



## South African Museums Association

### Recommended Norms and Standards for the Operating of Museums during Covid-19

According to regulations published in the Government Gazette, no 660 of 26 June 2020, museums may reopen, subject to strict adherence to all health protocols and social distancing measures as provided for by Minister of Sports, Arts and Culture.

To assist museums to comply with government guidelines and international museum practice, SAMA has issued recommended norms and standards for museums related to Covid-19. The purpose of the norms and standards is to augment, not replace, government regulations.

*Museums have an ethical obligation towards their publics to provide a safe space. In the context of the Covid-19 pandemic, this means that museums must be seen to put protocols in place to protect both the public and the staff and those protocols should be trusted as adequate to protect the health of the public and staff.*

*This means clear signage visible throughout the facility and visible implementation of protocols to assure the public that protocols are in place and adhered to.*

## 1. Policies and Procedures:

*Use policies and procedures to keep people at a safe physical distance (1.5 m) from one another.*

1.1	<b>Update existing policies and operational manuals to comply with Covid-19 measures</b>	<p>Your disaster plan must make provision for action if one of the staff members or visitors test positive.</p> <p>Human resources policies and operational procedures should be updated with:</p> <ul style="list-style-type: none"><li>• leave and work arrangements for staff with risk profiles (60 years and older, people suffering from comorbidities);</li><li>• leave and work arrangements if a staff member has been in contact with a person suffering from Covid-19 and has to self-isolate;</li><li>• Protective measures and actions such as wearing PPE, cough etiquette, personal hygiene. Establish protocols for addressing and, as appropriate, de-escalating noncompliance incidents.</li></ul> <p>Ensure that all staff are inducted in the regulations (Government as well as museum protocols), understand the need to take them seriously and implement what is required of them for their own good and the good of others.</p> <p>Update and implement housekeeping procedures and schedules to make provision for cleaning of the site as recommended below.</p>
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1.2	<b>Communicate Covid-19 policy and procedures clearly</b>	Publish new policy and procedures on social and media platforms.
		Install signage at the entrance and throughout the facility.
1.3	<b>Limit the number of staff and visitors</b>	Allow staff to work from home if their duties allows for them to do so.
		Use online meetings where possible
		Continue to use digital communication formats such as webinars and social media instead of events at the museum where possible.
1.4	<b>Have a Covid-19 plan in place that indicates the maximum number of people that can be safely accommodated in your spaces.</b>	Limit the number of visitors to ensure that visitors and staff can maintain a distance of 1.5 meters between each other. The number of visitors will be determined by the size of the museum.
		Only allow groups if it can be done while maintaining a 1.5 meter distance. Consider the group's ability to maintain social distancing – it will be difficult if not impossible to manage groups of younger children.
		Consider allowing access by appointment to ensure occupancy limits are adhered to.
		Every employer must arrange the workplace to ensure minimal contact between workers and as far as practicable ensure that there is a minimum of 1.5 metres between workers while they are working, for example, at their workstations. If it is not practicable to arrange work stations to be spaced at least 1.5 metres apart, the employer must

		<ul style="list-style-type: none"> <li>• (1) Arrange physical barriers to be placed between work stations or erected on work stations to form a solid physical barrier between workers while they are working and</li> <li>• (2) Supply the employee free of charge with appropriate PPE based on a risk assessment of the working place (see section 4)</li> </ul>
1.5	<b>Protect staff against internal transfer of the virus by enforcing social distancing</b>	<p>Consider creating groups/teams of workers who work together and who do not interact with other groups/teams. In other words, consider staff working on a rotational basis. This will assist in reducing transmission throughout the workplace in the event of a staff member becoming ill. It will also limit the staff members at the museum at a given time.</p> <p>Staff must not get together at lunch or tea times, unless they can be relied on to maintain distances. Create a place for this, which is visible.</p> <p>It is recommended that staff 60 years and older as well as staff suffering from co-morbidities should continue to work from home.</p>

## 2. Engineering controls

### Install physical distancing barriers

2.1	<b>Manage the flow of people</b>	Manage the flow of people by implementing one-way walkways or marking off designated walking areas.
		Consider having limited points of entry. If you have more than one door, consider designating doors for entry and exit.
2.2	<b>Minimize contact between workers as well as between workers and members of the public</b>	Provide physical barriers where it is not possible to maintain physical distancing of 1.5 meters. For example, use plexiglass barriers at the admission desk.
2.3	<b>Create a no-touch environment by limiting physical exchange of materials</b>	Provide information to visitors via websites, provide online ticket sales where possible and provide digital visitor guides and programmes rather than printed guides and information
		Consider ways to limit the handling of cash and cards, i.e. allowing visitors to give donations instead of paying admission fees.

