COVID-19
OPERATIONS
MANUAL

Last published on July 6, 2021. Updates in red.
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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.
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  
Bryan DeWitt – member, Director, Information Services  
Tiara Paris – member, Manager, Exhibition Planning  
Jill Thompson – member, Head, Registration

Questions and concerns related to the Museum’s response to Covid-19 can be directed to any member of this group.

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 entered the Yellow Phase on July 1, 2020 and the Blue Phase on September 3, 2020.

The museum entered STEP ONE of the Green Phase on March 19, 2021, STEP TWO on May 17, 2021 and will enter STEP THREE on July 8, 2021. Unlike phases before it, the Green Phase is iterative (not an ‘all at once’ implementation). See the Green Phase section for more details.
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 it 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.

Several vaccines are now available to protect against Covid-19. The Nelson-Atkins Museum of Art strongly recommends all staff and volunteers be vaccinated. The Human Resources department can assist any staff member or volunteer get the vaccine.

We trust that everyone will be honest about their vaccination status and do not require that additional proof be presented. An individual is considered “fully vaccinated” when two or more weeks have passed since their final vaccine dose.

STAFF & VOLUNTEER EXPECTATION OVERVIEW

For the safety of all staff, volunteers and guests we expect everyone to abide by these best practices:
Get vaccinated for Covid-19 as soon as you’re eligible
Stay home or go home immediately if you are sick
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) if you are unvaccinated. This includes not riding in vehicles with one another, which forces close contact between riders.
Wear a clean mask or face shield over your nose and mouth anytime it’s required at the museum
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 not fully vaccinated and feeling 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 are not vaccinated, have been 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

Fully vaccinated people (at least two weeks after your final vaccine dose):
1) Do not have to isolate after coming into contact with someone who has Covid-19
2) Do not need to be tested for Covid-19 after contact unless you begin experiencing symptoms

CDC’s recommendations for community-related exposures among those who are not fully vaccinated are provided below. If you have received all required doses of the vaccine but a full two weeks hasn’t passed, you must follow these precautions as well. Individuals should always follow guidance of the state and local authorities or a personal healthcare professional assessing an individual situation.

<table>
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<tr>
<th>Person</th>
<th>Exposure to</th>
<th>Recommended Precautions</th>
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<tr>
<td>• Household member&lt;br&gt;• Intimate partner&lt;br&gt;• Individual providing care in a household without using recommended infection control guidelines&lt;br&gt;• Individuals who has had close contact (&lt; 6 feet) for a total of 15 minutes or more</td>
<td>• Person with symptomatic COVID-19 during period from 48 hours before symptom onset until meets criteria for discontinuing home isolation</td>
<td>• Stay home until 10 days after last exposure and maintain social distance from others at all times. Home isolation may discontinue after 7 days with a negative Covid-19 test.&lt;br&gt;• Self-monitor for symptoms&lt;br&gt;  o Check temperature 2x a day&lt;br&gt;  o Watch for fever, cough, or shortness of breath&lt;br&gt;• Avoid contact with people at higher risk (unless they live in the same household and had the same exposure)&lt;br&gt;• Follow CDC guidance if symptoms develop</td>
</tr>
<tr>
<td>• All US Residents other than those with a known close contact exposure</td>
<td>• Possible unrecognized COVID-19 exposures in US communities</td>
<td>• Be alert for symptoms&lt;br&gt;• Practice social distancing&lt;br&gt;  o Maintain 6 feet of distance from others&lt;br&gt;  o Stay out of crowded places&lt;br&gt;• Follow CDC guidance if symptoms develop</td>
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**DISCONTINUING HOME ISOLATION TO RETURN TO WORK**

For sick contacts of COVID-19 patients, discontinue home isolation under the following conditions:

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• At least 24 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.

HUMAN RESOURCES NOTIFICATION

To keep everyone healthy, it will be important for Human Resources to notify anyone you came into contact with should you contract Covid-19. It is not necessary to notify HR every time you feel ill, but they do need to know in the following circumstances:
• You have been presumed positive for Covid-19 by a medical professional
• You have been tested for Covid-19 and are awaiting results
• You have been confirmed positive for Covid-19 with a test

When making HR aware of one of these statuses, email hr@nelson-atkins.org with the following information:
• Your name
• The date you became symptomatic
• The last date you were at the Museum
• Anyone you had close contact with (<6 feet apart for 15 collective minutes) while working

CONFIDENTIALITY OF MEDICAL INFORMATION

Our policy is to treat any medical information as a confidential medical record. In furtherance of this policy, any disclosure of medical information is in limited circumstances with supervisors, managers, first aid and safety personnel, and government officials as required by law.

NOTIFICATION OF EXPOSURE

The Museum will follow guidance from OSHA and the CDC for notifying individuals who had – or may have had – contact with an infected person. Currently, if someone was on the Museum campus and is later diagnosed, those who had – or likely had - close contact with that person will be notified and asked to follow the protocols in the top row of Covid-19 Exposure Levels and Protocols table. The Museum will share as much information about the circumstances as we can, without violating confidentiality.

If casual (not close) contact is known or suspected, those individuals will be notified and asked to follow protocols in the bottom row of the table.

