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# Recommendations and Considerations When Re-Opening Museums

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The intention of this guide is to provide cultural and heritage organizations with some points of consideration when contemplating the task of re-opening after the forced COVID-19 closure. There are four main steps that are looked at: Isolation, Staff Re-Entry, Re-Opening to the Public, and Continuous Monitoring. Each of these steps has its own considerations. This guide is not all-inclusive, each institution that has been affected by the COVID-19 pandemic should approach this guide as suggestions, adapt it to what your organization has and needs. This is to give you a starting point when tackling the complex issue of re-opening.

## Step 1: Isolation

Isolation is recommended to ensure that there is no risk of contracting COVID-19 from collections.<sup>1</sup> The virus can persist on some surfaces for up to 9 days, therefore, 9 days is the length of the time recommended for isolation of the building(s). For this period of isolation to be successful, there are a few things to take into account:

### 1. Security

- Absolutely no one should enter the building(s) once isolation has started. To ensure the security of the facility in the absence of staff regularly on-site prior to closure,<sup>2</sup> organizations should consider:
  - i. Do a full sweep of the building(s) interior to ensure everything is securely shut and fastened;
  - ii. Security system;
  - iii. Pest Management;
  - iv. Check the physical exterior of the building daily along with perimeter
    - Assign role(s), who will be checking on the building(s) during isolation?

### 2. Re-opening in a COVID-19 reality will require cleaning supplies and personal protective equipment (PPE).<sup>3</sup> Conducting an inventory of the cleaning supplies and PPE available on-site is a priority before you can even start cleaning.

- Assess what supplies are currently available on-site.<sup>4</sup>
- Use this isolation time to purchase or order the necessary cleaning supplies and PPE to properly clean upon return.

### 3. Take what you need with you to work remotely:

- You must not go on-site for any reason during this 9-day isolation of your museum. Therefore, ensure that you take with you all that you need in order to work for the duration of the isolation.

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<sup>1</sup> Recommendation of a quarantine period of 9 days is taken from [“Caring for Heritage Collections during the COVID-19 pandemic”](#)

<sup>2</sup> If you are a seasonal museum, please follow your seasonal closing procedures. If you do not have closing procedures in place, consult the Canadian Conservation Institute’s [“Closing a Museum for the Winter”](#)

<sup>3</sup> The Government of Saskatchewan has compiled a list of “Pandemic Suppliers” which can be found here at [“Accessing Personal Protective Equipment”](#).

<sup>4</sup> Please refer to the Government of Canada’s [“Hard surface disinfectants and hand sanitizer”](#) to help you identify what products you will need.

- Set up necessary means of working remotely.<sup>5</sup>

However, if isolation of the building(s) is not a realistic expectation for your organization, consider the possibility of isolating essential staff that require access to the building(s) during this period. Have on-site staff wear a full Tyvek® suit sealed at ankles and wrists, disposable gloves, respirator or facemask, face shield or safety goggles, and hood pulled up. This protects both those on-site and the building from any cross contamination during this necessary period of isolation.

Isolation is the best means of ensuring your work environment and collections are safe. If there are circumstances that currently make this step difficult or impossible to meet, is it possible to isolate the building at a later date before re-opening to the public?

## Step 2: Staff Re-Entry

There are still physical distancing practices in place and this will impact how you go about re-opening your facility. First identify a few people (the number of which will be dependent on the size of your organization and the building) who will be the re-entry team. Your re-entry team will be responsible for cleaning and conducting the initial assessment of what needs to be done to prepare for re-opening. **Availability of cleaning supplies and PPE will impact the timeline for this step.**

### Re-Entry Team<sup>6</sup>

The people that will comprise your re-entry team should be able to carry-out cleaning duties and re-arrangement of furniture/barriers as required. They should also be physically healthy. Check-in with your re-entry team before they are scheduled to go into your museum to ensure that they are not running a fever and have not been sick in the last few days, also consider the health of those with whom they are quarantined. Even if they are healthy, but a spouse is unwell, consider not having them participate in re-entry. Have a list of alternate staff (or volunteers) who are willing and able to take their place.

