

Museum of Fire COVID Safe Plan

- For the protection of staff
- The return to work of volunteers
- The re-opening of the Museum (Stage One-Stage Four)

Government Position

The Prime Minister has set out a three stage “back to work” plan that the Government hopes will have Australia operational by the end of July and possibly earlier – depending on how the relaxing of the restrictions go.

Stage Two of this process will begin on 1 June 2020 and this will allow the Museum to re-open with a reduced visitor capacity.

The downloading of the COVID Safe app is designed to assist in tracking people who may have the virus and it is up to individual staff, volunteers and members of the public to determine if they wish to download it or not.

~~UPDATE: From Saturday 13th June 2020 the Museum of Fire will gradually begin Phase 2 of the Museum’s re-opening plan. This means that the children’s interactive area will re-open while some of the other interactives remain closed to assist staff and volunteers in managing the Museum’s COVID Safe Plan. Volunteers and staff who are yet to return to work will also be invited to work with Museum management to begin their return to work in the new COVID Safe environment.~~

UPDATE: From Saturday 20th June 2020 the Museum of Fire will increase its maximum visitor numbers to align with NSW Government restrictions. The new maximum capacity for the Museum will be 600 with room/area limits still in place. Visitor bookings will no longer be required, however, contact tracing information must still be obtained at time of entry.

Action being undertaken by the Museum to reduce the risk to staff, volunteers and visitors

- Regular and increased cleaning and disinfecting of all surfaces in accordance with the Safe Work Australia guidelines and the Public Health Authority.
 - All touchable surfaces will be thoroughly cleaned between visitation slots
- All staff and all volunteer workstations will be equipped with individual sanitizer dispensers
- Staff and volunteer work areas have been adjusted to meet social distancing requirements. This includes:
 - Restricted numbers in confined areas:

- Only 3 people are permitted in the Museum Office at any one time
 - As this is where the sign in-sign out book is staff, volunteers and contractors will need to follow social distancing and wait on the markers outside the office until there is capacity for them to enter the office.
 - The 3 people includes those passing through the office from the Board Room or other offices if they stop in the office.
- Only one person can be in the kitchen at any time. Anyone else wishing to use the kitchen will need to wait 1.5m away. This person contributes to the count of 3 people in the office as does the person in the kitchen as they transit from the kitchen to elsewhere.
 - All washing up must be undertaken by each individual in the kitchen. NO dirty dishes, cutlery or mugs are to be left in the sink. They are to be cleaned correctly and returned to the cupboard so others are not handling your used items.
- Only 2 people are permitted in the downstairs office (CEO office) at any time (one on either side of the desk).
 - This allows for a third person to transit through the office as necessary.
 - If a meeting of more than 2 people is necessary 3 people can meet in the office if it is made inaccessible to others.
 - For a meeting over 3 people a different location will need to be determined
- The Board Room can only accommodate a maximum of 4 people at any time. All those working in the Board Room must adhere to social distancing and only use the appointed workstations.
 - As only 4 people may be in this room at any one time priority will be given to those working in the space for its use.
- ~~Visitation to the museum is by appointment only.~~
 - ~~Visitors will need to either phone or email ahead of their visit to ensure the museum has capacity to accommodate them. At the time of making their booking the necessary tracing details need to be recorded on the museum's booking form (see the "how to use the museum's booking form" document)~~
 - If a walk-in visitor arrives their tracing details are to be recorded on the form (see the "how to use the museum's booking form" document)
 - A separate form is provided for staff to record the details of any shop customers who do not also visit the Museum
- Increased regulations and guidelines in the museum shop (please see below)
- Travel around the museum will be mandated as one way with the correct signage and markings placed on the floor to assist with social distancing.
- Staff and volunteers are to be provided with their own stationery. Each individual will be provided with a pen and this is to be used to sign the attendance book and

any other required documents. Pens and other stationery are not to be shared between staff/volunteers.

