



Your Safety is Our Priority

The Museum has carefully developed reopening guidelines with the help of peer institutions across the state and country, the American Alliance of Museums, and various local, state, and federal health experts. These new procedures will ensure we're meeting the highest public health standards. The details of our new procedures and enhanced cleaning protocols are listed below.

Updated Procedures under COVID – 19

1. Employee and Visitor Health

- A. The Museum will hire a vendor to perform health screenings daily upon entry & exit.
- B. Personal Protective Equipment (PPE) will be provided to every staff member, to include face masks and disposable gloves.
- C. All staff will be required to wear face masks in all public spaces, administrative spaces and hallways.
- D. Maintenance staff will be required to change out of their uniforms at the end of the day prior to leaving the Museum.
- E. All visitors must wear facial coverings while inside the Museum (with exceptions for children under age 5, anyone who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the mask without assistance as described by the CDC).
- F. If a visitor arrives without a face mask, a Visitor Experience staff member will provide a disposable mask for their use.
- G. Plexi-glass sneeze/cough barriers will be in place on the Front Desk, to minimize exposure and contact between staff and visitors.
- H. Free-standing hand sanitizer stations will be available throughout the Museum.
- I. Should a case of COVID-19 be found onsite, the Museum will follow the pandemic emergency procedures instituted by the Safety Committee, along with the CDC guidelines, by evacuating and closing the Museum for 24 hours, followed by a thorough disinfection period in the hopes to reopen the Museum with 48 hours from the initial find (a detailed pandemic policy has been created by the Museum's Safety Committee).

2. Cleaning Procedures

- A. The Museum will follow a CDC complaint cleaning checklist, increasing the cleaning frequency of heavily touched services.
- B. The Museum will perform continual cleaning of staff designated areas, restrooms and all other open public spaces.
- C. Frequently touched surfaces such as door handles, countertops, push buttons, etc. will be cleaned and disinfected every hour.
- D. Hand sanitizer bottles and stations will be refilled as needed by the maintenance team and Visitor Experience staff.
- E. Staff will be asked to continue disinfecting areas/touchpoints they come into contact with during the workday.
- F. All disinfecting chemicals that will be used have met the CDC requirements to kill COVID-19.

3. The Visitor's Journey

- A. Upon arrival, visitors will be directed on a one-way path - starting in the Front Lobby, through the south side of the Courtyard, through the Loggia, to the Gardens.
- B. Upon departure, visitors will continue back on a one-way path - through the Loggia, through the north side of the Courtyard, to the Front Lobby.
- C. Visitor Experience staff will be mindful of visitors in wheelchairs, to provide door opening assistance upon exiting.
- D. Visitors will be able to access the Tudor Room restrooms and the Main Shop during this phase.

Please contact our Visitor Experience team at memberrelations@cummuseum.org or 904.356.6857 with any questions or concerns.