- Identify re-entry team;
- Contact re-entry team, let them know in advance when they should anticipate going back on-site;
- Check-in to ensure they are healthy enough to participate.

Your re-entry team will need personal protective equipment (PPE) and cleaning supplies.<sup>7</sup> Be sure to factor in, whenever possible, appropriate physical distancing protocols when

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<sup>5</sup> If you do not yet have a system in place, please look at the [“Supporting Seasonal Staff During COVID-19: A Quick Guide for Canadian Museums”](#), as it provides some ideas as to how this may look at your organization.

<sup>6</sup> The National Center for Preservation Technology and Training has a fabulous video covering [Re-Entry to Cultural Sites](#).

<sup>7</sup> There are resources available to help you in identifying what are appropriate supplies to clean and disinfect a variety of surfaces [“Cleaning and disinfecting public spaces \(COVID-19\)”](#) from the Government of Canada, [“Cleaning and Disinfecting Your Facility”](#) and [“Reopening Guidance for Cleaning and Disinfecting: Public Spaces, Workplaces, Businesses, Schools, and Homes”](#) from the Centers for Disease Control and Prevention,

initiating re-entry. Consider having staff arrive at different times, working in different areas in the building instead of occupying the same spaces.

#### Tasks of re-entry team

- Identify the commonly used and frequently touched areas; these will need to be cleaned regularly once your facility re-opens to the public. Determine how frequently they will need to be cleaned (**DO NOT CLEAN YOUR COLLECTIONS OR HERITAGE MATERIALS**);
  - Things like public toilets should be cleaned regularly – Regular scheduled cleaning should include door handles, light switches, stall doors, sinks, taps, faucets, handles, etc.
  - Post a schedule stating the times for scheduled cleaning and who is responsible for completing the work.<sup>8</sup>
    - Leave the necessary cleaning supplies readily available for visitors to use to clean as required.
  - Frequently touched surfaces – elevators, light switches, door handles, push bars, stair railings, door frames, etc.; will need to be cleaned after use – consider having supplies readily available near these surfaces to facilitate cleaning.
    - Make your building as accessible as possible. If you have doors that separate exhibition spaces, consider propping them open to minimize unnecessary contact with surfaces.
- Develop a timeline of what needs to be re-opened:
  - Cleaning thoroughly takes time, how much time will it take to acquire the necessary supplies? (there are shortages of PPE and cleaning supplies);
  - Barriers will need to be constructed to provide additional safety measures for staff, visitors, and volunteers. Consider repurposing plexi-glass to provide a physical barrier at any dedicated staff spaces in public areas (i.e. admissions desk). If you do not have plexi-glass on-hand, factor in the time it will take to order the necessary supplies to construct an appropriate barrier to enforce physical distancing measures. Wherever and whenever possible move staff operating spaces out of public areas.
- Circulate fresh air throughout the building to the best of your ability (this is also a recommendation under Step 3).
  - Each organization will need to evaluate the risk or feasibility of increasing ventilation and its impact on collections:
    - When and where possible open windows;

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and a list of [Personal Protective Equipment Pandemic Suppliers](#) has been compiled by the Government of Saskatchewan.

<sup>8</sup> Examples of staff schedules for cleaning various locations can be found in the appendices of this document.

- Increase outdoor intake as much as your HVAC system can accommodate during occupied hours, or flush the ventilation system for two hours before and after occupation.<sup>9</sup>
- Evaluate the communal areas:
  - Public seating – consider the surfaces; bleach is the most effective disinfectant, but it is not suitable for all surfaces. Replace soft surfaces (like faux leather ottomans) for hard plastic surfaces that can be easily cleaned with harsh disinfectants without damaging the surface.
  - Remove anything that cannot be easily cleaned or disinfected from public areas to reduce chances of the public interacting with these items.
- New flow layout (also covered under Step 3) may impact how people read exhibitions – have a designated layout to accommodate a defined path from entry to exit – and may impact future exhibit layout for temporary displays.
  - One-way flow should also be established for outdoor displays – provide appropriate signage to facilitate this change.
- If you have had to temporarily lay off staff, ensure that you factor in time to rehire and retrain staff and volunteers (to meet new standards of health and safety to combat the spread of COVID-19). This will not be something that can be done in one day. Depending on the size of your organization you will need to accommodate the number of staff you need to retrain and the staggering of schedules to rotate days on – adjust to days open, and days needed to thoroughly clean in-between.
- Communication:
  - Re-entry staff should communicate progress and concerns with the rest of staff. Up-date rest of staff on timelines.
    - Ask your staff and volunteers what would make them feel safe to return to work.
  - Let your community know what you are doing. Let them know what you are doing to protect them; let them know about your re-opening strategy:
    - Ask your audience/membership what would make them feel safe to return to visit your museum.<sup>10</sup>

