



MUSEUMS AND CULTURAL AND HISTORICAL FACILITIES AND GUIDED TOURS OVERVIEW

The framework below represents the City of Boston’s operational recommendations for **Museums and Cultural and Historical Facilities and Guided Tours**. These operational recommendations incorporate the Commonwealth’s Sector-specific Workplace Safety Standards and supplements them with recommendations based on guidance from the Centers for Disease Control and Prevention (CDC), the U.S. Chamber of Commerce, and industry associations to offer best practices for preparing and returning to the physical workplace, preparing the workforce, and ensuring continuity of operations.

These operational recommendations apply to operations during Step 1 of Phase 3 of the Commonwealth’s phased reopening plan and are subject to change by the City of Boston at any time based upon changes to the Commonwealth’s Workplace Safety Standards, CDC guidance, or other public health information or analysis. For the City of Boston, Step 1 of Phase 3 of the Reopening Plan will commence on July 13, 2020.

These operational recommendations provide Boston businesses with clarity about how to operate in Boston given its unique diversity, density, population, and built environment, but businesses must comply with all current state standards at all times.

Museums, cultural and historical facilities, and guided tour operators may not provide any services until specifically authorized to do so in Phase 3 of the Commonwealth’s Workplace Reopening Plan and based on the City of Boston’s specific reopening date of July 13, 2020. Facilities addressed include museums, aquariums, indoor and outdoor historic spaces and sites, and guided tours.

Monitoring of visitor entrances and exits is essential to ensuring that museums, cultural and historical facilities, and guided tour operators adhere to modified maximum occupancy requirements. These operational recommendations should be used as a reference in line with state and federal mandates. All actions undertaken to comply with Commonwealth standards and the City of Boston recommendations must also comply with regulations of the the Americans with Disabilities Act and the Massachusetts Architectural Access Board.

The City of Boston strongly encourages people in vulnerable populations, especially the elderly and those with underlying medical conditions, to continue to avoid unnecessary public outings. Staff health is also a critical factor in whether museums can safely operate.

If you have any questions about the City of Boston’s operational recommendations for businesses, employers, and commercial landlords for return-to-work strategies for office workplaces, please email reopening@boston.gov.



Key Considerations

- Reopening services will increase the risk of COVID-19 spread; thus, the goal is to know, communicate, and manage transmission risk.
- Programs, services, and industries must be altered, some significantly, for several months or longer until a vaccine or effective treatment is developed.
- All plans must include mechanisms for how programs and services can be quickly scaled back if COVID-19 cases and deaths begin to spike.
- Linguistically and culturally appropriate public messaging and communications are critical.
- The experiences and needs of those disproportionately affected will be overlooked if not explicitly considered in all plans.

COMMONWEALTH OF MASSACHUSETTS MANDATORY STANDARDS

No museum activity occur without meeting these sector-specific COVID-19 workplace safety standards for m. Museum owners or operators shall be responsible for meeting these standards. These standards, developed using the workplace safety standards listed below, apply to all facilities and services categorized as muntil rescinded or amended by the state.

- Massachusetts Safety Standards and Checklist: Museums and Cultural and Historical Facilities and Guided Tours:
<https://www.mass.gov/doc/sector-specific-workplace-safety-standards-phase-iii-step-1-for-museums-and-cultural-and/download>

ADDITIONAL INFORMATION

These additional safety guidelines and resources are available to support museums.

Commonwealth of Massachusetts:

- [Recreational Boating and Boating Businesses](#)
- [Guidance for Opening Outdoor Recreation](#)
- [Re-opening: Sector Specific Protocols and Best Practices](#)
- [Re-opening: Mandatory Safety Standards for Workplaces](#)

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U.S. Department of Labor, Occupational Safety and Health Administration (OSHA):

- [OSHA – COVID-19 Webpage](#)
- [OSHA – Enforcement Guidelines Webpage](#)
- [OSHA Fact Sheet](#) – Protecting Workers During a Pandemic

Centers for Disease Control and Prevention (CDC):

- [CDC – Environmental Cleaning and Disinfection Recommendations](#)
- [CDC – Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease](#) (Updated 3/21/20)

U.S. Environmental Protection Agency (EPA):

List of EPA-approved disinfectants:

- <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

U.S. Department of Labor

Information on employee leave rights:

- [Department of Labor Families First Coronavirus Response Act](#)



The following workplace specific safety standards are organized around distinct categories covering Physical Space and Social Distancing; Cleaning, Disinfecting, and Hygiene Protocols; and Confirmed Cases. Please Note: For all the following checklists, items listed in bold are mandatory standards or recommendations that have been issued by the Commonwealth of Massachusetts. Items listed not in bold are additional standards recommended by the City of Boston.

