

Guidelines for the reopening of museums, art halls, knowledge educational activity centres, zoos/aquariums, libraries, archives and similar – 20 June 2020

Translated into English by IFLA

COVID-19 has serious consequences for Danes' everyday life, for Danish cultural life and for Danish cultural institutions. The government has taken many and far-reaching initiatives to mitigate the consequences of the outbreak.

Danes and Danish cultural life have followed the authorities' instructions, and the initiatives have shown great effect. The prerequisite for the reopening of cultural institutions and for the public to be expected to resume their visits is that staff and visitors can feel comfortable working at and visiting the institutions.

A safe reopening means that both the management and the staff of each institution should take joint responsibility together with the users of the institution. This is in order to ensure that the spread of infection is minimised, including ensuring distance between people and maintaining a heightened focus on health and social security. However, the overall responsibility remains the responsibility of the institutions.

The Minister for Culture has brought together concerned institutional leaders, representatives of sectoral organisations and the like, professional organisations and relevant authorities, etc. in a number of sectoral partnerships. This is done in order to draw up guidelines on how to properly improve the future reopening of cultural institutions.

The guidelines are indicative of the how the institutions can make a responsible arrangement in the light of the outbreak of COVID-19, and do not alter the obligations of the institutions as described in applicable legislation, including, for example, the ban on assemblies and the applicable requirements for premises to which the public has access (see applicable ordinance at the time of reopening), and changes in the Danish Health and Medicines Authority's guidelines for distance requirements in relation to COVID-19 may involve changes to the guidelines below the Guidelines.

The implementation of the guidelines will have to take account of institutional differences and needs, and implementation will have to be carried out in a way that will at the same time take account of creating a good framework for the working environment. Against this background, the Ministry of Culture is therefore proposing the following guidelines for the reopening of museums, art halls, knowledge educational activity centres, zoos/aquariums, libraries, archives and the like.

The guidelines are valid from 22 June 2020.

Conditions for gradual reopening

The following are general actions that should be implemented prior to and after reopening:

- Gradual and controlled reopening should be managed so that the recommendations and guidelines of health authorities can be followed for the individual and for the institution as a whole.

- Everyone should therefore first of all observe the basic elements of prevention of the spread of infection, which is: (a) Isolation of persons with symptoms, e.g. in your own home or hospital, (b) Hygiene with focus on cough etiquette, hand hygiene and contact points, c) Contact reduction with focus on distance, frequency, duration and barriers.
- Prior to reopening, each institution should ensure that the framework for compliance with all health authorities' instructions on distance requirements for individuals, hygiene, etc. are in place, that the guidelines are on noticeboards or posters, and that water and soap or alcoholic gel (70-85% alcohol) are available to both employees and the public.
- The management of each institution should continuously monitor how the gradual opening is going.
- In addition, the gradual reopening requires that the necessary underlying support functions, not least cleaning, are present.

Employers are encouraged to involve employees in planning the measures. Employers must involve employees in the planning of concrete actions, with a view to this, in cooperation on safety and health at work. Where there is a staff representative body in the institution, plans must be drawn up with its involvement.

General guidelines for the organisation of work and the protection of employees and users/visitors

For employees at risk of serious disease with COVID 19, it is recommended that the management, in dialogue with the individual employee, make a specific and individual assessment based on the Danish Health and Medicines Authority's guidance in this area.

- It is recommended that volunteers who are at risk of serious disease with COVID-19 do not perform volunteer work at the institution until further notice.
- Each institution should, as far as possible, review its work processes to reduce the time of close contact between staff and the public, and special steps should be taken as far as possible to avoid close contacts altogether.
- Special steps should be taken as far as possible to avoid close between employees and the public, e.g. payment. For example, you can encourage the purchase of tickets online, etc. and introduce additional security measures in close contacts (e.g. setting up separation at payment points or citizen desks, etc.).
- All employees should be informed and comply with the Danish Health and Medicines Authority's recommendations for good hygiene and appropriate behaviour, including regular and thorough hand washing.
- Each institution may, where appropriate, reduce the number of workers by, for example, to introduce staggered attendance and division of employees into teams.

The institution should ensure thorough cleaning of common contact points at least once a day and more often by many visitors, including with a special focus on handles, gel changes, light switches, table surfaces, water bodies, cash registers, card terminals and lending and delivery vehicles, etc.)

- Each institution should, as far as possible, provide an overview of the different contact points, including door handles and push buttons, and clearly indicate to users that they are contact points.
- As far as possible, consideration should be given to contactless solutions where this is possible.

