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### **Guest Protocols: (External Policies)**

Seashore Trolley Museum is open to the general public and is following Maine’s Plan to Move Maine Forward, and the Guided Outdoor Activities, Museums, Events, and Retail Business [Checklists](#). As of May 1, 2021, all out-of-state guests who are not restricted from travel by the CDC are welcome to visit us.

All guests are required to maintain six (6) feet of physical distance from anyone who is not part of their household group or travel party whenever possible. Measures have been put in place (tape, dividers, etc.) to help you maintain physical distancing while you’re visiting us, but it’s up to you and members of your group to follow them.

Face coverings are required on campus at all times—outdoors, indoors, and on our trolleys. Face coverings are only optional for guests four years old and younger. Face coverings that become wet must be replaced with dry face coverings. We ask all guests to bring their own face coverings, but if you forget, we will have a limited supply of disposable face coverings available. If you or anyone five years or older in your group is unable to wear a face covering, we ask that you do not visit us at this time.

Tickets should be purchased in advance when possible. This will help us best control the amount of people on campus at one time. Ticketholders can receive refunds up to one (1) day before the event start date. Following this timeline, tickets will be nonrefundable.

Our display carhouses and the trolleys and other transit artifacts displayed within them are open to guests this season. Hand sanitizing stations are positioned at the entranceways of Riverside and Highwood Carhouses. The Museum is not able to open our Restoration Shop viewing gallery to guests at this time.

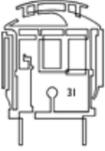
Seashore Trolley Museum follows the Center for Disease Control’s protocols for Cleaning and Disinfecting Facilities, available at: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Museum Volunteers and/or employees will sanitize equipment used by guests with EPA registered products before and after each trip, paying particular attention to “high-touch” surfaces. Barriers will be placed inside trolleys to prevent guests from accessing the full car to make cleaning easier between trips.

Restrooms will be available inside our Visitors Center and will be cleaned and disinfected multiple times a day by Museum employees with EPA registered products. The time they were last cleaned and disinfected will be posted on a sign on the restroom door. Restrooms are limited to no more than five people at one time, unless others using the facilities at the same time are from your group.

Picnic tables are also available on-site if you choose to bring a picnic to enjoy on campus, at your own risk. Disinfectant wipes will be available from the Museum Store employee. We ask all guests disinfect their picnic table before and after use and place used wipes in the trash receptacle in front of the Visitors Center.

For Maine’s most up-to-date COVID-19 policies, visit <https://www.maine.gov/covid19/>

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On the day of your visit, if you or a guest in your group can answer “yes” to the following questions, we ask that you not purchase tickets or visit the Museum at this time. If you have already purchased tickets, we will be happy to transfer your tickets to another day, and no extra fees will be charged.

- Do you feel ill or have you been caring for someone who is ill?
- In the past two weeks, have you been exposed to anyone who tested positive for COVID-19?

Seashore Trolley Museum has successfully completed Maine's State Checklist Compliance conditions in order to operate during the Plan to Move Maine Forward and has received the badge below from the Department of Economic & Community Development as a stamp of approval for our plans to be open.

By purchasing tickets to visit the museum, you and all guests in your group accept and agree to adhere to our COVID-19 policies as written, and understand your risk visiting any businesses during this pandemic, including the Seashore Trolley Museum.

For questions or suggestions, please contact our Executive Director at (207) 967-2800 x101 or [director@trolleyuseum.org](mailto:director@trolleyuseum.org). Review our internal policies at [www.trolleyuseum.org](http://www.trolleyuseum.org)



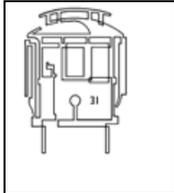
**Internal Policies:**

In addition to regular operating season protocols, the following policies have been created to ensure the Seashore Trolley Museum is following State of Maine protocols while keeping our volunteers, employees, members and guests safe during the Plan to Move Maine Forward, available here: <https://www.maine.gov/covid19/moving-maine-forward>

**Employees and Volunteers in Museum Operations** must adhere to the following policies for your safety, the safety of our guests, and to be in compliance with the State of Maine’s COVID-19 procedures:

**General Policies for all Employees and Volunteers**

- All employees and volunteers must wear a face covering on campus, indoors and outdoors when others are in the vicinity, even if they are more than 6 feet away.
- All employees and volunteers must follow the Center for Disease Control’s protocols for Cleaning and Disinfecting Facilities, available at: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>



## New England Electric Railway Historical Society

# POLICIES AND PROCEDURES

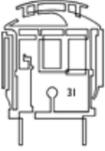
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- If a guest arrives without a mask, they are asked by the Store employee if they would like a disposable mask. If they do not accept, Maine COVID-19 Executive Orders state the museum shall refuse entry and ask non-compliant guests to leave our property immediately.
- All employees and volunteers must practice good hand hygiene with frequent handwashing, especially after contact with guests and high-touch surfaces.
- Under no circumstances should a volunteer, member or employee visit the Museum if they show signs of illness.
- The Museum, display carhouses and Restoration Shop will have readily available hand sanitizer; cleaning products and spare face coverings will be on every trolley and in the Visitors Center.
- Face coverings that become wet must be replaced with dry face coverings. Spare face coverings are available at the Museum Store.
- Employees and volunteers are not able to take group photos for a group with their phone/s. If the group gives a volunteer/employee consent to take the photo using the volunteer's/employee's own phone, we can post it to the Museum's social media pages for them to download later. Please text or email our Executive Director these photos to post on social media.
- Screening questions are included in all pre-purchase options, over-the-phone scripts, and are posted by the Visitors Center door. If a guest can answer "yes" to one or more questions, they are not permitted on our property. These screening questions will be posted on the dispatchers stand and included in weekly volunteer and employee communications. Under no circumstances should a volunteer, member or employee come to the Museum if they show signs of illness.
- Should a guest become ill while visiting the Museum, volunteers and employees will consult with EMS for immediate guidance.
- If guests are not following guest protocols after they are reminded or asked to correct their behavior, senior staff on campus will be notified for assistance. Guests will be asked to leave the property if they are not willing to comply or if they place our volunteers and employees at risk, and may face additional sanctions if the Kennebunkport Police Department is called to assist.
- Volunteers/employees may continue to use the microwaves, refrigerators, and coffee makers available on campus but must disinfect the surfaces following use.
- Visitors Center restroom occupancy shall be limited to no more than five at a time, unless those using it are from the same group. Volunteers and employees should try to use the Visitors Center 2<sup>nd</sup> floor restroom when they can, or wait until guests are not in the vicinity to take advantage of an empty restroom.