PHYSICAL SPACE AND SOCIAL DISTANCING CHECKLIST

Museum management and employee personnel must implement accommodations to ensure social distancing practices are followed for visitors and employees.

Mandatory Requirements	Status
<p>Each museum must monitor visitor entries and exits and limit occupancy for each building open to the public at all times to the following:</p> <ul style="list-style-type: none"> ● Forty percent of the museum’s maximum permitted occupancy as documented in its occupancy permit on record with the municipal building department or other municipal record holder ● Facilities for which no permitted occupancy limitation is on record may allow eight persons (including staff) per 1,000 square feet of accessible indoor or outdoor space. ● In any case, no enclosed space within the facility may exceed occupancy of eight persons per 1,000 square feet. ● All occupant counts and calculations shall include visitors, staff, and other workers. 	<input type="checkbox"/> Ongoing
<p>Post clearly visible signage regarding the need to maintain 6 feet of social distancing and not to enter a room until that distancing can be maintained.</p>	<input type="checkbox"/> Ongoing
<p>Encourage museums to offer exclusive hours or other accommodations for those in high-risk populations as defined by the CDC.</p>	<input type="checkbox"/> Ongoing
<p>Ensure separation of 6 feet or more between individuals where possible:</p> <ul style="list-style-type: none"> ● Close or reconfigure worker common spaces and high-density areas where workers are likely to congregate (e.g., break rooms, eating areas) to allow social distancing. ● Physical partitions of at least 6 feet in height must separate workstations that cannot be spaced out. 	<input type="checkbox"/> Ongoing

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<ul style="list-style-type: none"> • Install physical barriers for ticket counters, checkout stations, etc. where possible. • Install visual social distancing markers (e.g., lines outside of the museum if applicable, lines to make payments, lines to use restrooms) to encourage visitors to remain 6 feet apart • Mark exhibit rooms and hallways to indicate 6 feet separation 	
Establish directional pathways to manage visitor flow for foot traffic, if possible, to minimize contact (e.g., one-way entrance and exit to rooms and/or exhibits, one-way pathways). Post clearly visible signage regarding these policies.	<input type="checkbox"/> Ongoing
Stagger lunch and break times, regulating max number of people in one place and ensuring at least 6 feet of physical distancing.	<input type="checkbox"/> Ongoing
Include visitors and workers in all occupant counts and calculations.	<input type="checkbox"/> Ongoing
Require face coverings for all workers and visitors, except where unsafe due to medical condition or disability	<input type="checkbox"/> Ongoing
Encourage online ticket sales and contactless payment methods if possible.	<input type="checkbox"/> Ongoing
Consider using timed entry tickets and/or reservations and imposing time limits for visits to ensure compliance with occupancy limits.	<input type="checkbox"/> Ongoing
Encourage use of electronic versions of guide materials (i.e., brochures and gallery guides) where possible. All physical guide materials (i.e., paper brochures, gallery guides, and audio guides) must be discarded or sanitized between use. Any self-serve racks must be removed, and all materials must be handed out individually.	<input type="checkbox"/> Ongoing
Best Practices/Recommendations	Status
Follow children's .	<input type="checkbox"/> Ongoing
Install visual social distancing markers (e.g., lines at the main entrance if applicable, lines to make payments, lines to use restrooms) to encourage visitors to remain 6 feet apart.	<input type="checkbox"/> Ongoing
Place markers outside of main entrances to ensure 6 feet of distance for visitors who are waiting outside to enter.	<input type="checkbox"/> Ongoing
Improve ventilation for enclosed spaces where possible (e.g., open doors and windows).	<input type="checkbox"/> Ongoing
Deploy sanitizing stations at high-traffic areas.	<input type="checkbox"/> Ongoing

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ADDITIONAL PHYSICAL SPACE REQUIREMENTS

Additional physical space requirements and group size limitations for guided tours are as follows:

Mandatory Requirements	Status
Each tour operator using a bus or other vehicle (e.g., trolley, harbor cruise vessel, or duck boat) must limit occupancy at all times to 50% of the tour vehicle or vessel’s maximum permitted occupancy as documented in its occupancy permit on record with the relevant municipal record holder.	<input type="checkbox"/> Ongoing
Occupancy limitations for boat tours using vessels with open deck space that can be used to accommodate passengers shall be determined in accordance with the formula used to set charter boat occupancy limits, outlined in the Workplace Safety and Reopening Standards for For-Hire and Charter Vessels.	<input type="checkbox"/> Ongoing
Tours of spaces for which no permitted occupancy limitation is on record must limit occupancy based on the Indoor and Outdoor Event guidance on the Reopening Website.	<input type="checkbox"/> Ongoing
All occupant counts and calculations shall include visitors and workers.	<input type="checkbox"/> Ongoing
Groups of passengers should be separated on the vehicle by empty seats. If that is not possible, vehicles should stagger open rows	<input type="checkbox"/> Ongoing
Tour operators must limit group size in walking tours to groups of no more than 10 persons (including guides). Recommend limiting tour parties to members of the same household only.	<input type="checkbox"/> Ongoing
Guides and guests should maintain 6 feet of distance and wear face coverings.	<input type="checkbox"/> Ongoing

MUSEUM MANAGEMENT AND EMPLOYEE CHECKLIST

Museum management and employee personnel must ensure these ongoing requirements are being followed at all times. In the event the museum uses a contractor for activities inside the facility such as cleaning, food service, or linen service, management is responsible for ensuring that contractor personnel follow the same implemented workplace safety mandates as employees and visitors. This includes ensuring that contractor personnel are provided with proper personal protective equipment and training on the facilities safety measures and protocols.

Mandatory Requirements	Status
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<p>Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including the following:</p> <ul style="list-style-type: none">• Social distancing, handwashing, and proper use of face coverings• Self-screening at home, including temperature or symptom checks• Importance of not coming to work if ill• When to seek medical attention if symptoms become severe• Which underlying health conditions may make individuals more susceptible to contracting and suffering from a severe case of the virus	<input type="checkbox"/> Ongoing
<p>Require face coverings for all workers and visitors, except where unsafe due to medical condition or disability.</p>	<input type="checkbox"/> Ongoing
<p>Adjust workplace hours and shifts (leverage working teams with different schedules or staggered arrival and/or departure) to minimize contact across workers and reduce congestion at entry points.</p>	<input type="checkbox"/> Ongoing
<p>Facilities should maintain operating hours to allow for ongoing off-hour sanitation and cleaning.</p>	<input type="checkbox"/> Ongoing
<p>Limit visitors and service providers on-site; shipping and deliveries should be completed in designated areas</p>	<input type="checkbox"/> Ongoing
<p>Facilities must screen workers at each shift by ensuring the following:</p> <ul style="list-style-type: none">• Worker is not experiencing any symptoms such as fever (100°F and above) or chills, cough, shortness of breath, sore throat, fatigue, headache, muscle and/or body aches, runny nose and/or congestion, new loss of taste or smell, nausea, vomiting, or diarrhea.• Worker has not had “close contact” with an individual diagnosed with COVID-19. “Close contact” means living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within 6 feet of a person who has tested positive for COVID-19 for 15 minutes or more, or coming in direct contact with secretions (e.g., sharing utensils, being coughed on) from a person who has tested positive for COVID-19, while that person was symptomatic.• Worker has not been asked to self-isolate or quarantine by his or her doctor or a local public health official.• Workers who fail to meet the above criteria must be sent home.	<input type="checkbox"/> Ongoing



Maintain a log of workers and visitors to support potential contact tracing (name, date, time, contact information).	<input type="checkbox"/> Ongoing
Workers must not appear for work if feeling ill.	<input type="checkbox"/> Ongoing
Post notice to workers and visitors of important health information and relevant safety measures as outlined in the Commonwealth’s <u>Mandatory Safety Standards</u> for Workplace.	<input type="checkbox"/> Ongoing
Interactive exhibits (i.e., touch-and-feel exhibits, play areas) should be closed or be configured with 6 feet of distancing clearly marked and receive frequent cleaning and disinfection. Hand-hygiene stations (with soap and water or alcohol-based hand sanitizer) should be accessible to promote safe use.	<input type="checkbox"/> Ongoing
Additional on-site amenities and services may only open and operate when those amenities or services would otherwise be authorized to operate under the Commonwealth’s Phased Reopening Plan and then must adhere to all sector-specific safety protocols, available on the <u>Reopening Plan website</u> , applicable to the amenity or service. Examples include the following: <ul style="list-style-type: none">• Restaurants: Must follow the latest restaurant guidance• Gift shops: Must follow the latest retail guidance• Performance venues: Must follow the latest performance venue guidance• Events: Must follow the latest indoor and outdoor events guidance	<input type="checkbox"/> Ongoing
Communicate workplace policies clearly, frequently, and through various channels. <ul style="list-style-type: none">• Consider daily team all-staff conference calls or virtual check-ins to disseminate information and policy changes.• Prevent stigma and discrimination in the workplace by keeping health information private in compliance with state and federal laws.• Uphold stringent anti-discrimination policies, with a zero-tolerance policy for any assumption of COVID-19 risk or infection status based on race or country of origin and offer a safe way for workers to report an instance of discrimination.• Clearly communicate changes in policy and procedures to staff several days or more in advance whenever possible and provide a mechanism for receiving questions, suggestions, and feedback from staff.	<input type="checkbox"/> Ongoing

