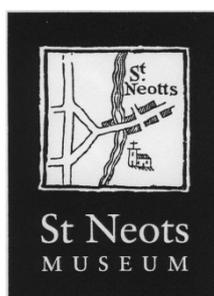


St Neots Museum

COVID-19 Risk Assessment



April 2020



Short Guide to COVID-19 safety measures taken by St Neots Museum

June 2020

The museum has taken the following steps to meet Government recommendations:

- Deep clean of shop and reception areas before reopening
- Introduced warning and advice signage at entrance door
- Keep front door open & hands-free to reduce touching
- Clear signage about 2M social distancing in reception / shop
- Limit of 2 people / families in the shop at any one time
- Signage to reduce handling of shop stock
- All payments contactless if possible
- Hand sanitiser available for public in the shop
- Disposable face masks available for public
- Large sturdy Perspex barrier built around reception desk
- Hand sanitiser available for staff & volunteers on desk
- Disposable face masks available for staff & volunteers
- Regular cleaning throughout the day of heavy use areas
- Regular monitoring of visitor numbers

Risk Assessment

Proposed Steps

- Decide what will be impacted and how
- Assess the risks and actions to be taken
- Assign ownership of actions and record progress
- Update and review Risk Assessment

Background

The COVID-19 pandemic is posing an unprecedented threat to the UK, which have been experiencing widespread transmission of the virus in the community for several weeks. In addition, there has been an increasing number of reports of COVID-19 outbreaks in long-term care homes across the UK with high associated mortality, highlighting the extreme vulnerability of the elderly in this setting.

The absence of an effective treatment or a vaccine combined with an exponential growth in infections from late February led to implementation of interventions to collectively reduce transmission such as 'stay-at-home' policies (recommended or enforced) alongside other community and physical distancing measures such as the cancellation of mass gatherings, closure of educational institutions and public spaces. Museums were included within the Ministry of Housing, Communities & Local Government guidance as one of the businesses/ venues that must remain closed to members of the public.

These measures are highly disruptive to society, both economically and socially. This is why there is significant interest in defining a sound approach to adjusting the measures and phasing out 'stay-at-home' policies. However, lifting measures too quickly, without appropriate monitoring and health system capacity in place, may cause a sudden resurgence of sustained community transmission.

The UK Government is set to announce on the 10th of May a roadmap to get the UK out of the current lockdown measures. Several documents have been drafted for decision makers to review before finalising a clear strategy. These documents cover what additional hygiene procedures, physical screening and protective equipment would be required and what would be needed to maintain social distancing between individuals.

Business Resilience Checklist (sourced from Association of Independent Museums)

The following checklist may help the Museum Management Committee when it considers the current situation and plan for not just the present but also what will be a challenging and disruptive future. It is important to be clear about the immediate liquidity and draw on experienced financial expertise to assist in gaining an understanding of the situation to avoid getting into a spiral of decline, especially if this is a short-term problem and then to be ready for when things improve.

1. Make sure the Trustees are fully aware of any foreseen challenges, early.
2. Keep communications open – ensure your staff and volunteers are kept up to date with what is going on and the plans for the future.
3. Prepare a worst-case scenario cash flow and update it regularly.
4. Have an early conversation with your bank to see what support it might provide – overdraft facilities, for example.
5. Talk to any significant grant providers (e.g. ACE, your Local Authority) early. See if grants will be maintained and can be paid earlier than planned if required.
6. Talk with your most significant creditors and see what can be done to stage or even delay payments.
7. Identify your non-fixed costs. Can you reduce, delay, or even consider stopping them? Can you delay projects or similarly non-essential spending?
8. Step-up your credit control processes. Make sure that you are on top of any money that you are owed and watch for signs of financial distress from your significant debtors. Consider asking for upfront payments and / or larger deposits e.g. for any group or external bookings.

Guidance for the Museum

What needs to be considered to reopen the Museum

Visitors will need to notice many changes when they return to the Museum and a level of reassurance that the Museum has and is considering their safety could prove pivotal in sustaining the Museum post relaxation of the current lockdown policies.