It is advisable to be open about what you are doing to make your organization accessible and safe for staff, volunteers, and visitors alike.

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<sup>9</sup> The Canadian Conservation Institute's Tom Strang gave an interesting talk on "[Caring for Heritage Collections during the COVID-19 Pandemic: Focus on Reopening](#)" which covered this point (at 50m36s into video).

<sup>10</sup> For feedback on how some of the members of the public feel about re-entry to heritage facilities, please see the Wilkening Consulting's "[Museums And The Pandemic: Data Story #3 – When Will Audiences Be Ready To Return To Museums? And What Will Help Them Feel Safe And Comfortable?](#)"

### Step 3: Re-Opening to the Public

This re-opening will not be typical; there will still be health protocols in place, and these considerations will impact your day-to-day operations. Some activities may have to be suspended or altered to align with necessary physical distancing standards including remaining a minimum of 2m/6ft apart. It is important to note that the re-opening of your museum to the public will likely be a phased, gradual process. You will likely not be able to offer a full, robust programming schedule for the foreseeable future. In practice this may look like opening exhibits first, then opening a limited range of programs once you have managed your exhibition openings and trouble shooting through that. What follows are a list of considerations to be taken into account in order to successfully open to the public, and bear in mind that the **availability of supplies will impact the feasibility of this stage**.

- Communication
  - Keep the public up-to-date on any changes to operations (adjusted hours, opening days, admissions, etc.) – let the public know what you have done and what you are doing to keep them safe.
  - Keep volunteers and staff involved in the conversation; keep them up-to-date on operations and procedures as well.
- Use entry surveys asking visitors, volunteers, and staff i.e. are you feeling well, do you have a fever, have you been sick in the last three days, etc. These questions should be asked prior to admission or at registration (however you are admitting people to your organization). As a public institution you have an obligation to the health and safety of the public.
  - Make sure you have posted visibly on all your social media, website, throughout your museum, and prominently at public entrances your new protocols and concerns, i.e. if you are not feeling well stay home, etc.
- Circulate fresh air throughout your building(s). The increase of external air flow into the building(s) helps to dilute possible contaminated air, thereby reducing the risk of contagion.
  - When and where possible open windows;
  - Increase outdoor intake as much as your HVAC system can accommodate during occupied hours, or flush the ventilation system for two hours before and after occupation.<sup>11</sup>
- Daily considerations for staff:
  - Regular cleaning of common areas and high-touch areas should be carried out throughout the day, regardless of whether visitors are present.
    - Have a schedule posted for staff to follow.<sup>12</sup>

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<sup>11</sup> The Canadian Conservation Institute's Tom Strang gave an interesting talk on "[Caring for Heritage Collections during the COVID-19 Pandemic: Focus on Reopening](#)" which covered this point (at 50m36s into video).

<sup>12</sup> A couple of samples of cleaning checklists for staff use in common areas have been included in the Appendix.

