



## **CORONAVIRUS-AWARE OPERATING GUIDELINES FOR SAN JACINTO MUSEUM OF HISTORY**

As we open the San Jacinto Museum of History (SJMH) to the public, we will need to adjust the way we operate in order to provide a safe environment for both staff and visitors. These guidelines are based on the best information currently available from the Centers for Disease Control and Prevention (CDC) and the Texas Department of State Health Services (DSHS). These guidelines are also based on current directives from Governor Abbott and the Texas Historical Commission (or what we anticipate will be current when the sites reopen). This document will be updated as appropriate.

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## GENERAL GUIDELINES

### Staff, Volunteers & Contractors

- All staff must be trained on proper use of Personal Protective Equipment (PPE), environmental cleaning and disinfection, hand hygiene, respiratory etiquette, and our coronavirus-aware operating guidelines.
- All staff will receive a copy of this policy, and will be asked to sign a receipt showing that they have received it and have completed the training listed above prior to working with the public.
- Any employee, volunteer, or contractor who is feeling ill or displaying any of the following must be sent home immediately:
  - Feeling feverish or having an elevated measured temperature greater than or equal to 99.5 degrees Fahrenheit
  - New or worsening cough, or shortness of breath
  - Sore throat
  - Headache
  - Body aches and/or chills
  - Loss of taste and/or smell
  - Having had any close contact with a person who is lab-confirmed to have COVID-19
- All staff and volunteers must wash or sanitize their hands when coming in to work. They must practice proper hand hygiene throughout the day, following these guidelines, and wash/sanitize their hands at least once every two hours.
- All staff and volunteers must wear coverings over their nose and mouth unless they are alone in their own private office with the door closed.
- All staff and volunteers must maintain at least 6 feet separation from others at all times.
- If a staff person or volunteer is suspected or lab-confirmed to be ill with COVID-19, the person must go home and not come back to the site until they meet *all* of the following criteria:
  - Fever-free for at least 72 hours (3 days) without medication
  - Other symptoms have improved
  - It has been at *least* 7 days since onset of symptoms
  - The decision to return to work has been made in conjunction with their healthcare provider.
- If a staff person, volunteer, contractor or visitor has had contact with someone suspected or lab-confirmed to be ill with COVID-19, anyone at the site who had close contact with that person should not return to the site for 14 days or until a negative COVID-19 test result is obtained. They may work from home (telework), use accrued time, or in some cases, emergency leave.
- Workstations, office equipment, and phones should not be shared when possible. If workstations, office equipment, phones, etc. must be shared among staff, they must be disinfected before another individual uses them.

### Visitors

- Visitors aged 5 and above must wear coverings over their nose and mouth while inside the San Jacinto Monument, or they will be refused service and asked to leave. Parents of visitors between the ages of 2 and 5 may choose to have their children wear coverings over their noses and mouths.

- Visitors must wash or sanitize their hands as they begin their visit at the museum. They will be encouraged to do so again before leaving.
- Visitors who do not respect social distancing or hand hygiene requirements may be refused service and asked to leave the site.
- Visitors who are visibly ill may be refused service and invited to visit another time.
- Visitors will be warned: “An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and guests with underlying medical conditions are especially vulnerable. By visiting the San Jacinto Museum of History, you voluntarily assume all risks related to exposure to COVID-19.”

## **PROTECTIVE EQUIPMENT & HAND HYGIENE**

### **Desk Shields**

- Clear barriers of Plexiglas, Mylar, or similar material should be placed at admission desks, retail POS stations, and other similar locations where person-to-person interaction is unavoidable, and it is not possible to maintain a 6 foot distance between staff and visitors/customers.
- Desk shields will be disinfected at least once daily and possibly more frequently depending on visitation levels.

### **Face Coverings**

- All contractors, volunteers, staff, and visitors aged 5 or above must wear a covering over their nose and mouth while at the site, and parents of visitors above the age of 2 and under 5 are strongly encouraged to have their children do so. These may be but are not required to be surgical masks or N-95 respirator masks, which are critical supplies for healthcare workers.
- If anyone coming to the museum does not have a face covering, SJMH staff may refuse service and request the visitor leave.
- The CDC recommends that face coverings should:
  - fit snugly but comfortably against the side of the face
  - be secured with ties or ear loops
  - include multiple layers of fabric
  - allow for breathing without restriction
  - be able to be laundered and machine dried without damage or change to shape
- Before putting on or removing a face covering, wash and/or sanitize your hands and try not to touch the face, eyes, nose or mouth.
- Machine washing is sufficient to disinfect cloth face coverings. They should be laundered routinely, depending on frequency of use. Ideally, staff should wear a freshly laundered face covering each day.
- Exceptions:
  - Children under the age of 5 are not required to wear face coverings.
  - Anyone with breathing difficulties or mobility limitations such that they cannot remove the face covering without assistance are not required to wear face coverings.
  - Staff who are working alone in their own private office with the door closed.

