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PURPOSE

The Nelson-Atkins Museum of Art is committed to being a trusted place to work, volunteer and visit. The COVID-19 pandemic has prompted us to retool our everyday operations and activities to create a safer environment for everyone. Within this manual are operational policies and procedures that address a new way of operating.

The policies and procedures were informed and influenced by many factors including:
1) The recommendations and predictions of scientists and public health experts such as the Center for Disease Control (CDC) and World Health Organization (WHO)
2) Guidelines put forth by national, state and local governments
3) Survey feedback from members and guests about important safety protocols
4) Survey feedback from staff and volunteers about workplace safety

The Museum will continue to monitor the Covid-19 situation and adjust policies and procedures accordingly. This manual should be considered a living document that will be adapted and adjusted into the foreseeable future.

While we made every effort to be inclusive, this manual is not comprehensive of every operational change within the Museum. Some departments, business units or teams will find it necessary to have additional or more detailed policies & protocols. These additional measures are acceptable and encouraged, so long as they do not contradict a Museum policy or communicate a change that impacts the overall guest experience.

THE COVID-19 PANDEMIC OVERVIEW

Coronavirus (Covid-19) is an illness caused by a virus that is spread from person to person. It is a new and novel virus strain, and scientists are learning more every day.

Symptoms of Covid-19 can range from mild (very little or no symptoms) to severe (including death) and has evolved into a worldwide pandemic. Infection of Covid-19 can develop in a person to person capacity if an infected person is within 6 feet of someone who does not have Covid-19. Maintaining a healthy distance from others when you are in public is of utmost importance. Covid-19 is thought to be transmitted from an infected person to another via the respiratory droplets in the infected person’s cough, sneeze, or when they are talking.

It is also possible to contract Covid-19 by touching a surface or object that has the virus on it, and then by touching their mouth, nose or eyes but this is not thought to be the primary mode of transmission.

At the present time, there is no vaccination for the protection against Covid-19. In light of that, the CDC recommends the implementation of wearing personal protective equipment (PPE), the practice of social distancing, strong cleaning protocols, and diligent hand washing.
The Nelson-Atkins Museum of Art’s plans and actions will be informed by scientists and public health experts and aligned with government orders and guidelines. Peer institutions locally, nationally and globally may also influence our decisions and protocols. This is a situation that is unprecedented and constantly evolving. The information within this manual was updated last according to the date in the footer and may change as the situation evolves.

THE EMERGENCY PREPAREDNESS TASK FORCE

To address the unique challenges of Covid-19, a special Emergency Preparedness Task Force has been formed. This cross-functional group assesses all information, developments and guidelines related to the Covid-19 pandemic and participates in creating policies, best practices and recommendations for the institution. Covid-19 Emergency Preparedness Task Force Members are:

Mandy Stone – co-lead, Vice President of Earned Income and Guest Services
Kelly Summers – co-lead, Vice President of Human Resources
Toni Wood – member, Vice President of Marketing and Communications
Steve Waterman – member, Deputy Director, Design and Experience
Anne Manning – member, Deputy Director, Education and Interpretation
Joe Brethauer – member, Director, Security and Guest Services
Bryan DeWitt – member, Director, Information Services
Tiara Paris – member, Manager, Exhibition Planning
Jill Thompson – member, Head, Registration

OPERATIONAL PHASES

Experts predict that the Covid-19 pandemic will be a societal challenge for many months – even years – to come. We can expect waves of infection peaks and abatements over an extended period of time. As such, it’s important the Museum remain flexible and prepared to respond accordingly.

The Museum expects four primary levels of operation. Each will have unique protocols and procedures for staff, volunteers and guests. At a glance, the phases are described in the chart on the next page. The institution can progress and regress in phases; flowing between them as the situation evolves.
The Museum entered the Red Phase on March 14, 2020 when it closed offices and to the public. Assuming the situation improves, it is the Museum’s goal to enter the Yellow Phase on July 1, 2020 and the Blue Phase on or by September 3, 2020. Dates stated are targets and subject to change based on circumstances. The Museum does not currently have a target set for entering the Green Phase.

<table>
<thead>
<tr>
<th></th>
<th>RED</th>
<th>YELLOW</th>
<th>BLUE</th>
<th>GREEN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Museum Offices</strong></td>
<td>Closed. Access by appointment only.</td>
<td>Open, some remote work &amp; schedule staggering. Limited front lines staff on-site. Some remote work &amp; schedule staggering.</td>
<td>Open, be telework ready.</td>
<td></td>
</tr>
<tr>
<td><strong>Visitor Access</strong></td>
<td>None unless accompanied by a staff member with approved appointment.</td>
<td>Very limited and by invitation only.</td>
<td>Open with limited capacities &amp; new protocols.</td>
<td></td>
</tr>
<tr>
<td><strong>Health &amp; Safety</strong></td>
<td>Essential staff only on-site. Capital projects may proceed with approval and safety measures in place.</td>
<td>Masks, safe temperature checks. Social distancing. Limited contacts &amp; shared sanitizing practices.</td>
<td>Masks and daily temperature checks. Social distancing &amp; shared sanitizing practices.</td>
<td>Relaxing of protocols as recommended by scientists and health experts.</td>
</tr>
<tr>
<td><strong>Meetings</strong></td>
<td>Virtual</td>
<td>Virtual preferred. In-person must meet capacity limits and allow for social distancing.</td>
<td>Virtual encouraged. In-person must meet capacity limits and allow for social distancing.</td>
<td>Virtual available. Resume standard capacity limits.</td>
</tr>
<tr>
<td><strong>Programs &amp; Events</strong></td>
<td>None</td>
<td>Approved revenue generating or donor events only. See maximums &amp; social distancing observed.</td>
<td>Limited and requires approval unless revenue generating or a donor event. See maximums, social distancing observed.</td>
<td>Resume events that support the museum's mission. Best practices for gatherings observed.</td>
</tr>
<tr>
<td><strong>Travel</strong></td>
<td>None</td>
<td>None</td>
<td>Business-critical travel only.</td>
<td>Returns to standard policy.</td>
</tr>
</tbody>
</table>
HEALTH AND SAFETY
HEALTH AND SAFETY