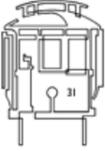
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### Visitors Center Cleaning Policies

- Employees will post Visitors Center restroom cleaning and disinfecting times upon completing the process. Surfaces that will be targeted during these cleanings include:
  - Toilet bowl, toilet paper holder, and flush lever.
  - Sinks and faucets.
  - Paper towel holders.
  - Diaper-changing stations.
  
- Employees will regularly wipe down commonly used surfaces inside the Visitors Center, timed with trolley rides and the arrival of new groups of guests. When weather permits, doors leading into the Visitors Center and out to the platform will be propped open to reduce “high-touch” surfaces. Cleanings will be targeted to surfaces including:
  - Door and drawer handles.
  - Chairs, tables, and benches.
  - Refrigerators, microwave, and coffee machine.
  - Checkout counter.

### Museum Store

- Guests visiting the Museum Store must practice social distancing. Plexiglas barriers in the Museum Store have been installed to protect visitors and staff.
- Cash and paper receipt transactions will be limited; “contactless” payment options are being promoted to all guests prior to their visit (online and over-the-phone ticket sales).
- The card reader will be placed in front of the plexiglass barrier so visitors can swipe their own cards and enter their codes. Card readers, keypads and pens will be cleaned and disinfected frequently. Hand sanitizer will be made available for visitors before and after transactions.
- Employees or volunteers who come in contact with cash must wash hands or use alcohol based hand sanitizer (at least 60% alcohol) after handling.
- If guest attendance picks up, we will create paths on the floor of the Museum Store to direct one-way guest traffic throughout our aisles.
- Use of customer reusable shopping bags is not allowed at this time.

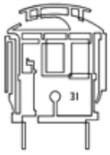
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### Docent-Guided Tours

- Docent-guided tours will only be offered to a group that arrives to the Museum together (small groups that do not know each other will not be combined into one docent-guided tour). Tour guides must maintain at least 6 feet of physical distance from visitors.
- The docent shall ask all non-members to sign a waiver to enter behind-the-scenes areas of our campus.
- Docents should bring hand sanitizer, wipes and extra disposable masks with them while on the tour for personal use and to share with guests. Pick up supplies from the Museum Store before you depart from the Visitors Center.

### Railway Operations

- Stanchions will be used to partition the platform so the Dispatcher and guests are at least 10 feet apart from one another when the Dispatcher is at the dispatch stand. When guests are on the platform, Museum employees and volunteers should wear a mask.
- If a radio is taken from the radio room for use, it must be disinfected both before and after use.
- All low and high touch surfaces must be disinfected at the dispatchers stand before and after every shift. This includes the radio, phone, the surfaces used to open each drawer/cabinet, and the stool.
- The Museum will have readily available hand sanitizer, cleaning products and spare face coverings on every trolley, the dispatch stand, and in the Visitors Center. Check in with the Museum Store employee if supplies are low.
- Volunteers will be responsible for sanitizing equipment (transit artifacts, the Mobilift, etc.) used by guests with EPA registered products before and after each trip, paying particular attention to “high-touch” surfaces. Barriers will be placed inside trolleys to prevent guests from accessing the full car to make cleaning easier on us in between trips and to ensure guests and crew are able to practice socially distancing while on the trolley.
- When needed, museum employees will help Operations volunteers sanitize equipment used by guests with EPA registered products before and after each trolley ride, paying particular attention to “high-touch” surfaces.
- One crew member should board the trolley first, to show guests to their socially distanced seats. Seats will be blocked off to ensure all groups sit at least 6 feet apart. The other crew member will remain on the platform to check for tickets at the car entrance.



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- Crew should time the speaking part of the tour differently and consider stopping more frequently, and talking in smaller bites to guests. If the portable PA system is used, crew using it need to disinfect it before and after use.
- When leaving the trolley, one crew member should step off first, followed by the guests, and then the final crew member, who will adjourn guests to depart the trolley. It is the hope that by following this procedure, we will further limit the occurrences that guests and crew are not able remain six feet apart.
- Unless doing so jeopardizes the safety of our guests, windows on the trolleys must be opened to allow for ample air flow.
- The key and controls to each trolley must be disinfected before and after each use.
- If guests are not following guest protocols after they are reminded or asked to correct their behavior, senior staff on campus will be notified for assistance. Guests will be asked to leave the property if they are not willing to comply or if they place our volunteers and employees at risk, and may face additional sanctions if the Kennebunkport Police Department is called to assist.

**The Board of Trustees requires that all members honor all COVID-19 regulations listed in this document, in accordance with State of Maine regulations.**