SELF-MONITORING FOR FEVER (OPTIONAL)

Staff and volunteers may choose to self-monitor for fever by taking their temperature before reporting to any shift. Human Resources has oral thermometers that can be provided to any staff or volunteer who does not have access to one.
A touchless thermometer is 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=IisgnbMfKvI

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 indoors anytime they are – or may come – within 6 feet of others.

Exceptions to the mask policy can be found in the Green Phase, STEP TWO and STEP THREE sections.

Staff may remove your mask briefly to eat & drink. Masks may also be removed when you’re in a private office alone or outdoors and 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 may 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 may 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 have been 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. Sharing face shields is prohibited.

Partial plastic face shields that cover only the nose and mouth are not an acceptable face covering for staff or guests.

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. The air circulates between both systems and is managed together to maintain the Museum’s intense temperature and humidity requirements. While we are confident in the Museum’s air quality and circulation, it is still recommended that doors be propped open whenever possible to ensure it’s able to move freely without confinement.

**DRINKING FOUNTAINS**

Drinking fountains will be closed, but bottle refill dispensers will stay operational. Bottled water may be purchased at Rozzelle Court, the Museum Store or Thou Mayest.

**TRAVEL CONSIDERATIONS AND GUIDELINES**

The museum is an international institution comprised of staff and guests who travel for business and pleasure. In response to the impact of COVID-19 on travel, staff is restricted from traveling internationally for business until further notice. Museum business travel within the US is also limited, but considered on a case-by-case basis. If you have a need to travel on museum business or expect to have individuals from other areas of the US visiting the museum for business reasons, please consult with your immediate supervisor for authorization.

Personal travel is at your discretion but may be restricted by local and/or state agencies. Please review local and state travel restrictions and guidelines published by the City of Kansas City, MO and Missouri Department of Health and Human Services. Staff members are expected to research and understand all guidelines and restrictions when planning any type of travel.

**Before you travel, consider the following:**

- Is COVID-19 spreading at your destination? Check each state’s or country’s cases in the past 7 days.
  - The more cases at your destination, the more likely you are to get infected during travel and spread the virus to others when you return.
- Do you live with someone who might be at increased risk for severe illness from Covid-19?
  - If you get infected while traveling, you can spread the virus to loved ones when you return, even if you don’t have symptoms.
- Are you at increased risk for severe illness from COVID-19?
  - Anyone can get very ill from the virus that causes COVID-19, but older adults and people of any age with certain underlying medical conditions are at increased risk for severe illness from COVID-19.
- Does your destination have requirements or restrictions for travelers?
  - Some state, local, and territorial governments have requirements, such as mask mandates and requiring those who recently traveled to stay home for up to 14 days. Check state, territorial, tribal and local public health websites.
for information before you travel. If you are traveling internationally, check
the destination’s Office of Foreign Affairs or Ministry of Health or the US
Department of State, Bureau of Consular Affairs, Country Information page
for details about entry requirements and restrictions for arriving travelers,
such as mandatory testing or quarantine.

The museum strongly recommends staff consider how traveling to areas with pre
or post-visit isolation requirements will impact work. If you intend to visit one of
these places, notify your supervisor so that arrangements can be made to
accommodate the necessary time away from the museum and coworkers.

If You Travel
During your trip, take these steps to protect yourself and others from COVID-19:
• Wear a mask to keep your nose and mouth covered when in public settings,
  including on public transportation and in transportation hubs such as airports
  and stations.
• Avoid close contact by staying at least 6 feet apart from anyone who is not
  from your household.
• Wash your hands often or use hand sanitizer
• Avoid contact with anyone who is sick.
• Avoid touching your eyes, nose, and mouth.

Holiday Travel & Planning
Staff planning holiday travel or gatherings should consider the following information.
These considerations are meant to supplement—not replace—any state, local,
territorial, or tribal health and safety laws, rules, and regulations with which holiday
gatherings must comply. When planning to host a holiday celebration, you should
assess current Covid-19 levels in your community to determine whether to postpone,
cancel, or limit the number of attendees.

• Community levels of Covid-19 – Higher levels of COVID-19 cases and
  community spread in the gathering location, as well as where attendees are
  coming from, increase the risk of infection and spread among attendees. Family
  and friends should consider the number and rate of Covid-19 cases in their
  community and in the community where they plan to celebrate when considering
  whether to host or attend a holiday celebration. Information on the number of
  cases in an area can be found on the area’s health department website.
• The location of the gathering – Indoor gatherings generally pose more risk than
  outdoor gatherings. Indoor gatherings with poor ventilation pose more risk than
  those with good ventilation, such as those with open windows or doors.
• The duration of the gathering – Gatherings that last longer pose more risk than
  shorter gatherings.
• The number of people at the gathering – Gatherings with more people pose more
  risk than gatherings with fewer people. CDC does not have a limit or recommend
  a specific number of attendees for gatherings. The size of a holiday gathering
  should be determined based on the ability to reduce or limit contact between
  attendees, the risk of spread between attendees, and state, local, territorial, or
  tribal health and safety laws, rules, and regulations.
The locations attendees are traveling from – Gatherings with attendees who are traveling from different places pose a higher risk than gatherings with attendees who live in the same area. Higher levels of COVID-19 cases and community spread in the gathering location, or where attendees are coming from, increase the risk of infection and spread among attendees. Some families are choosing to isolate themselves prior to gatherings as a way to reduce the likelihood anyone present is infected.