Reduce the Risk of Transmission

The Museum is committed to protecting the health and safety of our guests, staff and volunteers. The policies, practices, protocols and procedures incorporate current advice and recommendations about measures to reduce the spread of COVID-19 and provide a safe environment for all. We have extensively evaluated the recommendations, guidance and actions of the following entities to reach decisions we believe are appropriate for the institution:

- Reputable scientists and public health experts including the CDC and WHO
- Government guidelines, orders and restrictions
- Museums and arts organizations globally, nationally and locally
- Businesses and organizations outside of our genre including higher education, Fortune 500 companies, sports and event venues, small businesses and more

HOW COVID-19 SPREADS

Scientists are learning more every day about this novel virus and the CDC publishes the most current information on their website. At this time, it’s believed that Covid-19 spreads most commonly through person-to-person contact between people who are in close proximity with one another (within about 6 feet), generally for several minutes or more. Respiratory droplets from an infected person who talks, coughs, sneezes, etc. can land in the mouths and noses of people who are nearby, or be inhaled into the lungs. The infected person may or may not be showing symptoms.

It may be possible to get Covid-19 by touching a surface or object that has the virus on it, then touching your own mouth nose or eyes. This is not thought to be the primary means of spread, but is a type of contact that should be avoided through clean hands and not touching your face.

Simply passing someone in a hallway, working on the same day/shift, touching surfaces and equipment with regular sanitizing & hand washing is unlikely to result in transmission.

For these reasons, the Museum’s primary prevention focus is on:

- Keeping anyone (staff, volunteers, temporary staff and business visitors) away if they are sick, have a fever over 100.4°, or have legitimate reason to believe they’ve been in close contact with someone who has Covid-19.
- Social distancing; keeping people at least 6 feet apart from one another.
- Avoiding meetings, gatherings or occasions where people are in confined spaces (cars, elevators, etc.) with one another for prolonged periods of time.
- Wearing a mask anytime you are – or could come - within 6 feet of others.
- Placing distance or barriers between workspaces and capacity limits on shared spaces (break rooms, restrooms, elevators, etc.).
- Disinfecting frequently touched surfaces regularly. Cleaning supplies will be available, and staff/volunteers are encouraged to sanitize their own workspaces throughout the workday.
• Regular and proper handwashing; using hand sanitizer between washes.
• Wearing gloves if your job requires touching things such as cash, tickets, or others’ belongings.
• Restricting business travel, as it generally requires being in confined spaces with others.
• Posting and communicating procedures and expectations.

STAFF & VOLUNTEER EXPECTATION OVERVIEW

Working Together to Suppress COVID-19 in the Workplace
For the safety of all staff, volunteers and guests we expect everyone to abide by these rules:
• Stay home or go home immediately if you are sick
• Self-monitor for fever daily; never come to the museum if your temperature is over 100.4°
• Maintain social distancing and avoid close contact (6 feet or less for several minutes) with anyone, under any circumstances
• Wear a clean mask or face shield over your nose and mouth anytime you’re in a Museum building and could come within 6 feet of others
• Abide by capacity limits for all Museum spaces
• Sanitize your work area using proper chemicals and following product instructions
• Wash your hands frequently for 20 seconds, using proper procedures
• Use hand sanitizer when hand washing is not possible
• Cover your nose and mouth when sneezing or coughing
• Avoid touching your face
• Replace handshakes with head nods and waves
• Avoid using other people’s phones, desks, offices or other work tools and equipment, when possible
• Talk to your manager if you have concerns specific to your circumstances, such as a health condition that places you or someone in your household at high risk
• Follow all company policies and practices as they change and evolve
• Be kind. Understand that this is a stressful time for everyone, and an extra bit of kindness right now can go a long way

COVID-19 EXPOSURE LEVELS & PROTOCOLS

The prompt identification and isolation of potentially infectious individuals is a crucial step in protecting our staff, volunteers, guests, and others in the workplace. As a matter of practice, people are encouraged to stay home if they feel sick or have any symptoms related to Covid-19 and take the following action:
• Staff/volunteers who have symptoms should notify their supervisor and human resources (hr@nelson-atkins.org) and stay home.
• Sick staff/volunteers should follow CDC-recommended steps including not returning to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers.
• Staff/volunteers who are well but have a sick family member at home with Covid-19 should notify their supervisor and human resources (hr@nelson-atkins.org) and follow CDC recommended precautions.

If you were in close contact with someone with Covid-19 and get sick with fever, cough, shortness of breath, or other symptoms that are consistent with Covid-19 (even if your symptoms are very mild), you may have Covid-19. You should isolate yourself at home and away from other people. Contact your healthcare provider, tell them you were exposed to someone with Covid-19 and are now sick and ask if you can be tested for the virus.

See additional guidance for confirmed or suspected Covid-19 disease at: https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/COVIDcasepositive.pdf

The Museum will follow current guidance based on community exposure, for asymptomatic persons exposed to persons with known or suspected Covid-19 or possible Covid-19.

CDC’s recommendations for community-related exposures are provided below. Individuals should always follow guidance of the state and local authorities.

