



THE BUFFALO HISTORY MUSEUM

REOPENING Pandemic Aware Procedures



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Introduction

Dear Guest,

As The Buffalo History Museum reopens and welcomes guests for on-site visits during the COVID-19 pandemic, we need to stay vigilant and flexible with regard to new procedures for ensuring safety. The procedures detailed here will be revisited as the pandemic evolves and reflect the most up-to-date approach to safe access and gathering as conditions change in our community.

Our plan complies with New York Forward Business Re-Opening Safety Plan, as well as all local, state, and federal health and governmental guidance. Staff has been trained to follow these procedures prior to opening our doors and updated as circumstances evolve.

The safety and well being of everyone at the Museum – guests, staff, volunteers – is our number one priority. Our Strategic Framework places the guest at the center, and as such, we focused on creating a safe, welcoming visitor experience while developing plans to reopen.

In light of new health and safety precautions, we intend to ensure our mission to *experience history with you* in a safe, welcoming atmosphere.

All my best,



Melissa N. Brown
Executive Director

If you have questions about our Reopening Plan and Pandemic-Aware Procedures, please contact:

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1. Pandemic-Aware Guest Experience

Hours of Operation:

- Wednesday through Saturday 10 am to 5 pm
- Closed Sunday, Monday, Tuesday
- In August, Resource Center open all Fridays 10 am to 5 pm
- Pan-Am Building open on M & T Third Fridays from 10 am to 8 pm

Guest Admissions:

Occupancy Limits:

Admit a maximum of 133 guests and staff per day (25% of maximum occupancy).

Admission will be free for all through December 31, 2020.

Encourage guests to reserve free daily tickets in advance of their visit

- Daily reservations are available in advance of visits through our website. Based on occupancy guidance, 100 daily tickets will be available and an additional 20 tickets will be available for walk-up guests; the additional occupancy limit is filled by Museum staff.
- Guests will reserve tickets for the entire day (not timed entry), based on prior visitation habits, this will be sufficient to keep under 25% capacity at any time. If we find that we have high traffic times, we will implement timed ticketing.
- Our website, social media, and press outreach will encourage guests to reserve tickets in advance and help us approximate daily visitation.
- At check-in, with advanced registration, guests will be asked their name to verify reservation and the proper number for the party. Guest contact information provided through the advanced registration will be kept for three months in case contact tracing is required.
- Advance reservations and free admission affords guests a minimal contact, quick admittance experience.

Promote contactless payments

- Without paid admissions, guests only need to purchase items from the gift shop or memberships at guest services.
- Encourage contactless payment with credit/debit cards or phone applications. When contactless is not an option, credit card usage will be available with readers on the upper counter of the reception desk for a self-service transaction. Receipts generally do not require signature, however, if a guest requests to sign, we will provide a disinfected pen for their use. After a guest uses a pen, it will be kept separate from other disinfected pens until it is disinfected.
- Reception desk surfaces, pens, credit card readers and other items handled during transaction will be wiped down after each transaction.
- Discourage cash but accept it when needed for Museum Shop purchases. Guest Services Associates will wear gloves (provided by TBHM) and request that cash payments be placed on the counter and not directly exchanging hands.

Offer digital maps and information for guests

- Maps of the Museum are available on an adjacent reception table. Guests can also either take a photo to reference on their phone or follow QR code to a map PDF available on our website.
- Promote memberships offering the same alternatives available for way-finding. Visitors can either take a photo to reference later or follow a QR code to purchase on the website. Provided in a plexiglass stand this information will be available after guests check in.
- Display free Wi-Fi access information prominently to facilitate use of the online tools and website links.

Coordinate Guest Services staffing to prioritize health and safety

- Staff reception area with one person per shift to reduce exposure and team members working in close proximity for long periods. Depending on guest arrival and volume, and to avoid a crowded reception area, a second team member will remain on call to help on an as-needed basis.
- Reassign guest reception station farthest from entrance (formerly Guest Services Coordinator's desk) as the main station, allowing guests waiting to be admitted at the first computer, inside the door, inside the vestibule, and outside (if needed).

Shield for both guests and guest services associates with plexiglass protective panels at each reception desk and reference desk in Library.