- Non-necessary contact points should be removed.
- Toilets (both public and employee toilets) should be thoroughly cleaned (frequency after a specific assessment), all surfaces should be washed and contact points disinfected. Water and liquid soap should be available. There should be no shared towels, but disposable towels.
- Dustbins should be emptied daily and always before full.
- Cleaning of each workstation should be ensured when an employee leaves the workstation and another employee has to take it over, in particular in the case of cash registers.
- Health authorities' recommendations on distance, and rules for the number of persons per area should always be observed in both public and employee areas.
- In order to ensure that distance is maintained, institutions should, wherever it is appropriate, use behavioural regulatory devices and practical measures such as space divisions and space tape or other distance markings.
- The institutions must comply with the applicable assembly ban. It is important to however, the total volume of the audience present on an institution open in accordance with these guidelines is not in itself regarded as an assembly. Arrangements which can be implemented in accordance with both the assembly ban and the recommendations of the health authorities on distance can be implemented. Events where the audience essentially sits down are exempt from the assembly bid. Here an upper limit applies to participants in the event of 500 people including staff, performers, etc. Please refer to the Ministry of Culture's guidelines for this.
- Cafes, restaurants, rental units and the like follow the general guidelines, including rules for take-away.

Managing illness and symptoms

- Employees should not show up for work if they have mild symptoms that may indicate COVID-19. A sick employee's workstation should be cleaned immediately after the disease is identified. After a sickness absence, employees may not appear back to work until 48 hours after symptoms have ceased
- Employees whose family or close contacts have symptoms or are infected should follow the Danish Health and Medicines Authority's guidelines for "close contacts".
- Information should be provided in or at the premises that people with symptoms of COVID-19 should stay in isolation at home and follow good hygiene and appropriate behaviour in public spaces. The information material mentioned in the first part of the information document. section is published by the Danish Health and Medicines Authority, and is available.

Special measures on specific types of institutions Additional guidelines for libraries (to be used as appropriate by archives):

- Alcoholic hand sanitiser (70-85 per cent) should be available in lending areas. Borrowers should be encouraged to use this on arrival, every time they move between parts of the library, and whenever using the lending and return terminal.
- Reading rooms and seating areas should comply with health authorities' requirements for and must comply with order requirements for area per person. However, there is only a requirement of 2m² per person in reading rooms and the like. Reading/study places should be cleaned between each visitor (but after a specific assessment of needs) or visitors should be able to carry out their own cleaning.

- Alcoholic hand-sanitiser (70-85 per cent) should be available for PCs, printers and similar equipment and visitors should be encouraged to use it before and after use of the equipment.
- Libraries are encouraged to clean equipment used by the public services on a daily or more frequent basis, including PCs, printers and other equipment.
- Libraries should offer disposable gloves for self-service machines, e.g. at the stations where books are lent and delivered.
- Library staff should continuously monitor to ensure that the guidelines are followed.
- Libraries should consider whether unmanned opening hours can take place in a sound manner and should regularly check compliance with guidelines during unmanned opening hours.
- Delivered materials should be handled adequately by staff. Staff should frequently sanitise or wash their hands.
- It is considered that there is no need for special measures in the field of materials returned by users or which patrons briefly touch to consider home loans before returning them.

Additional guidelines for indoor public areas in museums, art halls, knowledge educational activity centres, zoos/aquariums:

- The institutions should have a special focus on managing guest capacity, including introducing a capacity limitation in relation to a maximum number of simultaneous guests based on the institution's size and the risk of overcrowding.
- Institutions should focus on the management of guest flows and, where appropriate, monitor this on an ongoing basis. In particular, it is important to avoid large queues at in-corridors and to specific premises, and there can be beneficial queue management, e.g. via numbering system or clear signage. There should be staff/guards who have the task of preventing the formation of close groups.
- Consideration should be given to online time booking and limitation of visit duration with to control the volume of visits where necessary, taking into account the size of the audience.
- Caution should be exercised with objects such as "touch screens", or educational objects which are touched by many people. The public should be able to use hand sanitiser (70-85% alcohol) both before and after use. Alternatively, such objects should be avoided.

Further information Ministry of Culture's Corona Hotline 3374 5000 open 9.00-16.00

The Labour Inspectorate is responsible for advising companies. As a company, you can also contact the business hotline on 7220 0034, which can refer to the appropriate authority. See also virksomhedsguiden.dk

Find the Danish Labour Inspectorate's information material here: <https://at.dk/corona/>

Find the Danish Health and Medicines Authority's recommendations here: www.sst.dk/da/corona

Contact the Labour Inspectorate for further guidance on a general safe construction of the workplace at: 7012 1288.

Contact the regulatory community hotline on 7020 0233 for general information on how to deal with COVID-19.