

# accelerateSC

## Guidelines & Resources for Reopening The Cherokee County History and Arts Museum



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(CHAPS)

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## **Guiding Principle**

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As we plan to resume in-person tours and events to our members and patrons at the Cherokee County History and Arts Museum. The Cherokee Historical and Preservation Society is committed to offering a safe workplace for staff, volunteers and visitors.

## **Overview**

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The accelerateSC Guidelines and Resources for Reopening & Operating Attractions published on May 20, 2020 serve as the template for the reopening of the Cherokee County History and Arts Museum.

It is recognized that individual consumer visitation at attractions is less common and that, most often, consumers visit attractions in family groups. Therefore, operating guidelines may inherently differ from other types of businesses, in which individual use is more common.

## **Disclaimer**

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The information provided this document is for general informational purposes and to help attractions, staff and visitors make informed decisions. Notwithstanding any and all Federal and State requirements, attendance at re-opened attractions are at your own discretion.

Although all information in this document is provided in good faith, we make no representation or warranty of any kind, express or implied, regarding the adequacy or completeness of these guidelines.

Under no circumstance shall we have any liability to you for any loss or damage of any kind incurred as a result of the use of these guidelines or reliance on any information provided in this document. Your reliance and use, or your non-reliance, on any information provided in this document is solely at your own risk.

## General Preparation Guidelines & Recommendations

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Social distancing plans and modified operational protocols, as well as consistent sanitizing procedures, have been implemented in order to make their staff and our guest experience more comfortable and as safe as possible. Below is a list of activities specifically created for the Cherokee County History and Arts Museum as we prepare to reopen for business.

Additional information may be found in the Additional Resources section of this document.

CHAPS has initiated the following reopening preparedness and protocols:

- Review federal, state, and local health department recommendations relevant to the attraction and the services it provides. Where applicable, we have integrated recommendations into operational plans.
- Ensure all licenses and inspections are up-to-date prior to opening.
- Procure an adequate inventory of cleaning supplies and PPE for staff use.
- The Executive Director and Museum Assistant serve as central communication resources to ensure that employees and visitors have access to accurate and current information.
- Establish new training protocols for staff to account for social distance guidelines, particularly for common staff areas.
- Provide training, educational or informational material about business-essential job functions and employee health and safety. Ensure all employees receive training prior to re-opening.
- Establish protocols to follow to account for possible exposure in the work place, including requiring employees to self-disclose to the Executive Director if they have tested positive for COVID-19.
- Third party workers, vendors and suppliers that enter the facilities are asked to wear proper PPE while on premises.
- Update routine building and exhibit checklists to incorporate sanitizing procedures as recommended by [SCDHEC](#).
- Develop Visitor Admissions processes that account for any reduced capacities.
- Communicate ticketing, membership, operational procedures via press release, social media and/or website to inform the public of any process changes made in response to COVID-19.
- Traffic directional arrows have been placed throughout museum in order to implement social distancing within the exhibits. Visitor flow has been adjusted to account for

bottlenecks or pinch points. The modified guest flow plan is displayed in both public and staff-only places to ensure awareness.

- Signs have been posted throughout museum as reminders of correct social distance.
- Appropriate guest capacity recommended by accelerateSC is 50% of fire marshall occupancy. Our decision at this time is less:

Museum: Maximum 50 visitors

Event Hall: Maximum 80 guests with tables and chairs

Social distancing must be practiced between family units throughout the facility

- Distancing table has been installed at the check in counter.
- A sanitizing schedule for surfaces frequently used by guests or employees has been created. The schedule includes but is not limited to after each Museum guest tour, each staff use and at opening/close of each business day.
- Provide accessible sanitizing/cleaning locations throughout the facility, including but not limited to restrooms, facility entrances, taking into consideration, tables, handles, and other high-touch surfaces.
- Reconfigure seating areas to be consistent with social distancing by eliminating/closing select tables, seating or spreading them out to allow for adequate spacing.
- Ensure entrance/exits are configured to reduce occurrence of bottlenecks.

## **General Operating Guidelines & Recommendations**

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- Museum Visitors can pay in advance for tours at [www.cherokeecountyhistory.org](http://www.cherokeecountyhistory.org), or pay on arrival via swiping cards or cash transfer into basket
- Identify possible exposures and health risks to employees while following HIPAA guidelines.
- Visitors may call the museum for tours by appointment if they would like to ensure admission due to reduced capacity.
- All visitors are strongly encouraged to bring their own face mask and wear it while in the museum. Recognizing the potential for overheating or breathing difficulties caused by mask usage, each visitor should evaluate and determine his or her own tour time length.
- Staff are required to use masks and gloves in the exhibit areas during visitor tours.
- Visitor compliance with social distancing is encouraged through periodic reminders by staff and signs posted throughout.
- Consistently monitor crowd levels and adjust entry/exit points and guest flow patterns as needed.
- Tour group size will be reduced to follow social distancing guidelines allowing 6-foot space between parties.

- All visitors to complete health questionnaire per CDC guidelines and sign a waiver upon check-in that states they are healthy and have not exhibited any signs of illness (COVID-19) in the last 14 days.
- All tour guides will wear a face mask when in close proximity of guests, and be equipped with hand sanitizer.
- Online marketing materials alert customers of new hygiene standards.
- Continue to follow SCDHEC standards for sanitation practices.

