



**PLAN TEMPLATE FOR INDOOR MUSEUMS, ZOOS AND AQUARIUMS**

*To open to the public under the current COVID-19 pandemic in furtherance of the requirements of the Stay-Safer-at-Home Order No. C19-07i, indoor museums (including art galleries), zoos and aquariums in San Francisco must comply with the following health and safety requirements and conditions:*

**Plan Requirement:**

- Each indoor museum, zoo or aquarium must submit a proposed Health and Safety Plan to the San Francisco Department of Public Health (SFDPH) at [healthplan@sfcityattty.org](mailto:healthplan@sfcityattty.org). The facility may not open until it submits the plan to SFDPH and makes the plan available to the public on its website on a permanent URL and at its facility. The URL at which the plan will be posted must be provided to SFDPH.

*This document is designed to support indoor museums, zoos and aquariums in developing a plan for submittal. A template for the plan follows this overview of health and safety requirements. The following resources may also be helpful in completing a re-opening plan.*

- California Department of Public Health Industry Guidance for Museums, Galleries, Zoos, and Aquariums (<https://files.covid19.ca.gov/pdf/guidance-zoos-museums.pdf>)
- The American Alliance of Museums Preparing to reopen resources (<https://www.aam-us.org/programs/about-museums/preparing-to-reopen/>)

***The minimum requirements listed below should be considered and reflected in the proposed Health and Safety Plan.***

**Guest Experience:**

- The facility—and discrete galleries and rooms within the facility—must remain below 25% maximum capacity. Both Personnel and patrons count towards the maximum capacity.
- Personnel and patrons must wear face coverings at all times, unless they are specifically exempted from the face covering requirements in the Face Covering Order (Health Officer Order No. C19-12c, issued on July 22, 2020), as that order may be amended from time to time.
- The establishment must review, post, and implement all applicable provisions of the Social Distancing Protocol, including the requirement to advise patrons not to enter the facility if they have symptoms of COVID-19 or, in the past 14 days, have been diagnosed with COVID-19 or been in close contact with a person who has been diagnosed with COVID-19. The Social Distancing Protocol is available at <http://www.sfdph.org/healthorders>. The plan described in this document is in addition to the Social Distancing Protocol.
- The establishment must post signage regarding the following throughout facility, including, but not limited to, in elevators:
  - Social Distancing Requirements (maintain at least six feet of distance);
  - Face Coverings;
  - Importance of handwashing/sanitizing;
  - Capacity limits for entire facility, and each discrete gallery/room as appropriate;
  - Risks of transmission (including asymptomatic transmission and increased risks due to prolonged exposure within an enclosed space); and
  - Reminder for patrons to circulate through the facility and not gather or linger in one area.



Sample signage is available on the City's website at: <https://sf.gov/outreach-toolkit-coronavirus-covid-19>

- To ensure steady movement of patrons through the exhibition space and prevent patrons from gathering together for a sustained period:
  - Group reservations or group visits with members of different households are not allowed, unless part of an out-of-school time (OST) program (for information on OST Programs, see <https://www.sfdph.org/dph/alerts/files/Directive-2020-21-Out-of-School-Time-Programs.pdf>);
  - Guided tours are not allowed;
  - Events, classes, and other gatherings are not permitted indoors;
  - Common area gathering places such as meeting rooms and lounge areas must remain closed;
  - Auditoriums must remain closed;
  - The establishment must monitor and limit patrons to ensure physical distancing between members of different households; and
  - In facilities with multiple rooms, the establishment must establish measures to indicate paths of travel through the establishment, encourage steady movement through the facility, and post wayfinding signage.
- Although cash payments must be permitted, touchless payment should be encouraged and where social distancing of at least six feet is not possible at ticketing booths or other points of contact, use of an impermeable barrier between Personnel and patrons is required.
- Public and employee restrooms must be cleaned frequently, and external doors and windows should be left open whenever possible to increase ventilation.
- Audio self-tour equipment may be used, as long as it can be effectively cleaned and disinfected between each use.
- Coat/personal property check services must remain suspended.
- High-touch surfaces and areas must be cleaned and disinfected regularly in compliance with CDC guidelines: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>.
- Close water fountains; bottle filling stations may remain open subject to frequent cleaning and disinfection.
- Event rentals must remain closed until further notice.
- Interactive exhibits that cannot be modified to remove touching must be closed.
- Patrons may not consume food or beverages indoors. If food or beverages are sold for outdoor consumption, then Health Officer Directive No. 2020-16b regarding outdoor dining (available at <http://www.sfdph.org/directives>) must be followed.
- If goods or merchandise are sold on site (e.g., gift shops), then Health Officer Directive No. 17 (available at <http://www.sfdph.org/directives>) regarding indoor retail must be followed.