- All staff and volunteers are to undertake COVID Safe training before returning to work.
- Social distancing will need to take place in the Museum's workshops and vehicle stores. Where volunteers and staff congregate social distancing will be enforced and policed, especially when in view of the public.
- No group bookings, educational programs or birthday parties will be accepted and any existing bookings have been either cancelled or postponed
- Bathrooms will be stocked with additional paper towel and soap
- The capacity of the Museum's theatre will also be restricted to enable social distancing
- Any contractors who enter the premises will be asked to sign a COVID-19 declaration book which asks:
 - Do you have any symptoms of cold, flu or other illness?
 - Have you been in contact with anyone who has been exposed to COVID-19 in the last 14 days?
 - Have you recently returned from overseas?
- Please note that as a staff/volunteer member of the Museum of Fire Community when you sign the attendance book you are declaring you are fit to work and have not:
 - Got any symptoms of flue, cold or other illness
 - Have been in contact with anyone who has been exposed to COVID-19
 - Recently returned from overseas
- *A map of the changes to the museum flow is attached to this plan.*

Please review the "Museum of Fire Re-Opening Fact Sheet" for more information.

Additional Regulations for the Museum Store

- The Museum store is only able to hold TWO staff members/volunteers (behind the counter) at any time. Social distancing of 1.5m must be adhered to those two individuals behind the counter.
- Only FOUR customers/visitors may be in the shop at any one time and social distancing, as indicated by the floor markings must be adhered to.
 - If four people are in the shop then any additional customers must wait on the socially distant markers that have been placed on the floor.
- NO ONE is to loiter or wait in the air lock. Socially distant waiting markers have been placed outside the museum entrance where customers are to wait (should a queue need to be formed).
- Visitors are to proceed into the store to make their entry payment by following the markers in place.
 - Those with a booking MUST be given priority to enter (all bookings are on a 2 hour basis).

- Any 'walk-ins' may only enter the museum if there is available capacity. They may need to wait and if this is the case staff/volunteers will need to ensure they do so in the correct place.
- Once a visitor has made payment to enter the museum they can begin their visit by following the markers to enter the museum space.
- When a visitor concludes their visit they will exit the museum via the shop following the signage in place. All visitors exiting the museum must follow the guidelines in place for the shop which allows only 4 people in the store at a time. If 4 people are in the store already they must wait on the socially distant markings.
 - If staff have difficulty enforcing this with visitors a barrier will be put in place that staff have to open to allow visitors into the store from the museum space.
- Any staff or volunteers who need to transit through the museum store to enter the museum, bathrooms or office need to assess how many people are in the shop area. If the capacity has been reached they are to use one of the doorways from the museum foyer directly into the museum space and transit that way.

Return to Full Operations Timeline:

~~Stage One – Opening of Museum to the Public and Return to Work of Volunteers and Staff~~ (late May)

- ~~● From Monday 18th May 2020 as part of the Government's Stage 1 guidelines Museum staff returned to work and have been following social distancing as illustrated and laid out in this plan. Museum shop reopens to public.~~
- ~~● Museum to re-open to public on the 2nd June 2020 by appointment only~~
- ~~● All interactive displays to remain closed~~
- ~~● Complete COVID Safe plan to be implemented~~
- ~~● Volunteers to return to work in conjunction with individual advice from the CEO~~

~~Stage Two – Following advice from the Government and relaxation of restrictions~~ (approximately mid-June)

- ~~● Junior Firefighters Training Area to re-open~~
- ~~● Volunteers who are yet to return to work to do so following consultation with the CEO~~
- ~~● If the limit on visitation is lifted, then the necessity to book may be removed~~

Stage Three – Return to full Museum operations (approximately late June)

- Bookings no longer required for individual visitors
- All staff and volunteers returned to work
- Some interactive exhibits will remain closed

Stage Four – Return to full Museum operations (approximately July)

- All interactive displays to re-open

- Relaxing of some social distancing measures
- Group bookings permitted

Vulnerable Workers

At present the following are deemed “vulnerable workers”

- People over 70 years of age
- People over 65 years of age who have chronic health conditions (medical evidence to support this)
- Aboriginal and Torres Strait Islanders

Consideration needs to be given to these workers in light of the risk that the virus presents to them. At the same time the worker themselves, the workplace and the nature of the work need to be considered in assessing any risk.