### 3. Administrative controls:

*Establish rules and guidelines such as access controls, cleaning protocols and disinfecting schedules.*

3.1	<b>Access for staff</b>	<p>All staff are to be subject to Covid-19 risk screening at the start of each day. This entails:</p> <ul style="list-style-type: none"><li>• Ascertaining whether they have suffered from any of the following symptoms associated with Covid-19: fever, cough, sore throat, redness of eyes, shortness of breath or difficulty in breathing, body aches, loss of smell or loss of taste, nausea, vomiting, diarrhoea, fatigue, weakness or tiredness. Temperature readings for each staff member in the morning, which needs to be recorded on a daily checklist.</li><li>• Staff displaying symptoms and/or have a temperature above 37.3° should be send home.</li><li>• Staff with symptoms should arrange to be tested for Covid-19.</li></ul> <p>All museum staff must wash or sanitise their hands upon entering the building, and each time upon passing a sanitisation station. In addition to regular sanitising, taps should be washed during hand washing.</p> <p>Staff have to wear facemasks at work at all times.</p>
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3.2	<b>Access for visitors</b>	Create a code of conduct for visitors.
		Place signage explaining access conditions and behaviour protocols (such as no touching, maintaining social distancing) at the entrance and throughout the facility.
		Establish protocols for addressing and, as appropriate, de-escalating noncompliance incidents.
		All museum visitors and guests should have their temperature read prior to purchasing an admission ticket and/or entering the museum. Visitors with a temperature of 37.3°, or any of the known Covid-19 symptoms, should be denied entry into the museum.
		All visitors must wear facemasks. Visitors, who refuse to wear facemasks, must be denied entry into the museum. No exceptions should be allowed. Visitor signage must be place at the museum entrance in this regard.
		Keep a register of visitors, their temperature and contact details, and signature of visitor. Anyone not complying to be refused entry.
		Visitor's hands should be sanitised before entering and leaving the museum.
		Restrict or limit personal items being stored in coat rooms and baggage holding areas.

3.3	<b>Personal hygiene</b>	<p>Wash your hands using good hygiene practices after touching common items such as money and throughout the day</p> <p>Sanitisers (minimum 60% alcohol-based) should be available throughout the building for staff and visitors.</p> <p>Use disposable paper towels - do not share towels. Used paper towels should be thrown away in a bin.</p> <p>All staff and visitors have to adhere to Covid-19 cough etiquette. Visitors who do not adhere to cough etiquette can be asked to leave the museum facilities.</p> <p>Bumping fists or elbows should not take place. Each can transfer viruses deposited on skin or clothing.</p>
3.4	<b>Avoid transfer of the virus through touching infected materials</b>	<p>Staff should not share tools and equipment. Where this is not possible, tools and equipment should be disinfected before being used by a different person. This includes computer keyboards, photocopier touch screens, buzzers etc.</p> <p>Tips:</p> <ul style="list-style-type: none"> <li>• Shared keyboards can be wrapped in clingfilm for each user, allowing for the next person on shift to have their keyboard to be wrapped in fresh clingfilm (prior to the previous user removing theirs).</li> <li>• Use the back of a pen/pencil for electronic keys working with pressure (e.g. alarm key pads)</li> </ul>



		<p>Prohibit the use of high-touch displays through signage or physical barriers. If they remain in use consider the following controls:</p> <ul style="list-style-type: none"> <li>• Install hand sanitising stations near displays.</li> <li>• Increase the cleaning frequency of all touch displays.</li> </ul>
		<p>Keep the museum facilities well ventilated by natural or mechanical means to reduce the Covid-19 viral load.</p>
3.5	<b>Cleaning the facility</b>	<p>Facilities should be cleaned every day before the start and after closing time. Shorter opening times can be considered to enable additional cleaning.</p> <p>Regular cleaning of museum facilities is a priority, but care must be taken that it is not carried out in a manner that poses a risk to the collection (or building if the museum is housed in a heritage protected building).</p> <p>Employees must disinfect their desks and workplaces when starting and ending their workday.</p> <p>Restrooms break rooms, and common areas are to be cleaned daily and sanitised after each use. The cleaning of these areas must be recorded and monitored by the use of a signed cleaning log.</p> <p>Community spaces such as the kitchen and restrooms must be sanitised before and after use.</p>

	Take special care to clean objects and materials that may be touched by visitors, even inadvertently. Preferably, this should be done after each visitor, but at least once every hour. These include door knobs, exhibition cases and labels, pens, stairway railings.
	Dispose of potentially contaminated materials (e.g. used paper towels) regularly.

#### 4. Personal Protective Equipment:

Provide workers with personal protective equipment (PPE). PPE should not be used as the only control measure. It should only be used in combination with other measures. It is the responsibility of the employer to supply PPE at no cost to the employee.

4.1	Provide facemasks to staff that must be worn correctly at all times. Ensure that all staff is informed in the correct use of cloth masks. The facemask should: <ul style="list-style-type: none"> <li>• Reach above the nose, below the chin, and completely cover the mouth and nostrils</li> <li>• Fit snugly against the sides of the face</li> <li>• Be made of multiple layers of fabric that you can still breathe through</li> <li>• Be able to be laundered and machine dried without damaging the material or shape</li> </ul>
4.2	Provide disposable latex gloves to cleaning staff.
4.3	Hand sanitizers (minimum 60% alcohol- based) should be available at the entrance, offices and where possible throughout the building. Staff and visitors should be encouraged to clean their hands regularly.
4.4	Provide soap, paper towels and disposal bins.
4.5	Provide non-contact digital thermometers.