



Date: 31 December 2020

Version: #18

CASTLEMAINE ART MUSEUM (CAM) PANDEMIC RISK MANAGEMENT PLAN: VISITORS, STAFF AND CONTRACTORS

1. Background

Castlemaine Art Museum is closely following Victorian Government advice regarding keeping CAM staff and the general public safe during the Covid-19 pandemic. CAM is vigilant and adaptable to shifts in regulations as we have a small and dedicated team in constant communication. This means that we can react quickly and update our approach as new information becomes available. We have consulted Business Victoria, Safe Work Australia, Volunteering Australia, Creative Victoria and the Public Galleries Association of Victoria in development of our approach.

Volunteers may only attend CAM after having spoken to the General Manager and having signed off on the *Back-of-House Volunteers Safety Guidelines*. Front-of-house volunteers are covered in a separate plan, and are advised not to attend CAM in a volunteer capacity until further notice.

Mask wearing was made mandatory in the State of Victoria in inside spaces, apart from the home, from the 31/12/20 at 5pm. Please wear a mask when entering the gallery and during your visit. Visitors who refuse to wear a mask will not be allowed into the building.

CAM will permit a maximum of 180 visitors to enter the gallery and museum at any one time, until further notice, excluding staff and contractors.

2. Safety procedures to be implemented prior to reopening.

2.1 Registry of all who enter the building

Visitors: Front of house (FOH) staff will request all visitors to register their presence in the building by checking in with the Service Victoria QR code and providing their first name and contact number. If the patron or visitor declines to provide details after being given an explanation, they cannot be compelled to do so. CAM has the right to refuse entry to patrons or ask them to leave.

The following statement will be spoken and made available for those who ask:

The name and telephone number of each patron and visitor to our venue is being collected for the purpose of contact tracing in the event of a suspected coronavirus (COVID-19) case at this venue. All details will be recorded and kept for a minimum of 28 days from today.

The information will not be released to the public or shared with any third party except the Victorian Department of Health and Human Services, who will use it to contact people who may have been exposed to coronavirus (COVID-19). The information collected will be destroyed after 28 days. Please also consider downloading the COVIDSafe app to help us protect you, your friends and family.

2.2 Staff, volunteers, contractors and Board: When entering CAM, contractors and volunteers will need to fill in the book at FOH with name, date, phone number and email, time of arrival and departure. Staff and board members can fill in name, date, time of arrival and departure (Their contact details are already on record).

2.3 Hand sanitising stations

Located in the foyer and outside the bathrooms/kitchen area and the rear entrance.

Signage will direct people to use these stations prior to entry to the gallery and before entering the kitchen and bathrooms. Kitchen and bathroom areas have handwashing instructions and liquid soap.

2.4 Front desk and Gallery

- An acrylic screen will be placed at the front desk workstation.
- FOH staff will register all visitors
- FOH staff will have hand sanitiser at their desk and access to disinfectant to wipe down all FOH surfaces.

- FOH staff will wipe the front door panel with disinfectant after every 10 entries to the gallery.
- FOH staff will only allow 180 visitors to enter the gallery and museum at any one time.
- Visitors will be asked to practice social distancing and hygiene measures, both by FOH staff and through signage.
- There will be signs directing the flow of visitors through the gallery. These signs will be displayed above each archway throughout the building. The left side of the building will display entrance signs and the right side of the building will display exit signs.
- FOH staff will monitor the gallery spaces via security camera monitors at the front desk.
- No group bookings will be accepted at this time.
- CAM will be closed at 4pm each day it is open to the public, so that staff can clean & disinfect the gallery and museum including vitrines, chairs, benches and handrails.

2.5 Covid-19 Safe Work Australia signs displayed in appropriate locations at CAM

- Covid-19 Cleaning checklist: cleaning cupboard and BOH.
- How to clean and disinfect your workplace: cleaning cupboard and BOH.
- What to do if a worker has COVID-19 – Infographic: next to first aid box in kitchen.
- Keeping mentally healthy during Covid-19: next to first aid box in kitchen.
- Simple steps to help stop the spread poster: BOH.
- Good hygiene practices poster for businesses: Kitchen and BOH.
- How to hand wash poster: all toilets.
- How to hand rub poster: hand sanitiser stations.
- Keeping your distance poster: front desk and rear entrance to Stoneman Gallery.
- Signage concerning movement through gallery and movement on the staircase.
- How to properly wear a face mask: kitchen and BOH.

3. Communicating with visitors

3.1 This Plan will be available at the front desk and on CAM website.

3.2 Visitors will be advised through EDM and on the website:

- CAM will permit only 180 visitors to enter the gallery and museum at any one time, until further notice.

- physical distancing and hygiene measures that have been implemented at CAM
- visitors are required to check in at FOH using Service Victoria's QR Code, or register a name and contact number with FOH staff.
- the conditions of entry to the gallery that visitors need to follow advice from gallery staff;
- encourage, but do not mandate, visitors use the Australian Government's COVIDSafe app.
- visitors will be reminded to stay home if they are sick, even if their symptoms are minor, and seek medical advice if they have a fever, cough, sore throat or shortness of breath. Call Healthdirect (Australian Government) on 1800 022 222 or the dedicated Coronavirus Hotline on 1800 675 393.
- No disabled access to museum via lift available until further notice. The lift has been deemed a higher risk area due to the size and method of operation (a staff member is often required to ride the lift with the visitor).
- restriction of one visitor permitted on museum staircase and to follow designated signage.
- we encourage our patrons to download the COVIDSafe app.

