**Museum reopening checklist**

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| **Communications** | |
| €  €  €  € | Are you communicating with   * Your staff? * Your volunteers? * The visiting public?   Have you updated your website with all info about reopening for visiting public? A video of what to expect would help. |
| **Risk assessments** | |
| €  €  € | Have you completed a full risk assessment in consultation with your workforce (including staff and volunteers):   * For staff * For volunteers * For the visiting public |
| **Capacity** | |
| €  €  €  € | You will need to decide upon the number of visiting public you feel can follow physical distancing within your site.  Have you:   * Considered limiting the number of visitors to the museum at one time? * Considered limiting the number of visitors to areas of the museum?   At pinch points, are there sufficient passing places or other measures in place to mitigate (ie traffic light system)? |
| **Workforce** | |
| €  €  €  €  €  €  €  €  €  €  €  €  € | Remote working should continue where possible  Digital tools should be used for meetings where possible  Can you create a one way system for workforce to enter and exit the building?  Can you stagger arrival/departure times or change opening hours to reduce crowding?  Stagger breaks to avoid crowding  Use consistent employee groupings to avoid cross-contamination  Have you reviewed layouts to let workforce work further apart?  Have you identified pinch points that may present a risk (ie lifts, stairs, obstructions)?  And introduced measures to reduce these risks?  Have you considered how non counter based services (ie visitor flow and cleaning) will be managed safely?  Have you provided the latest guidance to workforce, either in writing or verbally?  Have you considered the needs of workforce with access issues?  Have you considered how to encourage workforce to walk/cycle to work? |
| **Visiting public** | |
| €  €  €  €  €  €  €  €  €  €  €  € | Consider how you will communicate expectations of visitors to your site, ie their responsibilities, their using face masks, increased hygiene etc.  Have you considered all avenues of visitor interaction and how to continue to provide services in light of physical distancing and increased hygiene measures?  Can you create a one way system for visiting public to enter and exit the building?  Can you stagger arrival/departure times or change opening hours to reduce crowding?  Have you reviewed layouts to allow for physical distancing?  Have you established a queueing system to allow for physical distancing?  Have you identified pinch points that may present a risk (ie lifts, stairs, obstructions)?  And introduced measures to reduce these risks?  If you manage guided tours, have you considered an alternative? ie digital alternative, audio guide  For events, have you considered an alternative? ie moving to outdoor space, online  Have you considered the needs of visiting public with access issues? ie that hand sanitisation facilities are at appropriate height for wheelchairs, alternative to floor markings  Have you considered how to encourage visiting public to walk/cycle to your site? |
| **Signs, markings and barriers** | |
| €  €  €  €  €  € | Have you:   * Considered a one way system around your museum? * Identified pinch points where physical distancing may be difficult? * Marked floors with tape/paint to show appropriate distances to aid people with physical distancing guidelines? * Created clear, easy to understand signage to communicate key messages regarding physical distancing and hygiene? * Considered how to manage common areas (ie lifts, stairs, toilets and retail) where queues may form? * Considered barriers between workforce and public, at till points etc? |
| **Queue management** | |
| €  €  € | Have you considered measures to ensure physically distancing in your queueing systems? For example, signage, floor markings and barriers.  Have you checked out your local context? What adjustments will your organisation need to make?  Do you have outdoor spaces you can use for queuing? Do you have neighbours you’ll need to work with? |
| **Hygiene** | |
| €  €  €  €  €  € | Have you considered:   * Measures to encourage increased hygiene standards for staff and public? ie signage * Alternatives to touch-based devices for staff (ie keypads)? * Contactless payments? * Increasing ventilation where it is safe to do so?   Have you installed hand sanitisation/washing stations for staff?  Have you installed hand sanitisation/washing stations for the public? |
| **Cleaning** | |
| €  €  €  €  €  € | Do you know where your most frequent touch points are? ie door handles  Have you considered interactives and dressing up? Will you instil a cleaning regime, or put them out of service?  Have you established a cleaning programme for:   * staff areas? * public areas? * public toilets   Have you rolled out staff training for cleaning, including their maintaining physical distancing while working? |