Gather guest information for contact tracing

- Guests who pre-reserve tickets online will be requested to provide email and phone number for contact tracing purposes. When the guests visit, their names will be checked off and these lists will be kept for up to 3 months in a confidential file for potential contact tracing.
- Walk-up guests are requested to provide same contact information: name, phone number, email address for contact tracing purposes. These lists will not be used for other purposes. Contact information will not be mandatory for walk-in guests but will be encouraged.
- Contact lists of guests who visited on a certain day will be compiled with daily staff questionnaires in a secure manner so that contact tracing can be easily completed based on daily attendance, if needed.

Health Screenings:

Signage and pre-registration materials encourage healthy guests

- Web site guidelines about the new guest experience, and post-reservation information encourage ask guests to conduct a self health screening. Before the visit and on signage at our entrance, we ask the following questions:
 - Have you experienced COVID-19 symptoms in past 14 days? (per latest CDC guidance: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>)
 - Have you have tested positive for COVID-19 in past 14 days?
 - Have you had close or proximate contact with confirmed or suspected COVID-19 case in past 14 days?
 - In the past two weeks, have you traveled to one of the restricted states that meet the criteria for required quarantine in New York State? Link to NYS Travel Advisory: <https://coronavirus.health.ny.gov/covid-19-travel-advisory>.
- If guests answer "Yes" to any one or more of these questions, we ask guests to reschedule their visit to the museum and seek medical guidance. We are not asking these questions directly or mandating answers as guests arrive.
- We are not performing temperature checks on guests.

Social Distancing:

Encourage guests to maintain 6-foot standard of social distancing in all areas of the museum.

- Signage indicates where guests should wait at 6-foot increments to speak with guest services associates, use restrooms, and browse the Museum Shop.
- Signage throughout the museum reminds guests to maintain social distancing.
- Maintenance and all staff are monitoring guests on their regular rounds and encourage guests to maintain social distancing.

Require face coverings inside the building

- Both team members and guests shall always wear face masks in public areas of the Museum.
- If guests do not have masks, guest services associates will offer disposable masks. If a guest refuses to comply, they will be asked to leave the premises.
- Exceptions will be made to guests under the age of 2 and those unable to medically tolerate such covering. Digital Museum experiences are available for individuals unable to wear coverings.
- For individuals who need a break from wearing their mask, outdoor space is available on the Museum's Portico, Japanese Gardens, and outside on our campus.
- Prepare guests for the public safety requirement using our website, social media, and press outreach in advance of their visit.

Exhibit Experiences:

Offer interactive elements when enhanced cleaning can ensure a safe guest experience

- Remove interactive components that cannot be sanitized regularly (including cloth items).
- Interactive exhibit areas will have signage encouraging safe use and hand sanitizer or restrooms nearby for washing hands after use. The enhanced cleaning schedule provides for increased cleaning of interactive play areas.
- Interactive touch screens will be cleaned every 2 hours, or more often based on higher attendance.

Introduce one-way circulation path through the Museum

The Museum map and guest services associate's orientation will direct guests on a one-way circulation path during their visit. From reception, visits begin through the auditorium to the State Court, upstairs to the exhibits on the second floor, then the first floor, and then exit through the accessible entrance on the ground level.

Hand washing:

Restrooms available on first and ground floors

- All restrooms are open to guests (including first floor restroom usually reserved for staff).
- 6-foot markers are provided outside all restrooms to show where guests can wait (if needed).
- Ground floor women's bathroom adapted as single party/family group occupancy. 6-foot markers will be provided to show where guests can wait.
- Ground floor men's bathroom will be used as a single-use bathroom with one urinal blocked and a new lock installed on the door. 6-foot markers will be provided to show where guests can wait.
- At the Resource Center, social distancing will be encouraged and each treated as single party/family restroom. Signage at the end of accessible ramp will encourage guests to wait there for next available occupancy.

Hand Sanitizers are available on all floors

- The second floor features two hand sanitizing stations; the ground floor has one near the exit/accessible entrance and one in the Erie County Room/Pioneer Gallery; and the first floor has one in the State Court and one on the admissions desk in the reception area.
- One stand is available in the Resource Center exhibit area and at the reception desk.
- Hand sanitizers and restrooms are available in staff areas along with signage to encourage regular hand washing.

