



## CTMHV Pandemic Emergency Policy

**Purpose of Policy:** To ensure all visitors to, and all members, volunteers, and staff of the Canadian Transportation Museum & Heritage Village are protected according to the guidelines and orders set forth by the Windsor-Essex County Health Unit, the provincial government of Ontario, and the federal government of Canada during emergency situations involving the spread of disease and the safety of the greater community.

**Reason for Enacting this Policy:** This policy has been created as a result of the Covid-19 Pandemic of 2020.

### **Commitment to Protecting Health & Safety:**

- The CTMHV will enact and enforce measures including but not limited to social distancing of 2 metres or more.
- When ordered by the officiating health unit (WECHU), the museum will require the wearing of face masks by all visitors entering the facility. Face masks will only be allowed to be removed when visitors are eating in the following areas: 50s Diner, the pavilion, the hall, the lobby overflow, or on the patio.
- When an official order is not in place by the health unit, the CTMHV will highly recommend that visitors wear masks.
- The CTMHV will recommend that all visitors use hand sanitizer which will be available at all entrances prior to entering the facility.
- The CTMHV will remind visitors of the importance of hand washing and will provide signage indicating direction to proper hand washing techniques.
- When social distancing is not possible, and always when interacting with the public, employees, volunteers, and members of the CTMHV will be required to wear face masks. This includes all tour guides, reception, and diner staff and volunteers.
- The museum will introduce and maintain directional traffic flow.
- The CTMHV will add resources (labour and supplies) to maintain thorough cleansing of washroom facilities.
- The CTMHV may require reservations when seating capacity is restricted as per the local health unit and will keep a list of names and phone numbers of patrons which will be provided to the health unit in the event of a positive test related to the establishment.
- All patio extensions will be applied for and carried out according to the municipal requirements. This includes any requirement by the AGCO (Alcohol & Gaming Commission of Ontario).
- The CTMHV Board of Directors will meet regularly either in person, if safe to do so, or by video or telephone conference in order to determine appropriate times to be open and any adjustments to operational hours by taking into account the recommendations and orders of the local health unit.

- Those entering the facility will be required to self-assess and will not be allowed entrance if they have any unfavourable symptoms or experiences as published by the local health unit in relation to any illness or virus which has warranted emergency measures and/or orders.
- As per recommendations from the Ontario Museum Association and the Ministry of Heritage, Sport, Tourism, and Culture Industries, the CTMHV will make every effort possible to increase and create online and social media content in order to offer alternative educational and interpretive opportunities for patrons who do not feel safe to attend the museum in person.

### **Procedures to Meet Commitment:**

- Signage will be installed and/or posted at all entranceways alerting patrons to the CTMHV policy regarding social distancing, flow of traffic, mask requirements, and hand sanitizer requirements.
- Signage will be posted in the dining areas and bathrooms alerting to proper hand washing techniques and reminding of the need to frequently wash hands.
- Employees and volunteers will be required to stay home if they are exhibiting any symptoms of the virus or illness which has caused the orders and recommendations of the health unit.
- Patrons will be asked to self assess at the door prior to entry as per signage and/or an employee/volunteer stationed at reception or in the entry vestibule.
- The CTMHV will continue to accept cash as currency. One specific staff member will be responsible for cash handling and that person will wear gloves when handling cash.
- Cash registers, debit machines, ATM machine and all change boxes will be disinfected regularly. Debit machines and ATM will be disinfected after each use.
- The cash register will be disinfected many times per day especially if there is a shift change.
- Washrooms will be disinfected every 60 minutes- including doors, door handles, taps, paper towel dispensers, soap dispensers and sinks.
- Diner staff and volunteers will wear face coverings, hair nets, and gloves and will continue to follow safe food handling procedures previously maintained prior to emergency orders from the local health unit.
- Employees will be required to use hand sanitizer before entering the building and after every transaction done in the office.
- Patrons will be notified of CTMHV emergency policies regarding health and safety during emergency measures via social media which includes but is not limited to Chimp Mail, Facebook, email, Through the Windshield newsletter, local media whenever possible, and on voicemail.
- Face masks and hand sanitizer will be available for those who do not come prepared.

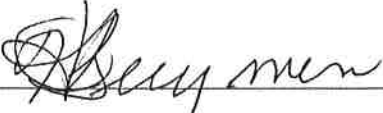
- In the event of the resumption of in-person programming, workshops, lectures, and tours, patrons will be required to submit their name and phone number which will be kept under lock and key for a minimum of fourteen days or whatever amount of days is required by the local health unit.
- Volunteers will be sought out to assist with social media expansion to ensure accurate updates are issued to the public.
- The CTMHV Board has mandated that all staff and all volunteers working on behalf of the museum will have their temperature taken prior the start of their shift.

**Enforcement of Policy:**

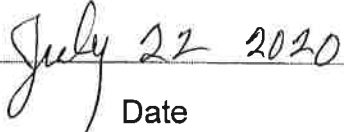
- Any concerns by patrons will be addressed in a timely manner and brought immediately to the attention of the manager on duty or the Chairman or Vice-Chairman of the Board of Directors.
- Any person who is not following policy will be denied entry and/or will be asked to leave. This includes staff, volunteers and members.
- Any escalation will require the Chairman or Vice-Chairman to be notified for direction.
- If necessary, assistance from the Ontario Provincial Police may be summoned in the event of a serious incident or non-compliance and refusal by such a person to leave the premises.

**Enacted:**

This policy has been approved and enacted as of Thursday, July 22, 2020

  
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Harry Bergman,  
Chairman, Board of Directors  
Canadian Transportation Museum & Heritage Village

  
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Date

