, play areas, climbing structures, etc., in accordance with [CDC guidelines](#).
- Consider offering workers, docents, interns, and volunteer staff who request modified duties options that minimize their contact with guests and other employees (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- Utilize work practices, when feasible and necessary, to limit the number of employees in shared workspaces at one time. This may include scheduling (e.g., staggering start/end times), establishing alternating days for on-site reporting, returning to workspaces in phases, or continued use of telework when feasible.
- Reconfigure office spaces, workstations, check-out counters, etc. to allow for at least six feet between employees while at their workstations.
- Reconfigure, restrict, or close breakrooms and create alternative space for breaks where physical distancing is possible. Limit the number of employees riding in an elevator at one time.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Avoid sharing vehicles when traveling on the property. When employees or guests must travel together the use of face coverings is strongly recommended.
- Eliminate person-to-person contact for delivery of goods to worksites.
- If possible, install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs.
- Redesign parking lots to limit congregation points and ensure proper separation (e.g. every other space or row, contactless payment, etc.)
- Museums, galleries, botanical gardens, zoos, aquariums, etc., should limit shuttle service whenever possible and in accordance with obligations to individuals with disabilities. Employers should follow this guidance in addition to applicable transit guidance as it becomes available on the [COVID-19 Resilience Roadmap website](#).

¹Additional requirements must be considered for vulnerable populations. Employers must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers must be prepared to alter their operations as those guidelines change.