The behaviors of attendees prior to the gathering – Gatherings with attendees who are not adhering to social distancing (staying at least 6 feet apart), mask wearing, hand washing, and other prevention behaviors pose more risk than gatherings with attendees who are engaging in these preventative behaviors.

The behaviors of attendees during the gathering – Gatherings with more preventive measures in place, such as mask wearing, social distancing, and hand washing, pose less risk than gatherings where fewer or no preventive measures are being implemented.

For additional information regarding travel, holiday planning and Covid-19:
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.

CONTINGENCY STAFFING PLAN

It’s imperative that there be a contingency plan for all Essential Staff members in the event of illness or mass quarantine. Staff who are considered back-up for essential on-site staff should not be on Museum premises unless they are
scheduled to perform these back-up duties. This measure is intended to ensure that there would not be a time when both the on-site crew and the back-up crew might have been exposed to the same infected person.

**MUSEUM & OFFICE ACCESS**

In the Red Phase, access to the Museum and offices is closely managed by the Emergency Preparedness Task Force. Staff members who need brief access to their desks, offices or belongings must abide by the procedures outlined in the Museum Access Policy:

**Museum Access Policy Objective**
To provide a safe and compliant way for staff, or volunteers, to enter the Museum properties while the Museum is closed due to the Coronavirus Pandemic.

**Policy**
This policy complies with both federal and local stay-at-home orders and social distancing recommendations by the CDC. This policy applies to all staff, volunteers and independent contract workers or freelance staff. Applies to the Nelson-Atkins Museum location and all other Museum properties including the 400 and 500 buildings.

This policy permits entry into Museum property only for the swift retrieval of resources such as, office equipment, notebooks, books, research materials, etc., that are required or necessary for remote work. No meetings, or library research, are allowed during this period.

**Criteria:**
Approved staff/volunteers:
- Must submit a request to their Division Head at least 48 hours in advance of entering the Museum.
  - Before submitting a request consider the following questions:
    - Are there other options? Does the resource exist online, on a network drive, or with another colleague in a digital capacity?
    - How urgent is the need, can this wait until the Museum re-opens?
- Must receive approval from Division Head before entering the building.
  - Approval must include communication in advance (by email) by the Division Head and include the desired date/time.
    - SCC – Debbie Oliphant
    - Ask if they need a property pass
    - IT – Bryan DeWitt
    - Security – Joe Brethauer

**Parameters for Entry:**
- Museum entry is allowed on **Monday, Wednesday, or Friday** between **10:00 a.m. - 10:30 a.m.**
  - Note: If the item(s) needed include technology, retrieval requires IT approval and is only allowed on Fridays.
- Check/sign in at the SCC. You must gain entry; your badge will not work.
- Visits are limited to one half-hour increment.
- A maximum of two staff members or volunteers are allowed per day.
- Single person entry only and any person entering must abide by the following:
  - Be COVID-19 symptom free, including fever.
  - Wear a face mask that adequately covers nose and mouth
  - Use social distancing guidelines (6’+ ft apart) and wash hands before and after entering the building. Wipe down any surfaces touched with disinfecting wipes before and after retrieving items.

**LIBRARY OPERATIONS**

When the Museum is in the Red Phase, staff members may request materials via the Library’s catalog system. Staff members make their selections after they have logged in with their credentials. Once they have logged in, the staff member performs a search for the desired publication(s). Then, they select the content they would like to reserve and then submits the request.

On every other Wednesdays between the hours of 10am and 2pm, the Library staff review all of the staff member requests for materials. After the items have been located, they are formally checked out to the Museum staff member that made the request.

After the Library staff have checked out the materials, the items are then taken to the SCC west loading dock. The Museum staff member who submitted the request for the publication(s) is notified that their request is ready to be picked up. The materials requested are generally available for pick-up on the Thursday after the Library staff member has retrieved them. In order to pick up the reserved materials, the Museum staff member must call the SCC to schedule a time to retrieve them.

After a Museum staff member has finished reviewing their materials, they are to return them to the same location (SCC west dock) where they picked them up. Returns are placed on a cart (designated for Library Services) at the dock. On the same days (every other Wednesday from 10am-2pm) that the Library staff are on-site to review staff requests, they are also checking the west dock for any staff member returns that may be ready to be taken back to the Library.

Museum staff can have a maximum of 20 items off-site. Special collection materials and ILL requests cannot be taken out of the Museum. If scans of these special collection or ILL materials are requested and possible to fulfill, the Library Services staff will fulfill such requests and leave them at the SCC west dock for the Museum staff member to retrieve. The same process for fulfillment and retrieval is observed.