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Best Practices/Recommendations	Status
Use an Emergency Notification System and maintain updated contact information for employees.	<input type="checkbox"/> Ongoing
Encourage workers to report any safety and health concerns.	<input type="checkbox"/> Ongoing
When possible, allow for flexibility in working hours so employees can commute during non-peak times	<input type="checkbox"/> Ongoing
Encourage employees to wash their hands as quickly as possible upon entering the workplace	<input type="checkbox"/> Ongoing
<p>Museums should perform a symptom screening check as visitors check in at the front desk. Encourage visitors to return home if potential COVID-19 symptoms are indicated by the visitor or possibly by someone in the household.</p> <ul style="list-style-type: none">● Draft: “In the last 2-14 days, have you or in person in the household been exposed to the COVID-19 virus and/or are experiencing the following COVID-19 symptoms?”<ul style="list-style-type: none">■ Fever or chills■ Cough■ Shortness of breath or difficulty breathing■ Fatigue■ Muscle or body aches■ Headache■ New loss of taste or smell■ Sore throat■ Congestion or runny nose■ Nausea or vomiting■ Diarrhea	<input type="checkbox"/> Ongoing
If possible, implement a reservation system for the facility. Use the reservation system to contact patrons with reservations 24 hours before their scheduled arrival to confirm their reservation and ask if they or someone in their household is exhibiting any COVID-19 symptoms. If the patron answers in the affirmative, the patron should be reminded that he or she should only	<input type="checkbox"/> Ongoing



use the facility if he or she does not pose a health risk to other patrons or museum workers. Such communication can be done via app, email, or text, if possible.	
Provide employees with personal protective equipment.	<input type="checkbox"/> Ongoing
Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors or contractors entering the facility. Make sure the temperature and/or symptom screener avoids close contact with workers to the extent possible.	<input type="checkbox"/> Ongoing
If providing temperature screenings on-site is not feasible, self-screening at home may be implemented. Ensure that screening is performed prior to the worker leaving the home for his or her shift and follows CDC guidelines.	<input type="checkbox"/> Ongoing

CLEANING, DISINFECTING, AND HYGIENE CHECKLIST

Museums management and employee personnel must ensure these ongoing cleaning and hygiene requirements are implemented and being followed at all times.

Mandatory Requirements	Status
Disinfect shared equipment before use by another employee.	<input type="checkbox"/> Ongoing
Ensure access to handwashing facilities on-site, including soap and running water, wherever possible and encourage frequent handwashing; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative.	<input type="checkbox"/> Ongoing
Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes).	<input type="checkbox"/> Ongoing
Alcohol-based hand sanitizers with at least 60% alcohol should be made available at entrances and throughout floor areas for both workers and visitors.	<input type="checkbox"/> Ongoing
Avoid sharing equipment and supplies between workers.	<input type="checkbox"/> Ongoing
Post visible signage throughout the site to remind workers of hygiene and safety protocols.	<input type="checkbox"/> Ongoing
Keep cleaning logs that include the date, time, and scope of the cleaning.	<input type="checkbox"/> Ongoing
Conduct frequent cleaning and disinfection of the site (at least daily and more frequently if feasible). The City of Boston recommends the following cleaning schedule (at a minimum):	<input type="checkbox"/> Ongoing

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<ul style="list-style-type: none">• All handwashing sinks must be well-stocked with soap and paper towels for handwashing and checked and/or restocked at least three times a day.• Common areas of the building should be cleaned by staff or professional cleaners no less than two times a day.• Clean and disinfect lobbies, entryways, elevators, and break rooms no less than two times a day.• All high-touch areas must be cleaned and disinfected with an EPA-approved disinfectant at least three times a day and five times a day if possible. Examples of high touch areas include the following:<ul style="list-style-type: none">• Doorknobs, handles, and bars at entrances and exits and bathrooms• Weights, ropes, and other workout equipment (in addition to between each use)• Light switches and elevator buttons• Sink faucets and knobs• Toilet seats and handles• Stall door handles in bathrooms• Reception desks, countertops and similar surfaces• Shared telephones, computer mice, and keyboards• Payment processors and registers• Storage containers and towel and equipment bins	
Conduct frequent disinfecting of heavy transit areas and high-touch surfaces (e.g., doorknobs, bathrooms, baskets, carts, staff break rooms).	<input type="checkbox"/> Ongoing
In the event of a positive case, shut down the site for deep cleaning and disinfecting of the workplace in accordance with current CDC guidance	<input type="checkbox"/> Ongoing
Best Practices/Recommendations Status	
Maintain an adequate supply chain to ensure continuity of vital COVID-19-related supplies and identify backup suppliers in the event of restricted supply.	<input type="checkbox"/> Ongoing

