



# City of Los Angeles

## Indoor Cultural Spaces

This document contains tools for Los Angeles indoor cultural spaces to plan for the safety of employees, volunteers, and visitors as they prepare to resume operations during the COVID-19 pandemic. Indoor cultural spaces include (but are not limited to) museums and cultural centers.

This material has been developed in collaboration with a working group of industry representatives. It takes into account guidance from federal and state agencies as well as industry organizations. It is intended as supplemental information to businesses as they develop COVID-19 preparedness plans. It does not replace Los Angeles County Public Health requirements or guidance from the state of California.

As of date of publication of this document – July 1, 2020– indoor cultural spaces are not permitted to open. Please refer to the Los Angeles County Public Health Department for requirements for allowable activity for your organization and/or business at this time.

This document will continue to evolve to adapt to developments in the overall public health conditions of Los Angeles. The latest information can be found on [Coronavirus.LACity.org/Business](https://Coronavirus.LACity.org/Business).

**Eric  
Garcetti**  
@MayorOfLA

# Table of Contents

## Indoor Cultural Spaces

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### **PREPARING TO RESUME OPERATIONS**

### **BEST PRACTICES FOR SAFE OPERATIONS**

*Developed in collaboration with Los Angeles County, City of Los Angeles, and Industry Working Groups*

- Physical Distancing
- Cleaning and Sanitizing
- Employee Health and Personal Hygiene
- Facility Safety
- Visitor Expectations
- Employee Support

### **SUPPORTING MATERIALS**

### **ADDITIONAL RESOURCES**

# Preparing to Resume Operations

## Indoor Cultural Spaces

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The questions below bring up common topics indoor cultural spaces may need to address to safely resume operations. This is not an exhaustive list. Each business or organization will need to adapt their plan to address their unique business circumstances and needs.

### Physical distancing:

- ☐ Have you reconfigured floorplans to help visitors and staff stay 6 ft apart? Installed physical barriers where that is not possible (e.g., cashier stations)?
- ☐ Have you placed floor markers in queue areas to ensure queue spots are spaced 6 ft apart?
- ☐ Do you have a plan to maximize physical distancing in gathering areas like exhibits, cafeterias, retail?
- ☐ Where possible, have you created one-way paths for foot traffic through the facility?
- ☐ Have you changed employee schedules to maximize physical distancing during start / end / break times?

### Cleaning and sanitizing:

- ☐ Have you deep-cleaned your facility?
- ☐ Do you have enough cleaning supplies in inventory?
- ☐ Do you have a disinfection plan for high-traffic and touch areas (e.g., ticketing, retail checkout, railings)?

### Employee health and personal hygiene:

- ☐ Do you have enough masks, gloves, and other PPE required for employees and volunteers in inventory?
- ☐ Do you have enough hand sanitizer / hand soap for employees, volunteers, and visitors?
- ☐ Do you have a plan to screen employees, volunteers, or visitors for symptoms before entering the facility?
- ☐ Do you have a response plan in case an employee, volunteer, or visitor on site tests positive?

### Facility safety:

- ☐ Do you have a process to log all employees and volunteers on site?
- ☐ Where possible, do you have a plan for in-advance reservations / timed tickets to better space visitors?
- ☐ Have you identified high-touch items you will remove or modify? (e.g., interactive exhibits, tickets)
- ☐ Where possible, do you have a plan to provide contactless reservation, ticketing, and payment options?
- ☐ Have you posted signs to remind individuals on premise of best practices? Where will they be posted?
- ☐ Is the HVAC system working properly? Have air ducts been cleaned recently?

### Visitor expectations:

- ☐ Do you have a plan to make sure visitors are informed of what to expect in your facility?
- ☐ Do you plan to provide face coverings or other PPE to visitors? Do you have sufficient stock in inventory?

### Employee support:

- ☐ Have you trained employees on COVID-19 health and safety guidelines before returning to work?
- ☐ What has been done to better understand stressors, anxieties, and other COVID-19 related concerns of employees returning to work? Have you taken steps to address concerns?

