

**Updated 12/14/2020**

## Phoenix Art Museum Phased Reopening

### GOAL:

Safely and successfully reopen and operate Phoenix Art Museum following a temporary public closure to support our community's efforts to flatten the curve of the novel coronavirus.

### KEY STRAGIES:

- Modify the facilities to effectively safeguard staff and guests, and move guests through the Museum in support of social distancing and maintain highest level of cleanliness.
- Implement new operating procedures in support of social distancing requirements and to safeguard the health and wellbeing of staff and guests.
- Adjust staff and operations to ensure the highest levels of health and safety are maintained.
- Effectively communicate safeguards taken and updated policies and procedures to staff, volunteers, guests and the community.

The Museum will take a phased approach as regulations and perceptions continue to evolve. We will scale up through multiple phases, building on the lessons learned and capacity outlined in the prior phase.

### Pre-Opening Phase:

- 1. Prepare Building: Cleaning plans, pre-return inspections, HVAC & mechanical check.**
  - a. Update maintenance, cleaning and disinfecting schedules and policies
  - b. Obtain necessary stock of supplies and equipment using only CDC/EPA -approved supplies
    - i. Electrostatic sprayer for disinfectant solutions
    - ii. Hand sanitizer and hand sanitizer stations
    - iii. Disinfectant and cleaning solutions
    - iv. Face coverings for staff and visitors
  - c. Install additional hand sanitizer stations throughout facility
  - d. Perform thorough and extensive deep clean and disinfection of entire facility
  - e. Prepare and install sneeze guards in essential areas throughout the facility
    - i. Front desk, main lobby
    - ii. Receiving desk
    - iii. Administrative reception desk
    - iv. Museum Store registers



- v. Library welcome desk
  - f. Paint restrooms and strategic walls with anti-microbial paint
  - g. Install floor reminders to maintain physical distancing throughout facility
  - h. Install signage
    - i. Remind all visitors that masks are required
    - ii. Remind visitors of distancing protocols
    - iii. Outline cleaning protocols to ensure public awareness
    - iv. Cleaning protocols (to ensure visitors know the precautions being taken)
  - i. Install additional wall-mounted belt barriers in galleries to control gallery access and promote social distancing.
- 2. Prepare Workforce: Policies for deciding who returns and when; employee communications.**
- a. Establish new policies for work protocols:
    - i. Face coverings mandatory for staff
    - ii. Availability of sanitizer and disinfectants to staff
    - iii. Work at home/office rotations
    - iv. Health screening protocols (questionnaire, temp checks) for staff and administrative visitors, including sign-in station/desk for vendor visits
  - b. Ensure all staff is trained in relevant safety protocols prior to opening.
  - c. Ensure personal protection equipment (face coverings) is available to all staff
- 3. Prepare public-facing protocols, procedures and policies for staff and visitor safety policies**
- a. Establish visitor entry procedures to maintain distancing
    - i. Floor signage
    - ii. Entry signage
  - b. Determine maximum visitor count to maintain distancing
  - c. Purchase and install necessary equipment (scanners for print-at-home tickets, no-contact payment systems, sanitizing stations)
  - d. Establish cashless/no-contact payment systems throughout the Museum (retail, front desk)
  - e. Assess exhibitions, art installations and galleries to ensure feasibility of physical distancing and capacities in specific spaces.
- 4. Prepare communication plans for all constituencies (staff, visitors, donors, volunteers)**
- i. Plans/Timeline for reopening
  - ii. New protocols, policies and procedures
  - iii. Actions Museum is taking to ensure safety and cleanliness



## Phase 1: October 1, 2020 to TBD:

### ➤ Operating Parameters:

- Operations within relevant CDC, State and Local operating guidance
- October 1, 2020 to October 13, 2020:
  - Open to members only, including general membership and Circles members.
- Strict attendance limits
- Hours of operation:
  - Monday - Tuesday: Closed
  - Wednesday – Friday: 10 am to 7 pm
  - Saturday - Sunday: 10 am to 6 pm
- Weekdays: 10 am to 11 am Seniors only
- Online ticket sales only to eliminate cash/credit card handling. Advanced reservations encouraged for free times.
- Social distancing enforced for visitors and staff. Smaller galleries monitored for crowding.
- Hand sanitizer available throughout facility and supplied to staff
- Custodial staff will be routinely cleaning and disinfecting high touch surfaces
- No PAM events, tours or in-person meetings.
- No external (facilities rental) events
- Cashless, no-contact transactions throughout facility
- No volunteers or docents
- Masks required for both staff and visitors. Staff and visitors will be provided masks as needed
- Library open to staff only
- Strict distancing practices and sanitization protocols for staff
  - Work at home allowed and encouraged where possible
  - In-office staff rotation schedule to limit number in office at any one time
  - Face coverings required when not alone in a private office
  - Larger Museum spaces opened for staff break rooms to allow social distancing
  - Temperature checks of all staff, vendors and visitors to administrative building or “behind the scenes” at the museum
- Vendor/visitor sign in required
- Implement a “touch free” entrance and exit (where possible) by having security guards open doors or leaving doors open for the public during certain times.
- Continuously evaluate operational protocols to implements lessons learned and best practices.