## Gloves

- Gloves may be worn to help prevent transfer of germs from one person or surface to another. If gloves are used by staff while performing retail/admissions transactions, hand sanitizer must be used between each transaction to prevent transfer of germs from one customer to another.
- Nitrile gloves are preferred rather than latex gloves. Latex breaks down over time, does not tolerate alcohol-based hand sanitizers, and many people have issues with latex allergies.
- While wearing gloves, do not touch your nose, mouth, eyes or face.
- Gloves should be worn during cleaning and disinfecting tasks, and be removed and disposed of immediately afterward.
- To safely remove gloves without contaminating the hands
  1. Pinch and hold the outside of the glove near the wrist area.
  2. Peel downwards, away from the wrist, turning the glove inside out.
  3. Pull the glove away until it is removed from the hand and hold the inside-out glove with the gloved hand.
  4. With your un-gloved hand, slide your finger/s under the wrist of the remaining glove, taking care not to touch the outside of the glove.
  5. Again, peel downwards, away from the wrist, turning the glove inside out.
  6. Continue to pull the glove down and over the inside-out glove held in your gloved hand.
  7. This will ensure that both gloves are inside out, one glove enveloped inside the other, with no contaminant on the bare hands.
  8. Gloves should be disposed of immediately in a tightly closed bag.
  9. Wash and/or sanitize bare hands once gloves have been disposed of.

## Hand Hygiene

- All visitors, contractors, volunteers, and staff must practice good hand hygiene while on site. Washing hands properly with soap and water is the most effective, followed by proper use of a hand sanitizer with at least 60% alcohol. Proper use of hand sanitizer will kill the virus that causes COVID-19 but is not effective in killing all germ types. It may be less effective if hands are greasy or soiled.
- All visitors, contractors, volunteers, and staff must wash their hands and/or use hand sanitizer when entering the museum before service is rendered. Noncompliance will be met with refusal of service.
- Hands should be washed and/or sanitized:
  - After using the restroom
  - After blowing one's nose
  - After cleaning
  - After handling garbage
  - After contact with "high touch" surfaces such as handrails, doorknobs, light switches, etc.
  - Before eating or drinking
  - Before touching your face, nose, mouth, or eyes
  - Between every retail/admissions transaction
  - During your workday, at least once every two hours
- Where restrooms are not readily available for hand washing, hand sanitizers with at least 60% alcohol will be available.
- CDC handwashing posters will be displayed in all restrooms.

- Proper handwashing consists of the following steps:
  1. Wet hands with clean running water and apply soap.
  2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
  3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
  4. Rinse your hands well under clean running water.
  5. Dry your hands using a clean towel or air dry them.
- Proper use of hand sanitizer either on bare or gloved hands consists of the following steps:
  1. Apply the sanitizer gel to the palm of one hand (read the label for correct amount).
  2. Rub palms together and rub gel over all the surfaces of your hands including between fingers, fingertips, back of the hands, and wrists.
  3. Keep rubbing the sanitizer on hands and fingers until dry. This should take around 20 seconds – this contact time with the alcohol in the gel is necessary to kill the germs. Wiping sanitizer off with a towel or tissue will make it less effective in killing germs.

## CLEANING & DISINFECTING

### Definitions

- **Cleaning** refers to the removal of germs from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and therefore reduces risk of spreading infection.
- **Disinfecting** is defined by use of chemicals, for example EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection
- **PPE** is defined as Personal Protective Equipment (glasses, goggles, gloves etc.)
- **Historic assets** are historic artifacts and documents, both in the permanent collections, as well as the materials, finishes, and fixtures of historic structures.

### General

- The risk of exposure to staff while cleaning and disinfecting is inherently low, but this risk should be minimized further with use of PPE.
- Basic PPE for cleaning and disinfecting at the museum includes launderable clothing, face covering, and disposable gloves.
- Additional PPE for cleaning and disinfecting includes prescription glasses, safety glasses, goggles, or face shield when transferring or applying cleaning and disinfecting products.
- Staff should wear disposable gloves and wash hands after handling trash.
- Cleaning cloths should be placed in a plastic container that can be easily disinfected after use. Cloths should be laundered as soon as possible following guidelines provided here.
- Disposable wipes or paper towels should be disposed of immediately in a tightly closed bag.

### Non-Historic Assets

- Public areas such as lobbies, retail locations, and exhibit galleries should be cleaned and disinfected daily.