### Employee notification:

- ☐ Has 5 day notice been provided to recall any furloughed employees? (For more information, please see [City of Los Angeles Ordinance 186602.](#))

# Best Practices for Safe Operations

## Indoor Cultural Spaces

The following checklist contains best practices for indoor cultural spaces to safely resume operations. These suggestions should be adapted based on the unique circumstance of each business or organization.

These best practices are not exhaustive. They will continue to be refined and revised. You can find the latest on [Coronavirus.LACity.org/Business](https://www.coronavirus.lacity.org/Business)



### Physical Distancing *(continued on next page)*

#### Los Angeles County Guidance

**\*\*\*Please note that indoor cultural spaces are not currently permitted to operate per the County Health Order\*\*\***

- ☐ Entrance to museum or gallery space has been limited to ensure physical distancing of at least 6 feet by visitors and by instituting options such as timed entrance tickets to ensure social distancing. Groups are limited to household members only. Reduce maximum occupancy limits to ensure sufficient space for physical distancing.
- ☐ Tours that combine individuals from different families have been discontinued and tour guides maintain a six-foot distance from the tour group.
- ☐ Social distancing is practiced at all exhibit spaces with markers placed around displays to indicate where visitors must stand in order to view the display. If possible, separate routes for entry and exit through exhibits, galleries, viewing areas and employee workspaces are created to help maintain physical distancing and lessen the instances of people closely passing each other. One-way directional walkways, passageways, etc. for foot traffic have been established to minimize crossflow of people in the establishment.
- ☐ The number of visitors to smaller exhibit spaces within the museum is restricted at any one time, in order to continue to maintain a 6 foot distance between individuals or household members. All entrances to these areas must be tracked to monitor the number of visitors entering the space.
  - ☐ A staff person (or staff people if there is more than one entrance) wearing a cloth face cover is posted near the entrance to the exhibit space but at least 6 feet from the nearest visitors to track occupancy and direct visitors to line up six feet apart if the space has reached its occupancy limit.
- ☐ Employees and visitors are discouraged from congregating in high traffic areas such as bathrooms and hallways.
- ☐ Rearrange seating areas and/or remove seats to allow for a minimum of six feet of physical distance between customers/visitors. Post signage at shared, immovable seating (benches, etc.) to remind customers/visitors to physically distance from others outside their party.
- ☐ Areas used for live demonstrations, animal shows, etc. are reconfigured to enable physical distancing between household groups. Consider implementing advanced reservations for demonstrations and having staff members usher households to proper viewing areas.
- ☐ Establishments limit shuttle service whenever possible and in accordance with obligations to individuals with disabilities. Employees avoid sharing vehicles when traveling on the property. When employees or customers/visitors must travel together the use of face coverings is required.
- ☐ Members of the same household or living unit do not have to remain 6 feet apart from each other.
- ☐ Walkways and foot paths are set up with stanchions or markers to set up one-way flow of foot traffic.
- ☐ Public seating areas are reconfigured to support physical distancing between customers or visitors.
- ☐ Special or private events are not permitted.
- ☐ Employee restrooms are not available for customer use.
- ☐ Playgrounds, climbing structures, and play spaces remain closed.

# Best Practices for Safe Operations

## Indoor Cultural Spaces

The following checklist contains best practices for indoor cultural spaces to safely resume operations. These suggestions should be adapted based on the unique circumstance of each business or organization.

These best practices are not exhaustive. They will continue to be refined and revised. You can find the latest on [Coronavirus.LACity.org/Business](https://coronavirus.lacity.org/business)



