Contingency plan – Visiting the Casa Vicens Gaudí

To ensure the health and safety of our visitors, Casa Vicens-Gaudí, SA (hereafter, “Casa Vicens” or “house-museum”) has prepared some additional protocols and procedures to control the risk of contagion and, at the same time, ensure that all our users can enjoy a high-quality visit.

The aim of this Plan is to:

- Make all possible information available to our visitors.
- Guarantee that preventive measures are taken to protect Casa Vicens visitors.
- Create specific criteria for all the employees of outside companies who provide services to Casa Vicens, always respecting and prioritizing the criteria of prevention of occupational hazards and the contingency plans of the companies they work for (document “Contingency Plan Casa Vicens-Gaudí, SA”).
- Ensure the safety of the installations and conservation of the heritage, as well as the continuity of basic and strategic services.
These are the details of the procedures that will be implemented at Casa Vicens to ensure visitor protection:

**VISITING CASA VICENS**

- Admission tickets must be purchased in advance, specifying the visit time slot, on the Casa Vicens website or using the telephone service.

- Capacity is reduced to 1/3 of the house-museum’s normal numbers, to ensure strict compliance with the maximum capacity calculated for this extraordinary situation and to be able to observe an interpersonal distance of 1.5 metres (5 feet) between visitors and/or staff. This capacity may be modified and Casa Vicens will ensure that visitors are duly informed of any updates in this regard.

- Visits will be individual, which includes visits by a single person or by a family group or group of persons living together, as long as the safe distance of 1.5 metres (5 feet) is maintained with others.

- There will be support elements, such as pedestals with the corresponding QR code, and visitors can download the audio guide on their mobiles if they wish to use it.

- In keeping with the directives established by the health authorities, face masks must be worn in order to visit the house-museum.

- In order to respect all the health protocols established, when entering Casa Vicens there are disposable masks and gloves available to visitors who have not brought their own.
- There is hand sanitizer gel available to visitors at the entrance, in the toilets, the cloakroom, the shop and the café, as well as at different points in Casa Vicens along the visit route.

- Customer service staff members will remind visitors of the need to comply with the guidelines in order to stay safe.

- Customer service staff and Casa Vicens visitors must always maintain the safe interpersonal distance of 1.5 metres (5 feet).

- Emergency telephone numbers and those of hospitals or health clinics close to Casa Vicens will be on hand.

- To ensure everyone’s safety, there will be no brochures or leaflets or any other printed information materials.

- Individual lockers are available for specific use (only backpacks, handbags and umbrellas, in biodegradable bags) and maintaining a distance of 1.5 metres (5 feet) between visitors and/or Casa Vicens employees.

- The visit route is one way only, and there are clear signs along the way to avoid anyone having to cross paths with other visitors.

- The entrance and exit for Casa Vicens will be at different points (the exit will be at the palm fan grille, where a security assistant will provide any guidelines or information needed, as well as monitoring capacity as visitors complete their visit to the site).

- Use of the stairs instead of the lift is encouraged. If the lift is needed, its use will be limited to one person or family unit per trip.
- There is a hands-free rubbish bin available at the house-museum exit for any visitors wishing to throw away the masks and/or gloves they used during their visit.

- Tactile museum elements designed for visitor use are temporarily unavailable.

- Access to the toilets will be restricted to a maximum occupancy by 1 person, in compliance with the guidelines established for maintaining an interpersonal distance of 1.5 metres (5 feet). There will be hand sanitizer gel, foot pedal bins and paper towel dispensers, among other elements, on an on-going basis.

- No cultural or educational activities are permitted until further notice.

**CLEANING**

- The cleaning service will be reinforced and on-going throughout opening hours, and the frequency between shifts will be increased. The cleaning service must follow the cleaning and disinfection protocols established by Casa Vicens, always in compliance with the instructions provided by the Ministry of Health and the Direcció General del Patrimoni Cultural of the Generalitat de Catalunya.

- Cleaning and disinfection will be carried out with products that comply with two different functions: the first is to ensure cleanliness through the use of surfactant detergents and disinfection with products designed to kill
viruses, and their correct use will be monitored. The second will guarantee that their use will not harm the conservation of the cultural heritage.

- There will be on-going disinfection of the surfaces exposed to the public, such as knobs, door handles, tables, counters, chairs, windows, lift buttons, stair railings and bannisters, toilets and all those surfaces, furnishings or points of frequent contact used and/or designed for the use of visitors to Casa Vicens.

