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Introduction

The Museum of Anthropology (MOA) houses nearly 50,000 objects from cultures around the world. The facility includes over 4,300 square meters of publicly accessible gallery space, research laboratories, collections conservation and management facilities, collections storages, the Audrey and Harry Hawthorn Library and Archives, the Oral History Language Laboratory, the MOA Shop, and a MOA Café. MOA is also home to the research spaces and collections storages that are managed by the Laboratory of Archaeology in the Department of Anthropology. Pre-COVID-19, MOA would welcome 800-1200 visitors per day during the summer months (May – August). Our shop and café would be open to all visitors. Under the pre-opening plan we are drastically reducing our capacity to a cap of 250 visitors per day. This is a fraction of the normal visitorship we manage during our summer months and with this plan will sufficiently reduce risks to ‘low’ once all measures have been implemented.

This plan outlines the measures that MOA has undertaken to safely bring staff back into the building and reopen to the public following the institution’s closure on March 17, 2020 due to the COVID-19 pandemic.

Visitor Services

Public Hours of Operation
MOA’s public hours are 10:00 am – 5:00 pm, Tuesdays – Sundays and MOA staff will continue to be on site at all times during public opening hours in order to monitor visitor flow throughout the galleries.

MOA Shop
The MOA Shop has opened to the public and is adhering to WorkSafe BC RSO Retail Guidelines. Occupancy in the shop is being controlled and the line up to pay has physical distancing markers. Signage indicating navigation within the space is consistent with the rest of the Museum. Shop opening hours have currently been reduced to between 11:00 am – 5:00 pm to allow for increased cleaning and sanitization. Wherever possible, access to products will be limited or on display behind glass and Plexi. Samples will be handled by staff. Protocols have been developed for the staff and customer handling of each product category. Signage is posted throughout the shop to communicate that staff are on hand to assist with access to products.

The BC Guidance to Retail Food and Grocery COVID-19 and WorkSafe BC RSO retail guidelines were referenced for the development of the MOA Shop Safety Plan:

MOA Café
Please see Appendix 1, MOA Café for details regarding the COVID-19 safety plan and reopening of the MOA Café.

Library and Archives
The Audrey and Harry Hawthorn Library and Archives (AHHLA) and the Oral History Language Laboratory (OHLL) are open to the public by appointment only, with limits on the number of outside visitors: 2 people in AHHLA, 2 people in OHLL. Signage will be posted and staff will enforce this
through scheduling. Materials are quarantined after use (3 days) and all re-shelving will be done by staff.

Laboratory of Archaeology (LOA)
LOA is under the authority of the Department of Anthropology and as such will be governed by the COVID-19 safety plan issued by that department. As LOA’s workrooms, laboratories and collections storages are within the MOA building, the use of those spaces will be done in compliance with this plan. During this time of restricted occupancy, Anthropology staff, faculty, students and researchers who have obtained approval for research access from the Faculty of Arts will refrain from using common spaces within the MOA administration wing. Please see Appendix 2: LOA Archaeology Nights for details regarding hosting drop-in Open Lab Nights.

Lockers and Visitor’s Possessions
The use of lockers is restricted and due to this, visitors are permitted to bring belongings into the galleries with them. Food and drinks are not allowed to be consumed in the galleries and must be safely secured within bags.

Touchable Interfaces in the Galleries
The two touchable interfaces in the Multiversity Gallery are now available for public use. The Collections Access Terminals (CAT) stations are now ok for use with reusable styluses (which will be cleaned and/or quarantined), and the drawer units are able to be opened as well as multiple hand sanitizer dispensers are located throughout this gallery.

Group Gatherings
In accordance with the Provincial Health Officer (PHO), indoor events of any size are not permitted with anyone other than your household or core bubble (order came into effect 19 November 2020) [https://covid19.ubc.ca/information-for-faculty-staff/#what-is-the-status-of-events](https://covid19.ubc.ca/information-for-faculty-staff/#what-is-the-status-of-events). The PHO has advised that up to 10 people may now gather outdoors (effective 21 March 2021).

Once indoor gatherings are permitted, MOA’s spaces are further limited by their size:
- MOA’s Lobby – 20 people
- MOA’s Courtyard Room – 25 people
- MOA’s Outdoor Courtyard – 30 people
- MOA’s Haida House – 20 people

Group’s using MOA’s spaces must create a Safety Plan for their event indicating how many guests are coming, how the organizer will ensure physical distancing and space capacities are maintained and steps they will take if these are challenged, all activities planned during the gathering, and any gear or supplies that will be used during the gathering.