### Physical Distancing *(continued from previous page)*

#### Additional Guidance

- ☐ Encourage visitors to avoid congregating outside building and design a process to ensure guests stay separate while waiting to enter (e.g., outdoor distancing with ground markings)
- ☐ If possible, use every other checkout line in retail areas and install plexiglass shields to separate staff from visitors
- ☐ If possible, create one-way routes for visitor foot traffic on premise; consider exits separate from entrances to allow for one-way foot traffic
- ☐ Update floor plans for common standing, waiting, and seating areas, to ensure at least 6 feet of separation between individuals. Stagger positions of stationary workspaces (e.g., cashier stations, study or administrative desks) so employees and visitors can avoid working directly next to or opposite one another
- ☐ Consider closing shared spaces in which physical distancing would be difficult to enforce or maintain (e.g., break rooms, cafeterias)
- ☐ Develop plan to reduce congestion around time clocks or other congregation points
- ☐ Consider closing interactive exhibits that encourage closer interaction amongst guests and where it is not possible to disinfect between each use
- ☐ Consider closing study rooms, classrooms, other areas that may be challenging to continuously monitor, unless reserved in advance (please see LA City toolkit for Offices)
- ☐ Provide and use face coverings per LA City and County guidance
- ☐ Make regular announcements to remind visitors to follow physical distancing guidelines
- ☐ Stagger employee schedules to limit crowding during start / end / break times
- ☐ Restrict or eliminate non-essential employee travel
- ☐ Avoid in-person meetings as much as possible
- ☐ Discourage handshaking and engaging in any forms of unnecessary physical contact
- ☐ For retail spaces, reference LA City Retail toolkit and LA County guidelines

# Best Practices for Safe Operations

## Indoor Cultural Spaces

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### Cleaning and Sanitizing

- ☐ Use EPA-registered sanitation and disinfectant products
- ☐ Complete thorough and detailed cleaning of entire facility prior to resuming operations, with focus on high touch areas
- ☐ Complete frequent sanitization of high-touch surfaces and shared items, in accordance with CDC guidelines (e.g., door handles, tables, chairs, counters, restrooms, points of sale)
- ☐ Disinfect all reused or shareable material between each use (e.g., pens, chairs, etc.)
- ☐ For gift or internal retail stores, position staff at store entrance to clean shopping carts and baskets with disinfectant wipes between visitor uses (please see LA City toolkit for Retail)
- ☐ Make hand sanitizer readily available, including at room/building entrances
- ☐ Ensure sanitary facilities are operational and stocked with soap, hand sanitizer, and paper towels at all times
- ☐ Clean and sanitize restrooms regularly based on frequency of use
- ☐ Provide enough time for workers to clean before, during and after shifts; workers should be compensated for time spent on cleaning tasks they are assigned
- ☐ Consider reducing business hours for extra deep cleaning
- ☐ Cleaning staff should wear appropriate PPE for all cleaning tasks, including handling trash
- ☐ If cloth face coverings are being used, face coverings should be washed after each shift
- ☐ All employees and volunteers should clean hands often, including immediately after removing gloves and after contact with a person, by washing hands with soap and water for 20 seconds
- ☐ If an employee, volunteer, member, or visitor tests positive, close off areas used by sick person until any areas affected can be cleaned and disinfected per CDC guidelines

# Best Practices for Safe Operations

## Indoor Cultural Spaces

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### Employee Health and Personal Hygiene *(continued on next page)*

#### Los Angeles County Guidance

- ☐ Ask employees and volunteers to confirm (and document confirmation) they have not experienced COVID-19 CDC-defined symptoms, including fever, cough, and shortness of breath, for 14 days prior to return
- ☐ Everyone who can carry out their work duties from home has been directed to do so.
- ☐ Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible.
- ☐ Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home. Consider offering workers, docents, interns, and volunteer staff who request modified duties options that minimize their contact with customers and other employees (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- ☐ Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- ☐ All employees (including paid staff, docents, interns and volunteers; referred to collectively as “employees”) have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
  - ☐ Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government programs supporting sick leave and worker’s compensation for COVID19, including employee’s sick leave rights under the Families First Coronavirus Response Act and employee’s rights to workers’ compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor’s Executive Order N-62-20
- ☐ Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer’s plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- ☐ Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees’ arrival. A temperature check should be done at the worksite if feasible.



