

The Moray Society and Elgin Museum – Managing Risk under COVID-19 for visitors to Elgin Museum

02/08/2021 v1.0

1. The Moray Society as owners and managers of Elgin Museum is responsible for health and safety in Elgin Museum and with regard to the Society's activities.

The decision-making included within this document is based on current legislation advice and guidance from Scottish and UK Government and from the museums and heritage sector. It recognises that the COVID-19 situation is dynamic and may require rapid response including the re-introduction of stricter control measures should they be required. It also recognises that the imitations of our 170 year old building stock influences the mitigation measures put in place, which may be more stringent than national guidance dictates.

We hope to make it clear that we place the safety and welfare of our staff, volunteers and visitors before anything else. We have a legal responsibility to staff and a duty of care to volunteers and visitors to ensure as far as reasonably practicable that they are not exposed to risks to their Health & Safety.

We will continue to follow current guidance, be ready to adapt to changes and learn lessons from others where appropriate. Any member of staff, volunteer or visitor should feel able to flag up any issues or concerns so that these may be resolved, or assurance provided.

If it is deemed to be unsafe to open a building or part thereof or unsafe to undertake specific activities or tasks, the default position is to follow guidance and not to take risks.

The return to the museum of volunteers and visitors will be accompanied by a comprehensive and thorough cleaning schedule. This will be implemented in line with national guidance, and again will be reviewed regularly.

We expect that the measures proposed mitigate the known risks to the best of our abilities but acknowledge the limitations of our small organisation and our complex suite of buildings.

2. Collective responsibility

Responsibility to provide a safe working environment and minimise harm to others sits with everyone. The Health and Safety at Work Act (1974) still applies and promotes the message that both employers and employees have an important role to play. Our obligations as an employer require everyone to play their part and take responsibility for their actions and the actions of others. Success will rely on us all behaving responsibly and thinking of others.

To minimise risk, and in line with Government guidance, we ask that our staff, volunteers and visitors follow the guidance and adopt the mitigation measures put in place.

We have also signed up to the Scottish Government's Test and Protect scheme, and encourage all staff, volunteers and visitors to Check In and Check Out using the Test and Protect QR code and app (or via the dedicated url, shown on posters in the Museum).

Visitors are asked to follow legislation, government guidance and the guidance as laid out in this risk assessment. We also ask that our staff/volunteers are treated with respect. In the event of a visitor purposely not following legislation and guidance and/or posing a threat to our staff/volunteers will be asked to leave the Museum.

3. Hygiene measures and provision of hygiene materials

Good hygiene is fundamental to controlling the spread of COVID-19. All staff/volunteers and visitors are expected to follow government guidance in relation to regular and thorough hand washing and cough/sneeze etiquette.

All staff/volunteers and visitors will have ready access to hand washing and sanitising facilities, comprising hot water and soap and alcohol gels with the content of above 60%. There will be at least five days' supply to hand at any time of soap and/or alcohol gels. Disposable paper towels must be used for drying, with a non-touch bin for disposal.

Signage reminding staff/volunteers and visitors to observe handwashing/hygiene protocols will be used as identified in risk assessments.

4. Physical distancing

The Moray Society as owners and managers of Elgin Museum is required by law to take all reasonable measures to ensure that social distancing is in place. Due to the restrictions of our building and limited ventilation it offers, a distance of at least 2 metres should be maintained between all people in our building(s).

Signage reminding staff/volunteers and visitors to observe social distancing will be used as identified in risk assessments, and appropriate physical marking used to reinforce this in areas of heavier traffic / pinch points. A one-way system has been implemented in the Museum to aid social distancing. We have also introduced a new entrance / exit system, with exit now being through our Side Hall (adjacent to the main Museum building). The Museum Shop has also been relocated to the Side Hall, to open up the entranceway/reception area and assist with social distancing.

All visitors are asked to remain with their groups throughout the duration of their visit.

5. Face coverings

Scottish Government guidance outlines the mandatory use of face coverings in indoor settings (i.e. required by legislation). This is applicable to staff/volunteers and visitors in the building. The guidance also advises the use of a face coverings in public and customer toilets as they are often crowded and less ventilated spaces.

All staff/volunteers and visitors entering the Museum are required to wear face coverings. Children under the age of 5, and visitors with a health condition that means they cannot wear a face covering are exempt. The full list of exemptions can be found in the [Scottish Government guidance regarding face coverings](#).