Externally planned events may use MOA’s chairs and tables if needed, and these must be quarantined for 5 days after use before another use or must be sanitized. Any AV equipment needed for an external event should be hired in by an external supplier and removed after the event. MOA internal events may use MOA’s AV equipment and this must be quarantined for 5 days after use.

Spaces used by group gatherings must be thoroughly cleaned before and after use by UBC Custodial, by SR Service Request at least two weeks in advance. The Haida House surfaces cannot be sanitized by wiping, so this space must be left to quarantine for 5 days between group uses.

Mask usage is mandatory for all group gatherings at MOA.

These procedures are in accordance with UBC’s COVID-19 Safety Planning Framework [https://srs.ubc.ca/covid-19/safety-planning/](https://srs.ubc.ca/covid-19/safety-planning/)
Health and Safety Procedures for Visitors

General Procedures and Visitors Code of Conduct
A visitor Code of Conduct will be posted on MOA’s website and on the premises (Please see Appendix 3: MOA Visitor Code of Conduct). Key points in the Code include:
• Please do not enter MOA if you or any member of your party is feeling sick.
• Please keep a two-metre distance from others outside of your party at all times.
• Please cough and sneeze into your elbow.
• Please do not touch anything while inside the Museum, including MOA’s visible storage drawers in the Multiversity Galleries.
• Please be respectful of your fellow visitors and Museum staff.

Wayfinding and Hand Sanitization
A thorough program has been developed to mitigate the risks to visitors while visiting MOA. This programme includes:
• Directional signage through the museum
• Signage listing maximum space/room occupancy restrictions
• Graphical reminders to maintain required physical distancing
• Hand sanitization stations positioned at the entrance and throughout the Museum
• Restricted numbers of visitors

Face Masks
In keeping with the UBC guidelines for the use of personal protective equipment, MOA will now require visitors to wear masks while inside the Museums. https://srs.ubc.ca/covid-19/health-safety-covid-19/non-medical-masks/

Visitor Occupancy Restrictions
MOA prioritizes the safety of its visitors and strongly values our public’s sense of wellbeing while in the Museum. Our initial occupancy limit of 25 people per half hour provided a robust 15 square meters per person. Given the behavior of visitors that was observed during the first two months of our reopening, we believe that we can safely accommodate an additional 10 people per half hour, and have now increased our numbers to 35 visitors per half hour, allowing for 10 square meters per person.

Haida House
Please see Appendix 4, Use of the Haida House and Mortuary House for details relating the requirements for use of MOA’s two external buildings.
Appendix 1: MOA Café

BCRFA Restaurant COVID-19 Safety Plan
July 7th, 2020
MOA Café
6393 NW Marine Drive
Vancouver, B.C.
V6T 1Z2

This COVID-19 Safety Plan is our business’ step-by-step response to increased awareness around, and our enhanced protocols for, the health and safety for our staff and our customers.

Our business is committing to following the steps outlined in each of the 6 areas mandated by WorkSafe BC and the official Public Health Order. Our plan includes outlining our physical changes, our increased protocols and our required usage of PPE. We also outline the training we will be providing for our staff to ensure that the processes are followed.

Our goal with this plan is to create a workplace that is aware and responsive to the new protocols and physical changes to our workplace as a result of COVID-19. Through our enhanced awareness, we aim to help the Provincial Ministry of health to reduce the risk of person-to-person transmission through the following 6 measures in order of priority:

1 – Creating more space between patrons and staff in our business.
2 – Reducing the number of people in our business at any one time according to the latest Public Health Order.
3 – Establishing new rules and guidelines for our staff to follow to help keep people physically distanced and to enhance our cleaning regimens.
4 – Defining what positions and in what situations our staff will safely be using PPE, particularly non-medical masks, to limit exposure to respiratory droplets. This includes training on how to use masks correctly.
5 – Limiting private gathering to no more than 50 people in accordance with the PHO.

**Per the Public Health Order, our maximum capacity has been reduced to 50% (40 persons) and all guests will be spaced 2m apart.**

**Risks in Our Workplace**

We have worked extensively with our staff and identified the following risk areas in our workplace. We have accessed both physical proximity issues as well as surface contamination issues.

