



## Museums – Phase Two Reopening

### What is required of my business during Phase Two of Reopening?

- All businesses or facilities open to the public shall post conspicuous signage at all public entrances in accordance with Public Health Order 4. A template of the required signage can be found at <https://asafenashville.org/business-toolkit>.
- Encourage everyone inside your establishment to observe CDC Guidelines for social distancing and proper hygiene.
- All employees who interact with the public or who cannot maintain a safe social distance from their co-workers are required to wear a face covering or mask. Consider requiring patrons to wear facial coverings or masks.
- Restrict occupancy to no more than proper social distancing allows, but in no case more than 50% of the posted maximum occupancy for each of your facility spaces. Social distancing can be accomplished through the use of physical barriers between people or groups.
- Educational demonstrations in museums are permitted during Phase Two as long as proper social distancing can be maintained.
- Group visits, guided tours, public programs, and special or private events should remain closed during Phase Two.

### How should I prepare my business for reopening?

- **Flush all water systems** – Metro Water Services has posted flushing guidance on the COVID-19 website at <https://www.asafenashville.org/status-of-nashville-services/>
- **Ensure you have sufficient staff in order to meet enhanced needs** for operations, safety, and cleaning as a result of COVID-19. You may need time to recruit, hire, orient, and properly train or retrain staff at all levels, and you may need to increase key functions such as custodial services and security.
- **Ensure that you have adequate supplies to support healthy hygiene** behaviors for staff and visitors, and that you have time to properly clean/disinfect your facilities.
- **Create or amend your employee protection policies and procedures to include:**
  - Allowing employees to work from home as much as possible;
  - Temperature and symptom screening questions for all employees reporting to work. Information on symptoms can be found at <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>. An employee showing symptoms or a temperature of 100.4 degrees Fahrenheit or greater must leave the premises immediately;

- Requiring all employees to wear face coverings or masks if they interact with the public or cannot maintain a safe social distance from their co-workers;
- Mandatory adherence by all employees to CDC guidance on social distancing and hand sanitizing;
- Requiring that any employee should stay home if feeling ill;
- Increased opportunities for hand washing;
- Requiring vendors to adhere to the same policies put in place to help protect your employees; and
- A plan for a potential Covid-19 case or exposure.

***For employees who have tested positive:***

- If the employee DOES NOT have symptoms, they must be at least 10 days past the day they were tested before being allowed to return to work.
- If the employee DOES have symptoms, they must be at least 10 days past when the symptoms began; they must be feeling better; and they cannot have had a fever in the previous 72 hours during which time they did not take any medication that reduces fever (acetaminophen or ibuprofen) before being allowed to return to work.

***For employees who have been in direct contact with a positive case:*** (Public health officials in their county of residence likely will have contacted them with this information):

- They must self-isolate for 14 days before returning to work. If they become symptomatic during this time, they should be tested. Refer employees who need to be tested to their personal medical provider or to a community assessment center. If they test positive, they should follow the information above.

***For employees who have been tested and are awaiting results:***

- Such employees cannot return to work until the results are back. Before they can return to work, they must have both a negative test result and not have been a contact of a positive case within the previous 14 days. If they test positive, they should follow the information above.
- **Create, amend, and implement your cleaning and disinfection policies and procedures to include:**
  - Following CDC guidelines for policies and procedures for employee protection and disinfection. CDC guidelines can change often, so update your policies as needed;
  - Frequent cleaning and sanitation of high-touch areas including but not limited to payment stations, touch screens, doorknobs and handles, railings, keyboards, phones, and light switches. Partitions or shields used to establish appropriate social distancing should also be cleaned frequently;
  - Conduct more frequent cleanings of restrooms; conduct a full deep-clean of your facility every evening;
  - Train staff to wipe down surfaces after every interaction and between timed-entry visitations;

- Promoting frequent handwashing by placing hand sanitizer stations in lobbies, bathrooms, cashier stations, and all other high traffic areas;
- Using disposable, virtual, or no-touch museum guides and maps; and
- Sanitizing interactive exhibit components after each customer’s use; provide disposable stylus pens for interactive touchscreens; install hand sanitizing stations near these spaces for safer usage; alternatively, consider temporarily closing interactive exhibits.
- **Create, amend, and implement your policies to minimize contact and exposure for visitors and staff:**
  - Consider using timed tickets for entry and monitoring traffic flow;
  - Consider dedicated hours or appointment times for the elderly, medically vulnerable and health care workers;
  - Consider limiting cash and paper receipt transactions; “touchless” payment options are recommended; utilize online ticket sales if available;
  - Consider separate entrances and exits to encourage social distancing;
  - Establish one-way flow through your museum exhibits and galleries to facilitate distancing;
  - Limit the number of people in an elevator to allow compliance with CDC guidance on social distancing;
  - Consider dedicating a management-level employee to ensuring customer and employee compliance with social distancing guidelines;
  - Increase social distancing reminders such as signs and audio announcements; and
  - Use signage or barriers to enforce social distancing guidelines.
- **Reduce the capacity of your place of business, including common areas and break rooms, by:**
  - Adequately space (or close) tables and chairs to provide for proper social distancing; Space customers apart and use all of the dining space available to you when seating your allowable capacity;
  - Accomplish social distancing through the use of physical barriers between people or groups; consider installing barriers or protective panels for the safety of staff and patrons;
  - Mark indoor/outdoor waiting areas to provide for reduced capacity and proper social distancing using tape or barriers;
  - Limit the number of people in elevators to allow compliance with CDC guidance on social distancing; and
  - Using signage to mark areas “Closed” or “Staff Only”.
- **For museums that offer food and drink services, modify all museum dining areas by:**
  - Restrict occupancy to no more than proper social distancing allows, but in no case more than 50% of the posted maximum occupancy for each of your dining spaces;

Social distancing can be accomplished through the use of physical barriers between people or groups;

- No party of more than six (6) people shall be allowed in museum dining areas during Phase Two;
- No self-serve buffets, condiment stations, beverage stations, and water fountains shall be allowed to open in museum dining areas during Phase Two;
- Bar areas must remain closed to the public in museum dining areas during Phase Two; the bar may be used to prepare and service orders from patrons seated at tables and served by an employee. No interaction between the public and bartender is allowed; and
- Live entertainment is not permitted in museum dining areas during Phase Two.

For additional questions and other best practices, refer to guidance on [www.asafenashville.org](http://www.asafenashville.org) and [www.CDC.gov](http://www.CDC.gov)

If you still have questions, please go to HubNashville or call 311 within Davidson County to submit your question.