When staff members have a reference question, digital resources are the default method for answering. When a reference request that requires consulting on-site materials arises, then staff requests are answered when the Library Services staff are on-site every other Wednesday. Public requests that require reference of on-site materials are saved on a list until the Nelson-Atkins staff return to the Museum and Library Services are operating on-site.
When in the Red Phase, the Library is closed as a lender. All ILL materials currently checked out to Museum staff have been renewed until the Museum’s proposed opening date. For all borrowing requests received from Museum staff, physical requests are being entered into the system but will not be submitted until a week before the Museum opens. All borrowing requests for anything that we can receive digitally, chapters, articles, or auctions catalog results are being submitted to open libraries and provided to requesting staff when received.

ARCHIVES OPERATIONS

When the Museum is in the Red Phase, materials from the Archives may be requested by email. If the item is available digitally, it will be retrieved and sent electronically. If not, the Archivist must submit a Museum access request so they can go to the Museum to find the item, scan it, and send it to them requestor. External requests are considered on a case-by-case basis.

CAPITAL PROJECTS

While in the Red Phase, approved capital projects may continue so long as they can do so safely, legally and in coordination with Security. The following precautions are recommended:

- Personal protective equipment must be worn at all times
- Social distancing will be planned by managers and maintained individually
- Available work hours may be limited
- Workers must take their own temperatures daily and will not report to work if over 100.4°F
- Staff would not report to work if they are feeling ill or any Covid-19 symptoms present
- If multiple projects are happening at once, start times will be pre-established and staggered
- Hand sanitizer and sanitizing wipes will be provided
- Workers should bring their own lunch and take trash home with them each day
- Workers should use designated restrooms and trash containers
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.
BUSINESS VISITOR PROTOCOLS

In order to protect the health and safety of our staff, volunteers and our community, the Museum has developed specific protocols related to the screening for Covid-19 of external business visitors. In this instance, business visitors include; contractors performing work for the Museum, vendors making deliveries inside staff areas and candidates interviewing for open positions and other non-employee visitors to the Museum.

First, there is a need to preserve the privacy of personal healthcare data of not only our staff, but also individuals that visit the Museum for business reasons. Above all, when screening protecting the privacy of business visitors is equal to that of our staff/volunteers and should be top of mind. While the measures we have put in place are best practices to avoid virus transmission, the best way to protect our staff, volunteers and visitors is to try to limit meetings with external business visitors whenever possible and conduct the meeting online via teleconferencing, Skype or Team meetings.

The following guidelines regarding hygiene, social distancing and wellness and applies to all business visitors where appropriate and practical.

External visits should be limited to product deliveries, critical vendors and essential* business meetings only. When an external visitor’s presence at the Museum is essential to business, the following practices are applied:

**BUSINESS VISTOR WELLNESS**

The responsibility of communication the Museum’s policies related to business visitors relies with the staff member organizing the on-site meeting/visit. When possible, business visitors will fill out and return the Covid-19 Health Screen Form to the staff contact ahead of the actual visit.

Before the visit ask yourself, can this meeting or objective be achieved online? If not,

- Limit the number of participants to ensure adequate social/physical distancing.
- Communicate the Museum’s expectations within the initial contact or invite. Business Visitors are not to come or asked to reschedule if:
  - They have fever, signs of illness or recent diagnosis of Covid-19 within the last 14 days
  - They’ve had close contact with someone who has Covid-19 in the last 14 days
  - They’ve traveled outside of the United States to areas considered Level 2 or Level 3 by the CDC in the last 14 days
  - They’ve attended a mass gathering where social distancing was impossible or not observed in the last 14 days
- Explain what they can expect upon arrival:
  - A completed Health Screen Form must be submitted to the SCC
  - Bring a face mask and wear it at all times while inside our buildings
    - If you fail to or forget to bring a face mask, one will be provided for a $2 fee
If the business visitor has not been self-monitoring for fever, a touchless thermometer will be provided for verification. Visitors with temperatures over 100.4° will not be allowed entry.

- Secure a meeting location that minimizes areas of contact such as a conference room where a safe distance to the visitor can be maintained.
- The meeting organizer or a designated staff representative should be waiting at the SCC for the business visitor to arrive. This will reduce waiting/crowding in the vestibule.
- Once on-site, the business visitor will sign the logbook and provide a signed copy of the form to security personnel. If they forget to bring the one you provided, a copy will be available.
- Security staff will review the form for healthcare status regarding symptoms.
- Ask the business visitor to wash or sanitize their hands upon entering.

Should a Business Visitor test positive for Covid-19 within 14 days of coming to the Museum, the meeting organizer must follow procedures for notifying Human Resources.

Business Visitors who come to the museum multiple times in a single week only need to complete the Health Screen Form on their first visit. An updated form should be completed with each new week for repeat Business Visitors.

**Outside Contractors**

Individuals acting as outside or independent contractors for the Museum will follow the Museum’s wellness practice for staff and volunteers.

**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 outlined here:

- Sanitize door handles before and after meeting.
- Sanitize hard surfaces before and after meeting (in Lens 2, Maintenance will sanitize surfaces they set up).
- Sanitize equipment (phones, keyboards, etc) before and after use.
- Sanitize any guest facing equipment (pens, card readers, etc) before and after use.
- Sanitize light switches before and after use.