**Building Infrastructure Requirements:**

- The establishment must flush out stagnant water under San Francisco PUC guidance for flushing and preparing water systems at <https://sfwater.org/index.aspx?page=1327>.
- The establishment must meet or exceed applicable building code requirements for fresh-air ventilation for each space where patrons or Personnel are present. As set forth in more detail



below, the establishment must also provide information to the Department of Public Health about the building's ventilation, either mechanical (HVAC) and/or natural (windows and doors).

**Personnel Safety Precautions:**

- The establishment must designate a Worksite Safety Monitor (including in the plan submitted to SFDPH), who must be ready to assist SFDPH with any contact tracing.
- Personnel must be trained for use of Personal Protective Equipment (PPE). Specifically, the establishment must:
  - Perform Hazard Assessment to Safety to determine the necessary PPE and safety supplies required for Personnel.
  - Supply PPE to employees based on department needs, job responsibilities, and the level of risk to exposure.
  - Provide training to Personnel on the use of PPE. In most circumstances, glove wearing is not recommended by OSHA and the CDC.
- The establishment must screen Personnel each day before they come into the facility, as outlined in Section 2 of the [Social Distancing Protocol](#).
- All Personnel who can work remotely must continue to do so. Only personnel who cannot work remotely, and who must be onsite to facilitate allowed operations, may work in the facility. In office space where such Personnel are working, the establishment must comply with all relevant provisions of Section 1 of the Appendix A to [Health Officer Directive No. 2020-18](#) regarding office facilities.

NOTE: Additional details on health and safety requirements for indoor museums, aquariums, and zoos will be set forth in Health Officer Directive No. 32. The Directive will be complementary to the list of requirements provided here and will provide further details and clarity. Facilities that have already opened will have a two-week grace period to come into compliance with any newly-articulated conditions.

# Museum, Aquarium, Zoo Health and Safety Plan

**Business name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

The following person at this business may be contacted with any questions or comments about this plan

Name: \_\_\_\_\_ Phone number: \_\_\_\_\_ Email: \_\_\_\_\_

Worksite Safety Plan Monitor contact information:

Name: \_\_\_\_\_ Phone number: \_\_\_\_\_ Email: \_\_\_\_\_

Permanent URL for Health and Safety Plan: \_\_\_\_\_

**Please explain the steps being taken to address each of the sections below.**

## Section 1 - Evaluating and documenting maximum capacity

Facility square footage: \_\_\_\_\_ sq ft

Maximum capacity: \_\_\_\_\_ people (guests and staff)      Typical capacity: \_\_\_\_\_ people (guests and staff)

Planned capacity: \_\_\_\_\_ people (guests and staff)

Planned capacity should be 25% or less of maximum capacity). When establishing your planned capacity, you should evaluate how many square feet per person would be available. Consider whether this is consistent with [U.S. Fire Agency guidance](#).

How will you monitor and ensure you do not go over the planned capacity? (eg. scheduled entry times or limiting visitor length of stay)

The proposed capacity must provide for enough space to allow social distancing (i.e., at least six feet of physical distance between individuals at all times). Note considerations below for the capacity of individual spaces or galleries, and provide a means to ensure that the capacity is not exceeded.

# Museum, Aquarium, Zoo Health and Safety Plan

## Section 2 - Signage Requirements

When drafting this section of the plan, you should review the signage available on the City's website here: <https://sf.gov/outreach-toolkit-coronavirus-covid-19>

Identify the best places to post signage that maximize patrons' and Personnel's exposure to messaging. Think about all entrances to the facility, areas where people queue, common passageways, bathrooms, elevators and such when making your plan for signage.

Be sure to post a copy of your Social Distancing Protocol at each public entrance to the facility.

# of public entrances: \_\_\_\_\_ # of queuing areas: \_\_\_\_\_

# of bathrooms: \_\_\_\_\_ # of elevators: \_\_\_\_\_

Outline where you will hang or place signage. Be mindful of targeting signs for your patrons as well as your Personnel, and include signage in multiple languages.

## Section 3 - Ensuring Personnel and patrons wear face coverings at all times, unless specifically exempted

In responding to this section, outline how you will ensure that Personnel and patrons will be made aware of this requirement as well as how you will enforce this requirement.

