

## Checklist: Training Staff on Reopening Procedures

The American Alliance of Museums developed this checklist with considerations for training staff on reopening procedures in the wake of the COVID-19 pandemic and related closures. The tips shared here are based on the best available information as of publication and are not intended as legal, employment/human resources, or health and safety advice. Museums are encouraged to seek legal and other expert advice on their specific circumstances.

All employees should be trained on the basic prevention measures required to reopen your museum. These areas include:

### » Basic hygiene:

- ☐ Reinforce [proper handwashing etiquette](#) and ensure consistent access to soap and water.
- ☐ Instruct staff on using alcohol-based hand sanitizer containing at least 70% alcohol.
- ☐ Ensure staff know how to communicate basic hygiene requirements to visitors (for example, "Welcome, please use some of this hand sanitizer before and after you xyz...")
- ☐ Share guidance from credible sources such as the [CDC](#) on respiratory etiquette, including how to cover coughs and sneezes.
- ☐ Supply tissues and trash receptacles.
- ☐ Recommend that everyone, including staff and visitors, wear a face mask or face covering.
- ☐ Train staff on how to wear and replace personal protective equipment (PPE) effectively.

### » Housekeeping/cleaning:

- ☐ Train staff on updated housekeeping practices, including routine cleaning and disinfection of high-touch surfaces, computers and equipment, and other areas of the museum. Provide resources on [selecting effective cleaning and disinfectant products](#).

Some frequently touched surfaces to consider:

- |                                     |   |
|-------------------------------------|---|
| <input type="checkbox"/> doorknobs  | <input type="checkbox"/> keyboards      |
| <input type="checkbox"/> handles    | <input type="checkbox"/> light switches |
| <input type="checkbox"/> front desk | <input type="checkbox"/> touch screens  |

┐ phones

┐ benches

┐ toilets

┐ faucets and sinks

┐ desks

┐ tables

» **Leave policies:**

┐ Train staff on how to monitor symptoms and enforce stay-at-home policies. See this [screening script](#) from the American Medical Association

Some examples of criteria include:

- » a temperature over 100°F
- » recent loss of taste/smell
- » persistent cough
- » contact with a known COVID-19-positive individual

» **Physical distancing:**

┐ Train staff on how to appropriately physically distance from other staff, volunteers, and visitors in compliance with any state or local guidelines.

┐ Train staff/volunteers on how to help visitors keep physically distant.

» **Using personal protective equipment:**

┐ Train staff on [appropriate usage of PPE](#) and how to [maintain, store, and replace PPE](#).

┐ Provide training on how to appropriately encourage or enforce face mask-wearing, depending on your policy. For more, see the Alliance's [resources on face masks](#).

» **Handling touchable items/interactives:**

┐ Train staff on what to do with handouts or paper copies of items, such as maps.

┐ Train staff on how to inform visitors about disabled interactives and/or alternatives to using interactives, i.e. personal styluses.

» **Ticketing policies and procedures:**

┐ Train staff on any new ticketing technology and/or processes.

Some possible new processes might include:

┐ scanning phones with bar or QR codes

- ┌ scanning printed pages that visitors physically bring to the museum
- ┌ handling payments on-site (contactless or [cash](#))

#### » **Gift shops and café"s:**

If café and gift shops will be open, follow the below guidance:

- ┌ Train [gift shop](#) and [café](#) staff on how to wipe down registers and countertops after every use.
- ┌ Consider selling individually wrapped food items to alleviate handling concerns.
- ┌ Train gift shop staff on protocols for wiping down or using UV scanners to "clean" incoming and on-sale inventory on an hourly basis.
- ┌ Train staff on protocols for directing delivery personnel.
- ┌ Train staff on how to enforce mask and physical distancing policies in café and gift shop areas.
- ┌ Train staff on new contactless payment options.

#### » **HVAC and Building Systems Maintenance**

- ┌ Train staff on where and when to leave doors and windows open, how to position and run portable fans, when to leave ventilation fans (in restrooms, laboratories, food preparation areas, etc.) running
- ┌ Train staff on COVID-19 adapted procedures for operating HVAC systems, adjusting fresh air intake, changing filters, etc.
- ┌ Train staff on any new equipment purchased for air quality control, such as portable high-efficiency particulate air (HEPA) fan/filtration systems or ultraviolet germicidal irradiation (UVGI) units.

*Feedback on this resource? Additional examples to share? Contact [content@aam-us.org](mailto:content@aam-us.org).*

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