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Where possible, establish standalone single-use sanitizing wipe dispensers by children’s interactive exhibits and areas that experience frequent touching.	<input type="checkbox"/> Ongoing
Prohibit use of reusable bags; museums are permitted to use plastic or paper bags.	<input type="checkbox"/> Ongoing
Where possible, open windows for better ventilation.	<input type="checkbox"/> Ongoing
Schedule frequent cleaning of public spaces, high-touch surfaces, and communal areas, including children’s interactive exhibits and play areas.	<input type="checkbox"/> Ongoing
<p>The establishment should have a written cleaning plan readily available to all staff for review during work shifts that include the following specific COVID-19 considerations:</p> <ul style="list-style-type: none">● All handwashing sinks must be well-stocked with soap and paper towels for handwashing and checked and/or restocked at least three times a day.● Common areas of the building should be cleaned by staff or professional cleaners no less than two times a day.● All high-touch areas must be cleaned and disinfected with an EPA-approved disinfectant at least three times a day and five times a day if possible. Examples of high touch areas include the following:<ul style="list-style-type: none">■ Doorknobs, handles, and bars at entrances/exits and bathrooms■ Light switches and elevator buttons■ Sink faucets and knobs■ Toilet seats and handles■ Stall door handles in bathrooms■ Reception desks, countertops, and similar surfaces■ Shared telephones, computer mice, and keyboards■ Payment processors and registers■ Storage containers	<input type="checkbox"/> Ongoing
A daily log of cleaning and disinfection should be kept on-site.	<input type="checkbox"/> Ongoing
Clean and disinfect lobbies, entryways, elevators, and break rooms no less than two times a day.	<input type="checkbox"/> Ongoing

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<p>Establish a Response Action protocol to clean spaces where there were confirmed cases of infection and/or exposure and notification to the workplace coordinator.</p> <ul style="list-style-type: none"> • If management is notified of a positive case in a building, close the section of the building to which that person had access for deep cleaning. • In the event of the notification of a positive case in a building, ensure cleaning and sanitization of common areas such as entrances, exits, hallways, and bathrooms. 	<input type="checkbox"/> Ongoing
<p>Encourage use of door-stoppers wherever possible to minimize contact with or individual use of doorknobs.</p>	<input type="checkbox"/> Ongoing

CONFIRMED CASES CHECKLIST

Confirmed COVID cases for museum employees or previous visitors will require review and adherence to this checklist.

Mandatory Requirements	Status
<p>If the employer is notified of a positive case at the workplace (including employees, visitors, vendors, delivery personnel, or anyone accessing the facility), the employer should notify the local Board of Health (LBOH) where the workplace is located and work with them to trace likely contacts in the workplace and advise workers and others who may have accessed the space to isolate and self-quarantine. Testing of others who accessed the same space may be recommended consistent with guidance and/or at the request of the LBOH.</p> <p>In the event of an employee notifying an employer of a positive COVID case, the employer should obtain consent from the employee to share his or her personal information with the Boston Public Health Commission (BPHC). If the employer does not have consent to share the employee’s information, the employer can still call BPHC for general guidance on closures and identifying close contacts. The employer cannot reveal information about the confirmed case to close contacts due to privacy concerns. This function may be supported by public health agencies other than BPHC depending on the location of the confirmed case</p>	<input type="checkbox"/> Ongoing
<p>In the event of a positive case, shut down the site for deep cleaning and disinfecting of the workplace in accordance with current CDC guidance.</p>	<input type="checkbox"/> Ongoing
Best Practices/Recommendations	Status



Workers who test positive for COVID-19 should not be allowed to return to work until cleared by a medical professional as being symptom-free for at least 3 days and having been at least 10 days since symptoms first appeared.	<input type="checkbox"/> Ongoing
Any previous visitor who has notified the museum of a positive case should be encouraged to contact LBOH. Business management should also contact any employee and known visitors or guests who may have come into contact with that visitor.	<input type="checkbox"/> Ongoing
Maintain and review visitor and employee records as necessary for information to support contact-tracing efforts.	<input type="checkbox"/> Ongoing