4. Public Events

Public Events at CAM are permitted to resume under the Victorian Government's COVIDSafe Summer guidelines. CAM is proceeding with events in line with the latest advice from PGAV and Creative Victoria.

Events at CAM will proceed with the following restrictions:

- Visitor numbers will be limited to the current density quota of one person per 2sqm. Patron caps will be displayed on signage for the specific space in which the event occurs.
- To control visitor numbers, pre-booking for events is recommended.
- All visitors must electronically register their details with event staff prior to entering the space in which the event is occurring.
- Visitors will be asked to practice social distancing and hygiene measures, both by FOH staff, event staff, and through signage.
- All food and drink service must be seated.

5. Staff (paid and unpaid) and contractors safety measures.

- This plan will be distributed to all staff prior to opening
- Staff are encouraged to download the COVIDSafe app.
- Staff must wash their hands thoroughly with soap and water for at least 20 seconds at minimum:
 - On arrival at work
 - Before handling food and at the start and end of each meal break
 - Before and after touching a customer or their belongings
 - After handling money or bank cards
 - Before leaving work
 - After smoking, coughing, sneezing, blowing their nose, eating or drinking, and using the toilet
 - After touching hair, scalp, mouth, nose or ear canal
 - After handling rubbish and other waste
 - Before and after cleaning
 - Before and after removing gloves (if used).
- sign in at FOH registry book on arrival and departure.
- All staff and contractors are responsible for the daily cleaning of their workstations.
- Computer keyboards, door handles and light switches that staff and contractors have touched on entering working must be wiped clean at the end of each day. Each staff member and contractor are responsible for doing this as they leave the building by taking a paper towel with either metho or disinfectant and cleaning their area as they exit. Disposing of the paper towel in the bin provided in CAM driveway.
- CAM employs a professional cleaner weekly who has received copies of the Safe Work Australia cleaning checklist and instructions.
- All staff and contractors will practice strict social distancing measures. 1.5m distance from another person and no more than one person per 4 square meters in the workplace.
- All staff and contractors should avoid sitting in the same room for more than 15 minutes with another person and instead continue the conversation by phone or email.
- Tissues will be accessible to each workstation and bins provided.
- All staff and contractors should not come to work if feeling unwell.

- Encourage staff to report any possible exposure to COVID-19
- If staff and contractors suspect they might have Covid-19 proceed to Section 5.
- Staff will conduct three monthly COVID-19 compliance meetings.
- Staff will conduct an OH&S compliance meeting every 3 months.
- All staff and contractors must wear a face mask and follow the protocols on correct use of masks. Staff may remove a mask if they are working in a room without other workers.
- CAM regularly services the A/C, heating and ventilation systems.
- Gloves are recommended when cleaning and disinfecting. Gloves are accessible in the kitchen, cleaning cupboard and conservation areas.

6. Procedure if a possibly afflicted person is identified in the museum

6.1 While we can't identify Covid-19 we will treat someone who is showing symptoms of the virus or has just been notified that they have been in contact with someone who has been diagnosed with Covid-19 and is being considered as a potential carrier, as a potential carrier.

We are advised that symptoms to look out for are:

- fever
- chills or sweats
- cough
- sore throat
- shortness of breath
- runny nose
- loss of sense of smell
- headache
- muscle soreness
- stuffy nose
- nausea
- vomiting
- diarrhoea

6.2 If this is the case, we will prevent the spread; isolate the person and call for assistance:

- Ask all visitors to leave the gallery.
- Close the gallery and display temporary closure signage
- Staff will don a mask and gloves, clearly located in Kitchen with first aid kit, and

- Isolate the afflicted person into the Sinclair Gallery
- Advise all staff including Director, General Manager and CAM Chair
- Call Healthdirect on 1800 022 222 or the dedicated Coronavirus Hotline on 1800 675 393 and follow their advice on next steps.
- Keep in contact with the afflicted person at all times.
- If the person tests positive:
 - Arrange for a critical clean (contractor arranged).
 - Identify who has been in contact with afflicted person: Consult the front desk Excel registry and rear door manual registry and contact all whop may have come into contact with the afflicted person.
 - Review this document and review whether procedures may need to change.
 - Follow advice of Healthdirect on 1800 022 222 or the dedicated Coronavirus Hotline on 1800 675 393 about reopening.

7. Procedure if an afflicted person is identified as having Covid-19 and having been in the museum

- Advise all staff including Director and Gallery Manager and CAM Chair
- Close the gallery
- Arrange for a critical clean
- Identify who has been in contact with afflicted person: Consult the front desk Excel registry and rear door manual registry and contact all whop may have come into contact with the afflicted person.
- Review this document and review whether procedures may need to change.
- Follow advice of Healthdirect on 1800 022 222 or the dedicated Coronavirus Hotline on 1800 675 393 about reopening.

CAM Staff

31 December 2020

If you notice any inconsistencies, or have any concerns, please contact Nell Fraser, General Manager, at nellfraser@castlemainegallery.com