<table>
<thead>
<tr>
<th>Person</th>
<th>Exposure to</th>
<th>Recommended Precautions</th>
</tr>
</thead>
</table>
| • Household member  
  • Intimate partner  
  • Individual providing care in a household without using recommended infection control guidelines  
  • Individuals who has had close contact (< 6 feet) for ten minutes or more | • Person with symptomatic COVID-19 during period from 48 hours before symptom onset until meets criteria for discontinuing home isolation | • Stay home until 10 days after last exposure and maintain social distance from others at all times  
  • Self-monitor for symptoms  
    o Check temperature 2x a day  
    o Watch for fever, cough, or shortness of breath  
  • Avoid contact with people at higher risk (unless they live in the same household and had the same exposure  
  • Follow CDC guidance if symptoms develop |
| • All US Residents other than those with a known close contact exposure | • Possible unrecognized COVID-19 exposures in US communities | • Be alert for symptoms  
  • Practice social distancing  
    o Maintain 6 feet of distance from others  
    o Stay out of crowded places  
  • Follow CDC guidance if symptoms develop |
DISCONTINUING HOME ISOLATION TO RETURN TO WORK

For sick contacts of COVID-19 patients, discontinue home isolation under the following conditions:
• At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); AND,
• At least 10 days have passed since symptoms first appeared.

SELF-MONITORING FOR FEVER

The Museum requires all staff and volunteers to self-monitor for fever daily by taking their temperature before reporting to any shift. This may be done using any over-the-counter monitoring device or thermometer (touchless, strips, oral, etc.). Human Resources will provide an oral thermometer to any staff or volunteer who does not have access to one. Touchless thermometer will be kept at the SCC, in Human Resources and at the Info Desk for anyone who would like to check their temperature when on-site.

SHARED SANITATION PRACTICES

The Museum has a dedicated Maintenance team who keeps public spaces and common areas clean. Their primary responsibilities include:
• Cleaning restrooms, breakrooms, kitchenettes and locker rooms
• Vacuuming
• Sweeping and mopping hard floors
• Dusting
• Emptying trash

When cleaning an area, the Maintenance crew sanitizes the switch plates, handles and railings.

While our Maintenance crew is staffing for extra rounds and taking extra vigilance with their practices, **we all have responsibility for sanitizing the spaces we work in.** In addition to the work the maintenance crew is doing, staff and volunteers are asked to complete the following sanitation:

**Individual work spaces, offices or office suites:**
• Wipe down work station, including desk, tables, chair arms, keyboard, phone, drawer handles, etc.
• Sanitize light switches and door handles.
• Discard waste in a designated trash receptacle.

**Common areas:**
• Sanitize any surfaces before or after use including appliances, copy machines, staplers, doorknobs, push bars, countertops, sink handles, coffee urns, chair arm rests, refrigerator handles, microwave handles and buttons and vending machines.
Meeting Rooms:
- Sanitize surfaces before and after each use.
- Wipe down used equipment, such as whiteboard markers, computer input devices (keyboard, mouse), computer control screens, conference phones, etc. must be sanitized before and after use.
HAND WASHING PROCEDURES

Proper handwashing is always important. Not only is it effective against the spread of the common cold, the flu, and other illnesses….it is an equally important preventative measure against Covid-19.

How to wash your hands:
1) Wet: Put both your hands under clean, running water.
2) Lather: Apply a generous amount of soap to the inside and back of your hands as well as your fingertips. Wash your hands for at least 20 seconds (sing happy birthday) and don’t forget to wash under jewelry and fingernails. Your fingertips are especially important as people often put their fingers on their face, nose, and eyes. This is how the virus spreads.
3) Scrub: Rub both hands together and move your fingertips around both hands. You don’t need a scrub brush. You don’t need to make harsh, scrubbing movements.
4) Rinse: Return both hands to the running water and gently wash away the soap.
5) Dry: Completely dry the water from your hands. Using a disposable towel (paper towel) is best to avoid leaving germs on towels. Air dryers, commonly found in public bathrooms, are also effective.

For a video tutorial on proper hand washing, visit https://www.youtube.com/watch?v=lisgnbMfKvI

While hand washing is still the best, Alcohol-based hand sanitizer (containing at least 60% alcohol) are helpful in protecting against the spread of germs and viruses.

PPE FOR STAFF & VOLUNTEERS

Personal protective equipment (PPE) are items that are used in a capacity to protect against the spread of hazardous materials or infectious diseases. Commonly used in healthcare settings, PPEs have been critical for protection against exposure to the highly infectious virus, Covid-19. Examples of PPEs are face masks, gloves, eye protection, face shields or gowns.

It is our policy that all staff and volunteers at the Nelson-Atkins Museum of Art will wear a face mask or shield. Wearing a mask (disposable or cloth) while in public offers considerable protection against the spread of Covid-19. While we will be practicing social distancing (6 feet apart) from each other and the public, the mask will offer an added layer of potential protection given the fact that Covid-19 can be spread via the respiratory droplets of an infected person. Since we do not know who may or may not have Covid-19, we must implement this policy that offers the greatest opportunity for protection. Masks must be worn by staff & volunteers anytime they are – or may come – within 6 feet of others. You may remove your mask
briefly to eat & drink or when you’re in your office, outdoors or any other space you are comfortably more than 6 feet from others.

Masks are a critical part of the Museum’s policy, because they have been proven to significantly reduce your risk of contracting the virus and of spreading it to others. When everyone in the institution wears masks, chances of spreading the virus to one another is low – even if you’re in close contact with someone who is infected.

### WEARING FACE MASKS SAFELY

There are different types of face masks available. **Surgical masks** (disposable masks) are generally loose fitted and are meant to cover the wearer’s nose and mouth. The object is to protect the wearer from respiratory droplets or sprays that may contain infectious germs. This type of mask will also filter out airborne particles.

**Cloth masks** are reusable and also intended to slow the spread of Covid-19. These masks can be homemade or purchased and should contain a double layer of fabric for extra protection.

Staff and volunteers may wear any reusable mask of their choice, as long as any emblems, graphics or statements are considered work-appropriate. If you do not have a personal mask you’d like to wear, the Museum will provide a mask to you. You will be responsible for properly laundering the mask.

