

GUIDANCE FOR INTERPRETIVE ATTRACTIONS

Overview

Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with the [COVID-19 General Relaunch Guidance](#), this guidance, and any other applicable Alberta Health guidance found at: <https://www.alberta.ca/biz-connect.aspx>.

This document has been developed to support interpretive attractions such as museums, art galleries, zoos, historical sites, and interpretive centres in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, patrons and the general public). The guidance provided outlines public health and infection prevention control measures, specific to interpretive attractions.

This document and the guidance within it is subject to change and will be updated as needed. Current information related to COVID-19 can be found: <https://www.alberta.ca/covid-19-information.aspx>

COVID-19 Risk Mitigation

Before Re-opening	<ul style="list-style-type: none">• During Alberta’s relaunch, it is expected that operators will make modifications to their services and settings to reduce the risk of transmission of COVID-19. To the extent possible, operators should follow the guidance in this document.<ul style="list-style-type: none">○ This information is not intended to exempt employers from existing occupational health and safety (OHS) requirements. OHS questions and concerns can be directed to the OHS Contact Centre by telephone at 1-866-415-8690 (in Alberta) or 780-415-8690 (in Edmonton) or online.• Many buildings that have been unoccupied for some time have had reduced or no water flow through the plumbing system during the pandemic, leading to the stagnation of water in the pipes. Prior to re-opening, each site needs to ensure fresh water replaces the stagnant water in the water lines. See Guidance for Flushing Water Systems
Capacity	<ul style="list-style-type: none">• There is no capacity limit for attendees to visit these facilities, as long as 2 metre distance can be maintained between individuals or cohort families.• For seated/audience settings there is a maximum of 100 spectators permitted.• If these facilities host an event or are used for events (e.g., weddings, parties, etc), the following capacity restrictions apply:

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	<ul style="list-style-type: none"> ○ The maximum number of individuals permitted at an outdoor events is 100 people ○ The maximum number of individuals permitted at an indoor events 50 people. ○ Physical distancing of at least 2 metres between members of different households (with the exception of cohort families) must be maintained during events.
<p>General Guidance</p>	<ul style="list-style-type: none"> ● Encourage and facilitate attendees staying up to date with developments related to COVID-19. ● Notify attendees of the steps being taken to prevent the risk of transmission, and the importance of their roles in these measures. <ul style="list-style-type: none"> ○ COVID-19 signage should be posted in highly visible locations: <ul style="list-style-type: none"> ▪ “Help prevent the spread” posters are available. ▪ When possible, provide necessary information in languages that are preferred by attendees. ● Encourage attendees to download the ABTraceTogether app to help let them know if they've been exposed to COVID-19 ● All Albertans must follow CMOH Order 05-2020, which establishes legal requirements for quarantine and isolation. ● Anyone with symptoms of COVID-19, with a history of international travel in the last 14 days, or with close contact with a confirmed case of COVID-19 in the past 14 days must remain at home. ● Operators should develop a plan to provide isolation for an attendee if needed (e.g. if symptoms should begin while on site). <p>To support public health contact tracing efforts in the event that an attendee tests positive, operators should consider collecting the names and contact information of attendees.</p> <ul style="list-style-type: none"> ● Providing information is voluntary for attendees. An organization must obtain an individual’s consent and notify them about the purpose and legal authority for the collection. <ul style="list-style-type: none"> ○ Any personal information that is collected for COVID-19 contact tracing can only be used for this purpose ● Information about attendees will only be requested by Alberta Health Services if a potential exposure occurs onsite. ● For businesses/workplaces, this includes staff, workers and volunteers on shift. ● Records should only be kept for 2 weeks. An organization must make reasonable security arrangements to protect the personal information. ● For more information, the Office of the Information and Privacy Commissioner has released Pandemic FAQ: Customer Lists about collecting personal information from customers during the COVID-19 pandemic.