- “High touch” surfaces will be disinfected frequently throughout the day. “High touch” surfaces include door handles, railings, switches, touchscreens, countertops, theatre armrests, and audio assist equipment.
- Staff offices, even private offices, should be disinfected several times a week, particularly keyboards, phones, door handles, light switches, desktops and drawer pulls, chair armrests and other “high touch” surfaces.
- Restrooms should be cleaned and disinfected several times throughout the day depending on visitation levels.
- If a staff person, volunteer, contractor, or visitor to the site becomes ill, the areas they have been in contact with should be closed down and the area disinfected as recommended in these guidelines.

**Disinfecting non-porous surfaces:**

- Products:
  - Most common EPA-registered household disinfectants should be effective. Clorox and similar products that contain sodium hypochlorite are recommended.
  - Diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Ensure a wet contact time of at least 1 minute. To make a bleach solution, use 5 tablespoons of bleach (1/3 cup) in 1 gallon of water, or for a smaller batch, 4 teaspoons of bleach per quart of water.
  - Solutions of at least 70% alcohol can also be effective.
- Follow the manufacturer’s instructions for concentration, application, and contact time. Most will recommend surfaces stay wet with the product for a specified period of time for full effectiveness in killing germs.
- Ensure any disinfectant product used is not past its expiration date.
- Allow for adequate ventilation both during and after product application.
- **Disinfecting soft surfaces:**
  - Soft surfaces may be sprayed with Lysol or other EPA-registered spray disinfectant made for that purpose. These products usually require a wet contact time for full effectiveness. Follow manufacturers’ instructions, and ensure products are not expired.
  - Ensure proper ventilation during and after application.
- **Disinfecting electronics:**
  - Consider putting a wipeable cover on electronics such as touch screens, keypads, tablets and remote controls. These are purpose-produced and commercially available, but plastic cling wrap can also be effective.
  - Follow manufacturers’ instructions for cleaning and disinfecting.
  - If no guidance is given for cleaning and disinfecting, use alcohol-based wipes or sprays containing at least 70% alcohol, and dry surface thoroughly.
- **Disinfecting Laundry:**
  - Soft surface items from the SJMH to be laundered should be stored/transported in a tightly closed plastic bag when possible. Reusable cloth bags should be laundered and disinfected according to these guidelines for soft surfaces.
  - Gloves and face covering should be worn when handling laundry. When done, remove and dispose of gloves immediately and wash hands thoroughly.
  - Do not shake dirty laundry.

- Launder items according to the manufacturer’s recommendations using the warmest appropriate water setting, and dry completely.

## Historic Assets

- Only historic assets that have been handled by or in close contact with visitors should need disinfecting. We require visitors and staff to wear masks and wash or sanitize their hands before engaging with historic assets to minimize the opportunity to shed virus on these sensitive materials.
- Chemicals recommended in these guidelines for disinfecting and cleaning non-historic assets should not be used for disinfecting and cleaning most historic assets. These chemicals can cause irreparable damage to irreplaceable cultural resources.
- Do *not* use the following to disinfect historic assets, or in collections storage areas:
  - Spray fumigants or disinfectants such as Lysol
  - Ultraviolet light
  - Ionizing/ozone-producing air filters
- Historic assets that are small or fragile, mixed media, paper, or soft surfaces should not be disinfected by site staff.
- Routine Disinfection of “high touch” historic assets (handrails, doorknobs, door frames):
  - These directions assume these materials are gloss or satin finish painted surfaces, finished wood, glass, ceramic, or metal. *Do not use this method on other materials*
  - “Routine” disinfection will depend on visitation. At minimum it is recommended to disinfect these surfaces twice weekly and at most once daily.
  - Should you notice any change to or degrading of the surface/finish, contact the THC Regional Curator for instructions.
    1. Use only mild, non-ionic soap such as Orvus paste or Ivory Liquid soap.
    2. Make a soap and water solution using just enough soap to make a thin ring of bubbles when swirled into the water.
    3. Saturate the cleaning cloth and wring it out until just slightly damp. The cloth should not be dripping wet.
    4. Apply to a small area first to ensure it will not damage the finish. This is especially true of finished wood.
    5. Wipe the surface in one direction and do not re-submerge the cloth in the soap and water solution to avoid recontamination. Change cloths frequently.
    6. Leave surfaces wet/damp for five minutes to allow soap to deactivate the virus.
    7. Wipe down with a fresh cloth dampened with clean water to remove any soap residue from the surface.
    8. Dry surface with a clean cloth.
- Ceramic, terrazzo, stone and other non-porous or inorganic materials:
  - Items can be cleaned with 70% isopropyl alcohol if needed.
  - Never use alcohol on other materials, especially finished wood.
  - Clean the item with soap and water solution in these guidelines.
    1. Lightly dampen a cotton swab or pad with 70% isopropyl alcohol. Swab or pad should not be dripping wet or saturated.
    2. Spot-test a small area and wait to ensure there is no negative reaction.