We would encourage the use of reusable face coverings where possible, however a supply of disposable face coverings will also be made available.

You should also be aware of how to use a face covering correctly. For example, any face covering must not be handled without hand sanitisation and must be disposed of as PPE if disposable or removed from the Museum by the wearer if reusable and subjected to appropriate cleaning (as indicated on your face covering). Guidance posters on how to wear and remove face coverings will be displayed throughout the building.

The face covering advice is not intended as a stand-alone infection prevention and control measure. It does not replace other health and safety considerations and measures in place, such as physical distancing and hygiene controls (including hand washing with soap and water or using alcohol-based hand rub).

Physical distancing, hand-washing and respiratory hygiene remain scientifically proven to be the most important and effective measures to prevent the spread of coronavirus.

6. Enhanced cleaning

Enhanced cleaning regimes will be in place for the building(s). Cleaning will be carried out of touchpoints throughout the day, in addition to full cleaning of the building at the start/end of the day. Cleaning regimes will be kept under review and adjusted as required.

7. Management of COVID-19 suspect or confirmed cases

No-one with symptoms of infection with Coronavirus or who has been advised to self-isolate may enter the Museum. This is application to staff/volunteers and visitors.

Main symptoms

The main symptoms of coronavirus are:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **a loss or change to your sense of smell or taste** – this means you have noticed you cannot smell or taste anything, or things smell or taste different to normal

- **unusual rashes or skin eruptions have also been noted as a presenting symptom**

Most people with coronavirus have at least one of these symptoms.

8. Response to notification of COVID-19 site contamination

Following notification of a confirmed case (or cases) at Elgin Museum, we will firstly close the Museum to visitors, volunteers and staff. We will then work to assess whether an outbreak has occurred. Scottish Government guidance suggests that organisations should suspect an outbreak if there is either:

- Two or more linked cases (confirmed or suspected) of Covid-19 in a setting within 10 days – where cross transmission has been identified, OR
- An increase in staff absence rates, in a setting, due to suspected or confirmed cases of COVID-19.

If an outbreak is suspected, the local NHS Board Health Protection Team will be contacted, and we will work with them and other relevant bodies.

Enhanced cleaning will take place in the event of an incident.

9. Toilets

Toilet facilities pose a high risk if not managed properly.

Signage on good hygiene will be in place with reminders to close WC lids to prevent airborne dispersal of COVID-19.

Hands must be sanitised before and after using the facilities at the point of entry. A sanitiser station will be provided to enable this.

Toilet seats and lids should be closed before flushing the toilet.

Appropriate cleaning regimes for toilet facilities particularly door handles, locks, light switches and the toilet flush will be implemented.

Suitable and sufficient pedal-operated disposal bins for hand towels will be in place with regular removal and disposal.

10. Implementation of social and physical distancing measures

Physical distancing measures apply to all staff/volunteers and visitors to the Museum and are legal requirements. Staff/volunteers and visitors must reduce social interaction to reduce the spread of coronavirus.

Due to the restrictions of our building and limited ventilation it offers, a distance of at least 2 metres should be maintained between all people in our building(s).

Signage to remind visitors about social distancing will be in place along with other physical measures.

In an emergency evacuation situation, life safety should be the priority in exiting the property.

11. Building occupancy and managing potential pinch points

We have identified a safe building occupancy capacity of 40 at Elgin Museum. This is dictated by the limited ventilation within the building and the numerous pinch points which have been identified. Visitor numbers will therefore be limited to reflect this, and bookable timed entry has been introduced.

The reception area, toilets, access between the main and rear galleries, and access to the upper galleries have been identified as key pinch points for visitors. They have been proactively managed by reorganisation or relocation, where possible, and through the use of behavioural tools – such as indications for one-way traffic, physical distancing markers.

12. Children's activities

At this time, all children's/educational activities (such as activity sheets, games, trails through the building, object handling, dressing-up) are not available in Elgin Museum.

13. Visitor access to Elgin Museum

Visitor numbers will be managed by means of timed ticketing with capacity limits for all time slots.

All visitor access to sites must fall within these time slot capacities therefore, and prebooking of tickets via the ticketing system should be the norm.

We understand that visitors will inevitably be disappointed not to gain access should they arrive without a booking. If capacity permits, it may be possible to enter the museum without having booked however this will be at the discretion of staff/volunteers following assessment of capacity and risk.