For example it might be useful to

Create timed tickets (even for free admission), or other means of enforcing limits on the number of people in the museum at any one time.

Convert all doors (interior and exterior) to hands-free entry. Provide separate entry and exit for all visitors.

Mandatory payment to tap-to-pay credit card systems. Do we want the admissions desk and shop to no longer accept cash. (Just one of many issues of equity and accessibility raised by COVID impacts).

Decide to require visitors to wear masks (which many or all staff wear as well). Perhaps museum volunteers have a stock of free masks to be distributed, as needed, to visitors lacking their own.

Install hand sanitizer stations at frequent intervals.

Create signage about appropriate distancing and sanitation behaviour. Some of that signage might establish one-way flow through the museum and within defined areas, to facilitate distancing. Some might create 2 metre grids on the floor, to provide visual cues for spacing.

Place limits on the number of people in any one room.

Close off, redesigned, or removed some hands-on exhibit interactives.

Remove or replace (audio?) printed guides

Close the museum store, or limited the number of people who can be inside at any one time, probably with a firm policy of “don’t touch the merchandise.”

Shift cleaning and sanitation from an “after hours” chore to something conducted in a highly visible and reassuring manner throughout the day.

As an example the following advice was issued by PHE to Retail / Supermarket outlets and has been redrafted as a potential framework to be adopted by the Museum

To protect staff and the public

Manage entry into the Museum only allowing a limited number of people into the Museum at any given time.

Put up signage to ask the public with symptoms not to enter the Museum and to remind both staff and visitors always keep 2 metres from other people, wherever possible. This advice applies to both inside the Museum and in the external public areas where visitors may need to queue.

Regularly encourage staff and volunteers to wash their hands with soap and water as often as possible and for 20 seconds every time.

If feasible, put up plexiglass barriers at all points of regular interaction to further reduce the risk of infection for all parties involved, cleaning the barriers regularly. You should still advise volunteers to keep 2 metres apart as much as possible.

To protect your staff and volunteers, remind colleagues daily to only come into work if they are well and no one in their household is self-isolating.

Additional guidance for supermarkets - Public Health England provided the following advice

Use additional signage to ask customers not to enter if they have symptoms

Regulate entry so that the premises do not become overcrowded

Use floor markings inside to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas, such as serving counters and tills

Use vertical signage to direct customers into lanes if feasible to facilitate movement within the premises while maintaining 2 metre distance

Make regular announcements to remind customers to follow social distancing advice and clean their hands regularly

Place plexiglass barriers at tills and counters if feasible, as an additional element of protection for workers and customers

Encourage the use of contactless payments where possible, without disadvantaging older or vulnerable customers

Provide additional pop-up handwashing stations or facilities if possible, providing soap, water and hand sanitiser

Back Up

Sources Used:

American Alliance of Museums

Association of Independent Museums

BBC News – various

Center for the Future of Museums Blog (US)

Museums Association

National Heritage Lottery Fund

OSHA Safety Training Standards

Public Health England

Tiger Supplies (PPE supplier)

Reports

- Post-Pandemic, Which Cultural Entity Types Are People More Likely to Revisit?
- Center for the Future Of Museums Blog “How to get ready to open the doors”
- How can digital platforms help museums connect to audiences during Covid 19 emergency

Checklist to Enable the Reopening of the Museum

Actions taken and costs have been removed for data protection and staff privacy, all agreed actions have been completed.