## **Indoor Attractions – Supplemental Guidelines for Museums**

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- The Cherokee County History and Arts Museum is a self-guided tour through the use of reader panels and QR codes. Touching exhibits is prohibited and not necessary to enjoy the tour. The few exhibits that were touchable have been removed for visitor safety.
- When possible, prop doors will be opened in high traffic buildings to reduce hand contact with surfaces.
- Chairs have been removed from theater area to accommodate social distancing guidelines
- Sanitizing wipes and hand gel will be available throughout the indoor facility for guests to use.
- Sanitize retail and redemption counters after each guest has been served.
- Increase cleaning routine to include disinfection of high traffic/high hand contact areas in both public and staff spaces.
- Printed collateral material has been removed from public access.
- Ticketing, membership, operational guidelines are communicated via website and social media to reflect re-opening plan
- Resource Center will follow retail guidelines for accelerateSC.
- Capacity will be controlled by staff counting guests in and out.
- Our visitor experience to exhibits offers limited surface contact, and can be easily controlled or cleaned between guests. Museum tours are touchless via reader panels and QR codes.
- There are no highly interactive exhibits and guest experiences. Touch exhibits have been removed.
- Staff will conduct roaming gallery monitoring to ensure visitor compliance with social distancing.
- Ensure proper distancing between staff and guests is maintained during interpretations or presentations.

- Limit facility rentals and special events based on current social distancing requirements and gathering restrictions. Event Hall rentals also have limited capacity. It is the responsibility of the renter to ensure health guidelines are followed by their guests.

## **Event Venue Rental**

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- Facility rentals and special events are limited at this time based on current social distancing requirements and gathering restrictions. Capacity of our Event Hall is currently 80 people when using with tables and chairs.
- Event size should follow social distancing guidelines, allowing a six-foot space between attendees.
- Events should be held in compliance with guidelines set forth by the Cherokee County History and Arts Museum and <https://governor.sc.gov/Executive-Orders/GuidelinesReopeningAttractions.pdf>
- Health checks are the responsibility of the renter or their representative and should be conducted prior to allowing guests entrance into the event.
- Exits and entrances may be reconfigured to reduce bottlenecks.
- Any equipment used by a guest must be sanitized by staff after each use. In addition, renters must make available sanitizing stations for guests to use at their discretion.
- Additional staffing may be required to minimize congestion in high traffic areas, and ensure social distancing guidelines are enforced. Renter may incur an additional charge.
- It is the responsibility of the renter to ensure health guidelines are followed by their guests.
- Renters must ensure caterers follow guidelines set forth by accelerateSC for food safety

## **Outdoor Attractions – Supplemental Guidelines for rental of the Old Field**

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- Remain cognizant of the potential for overheating or breathing difficulties caused by mask usage by outdoor staff.
- Outdoor queue lines should follow social distancing guidelines allowing 6-foot space between parties.
- Any outdoor equipment used by a guests and staff must be sanitized by staff after each use. In addition, sanitizing wipes should be made available for guests to use at their discretion.
- Outdoor common seating areas should be sanitized throughout the day on a consistent schedule. This may be the responsibility of the renter.

## **Additional Staff Recommended Guidelines**

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The State of South Carolina, OSHA and the CDC recommend taking a systematic approach to planning for employee safety during a disruptive event.

- Staff must follow all hygiene guidelines.
- Staff must wash hands for no less than 20 seconds after each restroom use and as needed throughout their shift.
- Staff must follow recommended social distance guidelines when possible, while still abiding by required safety precautions set forth by the museum.
- Staff must self-disclose to Executive Director if tested positive for COVID-19 or feel ill for any reason and follow all recommendations from the CDC in regards to isolation.
- Staff should sanitize all multi-use and sharable equipment used to complete job duties, before and after each shift.
- Staff should be responsible for sanitation of personal work stations.
- Require self-certification of ability to return to work following illness or personal contact with individuals infected by COVID-19.
- Stagger break schedules in breakrooms to allow social distancing among employees.
- Where feasible, allow for the continuation of work location flexibility for appropriate personnel.

## **Additional Information Resources for Attractions**

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[accelerateSC Website](#)

[International Association of Amusement Parks & Attractions](#)

[American Alliance of Museums](#)

[Association of Zoos and Aquariums](#)

[World Waterpark Association](#)

## **Food Safety/Restaurant Guidelines**

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[SCDHEC: Retail Food Service Establishments & COVID-19](#)

[SCRLA: Guidelines for Reopening Restaurants](#)

## **Workplace Guidelines & Training Resources**

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[CDC: COVID-19 Factsheet](#)

[CDC: What To Do If You Are Sick](#)

[CDC: Visiting Parks and Recreation Facilities](#)

[CDC: Interim Guidance for Businesses](#)

[CDC: Cleaning and Disinfecting Your Facility](#)

[CDC: Use of Cloth Face Covers](#)

[CDC: Keeping Hands Clean](#)

[CDC: Coughing and Sneezing](#)

[EPA: List of Disinfectants for COVID-19](#)

[OSHA: Preparing the Workplace for COVID-19](#)

[USDOL: Handwashing Video](#)