

Scarborough Maritime Heritage Centre

Covid 19 Operating and Safety Policy (Updated September 2020)

The following rules and precautionary principles as advised by the government will apply and these will be reviewed regularly in the light of operating experience and developing government and/or health advice.

Volunteer to Volunteer Social Distancing and Personal Protection.

1. Only 2 volunteers will operate in the Centre at any given time, plus a supervisor if appropriate. Any volunteer required to shield in accord with current health/government advice will not be able to return until that advice is amended.
2. No volunteer should attend if they show any symptoms related to the illness. No volunteer should feel under pressure to attend and any volunteer who does so and subsequently decides that they would not wish to continue should inform the Volunteer Coordinator, Mrs Lindy Rowley by phone.
3. Volunteer workstations will be set out to enable social distancing at all times. Social distancing between volunteers will be a minimum of 2 metres for moving around in the Centre and between workstations. When working on the Bridge it may be necessary for both volunteers to move to allow one to pass the other.
4. Hand sanitiser to be available to volunteers at all times. Volunteers will wash their hands on entry and exit and after handling money or books etc.
5. Face masks are now mandatory for volunteers and SMHC will provide masks. Keep doors and windows open if weather permits.

Cleaning

1. Any volunteer doing anything beneath stairs (Galley, Hold or Heads) is required to use hand sanitiser before going down the stairs and should wash their hands afterwards. Volunteers should wash their hands before and after handling food or drinks in the Galley.
2. Any volunteer using a PC workstation are to wipe the keyboard and the worktop around the keyboard at the end of their shift.
3. One volunteer to be asked to wipe down the following at the end of each day:
 - a. All stair balustrade rails used.
 - b. All door handles in Kitchen, WC and other doors

Welcoming Customers. Volunteer to Customer Social Distancing.

1. Customers to the Centre must wear masks and use hand sanitiser on entry and exit. We can accept 2 unrelated single customers or up to 6 people from a single household.
2. When customers enter they are not allowed onto the bridge area or steps leading up to where volunteers work. Volunteers must maintain a 2m distance from customers.
3. A Notice is on the door advises customers they must not enter if they have any signs or symptoms:
 - High Temperature
 - New or Continuous Cough
 - Loss of or Change to Sense of Smell
 - Loss of or Change to Sense of Taste
4. If 2 or more customers enter at the same time, the Volunteer will need to ask whether they are all from the same household explaining that, because of the size of the premises, they can only deal with groups from a single household at any one time. Please apologise to anyone who has to leave the Centre and ask them to return later. This applies to anyone seeking to enter while one group of visitors is already in the Centre.
5. Customers have hand sanitiser available to them and they must use it on entry and exit.
6. Please provide a normal service to customers but, if it becomes necessary, please explain that the following rules are in operation:
 - a. Customer cannot browse the reference library but the volunteer can find an item for them and they can handle the item after using the sanitiser.
 - b. Cards, books and other items for sale can be handled, again after using sanitiser.
 - c. Books for sale can be viewed and handled directly by the customer if they have used sanitiser.
 - d. Customer can make a donation; cash to be placed in collection box.
 - e. Leaflets can be picked up by customers.
 - f. A volunteer will operate the touch screen TV on behalf of the customers.