In order to avoid disappointment, we recommend that you book your visit in advance.

Elgin Museum COVID-19 Risk Assessment for Visitors to Elgin Museum

2nd August 2020

To be reviewed and reassessed on 4-weekly basis and/or in the event of new guidance and/or in the event of a COVID-19 outbreak/lockdown.

All measures should be followed by all users of the building – all users have a responsibility to themselves as well as to consider other users in their actions.

See floor plan showing locations of sanitiser station and hot water taps.

This document takes cognisance of and has been produced in line with the following guidance:

Scottish Government: Museum, Gallery and Heritage Attractions Guidance - Operational Guide (COVID-19) checklist

Scottish Government: Coronavirus (COVID-19): tourism and hospitality sector guidance

HM Government: Working safely during coronavirus (COVID-19): Offices and contact centres

Health and Safety Executive: Managing Risks and Risk Assessment at Work - Coronavirus (COVID-19) update

National Museum Directors' Council: Coronavirus (COVID-19) NMDC Good Practice Guidelines for Reopening Museums v.1.2

Association of Independent Museums: A checklist for Reopening your Museum

Health Protection Scotland/public health Scotland: Core COVID-19 Information and Guidance for General (non-healthcare) Settings v.4.5

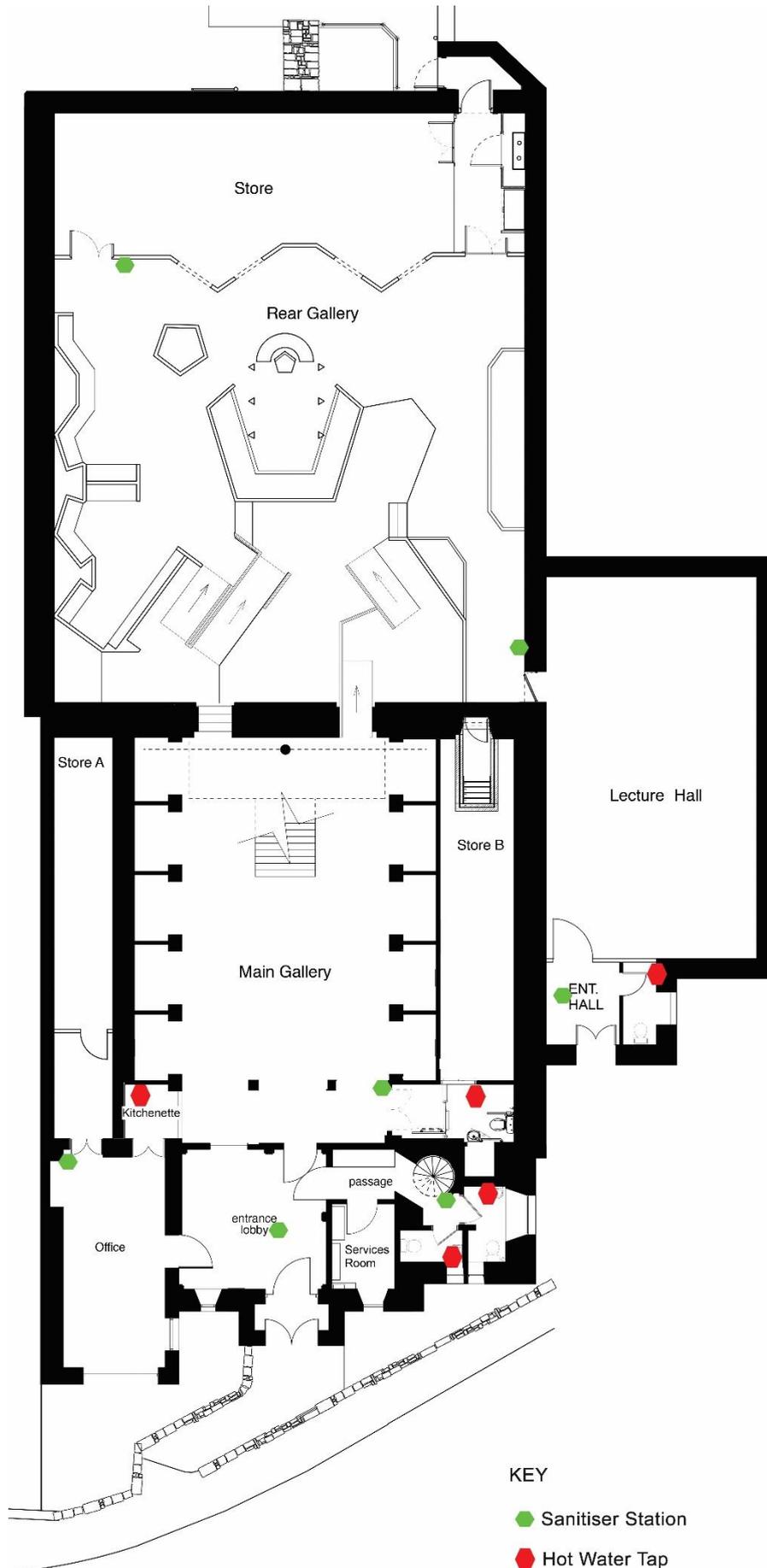
IAAPA: COVID-19 Reopening Guidance: considerations for the global attractions industry (1st edition)