Please follow these steps when putting on or taking off a face mask:
- Be sure that when you put on your mask that it covers both your mouth and your nose.
• If your mask has ear loops, carefully wrap around your ears. If your mask has ties, make sure to appropriate tie your mask behind your head so it is snug but not too tight.
• Avoid touching your masks with your hands while wearing it.
• If you do touch your mask, make sure to sanitize or wash your hands as soon as possible.
• When removing your mask, only touch the ties on the back of your head or the ear loops and avoid touching your face.
• After you remove your mask you should wash your hands.
• Regular cleaning of cloth masks is required. Cloth masks can be washed with regular soap and water or placed in the washing machine with clothing.

Additional information on mask safety can be found here:

Gloves will be worn by Nelson-Atkins employees who come in contact with things such as money, tickets, trays, or any commonly used object that changes hands from one person to another. Gloves are an added protection because the Covid-19 virus can live on inanimate objects for several hours to several days after handled by an infected person. Wearing gloves will protect you from the possibility of transmission from contact with these items.

WEARING GLOVES SAFELY

Gloves are to be worn if the employee will have contact with cash, credit cards, paper tickets or any situation that would involve the handing of an object from the Museum visitor to the Museum employee. It is important to understand that wearing gloves does not offer invincibility and good hygiene should still be an observed practice.

How to put on sterile gloves:
1) Obtain proper fitting gloves. Ensure that they are not too constricting.
2) Make sure your hands are clean by thoroughly wash your hands. First wet them, lather, then scrub for at least 20 seconds, rinse, and then dry. Use an alcohol based sanitizer if you don’t have access to soap and water.
3) When putting on your gloves, make sure to put on the glove that fits your dominant hand first. Grab the glove with your non-dominant hand and pull it onto your dominant hand with the glove facing downward. Let the glove hang as you do this and keep the palm of the glove open facing. Only touch the inside of the glove. After the glove is mostly on the hand, make other adjustments for a good fitting.
4) Now, for the other glove: grab the remaining glove and then put the fingers of your gloved hand into the folded cuff of the other glove and lift it up. Keeping your
second hand flat and palm facing up, place the glove over your fingers. Then pull the second glove over your hand.
5) After both gloves are on your hands, make any necessary fitting adjustments and inspect the gloves for any rips.

**How to take off sterile gloves:**
1) Grasp the outside of one glove at the wrist, but be careful not touch your skin.
2) Peel the glove away from your body, pulling it inside out.
3) Hold the glove you just removed in your other gloved hand.
4) Peel off the second glove by putting your fingers inside the glove at the top of your wrist.
5) Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.
6) Throw the gloves into the trash immediately. (Don’t leave them in the store parking lot outside of your vehicle or try to reuse them later.)
7) Wash your hands or use hand sanitizer directly after you’ve removed the gloves.

**PLEXIGLASS BARRIERS**

Plexiglass barriers are being installed anywhere the nature of interactions with other people make social distancing difficult. The Information Desk is an example; guests approach the counter and are within 6 feet from the staff person or volunteer throughout the transaction (which may take several minutes). A plexiglass barrier on the counter is an extra layer of protection during the interaction.

Plexiglass should never be cleaned with household products such as Windex or Clorox. Non-abrasive products and microfiber cloths must be used to keep them clean and clear. The NAMA Maintenance team will have the proper products for cleaning plexiglass.

**PLASTIC FACE SHIELDS**

Staff or volunteers who are frequent speaking interacting with others may request – or be required to wear – a clear face shield. Face shields may be worn in addition to – or instead of – a mask, depending on your personal comfort level. A benefit to face shields is the ability to see facial expressions and lips move when speaking, which makes interactions easier. A drawback is that there is not clear data on whether they protect as effectively as cloth masks.

Due to the cost, museum-issued face shields are limited and will be prioritized for positions with the highest levels of guest interaction. Face Shields must be properly sanitized between each use; daily at minimum.
AIR QUALITY

Due to the nature of our business, having good air quality and circulation is an important part of our everyday operation. We have hospital-grade air quality with charcoal and UV filtration in the Bloch Building and renovated Nelson-Atkins areas (ie. Bloch Galleries). Other areas use traditional, paper filtration common in most households.

DRINKING FOUNTAINS

Drinking fountains will be closed, but bottle refill dispensers will stay operational.
RED PHASE
OPERATIONS
THE RED PHASE; OFFICES AND PUBLIC ACCESS CLOSED

The Red Phase is the most restrictive of all operational phases. Declaring the Museum to be in this Phase is essentially a cessation of all public access, events, programs, travel and office activities that are not absolutely essential. Staff and volunteers who can, should work from home. Keeping as many people away from the Museum as possible achieves four things:

1) Halts potential transmission of the virus between guests, staff and volunteers on the Museum campus
2) Protects essential on-site staff by strictly limiting the people they will come into contact with at work
3) Allows most areas of the Museum to be dormant so that any traces of the virus on surfaces will perish
4) Creates ideal conditions for a deep and thorough cleaning of Museum buildings

The Donald J. Hall Sculpture Park may remain open during the Red Phase to visitors who are following government guidelines for group size and social distancing.

