

Esker Foundation

Visitor

Policies and Procedures for COVID-19

June 2020

Visiting the Gallery:

A timed entry ticketing system will be used to manage the number and flow of visitors in the gallery throughout the day, to collect basic contact details, and to ensure all guests understand the safety guidelines required while visiting.

Tickets must be reserved online in advance of arrival. AS the building will be closed walk-ins will not be admitted.

The public will be informed of the new ticketing system on our website, email, and social media.

Both the main stairwell and the public elevators will be available for visitors to access the 4th floor. If using the elevator visitors are asked to follow elevator etiquette outlined by Alberta Health Services. Signs will be posted and maintained by the building.

Physical distancing floor markers will be installed in the hallway outside the gallery doors to help manage the arrival of guests.

Gallery visitors will be greeted and checked-in by staff at a desk outside the gallery. This desk will be fitted with a Plexi front to ensure the safety of the staff. Guests will be asked if they are experiencing any symptoms or feeling ill, if they indicate they are we will ask them to rebook.

Guests will be asked to put on their masks before entering the gallery, if they do not have a mask Esker will provide one. Guest will be asked to use the hand sanitizer provided before entry into the gallery, and again once inside the gallery.

Guests will enter the gallery through the revolving door, this door will be designated as the “in” door. Once their visit is complete, they will exit through the door next to the revolving door, this will be designated as the “out” door. Both doors will be clearly marked “in” or “out” to prevent confusion. Consideration to accessibility will be made, allowing for those who are unable to use the rotating door to use the side entrance.

The front desk will have stanchions installed around it to create the required 2 metres of physical distance for staff. Stanchions/signs will be used to indicate where guests should stand when waiting to make a bookshop purchase or ask a question. This part of the desk will be fitted with a Plexi front to ensure the safety of all. Esker will only accept debit or credit transactions. All purchases are final sale. No coat check will be available, guests are asked to leave all coats and large bags in their vehicles when possible. If a visitor does not arrive by car, they will have to keep their belongings with them.

Guests will have 1 hour to visit the exhibition following the start time indicated on their ticket. Late arrivals will not be given additional time.

Visitors to Esker Foundation are required to maintain a 2 metre distance from other groups while at the gallery. Esker will implement a variety of measures to ensure visitors are able to maintain appropriate physical distance while at the gallery.

Signs reminding guests of physical distancing, hygiene protocols, and one-way traffic flow, when necessary, will be posted.

Visitors are not allowed to touch the artwork.

Once visitors have finished their visit, they can self-validate parking and exit using the “out” door.

No public programs or tours will be offered in-person until further restrictions are lifted. The Lantern Library and Nest have been temporarily closed. Facility/Nest bookings are currently suspended.

Cleaning and Disinfecting:

Cleaning and disinfectant products will be used to clean the gallery. All disinfectants must have a Drug Identification Number (DIN) and a virucidal claim (efficacy against viruses). If unavailable or not appropriate staff will use a bleach-water solution with 20 ml (4 teaspoons) of unscented, household bleach to 1000 ml (4 cups) water. Disposable towels and spray cleaners, or disposable wipes, will also be available to clean commonly used surfaces

Employees will use the “wipe-twice” method when cleaning the gallery. This involves wiping surfaces with a cleaning agent to clean off soil and then wiping again with a disinfectant. The POS and iPads will be cleaned after every use. High touch surfaces throughout the gallery will be cleaned and disinfected three times a day (11:30am, 1:30pm, 3:30pm). This includes the revolving door, the side door, the front desk, the ticket validator, the bookshop display, freight elevator buttons, light switches, the door handles to the prep area, kitchen, and bathrooms. The gallery will be cleaned nightly by the building cleaning staff. Garbage bins will be available at entrances and exits to the gallery, these will be emptied by the building cleaning staff at night.

The building management will oversee the necessary adjustments and regular cleaning of the public washrooms, common stairs, elevator, parkade vestibule entrances, and all other high traffic areas in the building.

The public water fountains in the building will be closed.

Screening for Symptoms:

Esker Foundation encourages all visitors with symptoms such as fever, sore throat, cough, runny nose or difficulty breathing to stay home and complete the COVID-19 self- assessment on the Alberta Health website or call 811.<https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>

Visitors will be asked a simple COVID-19 self-assessment upon arrival to insure they are not feeling ill or showing symptoms. If a guest comes to Esker Foundation and feels sick or shows symptoms, they will be asked to go home. While exiting the premises they should follow hand hygiene and respiratory etiquette and maintain at least 2 metres distance from employees and other guests. Esker must clean and disinfect any surfaces and areas the guest has touched.

A list of all employees, volunteers, and guests that had close contact with the ill guest will be compiled in case it is needed for contact tracing. If the guest does not have their own transportation, Esker will support them in arranging transportation. Sick individuals are not allowed to take public transportation. While waiting for transportation they will be required to wear a mask and isolate in a back room of the gallery.

Personal Protective Equipment:

Visitors are required to wear masks for the duration of their visit to Esker Foundation, they will be notified of this policy on the website, social media, on signage, when they book their tickets to visit, and in their booking confirmation email. Visitors will be asked to bring their own masks with them when they visit. If they do not bring a mask Esker will provide disposable masks.

Hand sanitizer will be provided at the gallery entrance and exit.

Responsibilities:

All employees of Esker Foundation are responsible to make sure that visitors are following the outlined precautions. Guests that are not following the guidelines will be politely reminded of them. If they continue to disregard the guidelines, they will be asked to leave the gallery.

Visitors will provide basic contact information when they register, this information will only be used to contact them in the event of a known exposure.

The Atlantic Art Block Building is taking all precautions to ensure the safety of building tenants and guests.