Museums and Heritage Highland: COVID-19 Reopening Action Plan and Reopening Checklist

Historic Environment Scotland: Minimum Operating Standards for Property Management and Visitor Operations (external version 3.0)

Museums Galleries Scotland: COVID-19 – Preparing to Reopen your Museum

This document has been produced in consultation with Elgin Museum Accreditation Mentor Doug MacBeath



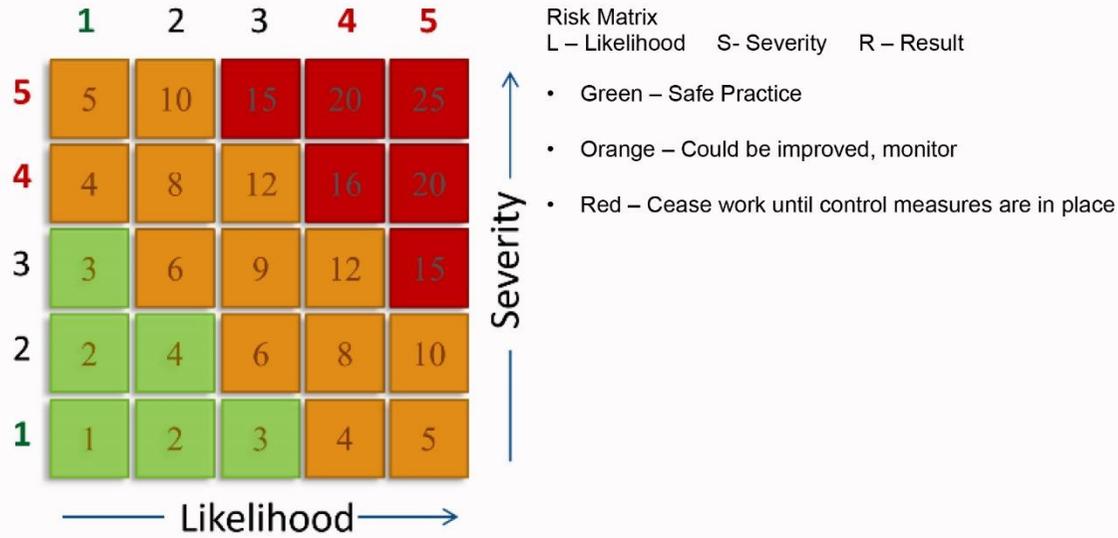
Appendix A - Risk assessment

Elgin Museum (The Moray Society) Visitor Risk Assessment

Please consult Risk Matrix on final page to identify risk levels

Activity	Hazard	Persons at Risk	L	S	R	Control Measures	L	S	R
Entering and exiting the building	Risk of virus transmission from other visitors due to doors that are less than 2m wide and constricted entrance area; touch-point as doors are not automatic	All visitors	3	4	12	One way system in place, with single route into and out of building (doors designated as either entry or exit); relocation of shop from entrance area; clear signage to show routes; hand sanitiser points at entrance and exit doors	1	4	4
Using toilets	Risk of virus transmission from other visitors due to narrow entrance/exit; touch points in toilets; social distancing difficult in small space if queuing	All visitors	4	4	16	Clear signage outside reminding visitors to wear masks and to use sanitiser/soap; hot water taps installed in all sinks; enhanced cleaning regime; sanitising station at door	1	4	4
Queuing (at entrance, shop, toilets, between galleries)	Risk of virus transmission as it is difficult to socially distance; causing congestion in spaces	All visitors	3	4	12	One way system in place; clear signage about 2 m social distancing; relocation of shop to larger space; volunteers to monitor queues and advise if needed	1	4	4
Visiting, and buying items from the shop	Risk of virus transmission due to touch points - paying for purchases, taking items from reception staff	All visitors	4	4	16	Shop relocated to larger space, with spacing of retail display areas; one-way system into the shop to reduce potential for contact with other visitors; visitors to pack their own purchases; sanitising station at door; staff have hand sanitiser to clean hands regularly; staff to clean working area regularly; request visitors pay by card where possible (new contactless card readers installed)	1	4	4
Walking around galleries and public spaces	Virus transmission as social distancing may be difficult; touch points surfaces;	All visitors	4	4	16	Signage reminding visitors of social distancing measures; signage reminding visitors to wear masks in areas where social distancing is not possible; hands-on engagement removed from galleries; one-way system in place to avoid visitors coming into close contact; number of visitors in museum controlled;	1	4	4
Visitors or staff who are ill entering the building	Risk of virus being transmitted to other visitors	All visitors	5	4	20	Signage at the door asking visitors not to enter the building if they have the symptoms for Covid-19 (cough, fever, loss of taste or smell); signage to encourage social distancing; staff to remind visitors of social distancing if needed; staff not to come to work if they have the main symptoms of Covid-19 (sore throat, fever, loss of taste/smell)	1	4	4

Risk Management Report and Risk Assessment for Visitors prepared and updated by Claire Herbert 02/08/2021



Appendix B - Cleaning Regime

Keeping the workplace clean is essential for preventing transmission:

- Cleaning should be frequent. A full clean should be carried out at least once a day, rising to at least twice a day depending on visitor numbers.
- Frequent cleaning of objects and surfaces that are touched regularly and making sure there are adequate disposal arrangements

Disinfection practices are important to reduce the potential for COVID-19 virus contamination in non-healthcare settings. High-touch surfaces should be identified for priority disinfection such as door handles, kitchen and food preparation areas, counter tops, bathroom surfaces, toilets and taps, light switches and work surfaces.

Surfaces must be cleaned with water and soap or a detergent first to remove dirt, followed by disinfection. Cleaning should always start from the least soiled (cleanest) area to the most soiled (dirtiest) area in order to not spread the dirty to areas that are less soiled.

The amount of virus living on surfaces will reduce significantly after 72 hours. If a workplace area can be kept closed and secure, wait until this time has passed before cleaning.

It is important to follow the manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants.

- Wherever possible, wear disposable or washing-up gloves and aprons for cleaning. This is the *minimum* personal protective equipment (PPE) to be worn for cleaning a workplace area where a person with possible or confirmed COVID-19 has been. These should then be double-bagged, removed to the external wheelie bin.
- Using a cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces. Pay particular attention to frequently touched areas and surfaces, such as bathrooms, door handles, hard surfaces, chairs, light switches and sanitary fittings
- Wash hands regularly with soap and water for 20 seconds. After all PPE has been removed, i.e. after taking off gloves, aprons and other protection used while cleaning, wash hands with soap and water for 20 seconds.

Remember: wiping down an area with normal household disinfectant after someone with suspected COVID-19 has left will reduce the risk of passing the infection on to other people.

Handling rubbish bags where there is a suspected or confirmed COVID-19 case

Waste from possible cases and from the cleaning of areas where possible cases have been (including disposable cloths and tissues) should be put in a plastic rubbish bag and tied when full. The plastic bag should then be placed in a second bin bag and tied.

Next, the bag should be put in a suitable and secure place and marked for storage until the individual's test results are known.

If the individual tests negative, this can be put in with the normal waste. If the individual tests positive, then store it for at least 72 hours and put in with the normal waste.

If storage for at least 72 hours is not appropriate, arrange for collection as a "Category B infectious waste" either by your local waste collection authority if they currently collect your waste or otherwise by a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place the bags into so the waste can be sent for appropriate treatment.

Waste should not be put in communal waste areas until negative test results are known or the waste has been stored for at least 72 hours.

For up to date guidance, visit: <https://www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-non-healthcare-settings/>

Minimum daily cleaning requirements

Gloves and face covering to worn when undertaking cleaning.