NOTICE OF RED PHASE DECLARATION

The Museum will make every effort to give prior notice before entering the Red Phase, but it cannot be guaranteed. Staff & volunteers should remain aware of the possibility and prepared for a Red Phase declaration to happen at any time. These are some of the reasons the Museum may declare a Red Phase:

- Concern for the health and safety of guests, staff and volunteers on premise
- A known or highly suspected on-site transmission of the virus
- An order issued by the government

ESSENTIAL STAFF

When the Museum is in the Red Phase, only essential staff are allowed on campus. All other access badges will be deactivated. Essential Staff are members of our 24/7 Security team as well as minimal other personnel required to maintain the most basic operations. The list of essential staff members will be maintained by Security and communicated by Supervisors. Identifying Essential Staff members is not intended to downplay the importance of every contributor to the Museum. Rather, it’s a designation that identifies who truly must work on-site to keep the Museum protected and maintained during a closure.
YELLOW PHASE OPERATIONS
THE YELLOW PHASE; MUSEUM OFFICES OPEN

The Yellow Phase can be best described as a transitional phase between the Museum being closed and open. During this time, the building is open primarily for staff access, to prepare for entering the Red Phase or Blue Phase. Hallmarks of this Phase include:

- Staff badges are reactivated and employees can come and go from the Museum as necessary to perform their jobs.
- Office staff should be performing their roles at full functionality. Expect some balance of on and off-site work, based on role and business needs.
- Donor events and invite-only access may be granted to various groups of guests.
- Business travel is highly discouraged.

RETURNING TO MUSEUM OFFICES

When returning to Museum offices after being in the Red Phase, we must be careful about plans for reentry. Bringing everyone back at once may create a flurry of activity and realization of problem work areas that forces people into close contact, which we want to avoid.

Department Heads have been asked to formulate a plan with their team based on the Return-to-Work Staff and Workplace Assessment guidelines from Human Resources on the intranet. In many cases, Department Heads can create safer work environments with new practices, space adjustments or schedule arrangements. In some cases, offices may need to be fully reconfigured or relocated. These situations should be addressed as outlined in the guide.

The first time a staff member or volunteer returns to work on-site, they must attest to their current wellness on the Covid-19 Self-Certification Return To Work form. Staff or Volunteers who have a fever, symptoms of Covid-19, recent exposure or insufficient quarantine after illness will not be allowed into the building.

AVOIDING CLOSE CONTACT ON-SITE

As a transitional and preparatory phase, office staff whose role requires they be on-site can resume working on campus in the safest manner possible. It should be the goal that staff never come into close contact (within 6 feet or less for a prolonged period) with one another while working. To achieve this, people in roles that can be effectively executed from home may continue to work remotely in some capacity if their Supervisor approves. For some, a combination of being in the office and at home may be ideal for achieving work objectives. Duties, workspaces and circumstances that require you to have close contact with others should be reported to your Supervisor so that they may be rectified.
MUSEUM SPACE CAPACITIES

The number of people allowed in spaces throughout the Museum will be restricted in order to ensure proper social distancing is possible. Capacity reductions will follow different guidelines, based on their function. They may also be subject to changing government directive. Generally speaking, capacities in the Yellow Phase have been approached as follows:

**Galleries, assembly rooms and unassigned (or general public) spaces** will follow the recommendations of the [Jackson County Recovery Plan](#) - *(Phase 1: Criteria and Recommendations, found on page 7)*. Rooms under 10,000 sq.ft will be reduced to 25% of their original capacity, and rooms over 10,000 sq.ft will be reduced to 10% of their original capacity. Refer to the [Museum Occupancy and Maximum Capacities](#) chart within this guide.

**Stairways, hallways and corridors** (ie. transitional spaces with moving traffic) will be open for passing through. Congregating in these spaces is **highly** discouraged. Exceptions to the 6 foot distancing rule is permissible briefly when passing, but please be highly mindful of others and turn your head away from passers when possible. Refrain from using handrails on ramps and stairways unless needed for safety. Wash your hands frequently if you utilize these high touch areas. Traffic in problem areas may be rerouted.

**Restrooms, locker room and elevator** capacities will be reduced or, based on their sizes, may be closed.

**Viewing room, art handling spaces and storage areas** require all persons entering that space to be wearing masks and gloves. Social distancing should be observed. Group work in small spaces is discouraged as much as is physically possible.

Any **doors** that can safely remain open should be propped open to minimize touch and allow air to flow freely.

**SCC ENTRY**

When entering through the SCC, staff & volunteers should be mindful of the posted vestibule capacity. If it’s at capacity, wait for it to clear out before entering. Distance yourself from others as you enter so you don’t form clusters. If visitors are waiting in the vestibule (not passing through), you may pass through to badge in without lingering. Wash or sanitize your hands immediately once inside the Museum area. If you forgot or were unable to self-monitor for fever, the SCC has touchless thermometers that may be requested. These are sanitized by SCC personnel after each use.
MEETINGS AND MEETING ROOMS

Meetings should continue to take place virtually as often as possible. When convening a team in-person cannot be avoided, be mindful of others' ability to socially distance in public spaces, and never block exits or entrances. If an in-person meeting must occur:

- Observe reduced room capacities
- Select a room with sufficient size for social distancing
- Keep the door open, if possible
- Wear PPE as required
- Greet without shaking hands
- Avoid sharing devices, appliances, tools or equipment
- Direct contact with non-personal objects should be through gloves or an appropriate buffer (a Clorox bleach wipe, for example).

The meeting leader must follow disinfecting protocols before and after, which will be posted in every room along with proper supplies. Additionally, meeting organizers should keep accurate records of when, where and who attended each meeting. This will assist in contact tracing should an attendee test positive for Covid-19.
ELEVATOR PROTOCOLS

Whenever possible, we ask that everyone who is able take the stairs; leaving elevators free for those who truly need them. In large elevators, new capacities will be posted -- set so that 6 feet social distancing can be practiced. Very small elevators may be limited to individuals. Public elevators should be used one family/group unit at the time. Elevator buttons will be cleaned frequently. When possible, refrain from using handrails in elevators. Wash or sanitize hands after using an elevator.