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.

**BREAKS AND BREAK ROOM PROTOCOLS**

The Museum will designate Classrooms 1 & 2 as additional rooms that can be used for breaks. Capacities for each break room will be posted and tables & chairs will be reduced. Please do not move any furniture that has been placed to facilitate safe social distancing. When a room is at capacity, you must find an alternative location for eating, drinking and resting. Staff who need access to ice, coffee pot, etc. may pass through the main break room briefly isn’t overcrowded and they are not planning to sit.

Staff who have desk areas are asked to eat at their desks to allow only those without an assigned desk to use the break rooms. Breaking outdoors or in personal vehicles is also encouraged.

Congregating and conversing in the break room is allowed as long as safe social distancing is practiced. Please do not block entrances or exits and be mindful of blocked pathways.

Masks may briefly be removed when eating and drinking, but should be worn when not actively doing these activities.

When possible, avoid touching shared appliance & equipment surfaces directly (refrigerator, coffee pots, drawers, printers, copiers, etc), and use gloves or a paper towel to act as a buffer.

To assist the museum in higher frequency cleaning, anyone using the breakroom must:
- Sanitize any surfaces they are in contact with (countertops, vending machine buttons, etc.)
- Sanitize any equipment they use (coffee pots, refrigerator, etc.).

The frequency of break room cleaning will be increased. Please utilize designated trash receptacles only.

**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.
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 – 5pm
Friday 10am – 9pm
Saturday 10am – 5pm
Sunday 10am – 5pm

MEMBER HOURS

As a special benefit to our members, the hours of 10am – 11am on Thursdays and Fridays will be available just for them once the museum opens to the public. Only members will be able to claim tickets for these hours online.

In the event a non-member comes to the museum during member hours, the Info Desk will make them aware of member benefits and ask them to join. If they do not wish to join, we will thank them, issue them a ticket with our compliments and ask...
that they consider joining in the future. We will not turn anyone away who comes on site during member hours.

**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. Forty-four (44) 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 $2, $3, $5 or $10 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.

Guests procuring tickets online will be prompted for the donation automatically. Those procuring tickets by phone or at the Info Desk should be verbally prompted by saying something like:

“Admission to the museum is free, but would you be willing to make a small donation to help cover increased expenses related to the Covid-19 pandemic? We’d appreciate $2, $5, or any amount you are able to offer.”

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 by saying something like:

“As an act of kindness to others, we ask that you wear a mask.”

“Would you mind putting your mask on as an act of kindness toward our other guests?”

Guests who did not bring a mask may purchase one for $2 from the Info Desk or Museum Store. Face shields are available in the Museum Store for guests who may wish to wear that as well as – or instead of – a cloth mask.

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. You can say something like, “For your safety, would you please wait a few moments to allow the gallery to clear out a bit? We’re currently at maximum capacity to ensure safe distancing.”

Once guests are in a gallery, they can stay as long as they’d like. We would not ask someone who is already inside to hurry along.

HIGHER FREQUENCY CLEANING
Covid-19 is primarily spread through aerosols in the air, but it is also possible to contract Covid-19 by touching a surface or object that has the virus on it. The museum must increase sanitation of high surface touch points to ensure a safe environment.

Shared sanitation procedures outlined in the ‘Health and Safety’ chapter of this manual remain. Additional public facing sanitation protocol has been broken down by area and assigned to specific departments:

- **BLOCH LOBBY DOORS (Visitor Services):**
  - Sanitize door handles and ADA buttons once an hour.
  - Sanitize hard surfaces within area (benches, large museum map, etc) once an hour.
  - Sanitize any equipment (handheld scanners, etc.) before and after use.
  - Sanitize guest touch points, when applicable (card readers, pens, etc) after each guest use.
  - Sanitize Bloch Basement door handles and ADA buttons one a shift.
  - Sanitize any light switches within area (Bloch Lobby and Bloch Basement Level) once a day, first shift of the day.
  - Clean plexiglass (requires a special solution) when applicable, as needed.
  - Sanitize elevator buttons once an hour.

- **BLOCH PLAZA DOORS (Visitor Services):**
  - Sanitize door handles and ADA buttons once an hour (including coffee shop doors).
  - Sanitize hard surfaces within area (Gates of Paradise didactic, etc) once an hour (not including table inside coffee shop).
  - Sanitize any equipment (handheld scanners, etc.) before and after use.
  - Sanitize guest touch points, when applicable (card readers, pens, etc), after each guest use.
  - Sanitize any light switches within area (including coffee shop) once a day, first shift of the day.
  - Clean plexiglass (requires a special solution) when applicable, as needed.
  - Sanitize elevator buttons once an hour.

- **BLOCH SOUTH LOBBY DOORS & BLOCH/ATKINS THRESHOLD (includes Atkins Foyer, does not include Atkins Auditorium) (Visitor Services):**
  - Sanitize South Lobby door handles and ADA buttons once an hour.
  - Sanitize guest-facing hard surfaces within area (benches) once a shift.
  - Sanitize any equipment (handheld scanners, etc.) before and after use.
  - Sanitize any light switches within area once a day, first shift of the day.
  - Sanitize elevator buttons (Atkins Foyer) once an hour.