- Staff should be trained to avoid touching their faces and to wash their hands often. It may also be prudent to advise staff to have hair tied back and kept off their face to help avoid unnecessary contact.
- You may have to adjust hours and opening schedule to accommodate regular, proper cleaning of common areas (regardless of presence of visitors, regular cleaning should be carried out throughout the facility).
  - If your hours have been adjusted, make sure these changes are made visible on social media, website, throughout your organization, and are prominently displayed at the visitor entrance.
- Limit the number of people inside the building at any one time (including visitors, staff, and volunteers).
  - Consider the size of all exhibition/gallery spaces in your building(s) and how many people can safely be in each space while maintaining the minimum recommended physical distancing space between them (2 metres). Indicate spaces on floor with chalk, tape, vinyl, etc., as a visual aid to visitors to ensure their safety. – The capacity should be the maximum number of people in your **smallest** exhibition space (unless it exceeds provincial restrictions on gatherings). Also consider the number of entrances and exits to exhibition spaces – if there are multiples, have one designated for entry and one designated as the exit.
  - There should be a clearly established flow for walking through your institution to help enforce the physical distancing and crowd sizing measures. Plan a route through your museum. Make sure these paths are clearly communicated to visitors, these can be posters reminding the audience of safe physical distancing, arrows on floors or walls to encourage proceeding in a specific direction, markers physically on the floor at 6ft/2m to help visualize necessary distances between people, etc.
  - All new procedures must be widely circulated: post on social media, website, make these changes visible throughout your institution, and have them posted prominently at visitor entrances.
- Stagger work schedules:
  - Dedicated staff schedule;
  - Dedicated volunteer schedule;
  - What do regular hours for visitors look like now that you dedicated hours or days for specific exhibits/activities?
  - Open visitor hours will be different from regular museum hours to accommodate various institutional commitments and staff needs.
- Avoid physical contact; this includes minimizing hand-to-hand exchanges like money, or contracts.
  - Use online ticket purchasing and timed entry to help manage capacity restrictions.<sup>13</sup>

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<sup>13</sup> See appendix 5 for a sample list of what is available.

- Also consider using your social media and website to help facilitate schedules – make sure these changes are visible and promoted on your website, social media, and anywhere visitors can find you.
  - If timed ticketing is not available to you, consider having people queue outside your organization to await admission, much like at a grocery store (notify the public of changes to admissions, using signs at main entrance, posts on social media, up-date website, etc.);
    - Be sure to appropriately indicate physical distancing measures for the admittance line outside your organization, this can be chalk outlines on the sidewalk or wooden stakes in the ground, anything to indicate where and how the queue should form.
  - Process only debit or credit card transactions;
  - If you do not have the means to process transactions by debit or credit cards, consider waiving admission fees in favour of donations in a box instead;
    - If you need to handle money take appropriate precautions; use disposable gloves, hand sanitizer after handling cash, and wash hands with soap and water. Adjust your cash handling/counting procedures to reflect these concerns.
  - Conduct business by e-mail – either digital signatures which can be added to documents or personal printer and scanner to print, sign, scan, and re-send.
  - If alternatives to cash are not available ensure staff can regularly wash hands and are provided with hand sanitizer at their personal work stations.
  - Consider the means of collecting feedback from your visitors. A traditional guestbook cannot be disinfected.
    - Encourage visitors to leave a post on your Facebook page.
  - Have hand sanitizer stations set up throughout your museum, readily accessible to visitors (consider having these stations monitored as alcohol-based hand sanitizer may be subject to abuse).
- Consider areas or equipment that are not so easily cleaned or disinfected (electronics, interactives, etc.) and how best to deal with them:
  - Museum interactives – consider taking off-line or off display. If they are kept operational, they must be cleaned thoroughly between uses. It is easier and less of a strain on resources to simply remove them during these uncertain times. (Of course, if you have the means, you may offer your visitors a disposable stylus, or returnable (to be cleaned upon return) stylus or other such device to accommodate the use of interactives).
  - Scavenger hunt activities on clipboards (or similar activities) – have a bin of clean new materials that are handed out by staff to participants and have participants deposit all used materials in separate bins for disinfecting at the end of the session – or simply do not have at all.
  - Dress up boxes or other such costume ideas – do not have. Take them out of circulation.