# Best Practices for Safe Operations

## Indoor Cultural Spaces



### Employee Health and Personal Hygiene *(continued on next page)*

- ☐ In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821.
- ☐ All employees who have contact with the public or other employees during their shift (s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others, Employees need not wear a cloth face covering when the employee is alone in a private office or a walled cubicle.
- ☐ Employees are instructed to wash their face coverings daily.
- ☐ Employees are also offered gloves for tasks that require them to handle frequently touched surfaces or for use during symptom screening.
- ☐ Consider the use of plexiglass dividers in areas where employees must interact with customers such as payment booths or information centers.
- ☐ Employee workstations at areas such as ticket or information booths are separated by at least 6 feet and common areas are configured to ensure physical distancing of at least 6 feet.
- ☐ Employees have been instructed to maintain at least a six (6) feet distance from visitors and from each other in all areas of the museum or gallery. Employees may momentarily come closer when necessary to accept payment, or as otherwise necessary.
- ☐ Break rooms, restrooms and other common areas are disinfected frequently
- ☐ Breaks are staggered to ensure that six (6) feet between employees can be maintained in break areas or break rooms have been reconfigured or closed with alternative spaces created for breaks so that physical distancing is possible.
- ☐ Employees are allowed frequent breaks to wash their hands.
- ☐ A copy of this protocol has been distributed to each employee.
- ☐ Each worker is assigned their own tools, equipment and defined workspace. Employees have been instructed to avoid sharing phones, tablets, two-way radios, other work supplies, or office equipment wherever possible. They have also been instructed to never share PPE.
- ☐ Where items must be shared, they are disinfected with a cleaner appropriate for the surface between shifts or uses, whichever is more frequent, including the following: shared office equipment, such as copiers, fax machines, printers, telephones, keyboards, terminals, ATM PIN pads, staplers, staple removers, letter openers, surfaces in reception areas, shared work stations, audio and video equipment (microphones, microphone stands, mixer boards, TV monitors), walkie talkies, etc.
- ☐ Time is provided for workers to implement cleaning practices during their shift. Cleaning assignments are assigned during working hours as part of the employees' job duties. Modify hours, if necessary, to ensure regular, thorough cleaning of workspaces, as appropriate. Options for third-party cleaning companies to assist with the increased cleaning demand are procured, as needed.



# Best Practices for Safe Operations

## Indoor Cultural Spaces

### Employee Health and Personal Hygiene *(continued from previous page)*

#### Additional Guidance

- ☐ Ask employees and volunteers to confirm (and document confirmation) they have not experienced COVID-19 CDC-defined symptoms, including fever, cough, and shortness of breath, for 14 days prior to return
- ☐ Require employees and volunteers who have COVID-19 CDC-defined symptoms to remain home until

# Best Practices for Safe Operations

## Indoor Cultural Spaces

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### Facility Safety *(continued on next page)*

#### Los Angeles County Guidance

- ☐ Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly.
- ☐ Common areas and frequently touched objects (e.g., tables, doorknobs or handles, credit card readers, light switches, grab bars, railings, placards, interactive exhibits, etc.) are disinfected on an hourly basis during business hours using EPA approved disinfectants and following manufacturer's instructions for use. Operators identify and disinfect surfaces that children are more likely to touch, such as sections of windows, exhibits, or fence posts closer to the ground.
- ☐ Thorough cleaning of any outdoor and indoor areas that employees or the public use or occupy in order to maintain operations of all indoor and outdoor exhibits is performed daily. This should include high traffic areas and shared workspaces (offices, meeting rooms, break rooms, etc.), and areas of ingress and egress (handrails, stairways, elevator controls, etc.)
- ☐ Visitors are encouraged to pre-purchase entrance fees on-line. If possible, tickets are digital with QR codes to allow for paperless and touchless systems.
- ☐ To the extent possible, visitors to the museum are registered in a visitor log that includes a visitor's name, phone number and email address which can also be done at the time of ticket purchase or registration.
- ☐ The entire facility is cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more often depending on frequency of use. Outdoor surfaces made of plastic or metal are also cleaned. Do not spray disinfectant on wooden surfaces, or sidewalks.
- ☐ Public restrooms are sanitized regularly using EPA approved disinfectants.
- ☐ Symptom checks are conducted before visitors may enter the establishment. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the visitor may be experiencing. These checks can be done remotely or in person upon the visitors' arrival.
- ☐ Visitors arriving at the establishment are asked to use hand sanitizer and instructed to wear a face covering while in the establishment and on the grounds of the establishment. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make use of a mask hazardous are exempted from this requirement. If possible, face coverings are available to visitors who arrive without them.
- ☐ Visitors arriving at the establishment with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits.
- ☐ Reusable gallery guides have been removed and replaced with single-use maps and guides, signage or with audio guides that can be accessed via personal electronic devices.
- ☐ To the extent it is consistent with the facility's obligations to individuals with disabilities, the use of audio headsets and other equipment lent to customers/visitors is discontinued unless they can be properly disinfected after each use. Consult equipment manufacturers to determine appropriate disinfection steps, particularly for soft, porous surfaces such as foam earmuffs.
- ☐ Hand sanitizer, tissues and trash cans are available to the public at or near the entrance of the facility and near any areas where food and beverages are offered.
- ☐ Sanitary facilities for employees and guests stay operational and stocked at all times and additional soap, paper towels, and hand sanitizer are provided when needed.