We have identified the following areas where people gather as points where 2 metres of physical distancing is difficult to maintain:

- For staff members, in the walkways between “stations” and back storage unit
- For patrons, in the walkway where patrons line up and café seating area

In order to mitigate both of these risks, we have created markers for both staff members and patrons that indicate proper social distancing (2m) between one another. We have also modified the flow of the café, so each staff member and patron can be socially distanced (2m) during duties, tasks, processes, entering, ordering, waiting and entering/exiting the café.

We have identified that the following equipment, small wares, computer and POS terminals are high touch surfaces that must be subject to rigorous cleaning protocols:

- Tablet station(s)
• Hand sanitizer station(s)
• Dine-in premise tables and chairs
• Patio premise tables
• Coffee urns
• Dishwasher
• Bus bin area
• Countertop where patrons collect drink order
• Fridges and handles
• Hand wash stations

Entire stations must be sprayed with sanitizer every time an employee is leaving a station and/or a new employee is entering the station.

We have identified that the following locations as high touch surfaces that must be subject to rigorous cleaning protocols:
• Patio premise tables
• Dine-in premise tables and chairs
• Countertop where patrons collect drink order
• Tablet station(s)
• Hand sanitizer station(s)
• Bus bin area

New Protocols Created to Reduce Risk in Response to COVID-19

In collaboration with our entire staff team and in consulting with the WorkSafe BC guidelines for Restaurants and the Public Health Order, we have outlined the following processes for reducing risk in our workplace.

Our enhanced protocols are:
• We will create signage to clearly indicate where guests are to recycle takeout ware and empty glassware after use, where patrons should queue up, asking patrons to sanitize their hands upon entry and asking patrons that if they experience any symptoms to please not enter the pub.
• We will place markers (2m apart) both in front of the till for patrons and behind the till for staff members. This will ensure patrons are actively practicing safe, physical distancing during queueing for counter service and staff are actively practicing safe, physically distanced work environment for staff members.
• Whenever possible, we will open windows, guest doors or roll-up doors to allow fresh air into our space.
• We will not fill water bottles at this time.
• Employees should wear clean clothes when arriving to work. Employees will also come to work already changed into their work clothes.
• We will be doing daily check-ins with staff upon arrival to their shift asking if they are experiencing any symptoms.
• All staff stations are 2m apart. Staff are asked to social distance with each other as much as possible.
• We will set 30-minute timers to remind all food handlers to wash their hands for best practices.
• Gloves will be worn by food handles when:
  o Preparing cold food and plating cold food
  o Handing deliveries and receiving raw food product
  o Changes after each of these texts
• Kitchen and prep areas are wiped down in 30-minute intervals with approved sanitizer. This will include all fridge and door handles and faucet handles in the kitchen.
• All of our BOH staff will have assigned knives, utensils and service tools. They will not be shared between users.
• In the dishwashing area, all employees will wear gloves and masks and/or face
• All sinks will have hand-washing instructions.
• Our team members working in an open kitchen will wear non-medical grade masks.

**People Protocols Changed in Response to COVID-19**

**Our staffing protocols have changed as follows:**
- We require staff to declare that they will not come to work if they have had symptoms of COVID-19 in the 10 days prior to their shift. Should staff experience symptoms of COVID-19, they are required to contact Public Health at 8-1-1 and self-isolate if required.
- We have also required staff to refrain from coming to work if they have had close exposure to a person currently diagnosed with COVID-19.
- Anyone who is returning to our workplace after travelling must have self-isolated for 14 days while monitoring for symptoms before they can work in our business.
- All staff must wash their hands upon arrival at work at the beginning of each shift and any time they leave the building and re-enter the building.
- We have all staff members working in stations 2m apart.
- As we are a restaurant, our staff must come in to work, however, we are engaging in regular health and safety conversations and ensuring that are staff are bringing forward any concerns about the new work flow or restaurant layout in order to improve our COVID-19 response.
- We have posted a Health Resource document to orient our staff to COVID-19 and any related health, bullying and mental health resources.
- We are actively monitoring our social media and our guest feedback online and in person to ensure that we are not experiencing any backlash or negative engagement with customers and managing difficult situations accordingly to assist our staff through this difficult transition.