- Impact on programming – briefly mentioned at the beginning of this section was the use of phased re-opening. Consider when you will be able to offer programming again safely, you do not need to have a date in mind now. But if you want to resume programming when you re-open you need to consider how you can adapt your programming initiatives to address physical distancing measures:
  - Do not offer group tours of your institution. Consider instead having audio guides available for individual download with QR codes.
  - Wherever and whenever possible efforts should be made to discourage group activities. This pandemic has seen museums adapt their programming to new platforms:
    - Continue to develop online programming and community engagement; Curbside pick-up or delivery of kits for programs or camps;
      - These kits can have an online engagement component or videos that correspond to particular projects.
    - Virtual tours of exhibition spaces streamed directly to school classrooms.
  - **These programming initiatives should be sustainable.** Online programming has increased the accessibility and presence of museums within their community and far beyond. This is something that should be continued once physical distancing and restrictions on crowd sizes are lifted.
- Regarding work spaces:
  - Wherever possible work spaces should not be shared. Try to space staff that need to work on-site at the same time in separate areas. If they share the same workstation, ensure it can be properly cleaned and disinfected between uses, and adjust staff schedules to avoid co-occupation.
    - For information on what to use when cleaning work spaces please see CDC and Government of Canada guidelines;<sup>14</sup>
    - Encourage remote work whenever possible;
    - Evaluate who must be on-site and why.
- Considerations if your museum has a gift shop:
  - Approach the gift shop like grocery stores: restrict what you have available to accommodate one staff manning the shop. Package the selected items without having the public touch them, like a display counter.
  - Does your gift shop have a separate entrance and exit? If you want people to come in and tour around, evaluate how they can do this safely. Have a designated flow to the shop: one entrance in, one out, etc.
  - Limit the number of people inside at any one time. Consider placing markers on the floor to ensure visitors observe appropriate distancing

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<sup>14</sup> [“Cleaning and disinfecting public spaces \(COVID-19\)”](#) from the Government of Canada and [“Cleaning and Disinfecting Your Facility”](#) and [“Reopening Guidance for Cleaning and Disinfecting: Public Spaces, Workplaces, Businesses, Schools, and Homes”](#) from the Centers for Disease Control and Prevention.

measures (rearranging the layout of your gift shop may be necessary to facilitate easy flow);

- Create an online catalogue and encourage visitors to buy their souvenirs online.
- Stairs and Elevator etiquette:
  - If possible, encourage people to take the stairs. If you have more than one staircase, designate one for going up and one for going down;
  - Restrict the capacity of elevators to a few people at a time, post the new limit visibly on the outside and inside of elevators;
  - Provide hand sanitizer stations outside elevators so visitors may disinfect hands after touching buttons;
  - Regularly clean and disinfect elevators and stair railings.
- Measures should be taken to ensure a safe working environment. If staff are concerned about the possibility of handling aggressive or otherwise disgruntled visitors, please consider the following:
  - Make sure the measures you are taking (screening protocols, advance booking, timed entry, etc.) are well advertised throughout your organization, on your social media, on websites, etc.
    - Make sure signs are visibly posted at the public entrance(s) stating the new protocols.
  - Have signs posted throughout your organization stating established distancing and hygiene protocols to be followed.

#### **Step 4: Continuous Monitoring**

The COVID-19 pandemic has created a lot of firsts; this is an unprecedented situation and our understanding of the virus is ever evolving. It is because of the uncertainty of the future that efforts to monitor and adjust as required will be necessary. Our hopes for this stage are to adapt as situations arise. Continuously revise and re-write your plan. Evaluate what has worked for you, and what has not. Below is a list of considerations to keep in mind once your museum is again open to the public (albeit in a limited capacity for the immediate future).

- Communication
  - Continue to monitor and respond to advice from provincial and federal health authorities.
  - Maintain stable communication with all staff, volunteers, and public
    - Until things are back to normal, stay in regular contact with remote staff, volunteers, and on-site staff.
      - Consider holding virtual get-togethers, staff meetings, check-ins, etc.
  - Let the public know what your organization is doing to ensure their safety when they visit.
- What to do if a member of your organization contracts COVID-19