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	<ul style="list-style-type: none"> For questions about your obligations under PIPA, please contact the FOIP-PIPA Help Desk by phone at 780-427-5848 or by email at sa.accessandprivacy@gov.ab.ca.
<p>Screening & Response Plan</p>	<p>Operators should:</p> <ul style="list-style-type: none"> Post signs that instruct those who may have been exposed to COVID-19 to not enter. Consider implementing active screening of attendees (where applicable) and staff for symptoms of fever, sore throat, cough, runny nose or difficulty breathing. <ul style="list-style-type: none"> Operators may choose to use Alberta Health Daily Checklist. The Alberta Health Services COVID-19 Self-Assessment tool can be used by attendees. A rapid response plan sets out a fast-action plan for operators when an attendee shows symptoms or tests positive for COVID-19. Operators should develop a plan that includes appropriate policies and procedures based on the type of attendees specific to their services and settings. Attendees should be familiar with and follow the operator’s rapid response plan if an attendee starts feeling symptoms during a shift. This should include: <ul style="list-style-type: none"> Immediately isolating the attendee from others. Cleaning and disinfecting all surfaces that may have come into contact with the symptomatic attendee. Requiring hand hygiene and masking of the attendee. The attendee must isolate as soon as possible.
<p>Physical Distancing</p>	<ul style="list-style-type: none"> Physical distancing means maintaining a distance of at least 2 metres between attendees who are not from the same household at all times. Consider physical controls to support spacing of at least 2 metres or physical barriers to prevent direct contact between attendees. These types of controls reduce the opportunity for transmission. Operators should consider the following examples and implement appropriate controls for their settings and services: <ul style="list-style-type: none"> Placing barriers or partitions between attendees. Reducing or removing seats from waiting areas, lunch rooms and dining areas. Re-arranging lockers and workspaces. Increasing ventilation, opening windows where appropriate. Closing toilets or urinals that are less than 2 metres apart without barriers between them. Washroom capacity must allow for protection of guests. For example, consider installing barriers between urinals or close off every second urinal. Placing additional hands-free garbage bins with removable linings at all entrances and exits.

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	<ul style="list-style-type: none"> • Where physical controls are not possible or appropriate, the operator should consider: <ul style="list-style-type: none"> ○ Reducing the number of attendees at one time. ○ Directing traffic flow within a site. This can be accomplished with signs, ropes, floor decals, etc. ○ Reservations and staggered entry times. ○ Dedicated entry and exit points. ○ Remove all shared items that cannot be easily cleaned, such as newspapers, magazines, and stuffed toys. • Develop strategies to minimize the handling of objects between multiple attendees and ensure frequent cleaning and disinfecting of these objects.
<p>Cleaning & Disinfecting</p>	<p>Operators should:</p> <ul style="list-style-type: none"> • Develop and implement procedures for increasing the frequency of cleaning and disinfecting of high traffic areas, common areas, public washrooms and showering facilities. • Clean and disinfect frequently touched objects and surfaces as per AHS' Public Health Guidelines for Environmental Cleaning of Public Facilities during Respiratory Illnesses in the Community. • Frequently clean and disinfect high-touch/shared surfaces such as: <ul style="list-style-type: none"> ○ Doorknobs, light switches, toilet handles, faucets and taps, elevator buttons, railings. ○ Phones, computers, remote controls, keyboards, desktops, conference room equipment, pin pads, cash registers, surface counters, customer service counters, menus. ○ Equipment handles, hand tools, machinery control panels, seat belt buckles, joysticks, steering wheels and controls on powered mobile equipment. • Limit hours of operations to enable frequent cleaning. • Ensure disposable towels and spray cleaners, or disposable wipes, are available to workers, volunteers and (as necessary) patrons to regularly clean commonly used surfaces. <p>For operators that do not already have industry specific cleaning and disinfecting standards, follow the cleaning and disinfecting information in the COVID-19 General Relaunch Guidance, such as:</p> <ul style="list-style-type: none"> • Use a “wipe-twice” method to clean and disinfect. Wipe surfaces with a cleaning agent to clean off soil and wipe again with a disinfectant. • Regular household cleaning and disinfecting products are effective against COVID-19 when used according to the directions on the label. Refer to the COVID-19 General Relaunch Guidance for information on cleaning and disinfecting products.