**Our customer protocols have changed as follows:**
- We have a hand sanitizing station for guests and staff when they enter the café
- Parties using the inside and patio premise(s) will be limited to groups of no more than 6.
- Customers will be required to wait at appropriate 2m distance in all areas were queing is required.
- Customers collecting or requesting take out will wait in one of the 2m spaced squares. No more than 40 patrons will be in the cafe at one time.
- Signage is posted at the entrance of the café to ensure that no one with symptoms of COVID-19 or who has contact with someone diagnosed with COVID-19 will enter the restaurant.

We are aware that some guest may not like the new protocols we have instigated and have a staff person assigned to address issues.

We have posted at the entrance to our business sign that show:
- Our current occupancy limit 40
- Asking patrons to please sanitize their hands upon entry;
- Signs that show which tables have been sanitized and which ones have not been, both inside and outside;
- Our core hygiene practices for both staff and guests;
- The core public facing elements of our COVID-19 Safety Plan;
- Our restriction from entering the premises for any visitors or staff with symptoms of COVID-19.

**We are committed to ongoing training:**

In our business, we have provided restart training for all our staff and will be conducting weekly training updates on-site to our staff to ensure that any changing regulations are enforced and to respond to any concerns being brought forward by staff or guests.

Our goal for our training is to ensure that our staff is safe in our workplace. Each staff person has agreed to our health check, as this is our front-line defense against COVID-19 in our workplace. Our training covers:
- Physical distancing measures
- New sanitation and cleaning processes
- Sanitation and cleaning product instructions and sitting time
- Daily cleaning and deep cleaning checklists

Prior to reopening dine in, we cleaned all beverage service lines, fridges, pantries, counters, service and cooking areas, inside and outside tables and chairs that have not been in use.

Staff have a designated person to speak to, identified on the cover page of this document, who they can ask COVID-19 related questions to.

We are supplementing the measure above with limited use of non-medical masks in the following core positions and for the following core tasks:
- Accepting deliveries;
- Doing dishes;
- Clearing or bussing tables;
- Preparing food in an open kitchen or at action stations.

We have provided all staff using masks the instructions and training to use them correctly.

We have enhanced our cleaning and hygiene practices in response to COVID-19:

We have selected Health Canada approved methods to clean and disinfect surfaces for all common areas and surfaces of our business.

To clean in kitchens, disinfect tables, and equipment, we are using:
- Sysco Reliance Bleach
- Refcare Sanitizer 70%

We have removed all table items so that they can be sanitized/cleaned between uses.

**Hand-washing:** To support proper hand-washing, we have done a demonstration of proper hand-washing technique for 20 seconds.

**High Touch Locations:** High frequency touch locations are cleaned every 30 minutes and the schedule is posted by the walk-in fridge. All entry/exit, kitchen or service door handles, POS machines, service counters, bussing stations, service stations, debit terminals will be cleaned each time.

Our enhanced cleaning schedule is:
- Between customers, tables, chairs, will be cleaned or sanitized between parties.
- For counter service, POS machines and screens will be sanitized between patrons who must touch the number pad.
- When staff switch positions, any shared equipment will be sanitized. This will include all repeated contact surfaces such as computer terminals, keyboards, POS machines.
- Our staff will ask patrons to place their empty glassware and used trays in a bus bin which will be emptied and sanitized every 30 minutes.
- Staff should perform regular hand washing with soap and water for at least 20 seconds following the official hand-washing guidelines. Hand-washing will be done:
  - Before and after breaks
  - After touching or cleaning tables any surfaces that may be contaminated
  - After sneezing, coughing or nose blowing
  - After touching your face or hair
  - After using the restroom
  - After touching personal phones
o After using shared equipment such as computers, POS systems and debit terminals between different users
• All kitchen surfaces, equipment used and handles of all types will be sanitized at the end of shift following the product cleaning specs.

We are committed to adapting and changing as required:

Our supervisors are trained to monitor the workplace, engage with staff and ensure that COVID-19 policies and procedures are being followed and that any staff questions are being addressed in a timely manner. Issues that are brought forward that require input from our Joint Health and Safety Committee or advice from WorkSafe BC will be addressed accordingly.

WorkSafe BC can be contacted at 1.888.621.7233 for Health and Safety Questions. To report a concern, WorkSafe BC’s confidential call line is 604.276.3000.

When issues are brought forward by our staff or our guests, and in the event of changes in the Public Health Order or WorkSafe BC recommendations, we are updating this document and changing the date on the cover page.

