



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

You may contact the following person 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 items below.****Evaluating and documenting maximum capacity**

When drafting this section, you should include the square footage of your facility as well as your typical and maximum capacity. You should then establish a planned capacity (25% or less of the maximum capacity) and outline how you will ensure you continuously monitor and do not go over that capacity.

When establishing your planned capacity, you should evaluate how many square feet per person would be available. Consider whether this is consistent with the guidance from the U.S. Fire Agency. [https://www.usfa.fema.gov/coronavirus/planning\\_response/occupancy\\_social\\_distancing.html](https://www.usfa.fema.gov/coronavirus/planning_response/occupancy_social_distancing.html)

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). The plan should also examine the capacity of individual spaces or galleries, and provide a means to ensure that the capacity is not exceeded. Include the number of Personnel in the facility as part of the maximum capacity of the building.

You should also address how you will meter attendance to ensure this capacity is not exceeded. Options include: issuing ticket times, and limiting lengths of stay.

We have approximately 12,000 square feet of interior space and will admit visitors, while maintaining the health and safety of our staff and guests. The Conservatory regularly had an average visitation of 600 per day with a typical capacity of about 75 people. We will be reducing our visitor capacity of 200 down to 25% capacity or 50 people (45 guests and 5 staff) which allows for 240 square feet of space per guest at any given time within the galleries. The Conservatory utilizes a facility occupancy people counter system that has sensors installed in all exit/entry doorways and helps to maintain capacity. Staff are alerted when nearing capacity and will stagger entry once capacity is reached. We will be implementing a one direction flow, starting at the admission desk and will place stanchions to help guide guests and ensure that guests do not linger. Public seating will be reduced. No tours will be allowed until approved by Health and Safety. Floor markers will be utilized, where possible, to suggest 6 feet of proper distance and guests will be reminded to keep 6 feet of distance between groups via signage throughout the Conservatory. Visitors will be advised of our COVID-19 protocol via signage and by our admissions staff. All visitors are required to wear masks. Masks will be available for purchase, at cost, for visitors who arrive without the required mask, however no visitors will be allowed into the galleries without a mask. A map of the directional flow is included at the end of this document.

# Museum, Aquarium, Zoo Health and Safety Plan

## 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>

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.

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.

Appendix A will be posted at each public entrance. Mask requirements will be listed on our website and onsite. Admissions staff will remind visitors of proper safety and social distancing protocol before entering the galleries. Hand sanitizer stations will be available throughout the Conservatory for staff and guest use. Signage regarding the following will be posted at the entrance of the facility and on stanchion signs placed at the entrance of each gallery, including, but not limited to the following content:

- Social Distancing Requirements (maintain at least six feet of distance);
- Face Coverings;
- 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
- Importance of handwashing/sanitizing;
- Capacity limits for entire facility
- Risks of transmission (including asymptomatic transmission and increased risks due to prolonged exposure within an enclosed space)
- Reminder for patrons to circulate through the facility and not gather or linger in one area

## 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 are 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 they will be subject to the same regulations 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.

All visitors, staff and vendors are required to wear masks. Masks will be available for purchase, at cost, for visitors who arrive without the required mask, however no visitors will be allowed into the galleries without a mask. A supply of masks are available for staff on site. Mask requirements will be listed on our website and onsite. Admissions staff will remind visitors of proper safety and social distancing protocol before entering the galleries. Hand sanitizer stations will be available throughout the Conservatory for staff and guest use. Signage regarding the following will be posted throughout facility, map attached below, including, but not limited to the following content:

- Social Distancing Requirements (maintain at least six feet of distance);
- Face Coverings;
- 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
- Importance of handwashing/sanitizing;
- Capacity limits for entire facility
- Risks of transmission