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<p>Hand Hygiene & Respiratory Etiquette</p>	<p>Operators should promote and facilitate frequent and proper hand hygiene all attendees. Operators should consider the following:</p> <ul style="list-style-type: none"> • Enabling and instructing attendees to wash their hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer (greater than 60% alcohol content). <ul style="list-style-type: none"> ○ Ensure there are stations available to maintain hand hygiene. ○ It is strongly encouraged that operators provide a means to sanitize hands at points of entry and locations throughout the site where attendees are known to handle objects. ○ Hand washing with soap and water is required if the attendee has visibly dirty hands. ○ The AHS Hand hygiene education webpage has more information, posters and videos about hand hygiene. • Operators should make every effort to encourage respiratory etiquette (e.g., coughing or sneezing into a bent elbow, promptly disposing of used tissues in a lined garbage bin) is followed. • The use of highly visible posters that remind attendees to practice respiratory etiquette and hand hygiene is strongly encouraged (e.g., entrances, washrooms and staff rooms). <ul style="list-style-type: none"> ○ Posters are available here.
<p>Public Spaces & Common Areas</p>	<p>Operators should:</p> <ul style="list-style-type: none"> • Post signs that instruct who may have been exposed to COVID-19 to not enter. • Implementing contact-free modes of interaction. This might include: <ul style="list-style-type: none"> ○ Online services ○ Virtual meetings and celebrations • Consider directing traffic flow within the facility. This can be accomplished with signs, ropes, floor decals, etc. • Develop and implement procedures for increasing the frequency of cleaning and disinfecting of high traffic areas, common areas, public washrooms and showering facilities. • It is strongly encouraged that operators provide a means to sanitize hands at points of entry and locations throughout the site where attendees are known to handle objects. • Water fountains may remain open and should be cleaned and disinfected frequently.
<p>Shared Items, Goods, Equipment & Rentals</p>	<ul style="list-style-type: none"> • All items that will be shared between more than one person (from different households) should be appropriately cleaned and disinfected between each use. • Shared items that have not come into contact with someone who is known to be infected with COVID-19 should adhere to the following guidance:

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	<ul style="list-style-type: none"> ○ Wash hands with soap and water for at least 20 seconds or alcohol-based hand sanitizer with a minimum of 60% alcohol before and after handling a shared item. ○ Hard-surfaced items, or items which can be laundered should be cleaned and disinfected. Refer to the Cleaning and Disinfecting Guidance. ○ Soft-surface items, or other items that cannot be cleaned and disinfected should be isolated for a period of 24 hours. <ul style="list-style-type: none"> ● All shared items that have come into contact with someone who is known to be infected with COVID-19 should adhere to the following guidance, even when being shared amongst members of the same household: <ul style="list-style-type: none"> ○ All items should be handled using gloves and a non-medical mask or face covering. ○ Wash hands with soap and water for at least 20 seconds or alcohol-based hand sanitizer with at least 60% alcohol: <ul style="list-style-type: none"> ▪ Before putting on gloves and non-medical face mask. ▪ Immediately after removing gloves and non-medical face mask. ○ Consider if disposing of the item is appropriate. ○ Hard-surfaced items should be cleaned and disinfected. ○ Soft-surface items, or other items that cannot be cleaned and disinfected should be isolated for a period of seven (7) days.
<p>Staff and Volunteers</p>	<p>Operators should ensure staff and volunteers:</p> <ul style="list-style-type: none"> ● Are trained on physical distancing, hand hygiene, respiratory etiquette, cleaning and disinfecting, and any updated policies or procedures related to preventing transmission of COVID-19. ● Have access to hand sanitizer or hand washing stations, as required. ● Are permitted to wear non-medical face masks if preferred, even if a mask is not necessary for the work they are performing. Guidance is available online. ● Stagger staff arrival and departure times, lunch times, breaks and meetings to reduce the number of workers in one place at a given time. ● Designate lockers and storage spaces to individual staff. ● Encourage staff to launder uniforms between shifts as appropriate. ● Continue to follow existing occupational health and safety (OHS) requirements. <ul style="list-style-type: none"> ○ OHS questions and concerns can be directed to the OHS Contact Centre by telephone at 1-866-415-8690 (in Alberta) or 780-415-8690 (in Edmonton) or online.