Admission

Entrance/ Exit		Decision Proceed Review Reject	Estimated costs	Action taken
Current Status	Ongoing	1. Proceed, purchase 2 fire door self closing door stops from ESPO 2. Not needed		
Initial Proposals	1) Convert all doors (interior and exterior) to hands-free entry. 2) Provide separate entry and exit for all visitors.			
Current Status	Ongoing	Proceed Use existing A frames for signage		
Initial Proposals	Introduce queuing area with 2M markings outside Museum			
Current Status	Ongoing	Proceed 1. Purchase floor 2m signs 2. Purchase hand sanitiser and set up in museum 3. Signage		
Initial Proposals	Create signage about 1) appropriate distancing 2) sanitation behaviour 3) public with symptoms not to enter the Museum			
Till and Ticketing		Decision Proceed Review Reject	Estimated costs	Action taken
Current Status	Ongoing	Proceed		
Initial Proposal	Put up flexiglass barrier between staff and public and ensure 2M distance between volunteers and public			
Current Status	Ongoing	Review with desk volunteers		
Initial Proposal	Create timed tickets (even for free admission), or other means of enforcing limits on the number of people in the museum at any one time.			

Current Status	Equipment already in place	Proceed – signage on desk barrier for visitors		
Initial Proposal	Mandatory payment to tap-to-pay credit card systems			
Current Status	No guides available – family trail available	Family trail to continue		
Initial Proposal	Replace printed guides with Audio guide via smartphones			
Current Status	Rejected			
Initial Proposal	Close shop	Reject		
Revised Proposal	Provide signage – do not touch merchandise		No cost	
Visitors		Decision Proceed Review Reject	Estimated costs	Action taken
Current Status	Ongoing	Review – as more Govt. advice available		
Initial Proposal	Require visitors to wear face masks – provide stock of disposal masks for visitors lacking their own			

Staff / Volunteers

Protection		Decision Proceed Review Reject	Estimated costs	Action taken
Current Status	Ongoing	Proceed		
Initial Proposal	All staff to wear masks where their activities require them to be in close proximity with the public			
Current Status	Ongoing	Proceed		
Initial Proposal	Provide and encourage staff to wash their hands with soap and water for 20 seconds every time			
Current Status	Ongoing	Proceed		

Initial Proposal	Remind volunteers daily to only come in if they are well and no one in their household is self-isolating			
Current Status	Ongoing	Proceed		
Initial Proposal	Limit number of staff on site and actively promote home working where possible			

Hygiene/ Cleaning

Protection		Decision Proceed Review Reject	Estimated costs	Action taken
Current Status	Ongoing	Proceed		
Initial Proposal	Install hand sanitizer stations at frequent intervals.			
Current Status	To be scheduled with cleaner	Proceed		
Initial Proposal	Carry out a "deep clean" prior to Museum reopening Include cleaning and sanitation in daily tasks to be conducted in a highly visible and reassuring manner throughout the day.			
Current Status	Ongoing	Proceed		
Initial Proposal	Move kitchen facilities into Court Room as more space, volunteers & staff to provide own mug and keep with them			

Exhibition/ Displays

Visitor Management		Decision Proceed Review Reject	Estimated costs	Action taken
Current Status	Awaiting opening date	Proceed once museum can reopen		
Initial Proposal	One-way flow through the museum to facilitate distancing. Create 2 metre grids on the floor, to provide visual cues for spacing.			
Current Status	Awaiting opening date	Proceed once museum can		

Initial Proposal	Place limits on the number of people in any one room.	reopen		
Current Status	Awaiting opening date	Proceed once museum can reopen		
Initial Proposal	Close off, redesign, or remove all hands-on exhibit interactives and family resources.			

Museum shop reopening Risk Review Measures

Weekly review of hygiene, social distancing and other measures in place with staff and volunteers at the end of each week during June and July

Further reviews to be undertaken monthly as long as the Government COVID-19 pandemic measures

Example of weekly review sheet

Date 2020	Measure	Review	Action
19 th June			
	Door warning & advice signage		
	Front door open policy		
	Inside shop signage		
	Hand sanitiser station in shop		
	Disposable face masks available		
	Limiting numbers inside shop		
	Limiting shop stock handling		
	Reception desk barrier		
	Contactless payments		
	Hand sanitiser station on desk		
	Regular cleaning of shop		
	Monitoring of visitor numbers		
26 th June			