

Phase Two Guidance

Coronavirus 2019 (COVID-19): Guidance for Libraries, Museums and Exhibits

During Phase Two, the public and businesses will be required to adopt new behaviors and rigorous safeguards to reduce risk for all. In Phase Two, some libraries can provide expanded services with capacity limits. Museums and galleries can reopen with limited capacity. Strong safeguards and physical distancing will be required. Food service cafes and retail are allowed to open in line with industry standards. **The following measures should be implemented to help reduce the risk of COVID-19 transmission amongst employees, patrons, and the community.** For additional information, visit coronavirus.dc.gov/phasetwo.

Please note that any individual experiencing symptoms of COVID-19, or recently exposed to someone diagnosed with COVID-19, should not work in or visit public places due to the risk of exposing others. Symptoms of COVID-19 may include: fever (subjective or 100.4 degrees Fahrenheit), chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea, or otherwise feeling unwell.

General information

- **Libraries can reopen with expanded services with capacity limits and physical distancing measures in place.**
- **Museums and galleries can reopen with capacity limits and physical distancing measures in place.**
- **Small events of up to 50 people are allowed with physical distancing.**
- **Guided tours or large tour groups are not permitted in Phase Two.**
- **Dining areas must follow guidance for restaurants in Phase Two.**

Employees and Patrons Should Practice Everyday Prevention Measures:

- **Stay at home if you are feeling unwell** or were recently exposed to someone with COVID-19.
- Practice social distancing. Keep 6 feet of distance between you and other people who are not in your household.
- Employees and patrons should wear a cloth face covering at all times.
- Perform frequent hand hygiene (with soap and water or alcohol-based hand sanitizer).
 - Key times to perform hand hygiene include
 - Before eating food,
 - After using the toilet,
 - Before and after putting on, touching, or removing cloth face coverings,
 - Before and after work shifts and work breaks,
 - Before and after services to each patron,
 - Before and after handling any shared objects (i.e. books);
 - After handling other people's belongings, and
 - After blowing your nose, coughing, or sneezing

Employer Considerations to Encourage Employee and Patron Safety:

- Provide supplies to allow for frequent hand hygiene (e.g., soap and water or alcohol-based hand sanitizers with at least 60% alcohol) at entrances, workstations and in heavily trafficked areas.

- Provide staff with cloth face coverings and personal protective equipment appropriate for work duties.
- Gloves should be worn as indicated per routine job responsibilities and changed between uses.
- Implement leave policies that are flexible and non-punitive, and allow sick employees to stay home. Leave policies should also account for employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
- Stagger shifts, start times, and break times as much as possible.
- Educate employees about COVID-19. Refer to coronavirus.dc.gov for more information.
- For information regarding operation of on-site cafeterias and gift shops, please see Guidance on Restaurants and Guidance on Non-Essential Retail Establishments at coronavirus.dc.gov/healthguidance.

Avoid Close Contact and Reduce Touchpoints

- Arrange workstations, computer stations, common areas, break rooms and other areas of the facility used by staff and the public to ensure at least 6 feet between people.
- Installation of sneeze guards/protective barriers in all areas where there is patron interaction that cannot occur with 6 feet of social distancing, such as ticket booths and book check-out areas.
- Provide physical guides, such as tape on floors and signage, to ensure that individuals remain at least 6 feet apart in queuing areas.
- Use visual cues to help prevent congregating.
- Group activities should not exceed group size or capacity limitations, and participants should adhere to social distancing and cloth face covering recommendations.
- Consider instituting timed/scheduled tickets for entry.
- Adopt virtual ticketing and reservation platforms and contactless check-in and check-out for patron interactions
- Utilize appointments for expanded services.
- Reconfigure or mark seating arrangements to delineate physically distant seating in study and meeting spaces.
- Develop patron movement flows for all visitors to minimize face-to-face passing.
- Develop virtual experiences to promote access to an engagement with arts and cultural offerings.
- Remove high touch items that are not able to be cleaned or disinfected from shelves (e.g., magazines, newspapers).

Screening and Monitoring for Symptoms

- Perform screening (e.g., symptom questionnaires) of employees daily, prior to entering the facility, over the phone or in person.
- Post signage at the entrance(s) to inform staff of screening procedures and staff and patrons not to enter if they feel unwell.
- If an employee develops any symptoms of COVID-19 during the workday, there should be a plan in place for that individual to immediately isolate, notify their supervisor, and leave the building.
- Maintain a daily record of individuals in the building for at least 30 days when possible to facilitate contact tracing.

Clean and Disinfect

- The organization should have a comprehensive plan for cleaning and disinfecting high traffic and high touch surface areas (e.g., counters, railings, restroom, etc.) routinely throughout the day.
- If surfaces are visibly dirty, they should be cleaned with detergent or soap and water prior to disinfection.
- At a minimum, clean and disinfect frequently touched surfaces at the beginning and end of each shift.
- Computers and office machinery (e.g., photocopiers, printers), including those available to the public, should be cleaned and disinfected after each use.
- For more information about cleaning and disinfecting public spaces and disinfectants that are effective against the virus that causes COVID-19, visit the CDC website: ([cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html](https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html)).

Building Considerations

- If the building was closed for an extended period of time, remember to check HVAC systems and ensure all water systems are safe to use. For more information, see CDC's Guidance for Reopening Buildings after Prolonged Shutdown or Reduced Operation: [cdc.gov/coronavirus/2019-ncov/php/building-water-system.html](https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html).

Establish a Plan for COVID-19 Exposure

- Establish a plan in the event that an employee or patron is diagnosed with COVID-19.
- Identify a point of contact at the workplace that an employee can notify if they test positive for COVID-19 and choose to disclose this information.
- If an employee chooses to report to the workplace that they are positive for COVID-19, the workplace should have a notification process to share the following with staff:
 - Education about COVID-19, including the signs and symptoms of COVID-19
 - Referral to the Guidance for Contacts of a Person Confirmed to have COVID-19, available at [coronavirus.dc.gov](https://www.coronavirus.dc.gov)
 - Information on options for COVID-19 testing in the District of Columbia, available at [coronavirus.dc.gov/testing](https://www.coronavirus.dc.gov/testing)
- If an employee notifies the workplace they tested positive for COVID-19 **AND** the employee had extensive contact with patrons/visitors **OR** if a patron/visitor notifies the workplace they tested positive for COVID-19, then the workplace should notify DC Health by emailing coronavirus@dc.gov with the following information:
 - "COVID-19 Consult" in the email subject line
 - Name and direct phone number of the best point of contact at the facility for DC Health to return the call
 - Estimated number of patrons potentially exposed
 - Short summary of incident/situation
- An investigator from DC Health will follow-up within 48 hours to all appropriately submitted email notifications.

The guidelines above will continue to be updated as the outbreak evolves. Please visit [coronavirus.dc.gov](https://www.coronavirus.dc.gov) regularly for the most current information.