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<p>Appointments, Bookings & Reservations</p>	<ul style="list-style-type: none"> • Attendees should book an appointment online or by phone and avoid walk-in service where possible. • Encourage reservations in advance to prevent lineups. Consider adding a question to the reservation process regarding symptoms of COVID-19, and ask guests with symptoms to rebook. • Operators should consider having attendees book appointment times to enable distancing in high-traffic areas such as waiting areas and wash stations. • Advise attendees that they cannot visit if they are experiencing COVID-19 symptoms, or are otherwise required to isolate or quarantine. • Consider adjusting or waiving cancellation fees for attendees who cancel due to quarantine, isolation or illness. • Where possible, ask attendees to wait outside or in vehicles and use technology to provide notice when it is time for them to enter.
<p>Classes, Programs, Seminars & Workshops</p>	<ul style="list-style-type: none"> • Where feasible, online instruction should be instituted. • Where appropriate, physical barriers may be necessary depending on how instructors are required to interact with attendees. • Non-medical face masks should be used when physical distancing of at least 2 metres is not possible or physical barriers cannot be used. Guidance is available online for proper mask use. <ul style="list-style-type: none"> ○ Conduct a hazard assessment to determine if personal protective equipment (PPE) is necessary. If necessary, the operator should ensure that the PPE is appropriate for the hazard and fits the workers and volunteers effectively. • Limit the time that individuals are in close contact. • Groups should operate in cohorts of 50 people or fewer. This includes both all operator staff, volunteers and attendees. <ul style="list-style-type: none"> ○ A cohort is defined as a group of attendees and staff members assigned to them who stay together throughout the day. ○ The cohort should remain the same each time the group meets. ○ If a staff member works with more than one cohort (i.e. multiple classes of 50 people), they should wear a mask at all times. ○ Cohorts cannot mix with other cohorts or be in the same room/space at the same time. • Controls should be instituted to ensure physical distancing between all attendees as much as possible. This could include: <ul style="list-style-type: none"> ○ Posting signs, using barriers and marking floors. ○ Removing and restaging seating in public areas to prevent gathering. ○ Increase the frequency of cleaning and disinfecting of high-touch areas in and outside classrooms.

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	<ul style="list-style-type: none"> Alcohol-based hand sanitizer with a minimum of 60% alcohol should be provided at entrances and exits, and proper hand hygiene and respiratory etiquette should be promoted.
Entertainment & Performances	<p>COVID-19 can be transmitted through saliva or respiratory droplets while singing, playing wind instruments or performing drama or dance in close proximity. As such, these activities should be considered to be higher-risk and either postponed or carefully managed with appropriate physical distancing.</p> <ul style="list-style-type: none"> Event organizers should follow the Guidance for Live Music, Dance and Theatre. Singing and the use of wind instruments are higher risk activities and must not occur.
Food Service	<ul style="list-style-type: none"> Food service providers are required to follow the Food Regulation and Food Retail and Foodservices Code and existing occupational health and safety requirements. <ul style="list-style-type: none"> Operators should also follow the COVID-19 General Relaunch Guidance and the Restaurants, Cafes, Pubs, and Bars Guidance Buffets and self service options may only be offered if facilitated and overseen by a commercial caterer who holds a food handling permit in accordance with the Guidance for Restaurant, Cafés, Pubs and Bars. Attendees may bring their own food and beverages, if in alignment with facility policies. Food and beverages should not be shared between households.
Retail	<ul style="list-style-type: none"> Retail areas, such as those where accessories and clothing are sold, should refer to: Guidance for Retail Businesses
Additional Resources	<ul style="list-style-type: none"> COVID-19 Information for Albertans Alberta Biz Connect Relaunch guidance documents