Signage accompanies all handwashing sinks and sanitizers following CDC recommendations.

Guest Amenities:

Elevator:

Signage encourages single party usage of the elevator and to wait at least 6 feet from the doors.

Ventilation:

Windows and doors will be open as much as possible to introduce outside air and with consideration of significant energy waste (mostly at the Pan-Am building where air conditioning is not widely available).

Doors will remain open to allow less contact with high-touch surfaces for both guests and team members.

Dispensing water:

Water bottles are available for sale at the guest services reception area.

Gatherings:

In-person programs and events will not be planned at this time. Any rental events will comply with all relevant NYS governmental safety regulations and can only be scheduled if we can offer a safe experience for all staff and guests.

Staff team meetings will continue to be held virtually; if needed, they will be held in the auditorium with 6-foot distance between all participants (with a maximum of 10 staff present at a time).

Suspend group visits and tours

Policy on welcoming back group visits and tours will be revisited as guidelines change and guidance for safe gatherings is offered. A group is defined as a group of 10 or more people who do not reside in the same household.

Non-guest visitors and contact tracing:

Deliveries directed to Reinstein Building

- When staff order supplies to be delivered, they should direct to Reinstein administration building. All deliveries and mail will be sorted and kept in the closet by the door for staff to retrieve.
- If a delivery comes to the front entrance, it can be accepted if no guests are present, or guest services associates can direct the delivery personnel to the Reinstein Building.

Meetings with non-staff will be very limited

- Prospective rental clients will be scheduled without overlap on days when the Museum is closed to the public. Appointments are available Mondays and Tuesdays from 9 am to 5 pm and Saturdays at 9:15 am. If these times are not possible, rental clients can also visit between 12 and 3 pm on Saturdays while the museum is open to the public. All meetings are scheduled in advance and coordinated through the Director of Operations. Oliver's Catering staff will supply participant's

contact information for all participants prior to the visit. If it is for a facility rental run by the Museum, the team member arranging it will request all guest contact information for contact tracing purposes prior to the appointment.

- There may be exceptions for small meetings of 10 or less on days when the museum is not open to the public. These exceptions are approved by the Executive Director.

Maintain log of team members and guests in the building

- Guest services associates will keep track of how many guests are in the Museum.
- For advanced ticket reservations: name, phone number, and email address for reservation is recorded/kept in the case that contact tracing is needed.
- For walkup guests: name, phone number, email, number in their party and timing of visit will be recorded for contact tracing (if guests consent). It is not mandatory for guests to provide contact tracing information.
- Team Member Health Screening questionnaires are completed daily, including questions on their health and circulation on site so there is a record of who was in each building and when.
- The person meeting with any outside personnel at the museum (maintenance repairmen or rental clients), is responsible for obtaining contact tracing information and submitting it to Director of Operations for filing.
- All information provided for contact tracing will only be used for that purpose and not for any future marketing unless guest specifically requests it.
- Contact information will be kept confidentially by the Director of Operations for three months after the visit and then discarded.

High-volume procedures:

- Attendance is always capped at 25% of occupancy. If we are nearing that limit, we will implement the following additional procedures to ensure safety:
 - If staff/volunteers are available, invite guests to enter through different entrances (doors on or under the Portico facing the Japanese Gardens). Staff or volunteers can welcome guests at these entrances, collect contact tracing information, and answer questions. Staff will be protected with a table and plexiglass similar to the main reception area.
 - Announce over loud speakers throughout the day reminders about social distancing during higher volume times.
 - As with all days, maintenance staff will do regular rounds to clean surfaces, and they will also keep an eye on social distancing and remind guests as needed.

Museum Shop:

Museum Shop offerings stream-lined to reduce crowding of items and thereby, guests.

- Remove all mobile racks/displays to allow more space for guests to browse.
- Signage indicates restroom waiting area.
- Baskets are available for guests to place products they have handled but decided not to buy. Those products are disinfected and restocked by guest services associates.
- Products not easily disinfected (stuffed animals, clothing) are removed from the display area or placed under glass/plexiglass.
- Guest services staff remains mostly at a distance when guests are shopping. If assistance is needed, guest services associates will enter the Museum Shop area and assist from a reasonable distance (while wearing face mask).