- **BLOCH INFO DESK (Visitor Services):**
  - Sanitize any equipment (phones, computers) before and after shift.
• Sanitize guest-facing hard surfaces within area (countertops, etc) once an hour.
• Sanitize guest touch points (card readers, pens, etc) after each guest use.
• Clean plexiglass (requires a special solution), as needed.

• **MOBILE DESK (Visitor Services):**
  • Sanitize any equipment (computers, hand held scanners, etc.) before and after shift.
  • Sanitize guest-facing hard surfaces within area (countertops, etc) once an hour.
  • Sanitize guest touch points (card readers, pens, etc) after each guest use.
  • Clean plexiglass (requires a special solution), as needed.

• **COAT CHECK (Visitor Services/Volunteer):**
  • Sanitize door handles once a shift (including desk latch and Bloch Corridor doors outside of desk).
  • Sanitize any equipment (phones, computers) before and after shift.
  • Sanitize guest-facing hard surfaces within area (countertops, etc) before and after use.
  • Sanitize guest touch points (card readers, pens, etc) after each guest use.
  • Clean plexiglass (requires a special solution), as needed.

• **KIRKWOOD HALL (Visitor Services)**
  • Sanitize door handles (North and South) before and after use or once a shift.
  • Sanitize hard surfaces within area (benches, large museum map, etc) once a shift.
  • Sanitize any equipment (handheld scanners, etc.) before and after use.
  • Sanitize guest touch points, when applicable (card readers, pens, etc) after each guest use.
  • Sanitize any light switches within area once a day, first shift of the day.
  • Clean plexiglass (requires a special solution) when applicable, as needed.
  • Sanitize elevator buttons once an hour.

• **ATKINS AUDITORIUM (does not include Atkins Foyer) (Visitor Services/Volunteer):**
  • Sanitize door handles at the beginning and the end of program and at the beginning of each shift.
  • Sanitize any equipment (handheld scanners, etc.) before and after use.
  • Sanitize guest touch points, when applicable (card readers, pens, etc) after each guest use.
  • Sanitize any light switches within area once a day, first shift of the day.

• **CAFE (Thou Mayest):**
  • Sanitize tables and chairs at the beginning of each day and between guests.
  • Sanitize any equipment (check out register, etc.) between employees.
- Sanitize guest touch points, when applicable (card readers, pens, etc), after each guest use.
- Clean plexiglass (requires a special solution) when applicable, as needed.
- **CLASSROOMS (when in public use) (Educators):**
  - Sanitize door handles before and after use.
  - Sanitize hard surfaces (tables, chairs, counters) before and after use.
  - Sanitize any equipment (supplies, tools) before and after use.
  - Sanitize any light switches within area before and after use.

**MEETINGS AND MEETING ROOMS**

Meetings should continue to take place virtually as often as possible. Meeting and meeting room policies from the Yellow Phase are still in effect. Capacities in the Blue Phase are adjusted. Large spaces will follow a 6ft distancing formula, while smaller spaces will remain at the 25% capacity limits. Check Meeting Capacities chart at the end of the manual for individual capacities.

**MUSEUM STORE OPERATIONS**

The Museum Store will continue to observe the existing layout with respect to the entrance and exit. Tensa barriers will be in place to 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 are also available upon request.

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 10 guests at any given time.
To support the museum in high frequency cleaning, Museum Store staff will:
- Sanitize door handles before and after use.
- Sanitize countertop twice daily.
- Sanitize any equipment (registers, phones, etc.) between staff use.
- Sanitize guest touch points, (card readers, pens, etc) after each guest use.
- Sanitize any light switches within area once a day.
- Clean plexiglass (requires a special solution) as needed.

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 plexiglass 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.

Staff and volunteers are asked to use the new online ordering feature for meals while working. Orders will be ready within 15 minutes of placement and will be available for pick-up on a metal rack by the cashier. Orders should be retrieved and taken to a location that is distanced from others such as an office, break room or outside. Orders can be placed through a link on the intranet. A promo code will be provided to apply staff & volunteer discounts.

We ask that staff and volunteers avoid dining-in at Rozzelle Court unless they are hosting a business meeting or entertaining guests.

To support the museum in high frequency cleaning, Rozzelle Court staff will:
- Sanitize door handles before and after use.
- Sanitize countertop frequently.
- Sanitize tables and chairs between guest use.
- Sanitize any equipment (registers, phones, etc.) between staff use.
- Sanitize guest touch points, (card readers, pens, etc) after each guest use.
- Sanitize any light switches within area once a day.
- Clean plexiglass (requires a special solution) as needed.
- Sanitize buttons in kitchen elevator frequently.

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.

To support the museum in high frequency cleaning, Spencer Library staff will:

- Sanitize door handles twice a day.
- Sanitize main desk countertop frequently.
- Sanitize tables and chairs between guest use.
- Sanitize any shared equipment (computer, phones, etc.) between staff use.
- Sanitize guest touch points, (computer, copier, etc.) after each guest use.
- Sanitize any light switches within area once a day.
- Clean plexiglass (requires a special solution) as needed.
- Sanitize buttons to stack frequently.