Order of the Health Officer C19-12c Generally Requiring Members of the Public and Workers to Wear Face Coverings and its updates will be complied with in regards to face covering requirements. Face coverings are required when on site and are defined as a covering made of cloth or other soft permeable material, without holes, that covers the nose, mouth, and surrounding areas of the lower face. Face coverings may not have a one-way valve (an “exhaust valve”), typically a small plastic square or disc on the front or side of the face covering, that is designed to allow easy exhaling. Also, a clear plastic face shield is not a face covering. An employee who fails to comply with face covering requirements will receive one notice of the requirement, and will be given an immediate opportunity to comply with the requirement. If the employee does not immediately comply, the employee will be sent home on vacation or accrued leave, other than sick leave. If the employee does not comply with these requirements a second time, the City will proceed with termination of employment, without further progressive discipline

## **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

Plexiglass barrier are installed at all retail locations. Visitors will be advised of our COVID-19 protocol via signage and by our food and beverage staff. Hand sanitizer is available before at the register as well as at the pick up window for use after purchase. Retail desk, iPads, etc. will be disinfected at every shift change and at least every two hours while in use. Touchless pay will be utilized and cash accepted with exact change encouraged. Doors and frequently touched surfaces will be sanitized 3 times a day.

## **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:

- Requiring Personnel to maintain social distance at all times
- 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 regular trainings to Personnel reminding them of the protocols and requirements in the Health and Safety Plan
- Prohibiting handshakes and similar greetings
- 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
- Installing contactless payment systems
- Providing Personnel with access to additional cleaning supplies so they can sanitize areas between janitorial sweeps
- Where personnel will be able to take rest and meal breaks
- Don't forget to address other areas that limited Personnel may use such as lactation facilities, locker rooms, bike rooms and loading docks

Office staff will primarily be working from home and a staggered schedule will be implemented for those that need to be on site. Proper distancing protocol will be utilized to ensure that at least 6 feet of space is always present between employees and desk spaces in use. The Conservatory limits the number of staff on site, at any given time, to 15 people. We are managing the limitation of multiple staff members per space at any given time via a calendar invite and approval system. Sharing equipment is prohibited. All staff/partners/volunteers on site are required to abide by the safety protocols as described in this document. Staff/partners/volunteers will receive the approved site specific health and safety plan in advance with read receipts to record their confirmation of receipt. All staff will participate in a training on this approved plan before facing the public. Staff/partners/volunteers will have access to personal protection equipment like hand sanitizer and facemasks and will always have access to a sink and soap for handwashing. Windows will be opened in offices, where possible, to maintain air flow when in use.



## **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.

The Conservatory of Flowers has a series of independently functioning vents that maintain constant air flow through the building. The Conservatory's roof is made of glass which allows UV Rays to permeate the entire interior. The Conservatory, which is designed for optimal air flow, has a range of at least 10 to 60 air exchanges per hour, with the more frequent exchanges occurring during warm season months which coincides with peak visitation. Optimal air flow is maintained via vents that open along the side perimeter and top of the Conservatory that can be adjusted to ensure plants (and in this case guests) have constant air flow from the outside. The air flow is finely tuned based on the environmental needs of each unique gallery and therefore is not recommended to increase the ACH due to the possible negative impact of the plant collection. The Conservatory environmental system, maintained by city engineers, monitors air flow and identifies any fluctuations in real time.

## **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.

The east kiosk will host a food pop up, in coordination with our food and beverage partner. Visitors will be guided to stay 6 ft. apart in a stanchioned line, via signage. They will approach an open window to order and approach a separate open window for food pick up. All food and beverage will be pre-packaged and prepared off site at a commercial kitchen. All packaging will be compostable and or recyclable. No grab bins are allowed. No garbage bins will be provided on site and staff and signage will advise visitors to pack out their trash. Staff will periodically and at the close of the business day, remove trash left behind by visitors from the spaces surrounding the Conservatory. Touchless pay will be utilized and cash accepted with exact change encouraged. Doors and frequently touched surfaces will be sanitized 3 times a day. A plexiglass barrier will be placed between staff and guests.

## **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.

The Conservatory gift shop is located within the West Gallery and is approximately 400 square feet of retail space. Visitors will be advised of our COVID-19 protocol via signage and by our gift shop staff. Hand sanitizer is available before entering the space as well as at the counter for use after purchase. Retail desk, iPads, etc. will be disinfected at every shift change. Touchless pay will be utilized and cash accepted with exact change encouraged. Doors and frequently touched surfaces will be sanitized 3 times a day. Baskets are not provided.