We have assigned a COVID-19 point-person from our team.
Appendix 2: LOA Archaeology Nights

Proposal for 2020-2021 Academic Year

Over the past ten years the Laboratory of Archaeology (LOA) has been hosting Open Lab nights in LOA’s facilities within the Museum of Anthropology (MOA) building. These drop-in events attract an average of ten students a week. They provide students with the opportunity to attain hands-on experience with collections and also to contribute to ongoing archaeological research projects. Open Lab Nights are held on Thursday evenings from 5:00 - 7:00 p.m. in the Borden Research Lab, Faunal Lab and Lithics Lab (Rooms 214, 216 and 218).

Approval has been given to offer Open Lab nights again this year. Currently, all archaeology courses are online and thus there is no opportunity for students to undertake the experiential learning that is so critical to archaeology. In addition, students in residence are isolated from families and have few opportunities to participate in face-to-face learning in a safe environment. LOA has the means and opportunity to offer a safe learning environment where students interested in archaeology can meet.

In the past students have been able to drop in. This year, students will have to sign up in advance by emailing the LOA Director or LOA Manager. We are also proposing to restrict these slots in Term 1 to students in residence. Only eight slots will be available each week.

LOA Labs 214, 216, and 218 have a combined capacity of 39 people. We are proposing to limit occupancy to eight students with two to three LOA members facilitating the experience. Students will be required to complete UBC’s mandatory Covid-19 training as well as LOA’s training module and LOA’s hands-on lab safety module (in person training for each individual when they start using the lab facilities). This training includes: personal safety, quarantining of collections, and required sanitization protocols.

Activities students will be engaged in may include – sorting archaeological samples, numbering collections, describing and measuring collections, and scanning materials. Each student will sit at their own table and work with their own equipment.

All tools used by a student will be sanitized before and after use. If they cannot be sanitized the tools will be quarantined for five days prior to reuse. All collections used will be assigned to each student individually and the collection will be quarantined after use for five days.

The LOA Director and LOA Manager will oversee Open Lab Nights.
Appendix 3: MOA Visitor Code of Conduct

**WHILE AT MOA**

- If you or any member of your party is feeling sick, please stay home.
- Please keep a two-metre distance from others outside of your own party.
- Please cough and sneeze into your elbow.
- Please do not consume any food or drink inside the Museum.
- Please do not touch anything while inside the Museum.
- Please be respectful of your fellow visitors and Museum staff.
Appendix 4: Use of the Haida House and Mortuary House

In accordance with UBC’s Events Asmt (COVID-19) Working Group https://covid19.ubc.ca/information-for-faculty-staff/#what-is-the-status-of-events regulations (in place until 05 February 2021), MOA may accept gatherings of up to 50 people outside of public hours (before 10 am, after 5 pm, or on Mondays when MOA is closed to the public). MOA’s Haida House occupancy is limited by its size and has a maximum capacity of 20 people.

Requirements for Outside Groups Requesting Use of the Haida House:

The following procedures are in accordance with UBC’s COVID-19 Safety Planning Framework https://srs.ubc.ca/covid-19/safety-planning/

- Group’s using MOA’s Haida House must create a Safety Plan for their event indicating how many guests are coming, how the organizer will ensure physical distancing and space capacities are maintained and steps they will take if these are challenged, all activities planned during the gathering, and any gear or supplies that will be used during the gathering.

- Externally planned events may use MOA’s chairs and tables if needed, and these must be quarantined for 5 days after use before another use or must be sanitized. Any AV equipment needed for an external event should be hired in by an external supplier and removed after the event. MOA internal events may use MOA’s AV equipment and this must be quarantined for 5 days after use.

- Typically, spaces used by group gatherings must be thoroughly cleaned before and after use by UBC Custodial, arranged by SR Service Request at least two weeks in advance. The Haida House surfaces cannot be sanitized by wiping, so this space must be left to quarantine for 5 days between group uses in accordance with BCCDC guidance on wooden surfaces (http://www.bccdc.ca/health-info/diseases-conditions/covid-19/common-questions).

- Mask usage is mandatory for all group gatherings at MOA as outlined in UBC’s Mask Policy.

- MOA requires that there be a staff member on site to oversee Haida House usage, and to ensure that the safety plan is being adhered to.

- The Mortuary House washroom can be accessed for personal use and hand washing, as well as the sink in the main area. The Mortuary House ‘kitchen area’ will not be available for food preparation.