Chairs may be removed from reading room tables and public computer stations to ensure social distancing. The door can 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 1pm – 5pm  
The first Saturday of each month from 10am – 5pm

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

Staff in the ERC will be responsible for the following sanitation standards:
- Sanitize door handles twice a day.
- Sanitize hard surfaces (tables, chairs, etc.) between guests.
- Sanitize any shared equipment (computers, phones) between employees before and after use.
- Sanitize guest touch points (computers, etc), after each guest use.
- Sanitize light switches once a day.
- Clean plexiglass (requires a special solution) as needed.

Chairs may be removed from the reading area. The door can 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.

**TIVOLI AT NELSON-ATKINS OPERATIONS**

Tivoli movies in Atkins auditorium will not be shown until further notice.
GREEN PHASE OPERATIONS
THE GREEN PHASE; EXPANSION OF PUBLIC ACCESS AND PROGRAMMING

The Green Phase is a step between the restrictions of the Blue Phase and what is considered to be standard operations. The Green Phase will be implemented in steps, as we slowly and carefully begin to bring more programming back on site in a new, safer way.

The Green Phase is not ‘back to normal'; it is an iterative easing of restrictions that we're only just beginning. As with all phases, the museum may choose to revert to prior phases if the pandemic situation worsens.

The museum will enter STEP ONE of the Green Phase on Friday, March 19, 2021. Unless it is explicitly stated in this chapter as an approved activity or deviation, all Blue Phase capacities, policies and practices still apply.

STEP ONE: THE RETURN OF MODIFIED OUTDOOR PROGRAMS & ATTRACTIONS

In STEP ONE of the Green Phase, outdoor programs, events and attractions are permitted with a demonstrated plan for social distancing and adherence to all government Covid-19 orders and guidelines.

Programming plans in the Green Phase must be:
1) Approved by the Division Head and;
2) Presented to the Emergency Preparedness Task Force by the team’s representing member for review. Teams without a representative should contact Kelly Summers or Mandy Stone to arrange presentation to the team.

An Event Resume should not be submitted until both steps have been completed.

ART COURSE

Art Course, a 9-hole mini golf course on the South lawn, will open on March 19, 2021. A manual called All Things Art Course 2021 has been developed to communicate operations details, which can be found on the museum’s intranet. The manual outlines several Covid-19 precautions to make this a safe activity. These include:

- Limit of 8 guests per tee time (66% capacity)
- Masks must be worn in accordance with the current KC,MO order
- Art Course VSOs must follow outdoor mask guidelines outlined in Green Phase, STEP TWO. Gloves may be worn by anyone taking tickets or handing/retrieving items from visitors
- Golf clubs and balls will be sanitized after each use
- Hole cups have been modified so that balls can be retrieved easily without touching them
- Pencils will not be returned
TIVOLI UNDER THE STARS
On Friday, May 7, 2021, the museum debuted an outdoor cinema program called Tivoli Under the Stars. Tickets are sold in 8-foot pods that hold up to 4 people. Each pod is distanced 6 feet from all other pods.

Additional safety and operational procedures can be found in the Tivoli Under the Stars operations manual.

STEP TWO: MASKING MODIFICATIONS AND ADDITIONAL ON-SITE EVENT GUIDANCE
On May 17, 2021, the museum will move into Green Phase STEP TWO, which modifies prior policies in the following ways.

MASK POLICY MODIFICATIONS

OUTDOOR MASK REQUIREMENTS
Starting May 1, 2021, staff and volunteers who are vaccinated against Covid-19 are no longer required to wear a mask or face covering when working outdoors. A mask is still considered part of the VSO uniform and must be kept on your person at all times. You should put your mask on anytime:
1. You enter or are inside a museum building
2. There is crowding around your work area
3. A guest or colleague asks you to wear a mask

The parking attendant EXO in the garage must wear their mask when:
1. Two or more people are in the booth at once
2. Interacting with guests as they pay and exit

The attendant can remove their mask when alone in the booth with a lull between guest interactions.

Staff may always choose to wear a mask while working outdoors, even though is not required. Face shields can also be issued to staff members who wish to wear them as a more comfortable option outside.

INDOOR MASK REQUIREMENTS, PUBLIC SPACES
Masks remain required in all public spaces. Masks may be removed briefly in Rozzelle Court and Thou Mayest while actively eating and drinking.

INDOOR MASK REQUIREMENTS, BACK OF HOUSE SPACES
Masks remain required in back of house spaces, however, there are two exceptions for staff who are fully vaccinated.

MEETINGS
While virtual meetings are still encouraged, masks are not required for meetings that fulfill all of the following requirements:
- A very small gathering (3 people or fewer)
- Everyone in attendance is fully vaccinated
- Everyone in attendance is a staff member or a volunteer (no outside vendors, business visitors, etc.)
- Occurs in a back-of-house space with door closed, separated completely from other spaces
- Attendees are socially distanced from one another in the meeting room
- Everyone in the meeting is comfortable being unmasked
- Others are unable to enter unexpectedly or without notice

**SHARED OFFICES**
Masks are not required in shared office spaces that meet all of the following requirements:
- A shared office with 3 people or fewer
- Everyone who shares the office is fully vaccinated
- Individual work spaces are at least 6 feet apart
- The office is separated completely from other spaces by a door
- Everyone who shares the office is comfortable being unmasked
- Others are unable to enter unexpectedly or without notice

Each team within a shared office should discuss workspace arrangements where all employees feel safe. Special circumstances or configurations can be evaluated by HR for safety and compliance.