The Conservatory kiosks are located directly in front of the Conservatory, on the Palm Terrace. The two kiosks are approximately 70 square feet of retail space, each.

The west kiosk hosts a plant retail space where visitors can purchase plants and pots in an outdoor display. Visitors will be advised of our COVID-19 protocol via signage and by our gift shop staff. Hand sanitizer is available at the counter for use after purchase. Retail desk, iPads, etc. will be disinfected at every shift change. Touchless pay will be utilized and cash accepted with exact change encouraged. Doors and frequently touched surfaces will be sanitized 3 times a day. A plexiglass barrier will be placed between staff and guests.

## **Social distancing in elevators**

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.

Not applicable

## **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.

The Conservatory utilizes a facility occupancy people counter system that has sensors installed in all exit/entry doorways and helps to maintain capacity. Staff are alerted when nearing capacity and will stagger entry once capacity is reached. We will be implementing a one direction flow, starting at the admission desk and will place stanchions to help guide guests and ensure that guests do not linger. Public seating will be reduced. No tours will be allowed until approved by Health and Safety. Floor markers will be utilized, where possible, to suggest 6 feet of proper distance and guests will be reminded to keep 6 feet of distance between groups via signage throughout the Conservatory. Visitors will be advised of our COVID-19 protocol via signage and by our admissions staff. All visitors are required to wear masks.

## **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.

The Conservatory utilizes a facility occupancy people counter system that has sensors installed in all exit/entry doorways and helps to maintain capacity. Staff are alerted when nearing capacity and will stagger entry once capacity is reached. We will be implementing a one direction flow, starting at the admission desk and will place stanchions to help guide guests and ensure that guests do not linger. Public seating will be reduced. No tours will be allowed until approved by Health and Safety. Floor markers will be utilized, where possible, to suggest 6 feet of proper distance and guests will be reminded to keep 6 feet of distance between groups via signage throughout the Conservatory. Visitors will be advised of our COVID-19 protocol via signage and by our admissions staff. All visitors are required to wear masks.

## **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.

Signage regarding the following will be posted throughout facility, including, but not limited to the following content:

- Social Distancing Requirements (maintain at least six feet of distance);
- Face Coverings;
- 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
- Importance of handwashing/sanitizing;
- Capacity limits for entire facility
- 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

Staff will monitor and remind people to not linger excessively.

## **Sanitation for 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.

Not applicable

The Conservatory staff restrooms and nearest public restrooms are cleaned and maintained by Rec and Park janitorial staff, three times a day. Soap and water are available to staff and guests in both restroom locations.

## **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

Not applicable

### **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 and how they will be applied.

Touchless pay will be utilized and cash accepted with exact change encouraged. Doors and frequently touched surfaces will be sanitized 3 times a day.

### **Interactive exhibits**

Interactive exhibits that cannot be modified to remove touching should be closed. Explain what exhibits will be closed. If an exhibit will be modified to remain open, you should explain how it has been modified.

Not applicable

## 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.

In this section, explain how many Personnel will be working in office space on-site, why they are required to be on-site, and what measures will be put in place to decrease the risk of virus transmission. 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.)

Office staff will primarily be working from home and a staggered schedule will be implemented for those that need to be on site. Proper distancing protocol will be utilized to ensure that at least 6 feet of space is always present between employees and desk spaces in use. The Conservatory limits the number of staff on site, at any given time, to 15 people. We are managing the limitation of multiple staff members per space at any given time via a calendar invite and approval system. Sharing equipment is prohibited. All staff/partners/volunteers on site are required to abide by the safety protocols as described in this document. Staff/partners/volunteers will receive the approved site specific health and safety plan in advance with read receipts to record their confirmation of receipt. All staff will participate in a training on this approved plan before facing the public. Staff/partners/volunteers will have access to personal protection equipment like hand sanitizer and facemasks and will always have access to a sink and soap for handwashing. Windows will be opened in offices, where possible, to maintain air flow when in use.

- 6ft Marker Floor Decal
- HS Hand Sanitizer Station
- Protective barrier for admissions