RESTROOM PROTOCOLS

Restroom doors will be propped open as privacy allows to encourage air flow and reduce touch on handles and push plates. Doors with the inability to prop open will have hand sanitizer or disinfectant wipes near the door. Bathrooms with contactless sinks will be prioritized and when inefficient, bathrooms may be closed and staff and volunteers may be rerouted. Some stalls, sinks and hand dryers may be closed to encourage social distancing. Anyone waiting for a bathroom that is at capacity must wait outside the entrance, forming a socially distanced line.

LIBRARY OPERATIONS

In the Yellow Phase, staff users must observe current capacity limits in the library’s stacks and reading room noting that library staff must be factored into the total people present at any time. Only 15% of study carrels will be available so that every other one may be left vacant for social distancing.

Scheduled access will be coordinated by emailing sarlcirc@nelson-atkins.org or by calling when at the library's main stack access to confirm occupancy. All materials returned will be held for 48 hours before being reshelved.

MUSEUM EVENTS

External rentals and approved Museum events may proceed as long as they meet strategic objectives and follow government guidelines for group size restrictions and social distancing. The Event Planning team can create properly distanced floor plans and estimate appropriate capacities based on current or projected future guidelines. Note that the event will be subject to any restrictions at the time it occurs, which may differ from original planning guidelines. Event planners and internal clients must be flexible and willing to adapt plans that will be safe for the Museum, staff, volunteers and attendees.
BLUE PHASE OPERATIONS
THE BLUE PHASE; SOFT OPENING TO THE PUBLIC

In the Blue Phase, the public is welcomed into the Museum on a limited basis and with many safety protocols in place. Hallmarks of the Blue Phase include:

- All staff protocols from the Yellow Phase remain unless there is an update or amendment explicitly made in this section
- We are open to the public with limited admission to control capacities and ensure social distancing is possible
- The public is asked to do ‘their part’ to keep others safe at the Museum
- Heightened sanitation responsibilities will be shared across departments
- Reduced entry and exit points
- Volunteers may access the Museum with their badge
- Business-critical travel may resume

KC CULTURE CARES

Together with over 25+ cultural organizations in the Kansas City metropolitan area, the Nelson-Atkins Museum of Art created shared expectations for the new guest experience when we reopen to the public. The purpose was to create consistency for what cultural visitors can expect when they visit any one of our institutions. This not only begins to condition guests for what’s expected of them, but it helps to avoid the perception that one institution is more lax, strict or safe than any other. We are all in this together and share a commitment for allowing the public to experience arts & culture safely.
**Together, we will keep each other safe.**

Kansas City’s cultural institutions welcome you back to our spaces. We hold a high regard for your health and the safety of each person who walks through our doors. Together, we have designed guidelines that we ask you to follow to slow the spread of COVID-19.

<table>
<thead>
<tr>
<th><strong>Our part</strong></th>
<th><strong>Your part</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Surfaces sanitized often.</td>
<td>• Stay home if you are ill.</td>
</tr>
<tr>
<td>• Staff/volunteer health verified daily.</td>
<td>• Masks strongly encouraged.</td>
</tr>
<tr>
<td>• Staff/volunteers wear protective gear.</td>
<td>• Keep your distance: Six feet, please.</td>
</tr>
<tr>
<td>• Capacity monitored.</td>
<td>• Wash and sanitize hands often.</td>
</tr>
</tbody>
</table>

**Commit with us!**

**We are in this Together.**

[Logos and names of participating institutions]

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Last update: July 23, 2020
GUEST PROTOCOLS

The KC Culture Cares commitment is intended to be broad and all-encompassing; concepts any institution could commit to and execute in their own unique way. The Nelson-Atkins will fulfill these promises, and communicate more specific expectations to visitors to help them prepare for their visit. We will go into detail about many of them within this section. Briefly, they are:

- Please do not come if you are sick, have symptoms of Covid-19, a fever over 100.4° or have been around someone who has Covid-19 in the past 14 days
- Admission is free, but tickets must be secured for a specific day and time
- You must enter through Bloch Lobby, either the Plaza, Lobby or South Lobby doors
- You must wear a mask
- Keep at least 6 feet distance between yourself and others
- Capacity limits in Museum spaces must be observed
- Please wash your hands frequently and use hand sanitizer when washing is not possible
- Stools may be checked out from Coat Check; they are no longer hanging in galleries
- Family guides may be downloaded prior to the visit
- To experience content in a safer way, bring a personal device
- Some high-touch interactives may be unavailable
- Food and beverage options are available, but some aspects of the experience may have changed to make them safer
- Visiting the Museum can be done safely, but is at your own risk. The Museum shall be held harmless from the personal risk you are taking by visiting.

OPERATING HOURS

Hours of operation during the Blue Phase are as follows:

- Monday 10am – 5pm
- Tuesday Closed
- Wednesday Closed
- Thursday 10am – 9pm
- Friday 10am – 5pm
- Saturday 10am – 5pm
- Sunday 10am – 5pm

MEMBER HOURS

As a special benefit to our members...

TICKETED ENTRY

To control capacities and ensure all guests will be able to properly social distance when at the Museum, we will require a ticket be secured for a specific day and time of
visit. Fifty (50) tickets will be available every 10 minutes while we’re open. The final tickets will be issued 90 minutes before we close.

Guests are asked to enter no earlier than 5 minutes prior to their scheduled time. There is no limit to the time a guest can spend in the Museum once they’re in. From data, we know that an average visit is around 2 hours so assumptions have been based on that. At no time should the Museum’s entire capacity exceed 4,500 in the Blue Phase.

TICKET PROCUREMENT

Guests may secure tickets to the Museum on nelson-atkins.org, which is our preferred method. They can also be secured by calling 1ART or by coming on-site. Admission remains free to all, but a small donation of $3, $8, $15 or $20 will be requested for those who are able. Guests may opt to contribute one of these amounts, enter a custom amount, or offer no donation. These contributions will help the museum cover increased expenses related to the pandemic.