# Best Practices for Safe Operations

## Indoor Cultural Spaces

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### Facility Safety *(continued from previous page)*

#### Los Angeles County Guidance

- ☐ Hands-on interactive exhibits where customers or visitors may congregate remain closed.
- ☐ All playgrounds, climbing structures, enclosed bounce houses, etc. are closed in accordance with state guidelines as these areas promote congregating and are difficult to properly disinfect.
- ☐ All petting areas within zoos and aquariums are closed as these areas promote congregating and are difficult to properly disinfect.
- ☐ Gatherings and events, including birthday parties, are not permitted.
- ☐ To minimize the risk of Legionnaires' disease and other diseases associated with water, take steps to ensure that all water systems and features are safe to use after a prolonged facility shutdown.

#### Additional Guidance

- ☐ Log all employees and volunteers that come on-premise for purposes of supporting public health contact tracing
- ☐ Use no-touch common-use items where possible (e.g., trash cans, water fountains, hand sanitizer dispensers)
- ☐ Limit use of re-usable goods (e.g., bags, pens, etc.)
- ☐ Limit employee and volunteer contact with guests and guest items where possible (e.g., by closing coat check)
- ☐ Consider timed tickets for specific exhibits and limit entry capacity
- ☐ Confirm HVAC system is operating correctly; regularly clean and replace HVAC filters
- ☐ Increase air flow / ventilation (via HVAC or other means) where possible
- ☐ Explore outdoor options for breaks and lunch times, if available and safe
- ☐ Ensure adequate storage of necessary materials to meet PPE (face masks / coverings, gloves, etc.) and cleaning requirements
- ☐ Consider digitizing exhibit information, remove wall descriptions to avoid crowding
- ☐ Food services (i.e. restaurants, cafes) should remain to-go only, following LA City Curbside Pickup guidance, or be modified per Restaurant guidance
- ☐ Communicate health and safety guidelines to all employees, volunteers, and visitors, including available contact to report guideline violations
- ☐ Post signs for employees, volunteers, and visitors to remind them of physical distancing, PPE requirements (e.g., face coverings per LA City guidance), and to use hand sanitizer provided

# Best Practices for Safe Operations

## Indoor Cultural Spaces

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### Visitor Expectations

#### Los Angeles County Guidance

- ☐ Signage at the entry notifies customers of occupancy limits.
- ☐ Signs are displayed at entrances, waiting areas, and throughout outdoor gallery and museum spaces to remind visitors of the rules that are to be a condition of entry. The rules could include instructions on the use of hand sanitizer as well as the need to wear face coverings during the visit, maintain physical distance from employees and other guests/groups, and avoid unnecessary touching of surfaces, etc. Whenever possible, the rules are available digitally and include pictograms.
- ☐ Signs are posted that instruct visitors that they should stay home if sick with respiratory symptoms.
- ☐ Online outlets of the establishment (website, social media, etc.) provide clear information about establishment hours, required use of face coverings, limited occupancy, policies in regard to ticketing, admission, preordering, prepayment, pickup and/or delivery and other relevant issues.

#### Additional Guidance

- ☐ Have visible signage and implement signs throughout premise on health and safety guidelines (including proper hygiene and sanitization, physical distancing/PPE guidance, etc.)
- ☐ Make visitor safety guidelines publicly available
- ☐ Consider using social media to educate visitors on site guidelines and what to expect when visiting
- ☐ Encourage visitors to book online reservations in advance of visiting
- ☐ Encourage visitors to wear proper PPE, e.g., face coverings per LA City guidance, and consider offering face coverings upon entry



### Employee Support

- ☐ Identify employee and volunteer stressors; mitigate anxiety when going back to work through clear and transparent communication, listening, and surveying employees regularly
- ☐ Provide training and updates to employees and volunteers on new and pre-existing wellness programs, people policies, etc.

