

# 2021 FORT NIAGARA COVID 19 PROTOCOL

## VISITOR INFORMATION

Hours of Operation:

April-May 2021- Wednesday through Sunday 10:00 a.m. - 4:00 p.m.

Hours are subject to change. Check here for updates.

## OUR SAFETY PLAN

### **Important Information:**

- 1. If you are sick, please do not enter and encourage your family not to enter until you are all well.**
- 2. Wear face coverings as per NYS law.**
- 3. Maintain minimum 6-foot social distance.**
- 4. We are committed to keeping you healthy and safe, but we cannot guarantee you will not be exposed to COVID-19. We rely on you to protect yourself by washing your hands often and avoid touching your face, maintain your distance from others, avoid touching surfaces.**

### **Health Monitoring**

All employees are required to monitor their health and will be subject to daily touchless temperature checks. They will not report to work if showing any symptoms of Covid-19 (congestion, cough, fever, muscle pain, chills, sore throat, new loss of taste or smell) but will communicate their absence and reason for the same to the Executive Director or designee. An employee or volunteer who becomes sick or displays any symptoms for Covid-19 will immediately be sent home by the Executive Director or designee. Employees displaying symptoms must be tested and self-isolate if awaiting test results. They will stay home for 14 days or until a subsequent negative test result.

Staff reporting to work must sign in certifying that they have no Covid-19 symptoms, no positive testing within the last 14 days and have not knowingly had contact with a Covid-19 case within the past 14 days or other high risk behavior, such as air travel or travel to hot spots.

Information on local health facilities and testing locations is located at the Visitor Center desk and main office.

### **Social Distancing**

Building occupancy will be limited to 25% capacity. Staff will monitor access and egress to building spaces. Staff will maintain capacity limits by asking visitors to wait or redirecting them to unoccupied spaces. Distinct spaces and corresponding capacities (based on square footage) are:

- a. Visitor Center Lobby - 10
- b. Museum Shop - 8
- c. Museum and Theater – 20
- d. South Redoubt - 10
- e. Provisions Storehouse - 10
- f. Log Cabin -10
- g. Bake House – One Travel Party only
- h. French Castle – 25
- i. North Redoubt - 15

Travel parties (mix of family and friends) will go through the fort together. Even in groups of ten or less, social distancing should be maintained from others who are not part of the same family/travel party. Encourage visitors to move in a clockwise direction around the site.

Visitors will enter the French Castle through the Lower Guard Room door. They will travel in a clockwise direction, visiting the first floor, the second floor and the third in that order. Staircases are one-way. Upon descending from the third floor, visitors will exit the Castle via the Trade Room. Staff will direct visitors how to proceed.

All living history demonstrations will occur outdoors in a specially roped off area.

Visitor Center theater capacity is 10.

### **Cleanliness and Sanitation**

Place acrylic screens in the following locations as “sneeze barriers”

- Admissions desk
- Museum Shop counter
- Log Cabin food Service

Frequently clean door handles, trash receptacles, light switches, phones, computers, office equipment, handrails, tables, seats, benches, toilets, sinks, faucets, soap dispensers, towel dispensers, counter tops, point of sales equipment, phones, radios. Staff to clean their own work area between transactions by wiping down surfaces between transactions with disinfecting spray.

Buildings and Grounds will coordinate cleaning logs that document date time and scope of cleaning.

Sanitize wheel chairs between uses.

Cash-credit card handling- wear gloves, sanitize hands between transactions.

Open doors and windows where possible to increase airflow and reduce the number of touch points.

### **Personal Hygiene**

Encourage frequent hand washing for staff and visitors.

Hand sanitizer will be placed in the following locations;

- Visitor Center Lobby
- Visitor Center Restrooms
- Provisions Storehouse
- Castle Restrooms
- Log Cabin

Wipe counters, keypads and other high-touch surfaces between uses.

Employees to wash hands or use hand sanitizer between transactions.

Encourage at least 20 second hand washing.

### **Personal Protective Equipment**

Staff to wear masks when social distancing cannot be maintained. Masks are not to be shared.

Admissions, museum shop and food service staff to wear gloves.

All staff and visitors required to wear face coverings in public buildings. **Those without masks will not be admitted.**

### **Food Service**

-follow FDA best practices and observe all of the above guidelines. In addition,

-No buffet style or shared food.

-Simplify menu to pre-packaged items or foods requiring minimal preparation.

-Outdoor seating only- tables at least 6 feet apart.

-Visitors seated at the same table must be from the same travel party. There shall be no more than 10 persons per table.

-Establish one-way traffic in serving area- in the double doors and out the back room.

-Limit occupancy of serving area to 10 persons.

-Vendor drop off will be at the north end of the Log Cabin, away from visitor traffic. All incoming packaging will be wiped down with disinfectant.

-Kitchen- minimize sharing of kitchen equipment. Adhere to hygiene, cleaning and disinfection requirements from CDC and NYS Department of Health. Clean and disinfect shared surfaces before and after use. Clean equipment when employees change workstations.

-Wash hands and replace gloves frequently.

-Offer only limited condiments in single use, disposable packages

-Hand sanitizer and masks will be available for purchase in the museum shop.