Donations are non-refundable, but ticket dates & times may be transferrable.

CUSTOMIZING A SAFER EXPERIENCE

It is our intention to offer upgrades to guests to allow them to customize a safer experience. Several exploratory initiatives are underway such as touchless parking and no-contact dining in Rozzelle Court. As these features and amenities become available, we will notify Museum staff & volunteers.

ENTRY POINTS

In the Blue Phase, public entry is limited to the Bloch Building entrances, primarily the Lobby and Plaza doors. This allows us to identify who has secured a ticket in advance and who might need one. As guest enter, the VSO/Volunteer should say something like, “Welcome to the Nelson-Atkins Museum of Art. Have you already secured your ticket online?”

If a guest has secured a ticket, they may proceed to the Ticketed Entry. If they do not have a ticket, they may proceed to the Info Desk or secure one from their mobile device on Nelson-Atkins.org.

FACE MASK REQUIREMENT

In the Blue Phase, face masks are required for all visitors. Guests may wear a mask or face covering of their own, so long as it covers both their mouth and nose. If a guest does not have one when they enter, the Door Officer should ask that they put one on.

Guests who did not bring a mask may purchase one for $2 from the Info Desk or Museum Store.
WAITING AREA

If guests arrive early or are waiting for their entry time, they should be encouraged to wait in Block Lobby, visit the Museum Store, have a drink at Thou Mayest or walk through the Donald J. Hall Sculpture Park (North side).

LINE DISTANCING

There are several places throughout the Museum where lines are likely to form. In these places, we will have markers on the floor indicating how far apart guests should stand from one another to be at a safe, 6 foot distance.

MANAGING GALLERY CAPACITIES

Each gallery will have a posted maximum capacity that aligns with government guidelines and public health best practices. Refer to the Museum Occupancy and Maximum Capacities chart within this manual. In addition to monitoring the safety of the art and people within, VSOs stationed in each space should assist with managing traffic flow. When a gallery reaches capacity, the VSO should stand at the most natural entry point and advise new guests to wait until more space is available. Once guests are in a gallery, they can stay as long as they’d like.

MUSEUM STORE OPERATIONS

The Museum Store will continue to observe the existing layout with respect to the entrance and exit. Tensa barriers will assist with traffic flow into and out of the store and around the point of sale to direct shoppers to check out. Line queues will be established at the point of sale to further assist with the social distancing messaging.

A Museum store staff member or volunteer will manage traffic at the entrance to manage capacity, ensure the number of people in the store does not exceed what is allowed. Staff and volunteers will be assigned to zones so that they are always distanced from one another:
1) Store entrance
2) Point of sale
3) Sales floor
4) Lower level for receiving, inventory and admin
5) Back room for organization, labeling

During the course of the day, employees will rotate to different work zones.

The Museum Store will be equipped with multiple hand sanitizer stations, gloves and signage.

There will be socially distanced line markers on the floor near the point of sale and outside of the store for those customers who are waiting to get into the store. When
at full capacity, there will be a ‘one in, one out’ rule imposed. The maximum capacity will be limited to 14 people at any given time.

**ROZZELLE COURT OPERATIONS**

Rozzelle Court Restaurant will transition from a cafeteria-style service model to a fast casual one. This means that guests will review menu options from a sign or menu board and order their selections from the cashiers, who are behind plexi glass barriers. After placing the order, guests are given a number and can select a table from any that are available. A staff member brings the meal to the table when it’s ready on a tray.

Tables in the restaurant will be socially distanced, at least 10 feet apart with 6 from chair back to chair back. Individual party compositions are not scrutinized, but should not exceed government guidelines for group size. Guests may also have their meals packaged to-go so that they can take them outside to enjoy them on the lawn. Guests may remove their masks in Rozzelle Court for ordering and eating.

**LIBRARY OPERATIONS**

Museum wide policies around guest access, maximum capacities and PPE will apply when in the library. Because the library is outside of the ticketed area, guests do not need to secure a timed ticket in order to visit.

Chairs will be removed from reading room tables and public computer stations to ensure social distancing. The door will be propped open during open hours to facilitate air circulation.

All returns from page requests will be returned to the north room to be quarantined for 48 hours before being returned to the library stacks for reshelving.

*Library hours in the blue phase will be:*
*Monday, Thursday and Friday from 10am – 5pm*
*Saturday from 10am – 4pm*

**EDUCATOR RESOURCE CENTER (ERC) OPERATIONS**

Museum wide policies around guest access, maximum capacities and PPE will apply when in the ERC. Because the library is inside the ticketed area, guests will have these options:

1) Visit the ERC as part of their Museum visit
2) Make an appointment to visit the ERC specifically

Chairs will be removed from the reading area and users will be asked to sanitize shared computers before and after each session. The door will be propped open during open hours to facilitate air circulation.
All returned items will be held for 48 hours before sanitizing and made available for check-out again.

Procedures for artwork pick-up are under review. Revisions will be communicated by Public Programs.

**ART COURSE OPERATIONS**

Art Course will not operate in 2020. The working plan is to reopen it in spring 2021 around mid-March. This, of course, is subject to change.

**TIVOLI AT NELSON-ATKINS OPERATIONS**

A reopening date for Tivoli has not been established, but we will notify staff and volunteers as plans evolve.
GREEN PHASE OPERATIONS
THE GREEN PHASE; EXPANSION OF PUBLIC ACCESS AND PROGRAMMING

The Green Phase chapter both literally and figuratively has yet to be written. We consider this phase a step between the restrictions of the Blue Phase and standard operations before Covid-19. In this phase we envision adding select programming and relaxing some of the restrictions. We do not know yet when we will enter this phase nor exactly what it will entail – but we will document it as the situation improves and decisions are made.
MUSEUM OCCUPANCY & MAXIMUM CAPACITIES

The table below calculates the limited capacities in event spaces in the Yellow and Blue Phases. These guidelines should be followed unless there is a government-issued directive that supersedes them.