# Supporting Materials

## Indoor Cultural Spaces

The following supporting materials are intended to supplement the suggested best practices for safe operations.

### Signs to post – download at [Coronavirus.LACity.org/Business](https://Coronavirus.LACity.org/Business)

#### Key message of sign

#### Places to post



**Best practices:** Use PPE, keep 6' distance, wash hands, do not enter if feeling ill

*entryway, auditorium, office, break room, etc.*



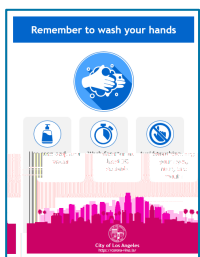
**Face coverings:** Reminder to wear face covering in accordance with LA City mandate

*entryway, shared spaces, etc.*



**Physical distancing:** Keep 6'+ of distance at all times

*near queuing areas or congregation points, exhibit rooms etc.*



**Washing hands:** Remember to wash with soap / water or hand sanitizer

*bathroom, kitchen, entry / exit, etc.*



# Supporting Materials

## Indoor Cultural Spaces

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### Example sanitization kit list and cleaning checklist

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#### *Sample on-site materials for cleaning and sanitizing*

- Hand soap readily available at every sink
- 60% alcohol-based hand sanitizer throughout (checkout area, etc.)
- Cleaning supplies (e.g., soap and water, bleach, rubbing alcohol, etc.)
- EPA-registered disinfectant products
- Disinfectant wipes
- Signs throughout buildings encouraging employees and visitors to frequently wash hands and sanitize
- Laundry detergent
- Disposable gloves, face masks and gowns for cleaning staff

#### *Sample cleaning checklist*

##### **Clean on a frequent basis:**

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Elevators</li><li>• Railings</li><li>• Countertops and other surfaces</li><li>• Workstations</li><li>• Shelves</li><li>• Break rooms</li><li>• Registers</li><li>• Doors and door handles</li></ul> | <ul style="list-style-type: none"><li>• Bathroom surfaces</li><li>• Carts, drawers and bins</li><li>• Glass windows</li><li>• Concession stands</li><li>• Parking ticket machines</li><li>• Check in counters</li><li>• Shelves</li><li>• Exhibits (where applicable)</li></ul> |
|---|---|

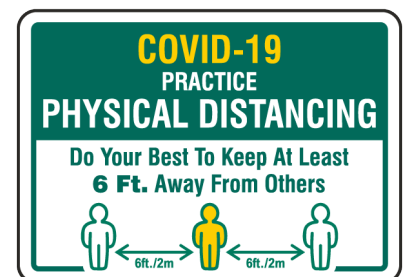
### Examples for physical distancing

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#### *Sample on-site materials for physical distancing*

- Signs throughout the facility (on windows, walls, etc.) reminding people to maintain proper physical distancing and remain 6 feet apart whenever possible
- Floor markings (e.g., tape or signs) placed 6 feet apart in waiting areas instructing guests / patrons where to stand
  - Include outside waiting areas (e.g. sidewalks)
- Floor markings of where to place tables and chairs to promote physical distancing
- Arrows on floor directing pathways for guests / patrons and employees to promote physical distancing throughout
- Partitions or plexiglass shields at checkout counters between guests / patrons and employees
- Creation of dedicated entrance(s) to control customer flow into facility and staff assigned to monitor capacity (at minimum 6-foot distance)
- Disposable wipes for cart and basket handles in retail spaces

#### Sample physical distancing sign



# Supporting Materials

## Indoor Cultural Spaces

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### Example employee training best practices

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#### *CDC recommended employee health guidelines*

- Employees and employers should consult the [CDC's Symptoms of Coronavirus](#)
- Employees with COVID-19 symptoms should report them to their supervisors immediately
- Sick employees should stay home and follow the [CDC's What to do if you are sick with COVID-19](#)
- Send home employees who experience COVID-19 symptoms at work
  - Clean and disinfect surfaces in their workspace
- Inform fellow employees if there has been a possible exposure to COVID-19 in the workplace while maintaining confidentiality
- Employees who are well, but know they have been exposed to COVID-19 should notify their supervisor and follow [CDC-recommended precautions](#)
- For previously sick employees who are returning, follow [CDC's guidance for discontinuation of home isolation for persons with COVID-19](#)

