



## **RE-OPENING PLAN SEPT/OCT 2020**

*A reopening date for the Museum of Craft and Design will be determined by MCD leadership in conjunction with State and Local officials, as well as our capacity to provide a safe work environment for staff using guidelines to limit and mitigate exposure to COVID-19. Museum leadership will follow Centers for Disease Control guidelines for indoor museums to ensure the health and safety of staff and visitors.*

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### **In Preparation**

- Deep cleaning and disinfection scheduled prior to staff returning and weekly thereafter
- Staggered staff schedule to ensure distancing and minimal people in office; ongoing remote work for staff whose work can be done remotely
- Staff will take temperature prior to coming to work and report to supervisor
- Wall mount hand sanitizer stations installed at key points: entrance, store, bathrooms, offices, MakeArt Lab, kitchen, storage, back door area
- Free-standing hand sanitizer at entrance
- Plexiglass shield designed, fabricated, installed at front desk
- Each desk furnished with hands-free spray and pump sanitizers
- All necessary products will be provided for staff and visitors including sanitizing spray, alcohol wipes, paper towels, hand sanitizer, masks, face shields for front of house staff
- Staff provided with disinfectant wipes to clean cell phones and keyboards
- Staff and visitors required to wear facemasks at all times
- Visitors will be given a mask if they don't have one and will be monitored by gallery ambassadors to ensure compliance; no entry without mask
- Staff access to CDC Covid-19 Prevention to ensure they are informed and proactive in monitoring their health. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>
- Ongoing Parklet cleaning
- Based on capacity, up to 25 people allowed in galleries, socially distanced
- Two to three shoppers in museum store at one time

### **Staff and Visitor Health**

- Employees must notify their supervisor and stay home from work if they have symptoms of respiratory illness consistent with COVID-19 – such as fever, cough, chills, muscle pain, headache, sore throat, or shortness of breath
- As always, staff encouraged to stay home if feeling ill so as not to infect others
- Staff privacy will be enforced and upheld
- Staff must be hyper-vigilant so as not to spread illness to the team

## **Face Masks and Gloves**

- Staff required to wear a proper face mask at all times when at work
- Gloves encouraged
- Frequent hand washing essential
- Store staff required to wear gloves at all times

## **Visitors**

- Required to wear a facemask before entering
- Mask given free of charge if needed
- Visitors refusing to wear a face mask will not be allowed entry
- Enforced by gallery ambassadors/museum security, and/or operations manager

## **Staff Etiquette**

- Staff required to wear a face mask at all times when at work
- Staff will be required to wash hands frequently
- Staff should cover their cough or sneeze with a tissue, or an elbow or shoulder if no tissue is available, followed by thorough handwashing
- Avoid touching eyes, nose, and mouth
- Shared items should always be sanitized before and after each use  
<https://www.sfdph.org/dph/alerts/coronavirus.asp>
- Lunches and breaks will be taken offsite
- Staff kitchen equipment such as microwaves and water coolers will be disinfected between use
- Gathering in break areas will not be allowed

## **Signage**

- Covid-19 health and hygiene reminders will be placed at entrance, Store counter/reception, bathrooms, back door, and in offices
- Bilingual floor signage for social distancing at entrance and throughout galleries

## **Cleaning and Sanitation Procedures**

- All surfaces that are frequently touched will be thoroughly sanitized each morning and throughout the day including store counter/reception and computer keyboards, door handles, handrails, alarm, elevator buttons, etc.
- Drinking fountains closed
- Sanitization stations positioned throughout the museum
- **CDC Cleaning Guidelines**  
<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

## **Janitorial cleaning schedules include:**

- Daily cleanings of by janitorial staff of museum and office spaces; deep clean when requested
- MCD operations staff will disinfect public spaces regularly throughout the day  
<https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3ADESC>
- All products used and procedures implemented must be in accordance with CDC's recommended guidelines for regular Covid-19 sanitizing

- Parklet cleaning twice weekly by janitorial team with daily upkeep by Operations staff

### **Restrooms**

- Cleaning checklists implemented to include routine cleaning of toilet handles, sinks and counters, faucets, door handles, changing table, paper towel, and soap dispensers by Operations staff
- Staff access to two locked bathrooms and must disinfect after each use
- Two bathrooms available for visitors

### **Staff Offices, Entrances and Break Areas**

- Office and Lab configured per social distancing guidelines
- Social distancing signage in all areas

### **Storage Area**

- Gloves to be worn by preparator team and registrars when handling art, tools, and equipment

### **HVAC**

- Filters to be changed as recommended, every three months

### **Interactive Visitor Touch-Screens | Technical Equipment**

- In-gallery interactive touch-screens eliminated from future exhibitions

### **Parklet**

- Open with social distancing signage
- Weekly cleaning schedule and daily maintenance ongoing

### **Museum Entrance and Store Reconfiguration**

- MCD designs, fabricates and installs plexi-glass barrier at Store counter/reception
- Social distancing floor and window signage
- Self-service storage areas for large bags and backpacks in museum store provided
- Touchable product samples removed from front counter and jewelry display
- Limited contact/cashless POS systems implemented
- Visitors will be allowed to touch items for purchase much like a grocery store
- Two to three shoppers at one time, socially distanced
- Stanchions on each side of counter to protect store staff
- Both front doors to remain open for fresh air

### **Security officers or gallery ambassadors**

- Stationed at front entrance and in galleries to assist with visitor capacity and ensure visitors wear masks at all times
- Required to wash hands frequently and implement sanitary practices

### **Office and Meeting Space Reconfiguration**

- 6-8 feet spacing between workstations
- Temporary telecommuting plan
- Limited access to communal spaces

- Videoconferencing or teleconferencing for meetings
- Canceling/postponing large work-related meetings or gatherings that can only occur in-person
- If videoconferencing not possible, staff meets with social distancing measures

### **Visitor Experience and Safety Guidelines**

- New, shorter hours of operation and one additional day of closure
- Timed/ticketed entry
- Designated member and donor hours
- Small group (maximum 10) tours by appointment from same household
- Guided tours not allowed unless same household
- Reduced visitor capacity to ensure social distancing – 20-25 at one time, socially distanced with floor markers and signage (current occupancy allowed is 263)
- Drinking fountains closed
- Bilingual signage designating social distancing and path through museum galleries
- Limited store purchaser capacity
- Visitor self-check of personal property
- No event rentals