From 1 June 2020 all Museum volunteers currently complying with Centrelink obligations are expected by the NSW Government to begin returning to work however the CEO will discuss each arrangement and situation with the volunteer individually to ensure the safety of both the individual and wider community.

Those volunteers working inside the Museum will find limited work stations in certain areas to adhere to social distancing measures. This may mean you will be asked to work on different days or projects, however you will be contacted directly to discuss this.

Consideration does also need to be given to people who may live in a house where a family member suffers from an at-risk medical situation (immunosuppressed) or any other medical condition.

COVID Safe Risk Assessment Museum of Fire (23 May 2020)

Hazard	Potential Harm	Likelihood and Risk	What Controls are in place?
COVID-19 passed from infected customers to staff or volunteers OR from a staff/volunteer to customers	Staff, volunteers or other visitors contract COVID-19 which can result in series health issues or death	Moderate A number of local cases in Penrith have been reported however correct controls can limit the risk of transmission	Cleaning and disinfecting in accordance with the Safe Work Australia guidelines and Public Health Authority All staff and all volunteer work stations will be equipped with individual sanitizer dispensers Customers will not be able to touch merchandise in the shop. If customers insist on touching an item prior to making the purchase staff are to wear gloves

			<p>and then dispose of the gloves after serving the customer. If the customer does not purchase the item it is to be thoroughly cleaned before being returned to the shelf.</p> <p>The number of customers and visitors allowed in the Museum store is restricted to allow the appropriate social distancing to occur (<i>see regulations for the Museum Store section of this document</i>)</p> <p>Social distancing markers and signage have been put in place where necessary</p> <p>The preferred method of payment is by tap and go however if this is not possible staff are to ensure they sanitizer their hands after each cash payment BEFORE they serve another customer or return to other duties. If a customer needs to touch the EFTPOS unit then it will also need to be cleaned after the customer completes their purchase.</p> <p>Any staff/volunteers who feel unwell are NOT to report for work. If staff/volunteers show any signs of illness they will be asked to leave the premises.</p> <p>Any staff/volunteers in the vulnerable category (please see the vulnerable workers section of this document) will be asked to work with management to ensure their safety.</p> <p>Once re-opened, the Junior Firefighters Training Area will be</p>
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			cleaned after each use. All other interactive displays will be closed until further notice.
A worker/volunteer presents with symptoms of COVID-19	Potential spread of the disease or other illness to staff/volunteers and visitors	Low Staff/Volunteers have been trained to stay home if they show symptoms	Staff/volunteer asked to leave premises If they are very unwell and need urgent medical attention they are to be isolated until help arrives Any other staff/volunteers or visitors who have come into contact with them are to be informed and if necessary they are also to be isolated
COVID-19 transmitted by contractors or delivery drivers	Staff, volunteers or other visitors contract COVID-19 which can result in series health issues or death	Moderate A number of local cases in Penrith have been reported however correct controls can limit the risk of transmission	Staff will be provided with their own pens to allow them to sign the attendance book and any other documents safely. These should not be shared between staff/volunteers and should not be left unattended. If a pen is left unattended it will be cleaned and a new pen issued.
Customer/Visitor Aggression	Physical or Psychological Harm to staff both in person and on the phone/email/social media	Moderate As visitors will need to make a booking to attend the museum there is the potential that those without a booking may become upset if they arrive and find they cannot enter. This may also occur for those just wanting to visit the shop. As parts of the museum remain closed some visitors may not wish to pay the full admission fee. Visitors may ignore social distancing.	In each instance the staff member on duty should attempt to calm the visitor and simply explain the situation as per the Museum of Fire Re-Opening Fact Sheet. This can be given to visitors/customers. To implement these new regulations all shifts will be staffed by at least one senior staff member including on weekends. Where a staff member or volunteer faces aggression a senior staff member to be notified. The senior staff member is follow the correct museum procedures for this situation and inform the CEO.