- The toilets will be cleaned at least 6 times a day.

- The bins in the toilets will be lined with double bags and frequently emptied.

- All the consumables in the toilets will be replaced frequently. Hand sanitizer gel, foot pedal bins and paper towel dispensers will be available permanently if needed, among other elements.

- Continuous ventilation of the areas of Casa Vicens that are visited will be ensured (doors and windows open as much as possible, as long as it is not harmful to the house-museum’s conservation).

- There will be disinfection mats at the entrance to the house-museum.

- A daily log of the cleaning done at the house-museum will be kept and will be visible to visitors.

- Rubbish collection in common-use areas must be done safely, so that the bags remain closed and are taken to the waste collection point.
- All of the filters will be checked, changed and cleaned, as well as the air conditioning system, the heaters, the radiators and the extractor vents.

PREVENTIVE AND PROTECTION MEASURES FOR STAFF

- All of the employees of Casa Vicens will use personal protective equipment (PPE), such as gloves (which must have the EC mark) and protective face masks (non-reusable, manufactured in accordance with UNE 0064-1 and with a use limited to 4 hours, or reusable, manufactured in accordance with UNE 0065, and which must be washed at 60°C after a similar use period).

- All companies providing services to Casa Vicens must have made a risk assessment for each job, which will determine the features of the personal protective equipment based on the work performed (type of mask, acetate visor, gloves or protective goggles, among others).

- The service provider companies will have done the necessary occupational hazards and preventive measures training, including, for example, on the correct use of personal protective equipment.

- Workers in different services will always maintain an interpersonal distance of 1.5 metres (5 feet).

- The same group of people will work the same shifts.

- Common areas will be disinfected each time there is a shift change.

- Uniforms must be washed daily, by machine, in wash cycles between 60 °C and 90 °C, in order to suitably disinfect them.
- All the material used (PPE) will be thrown away in a single foot pedal bin specifically designated for this purpose.

**Generic personal hygiene measures**

Personal hygiene measures must be followed, taking these considerations into account:

- Hands must be washed frequently with soap and water as the main infection prevention and control method.
- When coughing or sneezing, the mouth and nose must be covered with disposable tissues that are then thrown away (covered bin with foot pedal), or the face must be covered with the inside elbow. Hands must be washed soon afterward.
- Avoid touching the nose, eyes and mouth, especially after touching someone else’s objects.
- Do not greet others with a handshake or any other way that involves physical contact.
- Upon entering the building from the street, everyone must wash their hands, correctly and frequently, with soap and water and/or hand sanitizer gel.
Action protocol for persons potentially exposed to COVID-19 or confined as a preventive measure

Anyone with symptoms of fever, cough or difficulty breathing will be considered as possibly infected with coronavirus SARS-CoV-2 and is obliged to:

- Remain at home and stop coming to work.
- Contact their primary healthcare centre (CAP) or call 061 CatSalut Respon, and follow the indications provided by healthcare personnel.
- Immediately notify the person of reference at their company of the situation.

SIGNAGE

- The preventive and health measures that Casa Vicens must follow will be posted (using signs or other analogous means) as will, specifically, the conditions of access to the house-museum.
- The public will be informed on the website and on social media of the health and hygiene measures that must be applied during the visit.
- Signage will be used to indicate the one-way visit route, protective elements and signs with rules and recommendations.
- Information will be provided on Casa Vicens visitor numbers, to ensure strict compliance with the maximum capacity calculated.
- The signage in the house-museum will be increased using vinyls and other media to provide visual emphasis on the need to maintain interpersonal distancing of 1.5 metres (5 feet) between visitors and Casa Vicens staff (for
example, in the access corridor to Casa Vicens, before getting to the ticket validation checkpoint or in any access/waiting area).

- Clear, intelligible hygiene rules will be distributed using signs or vinlys, posters on respiratory etiquette, and any other media that may be considered suitable.

- Using different support media, such as signs, information will be provided on the maximum capacity allowed in different areas of Casa Vicens, including toilets, locker areas and the lift.

- Using different support media, such as signs, information will be provided on the places or points in Casa Vicens where access is restricted or not permitted, due to current circumstances. This includes, for example, the main ticket window.

- The daily log of the cleaning performed in the Casa Vicens toilets and other places in the house-museum will be posted using different support media.

Barcelona, 22 June 2020