3. Wipe the artifact gently and allow to air dry. Ensure there is proper ventilation during and after application.



## **OPERATING GUIDELINES**

### **General**

- Operations at the SJMH may be temporarily closed in part or whole should any of the following occur:
  - Staff, volunteer, contractor, or visitor has a suspected or lab-confirmed case of COVID-19.
  - The site's inventory of cleaning supplies and/or PPE is insufficient to safely operate as per these guidelines.
- Groups must comply with SJMH social distancing guidelines unless of the same household.
- Visitors who do not follow requirements for social distancing, face coverings, and hand hygiene as per these guidelines will be refused service and asked to leave the site. Non-compliance may necessitate the involvement of Department of Public Services or Harris County Sheriff's Office.
- All operations must be metered and monitored by SJMH or THC staff to ensure social distancing can be adhered to by staff and visitors. This may require a variety of mechanical and programmatic solutions such as barriers, gates, appointments, etc.
- Any area where visitors may have to queue or wait for service will have appropriate distances identified between people.
- Drinking fountains should be deactivated and/or boxed off and not available for use.
- Penny machines and telescopes will be boxed off and not available for use.

### **Retail & Admissions**

- The Museum will limit admission as per the percentage of occupancy permitted by the DSHS; at initial opening, the limit will be 75 visitors at any given time. Signage will be used to direct visitors to the northwest door, which will be entrance only, and the southeast door will be designated exit only. Staff will monitor each door to regulate building capacity.
- Areas where people tend to congregate will have distance marks on the floor to reinforce social distancing of 6 feet between visitors; these areas include, but are not limited to, the entrance, ticket kiosk, theatre, and elevator waiting area.
- The Museum will take advantage of zero-contact options for transactions when possible. These may include online purchases or pay by phone options. Sales are entered POS and customers will have the option of receiving or refusing a physical receipt.
- Admissions options will be streamlined to eliminate the need for ticketing and staff to "take" tickets. A flat rate of \$10 per adult and \$5 per child will cover all venues within the museum. The option to donate digitally via QR code or Museum website will also be strongly encouraged.
- Hand sanitizer will be accessible to both staff and visitors so they can sanitize their hands before and after each transaction.
- Where possible, card readers may be placed in front of the Plexiglas at cashier stations so visitors can swipe their own cards and enter their codes. Card readers and keypads must be disinfected frequently as per the guidelines in this document.
- Use of the elevator will be limited to 2 occupants or 6 who arrived together. An employee will monitor elevator use to limit the number of people on the Observation Deck to no more than 7 visitors at one time. A 15 minute time limit will be recommended for the Observation Deck.
- Theatre admissions will be limited for each showing as per the percentage of occupancy permitted by the DSHS; at initial reopening, the limit will be 25% of capacity. Alternating rows

of seats will be closed to enforce social distancing; visitors will be encouraged to keep 3 vacant seats between them. Visitors who arrive together may sit together in the theatre.

- Retail operations will be managed by staff and social distancing markers provided so that traffic flow is directional and visitor capacity is limited.
- All interactive operations, such as the penny machines and telescopes on the Observation Deck, will be suspended.

### **Programs & Events**

- Any onsite program must be limited in numbers as appropriate to the space being used.

### **Rentals**

- Any facility rental must be limited in numbers as appropriate to the space being used.

### **STAFFING AND OPERATIONAL CONCERNS**

- THC staff will be responsible for cleaning and disinfecting public areas, all staff (both THC and SJMHA staff) will be responsible for cleaning their respective office areas/areas not accessible to the public
- Theater will be cleaned between shows and before first show and after last show of the day. Theater operator will be responsible to ensure theater is cleaned properly before public is allowed entry.
- Elevator will be unmanned but cleaned and disinfected a minimum of 4 times daily- at the beginning and end of each day's operations and at least twice more throughout day.
- Minimum staffing for public operations will be a staff member at entrance and exit and a staff member dedicated to cleaning and disinfecting- the Monument will not be able to open to the public without these three staff members in place and solely dedicated to these functions
  - Entrance and Exit staff will be responsible for ensuring that occupancy rate is enforced beginning at 25%, mask and social distancing requirements are adhered to, and the public is aware of location of and recommended use of hand sanitizing stations and restrooms. Either THC or SJMHA staff may fill these roles.
  - Each additional aspect of the Museum operations will require at least an additional staff member to allow public access.
    - Ticket Sales
    - Elevator/Observation Deck Access
    - Theater Operations
    - Retail Sales