- Confirm that you have reviewed and will implement the Face Covering Order for all Personnel and patrons.
  - Personnel:
    - Confirm that you have notified Personnel of this requirement
    - Confirm that you have provided Personnel with face coverings. Options you may want to consider include:
      - Providing all Personnel with multiple reusable face coverings and instructions to launder daily
      - Providing Personnel with face coverings each time they report to work
- (Although the establishment must provide face coverings to Personnel, Personnel may choose to wear their own face covering)

- Outline how you will address Personnel that come to work without a face covering. Options you may want to consider include:
  - Providing a face covering if they have forgotten theirs;
  - Sending them home if they refuse to wear a face covering (unless exempted from the requirement; and
  - For Personnel who are exempted from wearing face coverings, consider requests for modified duties for their contact with customers and other Personnel.

(To the extent this response includes a discussion of internal disciplinary or HR procedures, those procedures may be addressed in a confidential addendum to the plan that is submitted to SFDPH, but not made available to the public.)

- Vendors:
  - Clarify to vendors that they are subject to the same mask requirements as personnel.

- Patrons:

- Outline how you will notify visitors of face covering requirements. Options you may want to consider include:
  - Placing information on your website;
  - Emailing any patron who purchases a ticket in advance of arrival;
  - Signage; and
  - Including face coverings in the admission price and providing face coverings to all patrons.
- Outline how you will deal with patrons who arrive without a face covering. Options you may want to consider include:
  - Offering face coverings for sale;
  - Offering free face coverings; and
  - Denying admission and refunding ticket price.

## **Section 4 - Ticketing booths and payment systems**

This section should address how your ticketing booths will protect the Personnel working at them and patrons visiting as well as how you will use these systems to ensure you remain at the capacity you discussed above.

In addition to making hand sanitizer available, items you may want to consider include:

- Offering online ticket sales;
- Offering refunds to those who develop or show COVID symptoms and are unable to attend the museum/aquarium/zoo;
- Installing Plexiglas at the ticket counter between Personnel and patrons;
- Ensuring at least six feet of distance between Personnel at this location or installing a barrier between staff to ensure safety;
- Installing contactless payment systems; and
- Increasing cleaning/sterilization frequency

## **Section 5 - Personnel safety precautions**

In this section, discuss the regulations you are implementing to protect your Personnel. You should also indicate that a copy of this health and safety plan will be provided to each member of your Personnel.

Items you must consider include (check any that you will be implementing at your site):

### **Sanitary measures & personal protective equipment**

- Requiring Personnel to wash their hands for 20 seconds with soap and water or use hand sanitizer when arriving to work, when entering or exiting a common area, after moving around the facility, and before returning to the work station
- Requiring Personnel to wear a face covering at all times while at work unless exempted by Health Officer Order No. C19-12c
- Providing Personnel with access to additional cleaning supplies so they can sanitize areas between janitorial sweeps

**Managing shared spaces and equipment**

- Requiring Personnel to maintain social distance at all times
- Prohibiting Personnel from sharing computers or phones or other equipment
- Removing shared flatware, cups and dishes
- Reorganizing workstations to accommodate social distancing
- Installing shields where social distancing can't be maintained or physical barriers as visual reminders to maintain social distancing where it is possible
- Managing where personnel will be able to take rest and meal breaks

**Other measures**

- Providing regular trainings to Personnel reminding them of the protocols and requirements in the Health and Safety Plan
- Installing contactless payment systems
- Prohibiting handshakes and similar greetings that involve physical contact

Detail any additional steps in the space below. Don't forget to address other areas that limited Personnel may use such as lactation facilities, locker rooms, bike rooms and loading docks.

## **Section 6 - HVAC systems**

Increasing air flow is important to increasing safety in indoor spaces. Address ways that you will work to increase the air exchange. Provide a description of building's ventilation, either mechanical (HVAC) and/or natural (windows and doors) including either:

- An explanation of alterations and upgrades to ventilation to increase supply of fresh air and decrease stale or recirculated air, or
- An explanation of why alterations or upgrades were either (1) unnecessary or (2) unfeasible.

Items you should consider include:

- Running the HVAC for longer periods of time beyond the hours the facility is occupied;
- Having your system serviced to confirm it is functioning properly; and
- Opening doors and windows where and when possible

Note: Although not required to as part of the initial Plan, facilities which make exclusive use of natural ventilation can reasonably expect to be required to submit an amended plan detailing how fresh air ventilation will be provided during cold and/or inclement weather.

## **Section 7 - Food and beverage concessions**

Indoor dining is currently prohibited. Review Health Officer Directive No. 2020-16b regarding outdoor dining (available at <http://www.sfdph.org/directives>) and make sure your proposal meets those requirements. Don't forget to think about how the goods will be sold, where they will be consumed, and how you will deal with ensuring people are seated while consuming the food or beverages. If you are considering food or beverage concessions, detail how you will establish outdoor capacity for this use.