For additional training materials on employee health, please see:

- [FDA's Employee Health and Personal Hygiene Handbook](#)

#### *CDC recommended personal hygiene guidelines for employees*

- Wash hands for at least 20 seconds, especially after going to the bathroom, before eating, after blowing your nose, coughing or sneezing, and after extended contact with high-touch surfaces
- Always wash hands with soap and water. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol
- Avoid touching your eyes, nose and mouth with unwashed hands
- Cover your cough or sneeze with a tissue, then throw tissue in the trash and wash hands after
- Try not to use other employees' stations or other work tools and equipment when possible. If necessary, clean and disinfect them before and after use
- Clean and disinfect frequently touched objects around you

For detailed training materials please see:

[Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19](#) (CDC)



# Supporting Materials

## Indoor Cultural Spaces

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### Example communications best practices

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#### *Recommended employee communication practices for employers*

- Communicate frequently to make employees aware of operational changes for health and safety
- Provide details of the changes to employees, in writing
- Encourage employees to participate and comply with new work practices
- Conduct demonstrations and training to introduce new skills to staff before activities officially resume; examples include:
  - How to practice physical distancing/sanitizing at workstations and within dining areas
  - How to follow floor markings in facility, and how to instruct visitors on following floor markings
  - How to handle essential interactions with others at work
- Consider a variety of communication channels and materials, including email, text messages, posters/digital displays
- Consider communications focused on
  - Why the facility is safe and how it is following state guidelines
  - Instructions for how to prepare for arrival
  - Overview of what to expect when returning employees arrive, including new entrance guidelines, supplies, sanitization requirements, capacity limits, etc.

#### *Sample visitor communication topics*



##### Cleaning procedures

- Let guests / patrons know about adjusted cleaning guidelines

# Additional Resources

## Indoor Cultural Spaces

The following resources provide additional guidance for indoor cultural spaces on safe operations during the COVID-19 pandemic.

### *Additional resources on safe operations*

<i>Source</i>	<i>Description</i>	<i>Link</i>
CDC Guidelines for cleaning and disinfecting your facility	Comprehensive guide for facility cleaning and sanitization, including recommend disinfectants and procedures	<a href="https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html">https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html</a>
CDC Preparation guide for small businesses and employees	Guide for small businesses to protect employees from infectious outbreak and prepare for business disruption	<a href="https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html">https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html</a>
OSHA Guidance on Preparing Workplaces for COVID-19	Guide for how to protect employees from infection in a workspace	<a href="https://www.osha.gov/Publications/OSHA 3990.pdf">https://www.osha.gov/Publications/OSHA 3990.pdf</a>
American Alliance of Museums: COVID-19 Resources & Information for the Museum Field	Compiled resources for museums to plan and respond to coronavirus	<a href="https://www.aam-us.org/programs/about-museums/covid-19-resources-information-for-the-museum-field/">https://www.aam-us.org/programs/about-museums/covid-19-resources-information-for-the-museum-field/</a>
Institute of Museum and Library Services: COVID-19 Updates	A set of resources and informative resources to assist museums and libraries	<a href="https://www.imls.gov/coronavirus-covid-19-updates">https://www.imls.gov/coronavirus-covid-19-updates</a>

# Additional Resources

## Indoor Cultural Spaces

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The following city, county, state, and federal resources are available to support workers and businesses during the COVID-19 pandemic. This list will be updated as additional resources become available.

### *Additional Business Resources (1/3)*

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#### **City**

##### [Los Angeles City Small Business Emergency Microloan Program \(LA City\)](#)

In light of the sweeping impact the COVID-19 pandemic is having on our small business community, the City of Los Angeles has responded swiftly and decisively to support our local, community businesses. The newly established Small Business Emergency Microloan Program now provides financing needed to strengthen small business enterprises in this time of acute need that have been affected by the COVID-19 outbreak.