Some business units may have alternative methods for calculating capacities such as retail, restaurants, event venues and movie theaters. Supervisors within these business units are responsible for understanding these nuances and implementing them within their department & space(s).

Outdoor spaces are given more leniency than indoor spaces, as they are at lower risk for spreading the virus in that environment.

The table below calculates the limited capacities in event spaces in the Yellow and Blue Phases. These guidelines should be followed unless there is a government-issued directive that supersedes them.

Some business units may have alternative methods for calculating capacities such as retail, restaurants, event venues and movie theaters. Supervisors within these business units are responsible for understanding these nuances and implementing them within their department & space(s).

Outdoor spaces are given more leniency than indoor spaces, as they are at lower risk for spreading the virus in that environment.

<table>
<thead>
<tr>
<th>Room Number / Name:</th>
<th>Location</th>
<th>Original Occupancy</th>
<th>Yellow Phase</th>
<th>Blue Phase</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assembly Spaces</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>400 Conference Room</td>
<td>400 House</td>
<td>29</td>
<td>N/A</td>
<td>TBC</td>
</tr>
<tr>
<td>Aquila room</td>
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<td>8</td>
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<td>Art Course</td>
<td>DJHSP</td>
<td>72</td>
<td>N/A</td>
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<td>Atkins Auditorium</td>
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<td>Atkins Foyer</td>
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<td>25</td>
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<tr>
<td>B Suites Conference Rm</td>
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<td>22</td>
<td>4</td>
<td>4</td>
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<tr>
<td>Bloch Lobby</td>
<td>Bloch Building</td>
<td>379</td>
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<td>Break Room</td>
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<td>seated</td>
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<tr>
<td>Café (Thou Mayest)</td>
<td>Bloch Building</td>
<td>45</td>
<td>11</td>
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<tr>
<td>Café Terrace/Plazal Level Lobby</td>
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<td>Chinese Galleries</td>
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<td>Chinese Temple</td>
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<td>21</td>
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<tr>
<td>Classroom 1 - FLC</td>
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<td>7</td>
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<tr>
<td>Classroom 2 - FLC</td>
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<td>6</td>
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<tr>
<td>Classroom 3 - FLC</td>
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<td>Classroom 4 - FLC</td>
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<td>Classroom 5 - FLC</td>
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<tr>
<td>Classroom 6 - FLC</td>
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<td>Classroom 7 - FLC</td>
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<td>Cloister</td>
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<tr>
<td>Entry Lobby - Lobby Level</td>
<td>Bloch Building</td>
<td>255</td>
<td>64</td>
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<tr>
<td>Entry Vestibule - Lobby Level</td>
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<td>70</td>
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</tr>
<tr>
<td>Location</td>
<td>Building</td>
<td>L1</td>
<td>L2</td>
<td>L3</td>
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<td>-------------------------------</td>
<td>---------------</td>
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<tr>
<td>ERC</td>
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<tr>
<td>Executive Office</td>
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<td>18</td>
<td>6</td>
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</tr>
<tr>
<td>Conference Room</td>
<td>400 House</td>
<td>10</td>
<td>2</td>
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<tr>
<td>Graphic Design</td>
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</tr>
<tr>
<td>Conference Rm</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Copy Room/ HR Resource Office</td>
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<tr>
<td>Kirkwood Hall</td>
<td>NA</td>
<td>1500</td>
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<tr>
<td>Lens 2</td>
<td>Bloch Building</td>
<td>132</td>
<td>25</td>
<td></td>
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<td>Lens 2 Mezzanine</td>
<td>Bloch Building</td>
<td>48</td>
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<td></td>
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<tr>
<td>Library Stacks</td>
<td>Bloch Building</td>
<td>20</td>
<td>5</td>
<td></td>
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<tr>
<td>Museum Store</td>
<td>Bloch Building</td>
<td>54</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Nevelson Nook</td>
<td>NA</td>
<td>9</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Noguchi Court</td>
<td>Bloch Building</td>
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<td>70</td>
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<tr>
<td>Project Space (L8)</td>
<td>Bloch Building</td>
<td>113</td>
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<td></td>
</tr>
<tr>
<td>Rockhill Room</td>
<td>Bloch Building</td>
<td>87</td>
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<td></td>
</tr>
<tr>
<td>Rozzelle Court Restaurant</td>
<td>NA</td>
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<tr>
<td>Sculpture Hall</td>
<td>NA</td>
<td>122</td>
<td>31</td>
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<tr>
<td>South Corridor</td>
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<tr>
<td>Conference Room</td>
<td>NA</td>
<td>3</td>
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<tr>
<td>Spencer Library Reading Room</td>
<td>Bloch Building</td>
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<td>Spencer Room</td>
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<td>Sunderland Conference Room</td>
<td>500 House</td>
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<tr>
<td>Training Room</td>
<td>NA</td>
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</table>

**Lobby Level Gallery Spaces**

<table>
<thead>
<tr>
<th>Lobby Level Gallery Spaces</th>
</tr>
</thead>
<tbody>
<tr>
<td>L1</td>
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<td>L7</td>
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<tr>
<td>L8 Project Space</td>
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<td>L9</td>
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<tr>
<td>L10</td>
</tr>
<tr>
<td>L11</td>
</tr>
<tr>
<td>L12 A</td>
</tr>
<tr>
<td>L12 B</td>
</tr>
<tr>
<td>L13 Featured Exhibition</td>
</tr>
<tr>
<td>L14 Featured Exhibition</td>
</tr>
<tr>
<td>L15 Featured Exhibition</td>
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**Plaza Level Gallery Spaces**

Last update: July 23, 2020
<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
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