## **Section 8 - Retail**

When outlining your plans for your retail space, keep in mind that you will need to meet the requirements in Health Officer Directive No. 17 (available at <http://www.sfdph.org/directives>) regarding indoor retail. Consider how you will reduce instances of touching items, protect your cashier from getting too close to customers and redesign the space to ensure social distancing can be maintained by patrons while shopping. Consider removing shopping baskets or create a cleaning protocol ensuring they are sterilized between each use.

## **Section 9 - Social distancing in elevators, escalators and stairways**

In this section, explain how you will modify policies for using elevators, escalators and stairs serving as access to, from and within the facility. For example:

- Make hand sanitizer available near elevators and stairways;
- Make stairways accessible to Personnel and patrons, where feasible;
- Encourage Personnel who are physically able to use the stairs;
- Add signage to stairways and escalators reminding patrons and Personnel to keep at least six feet distance from others, and to sanitize and wash hands frequently, especially after touching a handrail or other commonly touched item;
- Limit capacity in elevators to the lesser of: (1) four people (if not from the same household), or (2) the number of people who can fit in the elevator while maintaining at least six feet of distance from each other; and
- Add signage to elevators and on all floors requiring anyone who rides the elevator to wear Face Coverings.

## **Section 10 - Monitoring and limiting patrons to ensure physical distancing between members of different households**

For this section, outline what interventions you will be making in the parts of your facility where crowding can typically occur. Options include signage, ropes and stanchions, floor markings and metering attendance for specific portions of your facility.

## **Section 11 - Paths of travel through the establishment and wayfinding signage**

Implement a clear and consistent wayfinding program, including floor markings and iconographic signage. Place signs or markings on the floors to outline physical distancing guidelines. As much as possible, establish one-way path of travel through the facility to facilitate distancing. Stairwells and narrow passageways should be designated for one-way (up or down) movement if possible. Describe your plan in detail below.

## **Section 12 - Plans for preventing patrons from gathering in a space**

Patrons should be kept moving through the exhibition spaces and the facility at all times. In this section, discuss how you will achieve this.

Items you may want to consider include:

- Asking Personnel to remind people who are lingering excessively
- Playing recorded reminders over the loud speaker
- Signage and other visual cues

Auditoriums, as well as common area gathering places such as meeting rooms and lounge areas must remain closed. List below the areas of your facility which will remain closed to the public.

### **Section 13 - Sanitation for restrooms**

# of public restrooms: \_\_\_\_\_

# of employee restrooms: \_\_\_\_\_

Discuss how you will ensure that public and employee restrooms will be frequently and thoroughly cleaned, and fully stocked with soap and hand towels throughout the day. Identify what cleaning and disinfection products will be used and how they will be applied. Explain what measures you will take to increase ventilation in restrooms.

### **Section 14 - Tours and audio self-tour equipment**

Docent guided tours are not permitted at this time. Self-guided tours are allowed, but audio equipment must be cleaned and disinfected between each use. Discuss how you will safely facilitate the rental and use of audio equipment.

Items you may want to consider include:

- Making audio content available for free to download or stream to personal mobile devices;
- How social distancing will be maintained; and
- How equipment will be provided, returned, and cleaned

# of audio-self tour units on hand: \_\_\_\_\_

Our facility's audio self-tour equipment will be available with the following modifications:

Audio self-tours will not be made available

Our facility does not have audio self-tour equipment

## **Section 15 - Sanitation for high-touch surfaces and areas**

Identify high touch surfaces and establish a frequency of cleaning. Identify what cleaning and disinfection products will be used as well as how and by whom they will be applied.

## **Section 16 - Interactive exhibits**

Interactive exhibits that cannot be modified to remove touching should be closed. Explain what exhibits will be closed.

Interactive exhibits that can be modified to remove touching may remain open. Explain which interactive exhibits will remain open with modification and describe how they will be modified.

## Section 17 - Office Space

All Personnel are encouraged to remain home and telework. Personnel whose responsibilities are essential to the operations of the museum/aquarium/zoo, and cannot be done remotely (e.g. art handlers, security) may work in offices. Everyone else must continue to work remotely. The Workplace Safety Monitor must designate which staff are permitted to work onsite based on this criteria.

# of Personnel expected to work in on-site office space: \_\_\_\_\_

Why are these Personnel required to be on-site?

What measures will be put in place to decrease the risk of virus transmission for on-site personnel?  
Address all relevant provisions of [Health Officer Directive No. 2020-18](#) regarding offices.

(To the extent this response includes a discussion of internal operations concerning staffing levels and schedules, it may be addressed in a confidential addendum to the plan that is submitted to SFDPH, but not made available to the public.)