##### [Los Angeles Commercial Evictions Moratorium](#)

No landlord shall evict a commercial tenant in the City of Los Angeles during this local emergency period if the tenant is able to show an inability to pay rent due to circumstances related to the COVID-19 pandemic. These circumstances include loss of business income due to a COVID-19 related workplace closure, child care expenditures due to school closures, health care expenses related to being ill with COVID-19 or caring for a member of the tenant's household who is ill with COVID-19, or reasonable expenditures that stem from government-ordered emergency measures.

##### [L.A. CARES Corps](#)

LA CARES Corps is a partnership between the City and County of LA to provide small businesses with the help they need to apply for federal loans under the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

#### **County**

##### [Unemployment Insurance Work Sharing Program \(LA County\)](#)

Employers can apply for the Unemployment Insurance (UI) Work Sharing Program if reduced production, services, or other conditions cause them to seek an alternative to layoffs. The Work Sharing Program can help minimize the need for layoffs, retain trained employees and quickly prepare for when business conditions improve, and avoid the cost of recruiting, training and hiring new staff. It also helps employees whose hours and wages have been reduced keep their current job, receive UI benefits, and avoid financial hardships.

##### [Payroll Tax Assistance \(LA County\)](#)

Employers experiencing a hardship as a result of COVID-19 may request up to a 60-day extension of time from the EDD to file their state payroll reports and/or deposit state payroll taxes without penalty or interest. A written request for extension must be received within 60 days from the original delinquent date of the payment or return.

# Additional Resources

## Indoor Cultural Spaces

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### State

#### [Workers Compensation for COVID-19 \(State of CA\)](#)

Governor Gavin Newsom announced that workers who contract COVID-19 while on the job may be eligible to receive workers' compensation. The Governor signed an executive order that creates a time-limited rebuttable presumption for accessing workers' compensation benefits applicable to Californians who must work outside of their homes during the stay at home order. Those eligible will have the rebuttable presumption if they tested positive for COVID-19 or were diagnosed with COVID-19 and confirmed by a positive test within 14 days of performing a labor or service at a place of work after the stay at home order was issued on March 19, 2020. The presumption will stay in place for 60 days after issuance of the executive order.

#### [Waiving Penalties for Property Taxes \(State of CA\)](#)

The Governor signed an executive order that waives penalties for property taxes paid after April 10 for taxpayers who

# Additional Resources

## Indoor Cultural Spaces

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### *Additional Business Resources (3/3)*

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#### **Federal**

##### [Paycheck Protection Program \(SBA\)](#)

PPP offers small business loans with 1% interest rate to continue employing and paying employees and cover other business expenses during the crisis. This program provides \$349 billion in forgivable loans to help small businesses stay afloat. Qualified applicants include small businesses and nonprofits with 500 or fewer employees, including sole proprietors and independent contractors. The maximum loan granted will be equal to 2.5 times the average monthly payroll cost for the previous calendar year — up to \$10 million. SBA will forgive loans if all employees are kept on the payroll for eight weeks and the money is used for payroll, rent, mortgage interest, or utilities.

On April 27, the SBA began accepting applications for the *second round* of PPP. The \$484 billion COVID-19 rescue bill signed late last month by President Donald Trump included \$310 billion in new money for the latest bailout. The initial round of \$350 billion in forgivable PPP loans, which was allocated as part of the \$2.2 trillion CARES Act stimulus, were exhausted in less than two weeks. The loan will be forgiven if employees are kept on the payroll for eight weeks and if the money is used for payroll, rent, mortgage interest or utilities.

##### [Small Business Administration \(SBA\) Debt Relief](#)

The SBA will pay 6 months of principal, interest, and any associated fees that borrowers owe for all current 7(a), 504, and Microloans in regular servicing status as well as new 7(a), 504, and Microloans disbursed prior to September 27, 2020. This relief is not available for Paycheck Protection Program loans or Economic Injury Disaster loans. Borrowers do not need to apply for this assistance. SBA has notified 7(a), 504 and Microloan Lenders that it will pay these borrower loan payments. Lenders have been instructed to refrain from collecting loan payments from borrowers. If a borrower's payment was collected after March 27, 2020, lenders were instructed to inform the borrower that they have the option of having the loan payment returned by the lender or applying the loan payment to further reduce the loan balance after SBA's payment.