- Tracking the whereabouts of staff and visitors while in your organization is a suggested measure to help you notify anyone who may have come in contact with an infected individual.<sup>15</sup> Be open with your community and staff, let them know that you are actively taking measures to ensure their safety and to notify you if they become at risk. Post notices about these measures throughout your organization, and across all social media.
  - Anyone who may have been exposed should go into a two-week quarantine period – **follow health Canada guidelines**<sup>16</sup>
- Close the organization's doors for 9 days:
  - Still the safest means of "cleaning" your collections;
  - Once the 9 days are over, repeat your re-entry and cleaning procedures before re-opening to the public (Step 2);
- Do you know where the individual has physically been in the building?
  - Do they have a shared work space?
  - Notify anyone who may have been in the building with them
- Check-up on your staff member(s); do they know how they got sick? Incorporate their feedback into the evaluation of the re-opening strategy, address any new concerns to help reduce risk of infection.

Be compassionate. We are all in this together.

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<sup>15</sup> Please see appendix 3 for an example of "Daily Monitoring of Human Activities at Museum".

<sup>16</sup> ["Coronavirus disease \(COVID-19\): Prevention and risks"](#)

**Appendix 1:** Example of Cleaning Schedule to be posted in public areas for visitor assurance, i.e. toilets

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8am							
9am							
10am							
11am							
12pm							
1pm							
2pm							
3pm							
4pm							
5pm							

The staff member(s) responsible should initial the box indicating when the task was completed. Adjustments can be made to reflect frequency of use to suit each institution.

**Appendix 2:** Example of Checklists to develop for monitoring cleaning of common areas **for staff use.**

Scheduled Cleaning of Public Toilets (suggested cleaned hourly, but can be adjusted to reflect the frequency of use). Have the individual(s) responsible put their initials beside the tasks that were completed at the time they were completed. Leave cleaned toilet seats up to indicate they have been cleaned.

	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm
Clean door										
Clean door frame										
Wash floor										
Clean stall doors (interior and exterior)										
Clean toilet										
Clean paper dispenser (if enclosed)										
Clean sanitary disposal exterior										
Clean light switch										
Clean counter										
Clean sink										
Clean faucets/taps										
Clean exterior of soap dispenser										
Clean exterior of towel dispenser										
Clean/check garbage*										
Refill/Restock cleaning supplies**										

\* Garbage should be emptied when they are full. All garbage bins should be emptied (regardless of if they are full or not) at the end of the day.

\*\*Make sure supplies left for visitors to use are regularly stocked.

Scheduled Cleaning of Entrance Area/Public Entrance Area (suggested cleaned hourly, but schedule should be adjusted to reflect the needs of your organization and the frequency of visitors) **for staff use**. The individual(s) responsible for cleaning this area should initial beside the tasks they complete under the time it is completed.

	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm
Wash floors										
Doors and door handles/push bars and access buttons										
Desk/counter surfaces										
Barrier exteriors (plexi-glass etc.)										
Public seating										
Donation box exterior										
Hand railings										
Elevator buttons										
Phones										
Refill/Restock cleaning supplies available to the public										

It should be noted that "Cleaning/Clean" refers to the method your organization has deemed appropriate following Health Canada Guidelines regarding the cleaning and disinfecting of public spaces.

These checklists need to reflect the needs of your organization. Carefully think about what surfaces people touch whether staff or volunteers. What do they interact with and how frequently.

**Appendix 3: Daily Monitoring of Human Activities at Museum**

Record who is on-site, where they are from, and all locations they visit once inside. This will help you track what needs to be cleaned, when it needs to be cleaned, and in the unfortunate event that someone contracts COVID-19, you will be able to see who they may have had contact with and notify them appropriately.

Name	From/Address	Entry Time	Leave Time	Where visited in Museum

Appendix 4: Examples of Signs that can be posted throughout organizations to remind visitors to adhere to established guidelines to combat the spread of COVID-19





# **NOTICE**



## **Wash Your Hands**

# NOTICE



## Sanitize Your Hands

### Appendix 5: Table of timed ticketing applications

The Museums Association of Saskatchewan does not endorse any of these products, this list was compiled to demonstrate a sampling of what is available for timed ticketing applications.