- The Museum Shop offers items or prepackaged sets for sale on the website for pickup at guest reception when we are open, allowing for quick, prepaid transactions
- Museum Shop is included in high-touch cleaning on a two-hour rotation. Sanitize entire Museum Shop on a weekly basis.

Research Library:

Full procedures will be available in a separate document and highlights will be included here.

- Guests will schedule advance appointments for the library, which will be open only during the Museum's public hours. In-person appointments will be scheduled on Wednesdays and Saturdays; Virtual Appointments will be scheduled on Thursdays and Fridays.
- Only two guests will be scheduled to use the Library at any time and they will be required to wear face coverings and maintain social distancing.
- There is a 72-hour quarantine period for library collections handled by staff and guests.
- Guest work stations are wiped down with disinfectant after every use.
- Library guests are encouraged to bring all of their own supplies (ie: pencils, notepaper, laptops)

Resource Center at 459 Forest Avenue:

- The Resource Center will follow the same safety and operational protocols in this plan. The Reception Desk will be staffed by one staff member and pre-registration will be highly encouraged. Museum admission allows for entry to both the Resource Center and the Pan-Am Building at 1 Museum Court.
- The Resource Center will be open to the public on all Fridays in August from 10 am to 5 pm.
- When the Resource Center is open, maintenance staff will be making rounds every two hours to clean surfaces. The Resource Center will be thoroughly cleaned in public areas on Thursdays prior to opening to the public.

2. Team Member Procedures

Cleaning and Hygiene Protocols

- Staff provided with masks and training on how to properly use and clean them.
- All staff are trained on disinfecting procedures and shown where to find cleaning supplies for cleaning at any time they feel comfortable.
- Maintenance and guest services staff are provided with gloves for cleaning before and after guest interactions.
- Hand sanitizer available in all staff common areas, entrances, and in public exhibit areas.
- Full cleaning procedures are shared with staff, and staff can share feedback with Facilities Manager or Director of Operations at any time.
- Signage to remind staff about cleaning and hygiene available in all restrooms.

Staff scheduling and contact tracing

- Staff are scheduled to work on site on rotations (where possible) to limit interaction and exposures to COVID-19.
- Staff are required to fill out a survey daily answering the following questions:
 - (1) COVID-19 symptoms in past 14 days
 - (2) positive COVID-19 test in past 14 days
 - (3) close contact with confirmed or suspected COVID-19 case in past 14 days
 - Staff will also be required to report where they will be working each day for contact tracing.
- All forms are submitted electronically to Director of Operations, who will review them daily and keep them in a secure place for potential contact tracing needs. These records will be kept alongside records of all guests who visited on a daily basis and all non-guest visitors (ie, vendors, repairmen) who were on site.
- Completing this form electronically will allow for all staff to fill out before coming onto the site and tracking the workplace of all staff.
- If anyone known to be in a Museum building become sick with COVID-19, all buildings affected will be closed immediately for a deep cleaning. Staff risk and quarantine needs will be assessed, and we will reopen when it is safe to do so.

3. Cleaning and Disinfecting Procedures

High-Touch surfaces are disinfected frequently

- The following high-touch surfaces are disinfected on the following schedule on all days the Museum is open to the public:
 - Before opening at 10 am
 - 12 pm
 - 2 pm
 - 4 pm
- Staff will use disinfectant sprays approved by the Centers for Disease Control and Prevention as effective against COVID-19 and wipe down all surfaces with clean disposable wipes, or with pre-soaked disinfectant wipes.

General Cleaning Procedures:

- Prior to re-opening, the museum will undergo a deep clean to prepare for guests.
- Garbage can lids are removed to allow touchless throwing items away. All garbage cans are emptied daily.
- Doors are opened as much as possible to decrease touching of surfaces and increase fresh air circulation
- Cleaning logs will be kept in each restroom. Maintenance staff will fill them out when the restrooms are cleaned and the logs will be reviewed daily by Facilities Manager.
- Cleaning logs for the frequent disinfecting procedures are kept in the maintenance area and checked daily by Facilities Manager.
- If there is any known COVID-19 exposure in any of the buildings, all affected buildings will be shut down immediately and undergo a deep cleaning before reopening to any staff and/or guests.