Masks must be worn any time someone enters a meeting or office space whose occupants' vaccination status is unknown. Masks are also required in hallways, restrooms, break rooms and other shared spaces. Wearing a mask or face covering is the default expectation in any circumstance except the very specific ones outlined above.

**ROOM OCCUPANCIES**
The museum is currently adhering to occupancies independently calculated for the Blue Phase and outlined in the Covid-19 Operations Manual. Assuming conditions with the pandemic continue to improve, we will gradually increase occupancy limits up according to this schedule:
- July 1 – room occupancy limits go to 50% original capacity
- Sept 1 – room occupancy limits go to 75% original capacity
- Nov 1 – room occupancy limits go to 100% original capacity

We reserve the right to halt or modify this plan based on the progression of Covid-19, public health and/or government guidance. These are only projections to help with planning.

**MUSEUM EVENTS**

**EXTERNAL EVENTS**
External events, organized by an outside client or committee, must be planned in such a way to follow all government guidelines and applicable museum policies at the time the event takes place. The host must sign a *Letter of Understanding* which ensures their event will be planned with safety in mind. The Letter of Understanding reinforces the museum’s commitment to safe gatherings and requires the host’s commitment that:
- All participants over 16 years old at their event will be fully vaccinated, according to the CDC definition
- OR a testing strategy will be in place to ensure participants are negative for Covid-19 at the time of the event
- OR event plans will include masks and social distancing at all times

INTERNAL EVENTS
The museum will slowly and cautiously begin phasing on-site events back into our overall programming schedule starting June 1, 2021. Virtual and hybrid events are still encouraged as a way to maximize reach and accessibility.

On-site event proposals must be approved by Division Heads, then presented to Emergency Preparedness Task Force for feedback, then go to Julián/SLG for approval.

Approved internal programs must be:
- Strongly tied to the mission
- Outdoors when possible, particularly if food and beverage will be served
- Have limited or controlled capacities
- Have realistic safety expectations that can be followed/enforced
- Low or no touch
- No Atkins Auditorium events at this time, but we will revisit over the summer

Very small internal gatherings (under 12 people) are approved indoors if all attendees are fully vaccinated. These must take place in spaces where social distancing is possible for the group size and others are unlikely to enter without notice.

Extremely large internal gatherings, such as festivals and galas, are not expected to resume on-site until 2022.

STEP THREE: MASKS OPTIONAL AND OTHER PROTOCOL CHANGES

MASK POLICY MODIFICATIONS
Effective July 8, 2021, masks and face coverings will be optional for vaccinated individuals, both in public areas as well as back of house spaces. Disposable masks will be available for free at the Info Desk (no longer a $2 charge).

GLASS LABYRINTH
The glass labyrinth on the South lawn will reopen on July 8, 2021 for visitors to enjoy. Signage will be placed at the entry encouraging one group at a time in the maze.
BUSINESS VISITOR PROTOCOLS
The SCC will no longer require business visitors to complete the health screening form. Business Visitors who are not vaccinated against Covid-19 are required to wear a mask when inside the museum.

GROUP SIZE LIMITS
Acceptable group sizes will increase to 20. The number of tickets a single guest may secure will be increased to 20 (from 10).

LIBRARY & ARCHIVES OPERATIONS
The policy changes below will be implemented on July 8, 2021.

Museum Staff
- 18 individuals will be able to be in the library stacks at a time.
  - Because of the increased occupancy, museum staff will no longer need to schedule library appointments

Public Library Users
- A maximum of 18 public library visitors will be allowed in the library’s reading room at any one time - this number may increase as the guidelines for percent occupancy change
- Appointment scheduling will be handled through the library’s “contact us” link for guaranteed access – but visitors can also arrive without a reservation and, if there is space available, they are welcome to work in the library’s reading room
  - All visitors will need to sign-in

Library Procedures
- Library materials will no longer be quarantined and gloves will no longer be required when browsing or using library materials
- Library users will be encouraged to wash hands with soap and water, instead of hand sanitizer, and gloves will be available for anyone to use if desired

Library public hours will be:
Monday, Thursday and Friday from 1pm – 5pm
The first Saturday of each month from 10am – 5pm

Archives
- Occupancy will be limited to four individuals
- Access is appointment only
**MUSEUM OCCUPANCY & MAXIMUM CAPACITIES**

The table below calculates the limited capacities in event spaces in various 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>Blue/Grn Capacity</th>
<th>Starting 7/1/2021</th>
<th>Starting 9/1/2021</th>
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<tbody>
<tr>
<td>400 Conference Room</td>
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Last update: July 6, 2021
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**Lobby Level Gallery Spaces**

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