



Covid-19 Reopening Measures

Hastings Museum & Art Gallery is committed to being as safe and healthy a place as can be for our visitors, volunteers and staff. To try and ensure this we have introduced a number of measures in response to the COVID-19 pandemic to allow us to re-open.

The purpose of these actions is to mitigate against the potential for transmission of Covid-19 at the museum and within our communities. This requires a cooperative effort between staff, volunteers and visitors to be successful. On their own these measures are not enough and require all staff, volunteers and visitors to play their part in following them to be effective.

Hastings Museum & Art Gallery and Hastings Borough Council are serious about protecting the health and safety of our staff, volunteers and visitors. These measures have been informed by the government and industry guidance as well as the experience of other cultural and arts venues who have already reopened. The museum team has contributed to develop the museum's Covid-19 plans, risk assessments and operating procedures and will actively enforce them.

Re-opening measures:

- **Reduced public opening hours.** The museum will be open Thursdays to Sundays each week, from 10am to 12.30pm and 2pm to 5pm. This will allow staff to clean the building between the morning and afternoon sessions.
- **Ticketed entry.** Only people who have pre-booked a free ticket will be allowed into the museum. Tickets are available online at Eventbrite via www.hmag.org.uk/bookyourvisit. If visitors do not have access to the internet, they can book by [phone](tel:01424451052) on 01424 451052.
- **Timed visits.** Visitors should arrive within 10 minutes of the start time on their booking and queue at the front entrance. A museum member of staff will manage your, and other peoples, entry into the museum to maintain social distancing rules.
- **Face masks are compulsory.** All visitors aged 11 and older must wear a face mask in the museum. Only a letter from a medical practitioner will be accepted as evidence of being exempt from wearing a face mask.

- **Symptom free.** Visitors with symptoms of Coronavirus or who have been in contact with someone with symptoms of Coronavirus will **not** be allowed into the museum.
- **Hand sanitiser stations.** All visitors will be asked to use hand sanitiser on entering the building. Hand sanitiser is available throughout the building including at the lifts and toilets. Visitors should make use of them during their visit.
- **One-way route around the building.** A single route through the ground and first floors has been introduced. Visitors should keep to this route and maintain at least 1m+ from people not in their group.
- **New directional signage.** New signs have been introduced to guide you through the building. Additional staff will be on duty to point you in the right direction if needed.
- **Fewer gallery activities and interactives.** Many of the learning activities in galleries have been removed. Those that remain are regularly cleaned each day. Touchscreens have their own disinfectant wipes/spray for visitors to wipe down the interactives before and after use – please make use of them.
- **Single occupancy toilets.** To maintain hygiene standards and the enhanced level of cleaning required to counter Covid-19 and will use a 'one in one out' system. Sanitise your hands before entering the toilets and thoroughly wash your hands after.
- **Personal Protective Equipment (PPE).** PPE is now being regularly used throughout the building:
 - Face shields and washable face masks for staff and volunteers
 - Disposable gloves for staff and volunteers
 - Personal belt packs which includes sanitiser, spare gloves, spare disposable masks, and a pen for staff
 - Perspex screens in the shop to protect visitors and staff
- **Enhanced cleaning.** New cleaning materials and routines have been introduced:
 - Increased cleaning routines, including cleaning points before, during and after public opening hour.
 - Colour coded cleaning equipment for use in different areas.
 - Cleaning products with BS EN 1276 and 14476 ratings.

- A preopening deep clean has been completed and on-going cleaning is scheduled by external cleaning contractors.

To comply with government guidelines, we have also:

- **NHS Test and Trace.** We will keep a record of when people visit the museum for 21 days after their visit. This record will include their name, or the leader of the group visiting, and a contact phone number or email address. After 21 days this information will be deleted or securely destroyed. This information will not be used for any other purpose.
- Cancelled all in-door events at the museum except weddings. (Restrictions apply. Please email bellis@hastings.gov.uk for wedding enquiries).
- Reduced the temporary exhibition programme until April 2021.
- The Local Studies Room has been closed but will be replaced with an alternative service later in the year.
- Introduced new risk assessments and operating procedures
- Added a Covid-19 page to our website explaining everything we are doing to mitigate the risks of Covid-19.

The museum team is strictly following Hastings Borough Council's policies and procedures to limit the potential to spread Covid-19. This includes working from home and requiring staff who are displaying symptoms or have been in contact with someone displaying symptoms to self-isolate and stay at home.

We will continue to review our Covid-19 measures as government guidance changes along with how they are working at the museum in practise. If you have any questions or comments, then please email museum@hastings.gov.uk or call 01424 451052

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29/07/2020