Product	Site	What it does
ActiveNet	<a href="https://www.activenetwork.com/park-solutions/recreation-management-software">https://www.activenetwork.com/park-solutions/recreation-management-software</a>	Recreation management software
ATMS+	<a href="https://vantixsystems.com/products.aspx">https://vantixsystems.com/products.aspx</a>	Ticketing and patron management
Blackboard Altru	<a href="https://www.blackbaud.com/products/blackbaud-altru">https://www.blackbaud.com/products/blackbaud-altru</a>	Ticketing, fundraising, and member management software
Donor Perfect	<a href="https://www.donorperfect.com/canada/">https://www.donorperfect.com/canada/</a>	Create and manage e-tickets, online fundraising software
Doubleknot	<a href="https://www.doubleknot.com/">https://www.doubleknot.com/</a>	Admissions and visitor services, membership and fundraising, education and group sales, point of sales solutions, event registration, and customer relationship management
Eventbrite	<a href="https://www.eventbrite.ca/">https://www.eventbrite.ca/</a>	Event management
Gateway Ticketing	<a href="https://www.gatewayticketing.com/">https://www.gatewayticketing.com/</a>	Ticketing admission control software
NeonCRM	<a href="https://www.neoncrm.com/">https://www.neoncrm.com/</a>	Engage donors, manage membership, track volunteers, and plan events
Outbound	<a href="https://outboundsoftware.com/">https://outboundsoftware.com/</a>	Ticketing and reservation software

Product	Site	What it does
Raiser's Edge	<a href="https://www.blackbaud.com/products/blackbaud-raisers-edge-next">https://www.blackbaud.com/products/blackbaud-raisers-edge-next</a>	Fundraising and donor management software
Salesforce	<a href="https://www.salesforce.com/ca/">https://www.salesforce.com/ca/</a>	Customer relationship management
SIRIUSWARE	<a href="https://accesso.com/solutions/ticketing/point-of-sale-ticketing-system">https://accesso.com/solutions/ticketing/point-of-sale-ticketing-system</a>	Ticketing
TAM	<a href="https://www.theassistantmanager.com/">https://www.theassistantmanager.com/</a>	Group sales, membership management, point of sales, customer relationship management
Tessitura	<a href="https://www.tessituranetwork.com/">https://www.tessituranetwork.com/</a>	Ticketing and admission, membership, fundraising, customer relationship management
Veevart	<a href="https://veevart.com/">https://veevart.com/</a>	Fundraising, ticketing, and point of sales
Vend	<a href="https://www.vendhq.com/">https://www.vendhq.com/</a>	Point of sales
Versai	<a href="https://versai.com/">https://versai.com/</a>	Admission and ticketing, point of sales, membership

## Resources:

American Alliance of Museums:

"Considerations for Museum Reopenings" 28/April/2020 <https://www.aam-us.org/wp-content/uploads/2020/04/Considerations-for-Museum-Reopenings.pdf>

"How to Get Ready to Open the Doors" 29/April/2020 <https://www.aam-us.org/2020/04/29/how-to-get-ready-to-open-the-doors/>

Association of Nova Scotia Museums, British Columbia Museums Association, Museums Association of Saskatchewan, and Yukon Historical & Museums Association, "Supporting Seasonal Staff During COVID-19: A Quick Guide for Canadian Museums" 30/April/2020 <https://saskmuseums.org/blog/entry/supporting-seasonal-staff-during-covid-19>

Canadian Conservation Institute (CCI):

"Caring for Heritage Collections during the COVID-19 Pandemic" 17/April/2020 [https://www.cac-accr.ca/wp-content/uploads/dlm\\_uploads/2020/04/ci\\_covid-19\\_en\\_2020-04-17.pdf](https://www.cac-accr.ca/wp-content/uploads/dlm_uploads/2020/04/ci_covid-19_en_2020-04-17.pdf)

"Closing a Museum for the Winter – Canadian Conservation Institute (CCI) Notes 1/3" <https://www.canada.ca/en/conservation-institute/services/conservation-preservation-publications/canadian-conservation-institute-notes/closing-museum-winter.html>

Centers for Disease Control and Prevention (CDC):

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