Carpeted floors to be vacuumed (using vacuum with hepa filter):

- Main museum: office area, ground floor, rear gallery

Hard floors to be vacuumed (using vacuum with hepa filter):

- Stores – if these have been accessed (see sign in sheet on doors of stores)

Hard floors to be mopped:

- Main museum: entrance area, service corridor, gents loo, ladies loo, accessible loo, kitchen
- Side Hall: main area, entrance area, loo

Toilets (3 in main museum, 1 in Side Hall):

- clean taps, sink, soap dispensers, paper towel dispenser, toilet flush, toilet lids and seats, door handles, light switches, floors

Kitchen area (not in use as kitchen):

- clean taps, sink, soap dispensers, paper towel dispenser, light switch, floor, glass doors

Waste bins (per Government guidance, only pedal bins should be in use): bins should be emptied daily into outside wheelie bins.

Cleaning cloths and mops should be area specific – i.e. not to use one mop head to clean all hard floor surfaces, or one cloth to clean all hard surfaces throughout the building. There is sufficient supply of cloths and mop heads to allow e.g. one mop head for the side hall, one for the loos, one for the flagstones, one for the kitchen, and similarly with cloths.

As part of the cleaning regime, sanitiser stations should be monitored and refilled as required.

If supplies of cleaning products, hand soap, or sanitiser gel are running low, the Museum Convenor and/or Exec Group should be alerted by email to arrange for purchase of these specialist materials.

Cleaning Regime		
To include Main Museum Building (no1) and Side Hall Schedule to be reviewed every 4 weeks		
Criteria	Mitigation	Mitigation in place Y/N
Appropriate PPE will be provided for cleaning purposes, with a minimum of 2 week's supply	<ul style="list-style-type: none"> • Ensure adequate supply of cleaning appropriate PPE (disposable gloves, face mask/face visors) 	Y
Appropriate cleaning equipment and anti-bacterial/anti-viral products will be provided, with a minimum of 2 week's supply	<ul style="list-style-type: none"> • Ensure adequate supply of COVID-19 (museum) appropriate cleaning equipment and products • To include: <ul style="list-style-type: none"> ○ Vacuum cleaner with HEPA filter ○ Hard Floor "mop" with disposable heads ○ Suitable anti-bacterial/anti-viral cleaning solutions ○ Anti-bacterial wipes ○ Microfibre cloths ○ Durable cloths 	Y
Single use or washable cleaning equipment/products will be provided – cleaning equipment/products not to be used in more than one area (e.g. floor mop/water to be changed and cleaned between spaces; wipes/clothes to be replaced/changed between spaces)	<ul style="list-style-type: none"> • See above for provisions • Reusable cloths to be rinsed in same disinfectant to clean. 	Y
Washable/reusable cleaning equipment/products to be thoroughly cleaned after use		Y
A suitable cleaning schedule will be agreed and should be followed. This should be easily adaptable in the event of updated guidance. Update on cleaning to be provided weekly – issues, problems, supply status.	<ul style="list-style-type: none"> • Ensure cleaning staff aware minimum 1 week in advance of staff/volunteer rota • "Touch points" to be identified and cleaned daily • Workstations/tables/desks/chairs to be cleaned daily • Carpeted floors to be vacuumed daily • All hard floor areas to be cleaned daily (including corridors) 	Y

<p>Toilets: Toilets will be fully cleaned a minimum of twice daily on these days. Cleaning scheduled in each WC to be completed after cleaning with date/time. As a minimum, cleaning/sanitising of taps, sink, soap dispensers, paper towel dispenser, toilet flush, toilet lids and seats, door handles, light switches, floors</p>	<ul style="list-style-type: none"> • Ensure cleaning staff aware minimum 1 week in advance of staff/volunteer rota • Ensure adequate supply of cleaning equipment/product • Installation of Cleaning schedule in all WCs to indicate when last cleaned 	Y
<p>Waste bins: ONLY PEDAL BINS TO BE USED These should be emptied daily into secondary bag then removed to external wheelie bin (to act as secure holding area) (as general waste)</p>	<ul style="list-style-type: none"> • Ensure cleaning staff aware minimum 1 week in advance of staff/volunteer rota • Ensure adequate supply of bin bags • Identify secure holding area (wheelie bins, since bin collection is infrequent) 	Y