REOPENING RECOMMENDATIONS AND SENIOR LEADERSHIP DECISION POINTS
SUBMITTED BY: BeWell Committee
Reopening Plan- Recommendations

Health and Safety

• 90 day supply of PPE and sanitizer for all departments (supply list)
• Face covering required for staff and visitors
  ○ Except: age 2 and under, or those with health objections
  ○ Cloth face covering provided for all staff
  ○ 30,000 disposable masks available for visitors
• Sanitization
  ○ Increased sanitization of all spaces, especially high touch areas
  ○ Touchless hand sanitizer stations throughout campus
  ○ Contract company for bathroom cleanings; 9-5pm (Phase I-III)
  ○ Reviewing viability of disinfecting at entrance/exit and access areas and grounds (evening or early morning)
Reopening Plan- Recommendations

Health and Safety

• Acrylic barriers for all public-facing work stations
  ○ Visitor services, security, shop, library, coat check, food service, exhibition entrance

• Signage
  ○ Welcome sign detailing new procedures and policies with a QR link to a detailed web page for all COVID-19 updates
  ○ Promote touchless transactions at all sales points
  ○ Floor decals to promote physical distancing
  ○ Add physical distancing signage in garden
Reopening Plan- Recommendations

Health and Safety: Communication plan

- Critical Communication-Press Release or Announcement: Notifying the public to VMFA reopening protocols.
- For staff, global email to be sent out 7-10 days before reopening (based on city Phase 1 date)
- For the public suggest RTD, TV/News and handouts at VMFA main door (start 7-10 days before reopening)
- BeWell-created weekly newsletter presented as an internal global; contains updates and useful information related to COVID-19
- BeWell “hidden” page on VMFA website containing COVID-19 FAQ for staff
Reopening Plan - Recommendations

Health & Safety: Staff procedures

- Training on all new procedures and recommendations for staying safe and healthy
- Increase breaks for face covering removal and hand washing
- Recommend staggered work schedules where possible
- Limit on-site staff; continue to promote teleworking (telework agreements required per DHRM in Phase III)
- Recommend virtual and phone meetings instead of in-person meetings
- Temporarily limit on-site volunteer force to reduce risk
Health & Safety: Staff procedures

- Testing
  - COVID-19/PCR Phase I reopening for all staff (state benefits cover costs for participating classified and faculty). Wage staff testing cost covered and budgeted for FY21.
  - Testing for Contact Tracing and suspected workplace virus outbreaks.
  - Recommend COVID-19 testing for New Employees and Volunteers. HR managing testing and partnering w/ 3rd party; Pending (BetterMed, Patient First or Capital Health/VCU)
Health & Safety- DECISION POINTS

- **Face covering requirements (Staff and Visitors)**
  - Will we require face covering for everyone? Yes. Executive Order 61 5/26
  - Exemption for those with health or religious objections- Refer to HR for Staff (?)
  - **Talking Points needed for masks requirements: Critical Decision Point**; for Staff, Volunteers, and Visitors
    - Exempt adults will be given a discrete sticker to identify them to staff
    - Staff who are behind acrylic barriers may lower face masks to communicate with people who are unable to hear them
  - Reopening sample signage package ([click here to view](#))
Reopening Plan- Recommendations

**Entrances**
- Restrict number of entrances and exits to control flow of visitors.
- Limited capacity for exhibitions
- Designate elevators as one household or 2 individuals per car, 4 for Marble Hall elevators (Phase I & II)
- Add signage to Sculpture Garden entry to reduce traffic on wooden bridge

**Hours**
- Limit operating hours during first week of reopening to reduce the need for overlapping staff shifts.
Timeline, Hours, & Entrances - **DECISION POINTS**

**Please confirm:**

- **Museum Hours** - daily 10-5 pm for the first week of reopening; return to regular hours after reopening week 1.
- **Reopening date** in regards to Hapy installation and Sunken Cities opening.
- **Entry only through Main Entrance and exit only through Education Entrance** until social distancing requirements are lifted, or until school groups return in September.
  - Limiting entrances is critical to controlling the flow of visitors and managing capacity in the museum.
  - Low impact on visitors: 1936 is the least-used entrance, and is not ADA-accessible. In 2019, 90% of visitors entered through the Main Entrance, while only 4% entered through 1936.
  - Sculpture Garden entrance is frequently closed due to weather and has no staff controls.
- **Pauley Center** to remain closed to the public until in-person classes or events resume.
Ticketing & Capacity - DECISION POINTS

Please confirm:

- Managing and tracking museum capacity
  - SCOPs will count entries at Main Entry and exits at Education Entrance to have a running total of the # of people in the building
    - Do we want to limit entries by hour, or have a maximum # of people in the building?
    - It is important to be able to communicate and visibly demonstrate that we’re tracking and limiting the number of people in the building in some way.
  - Start with using automatic door only to create an entry pathway for SCOPs to check for masks and control flow of people into atrium if needed
Reopening Plan - Recommendations

Coat Check - limited capacity
• Will check:
  ○ Large bags and tall umbrellas as needed
• Will not check:
  ○ Coats or other personal items
  ○ Small umbrellas that can be hand carried in a bag
  ○ Water bottles or food
• Signage added in Parking Deck to encourage visitors to leave items in vehicle
• Wheelchairs and scooters available; sanitized after each use
• No gallery stools or strollers offered
• Add hand sanitizer stations by umbrella distribution.
Reopening Plan- Recommendations

Galleries

• One way traffic
  ○ Evans Court?
• Capacities based on 25% of fire code, monitored by Gallery Associates
• Signs/floor decals showing gallery capacities
• Add floor decals in congested areas

Visitor conduct will be monitored by Gallery Associates. They will only step in to require physical distancing if asked to do so by a visitor. Supervisor will be nearby to handle any escalated matters, unless visitor is immediately aggressive or argumentative.

If visitors are noncompliant or aggressive in any way, SCOP will be called immediately.
Coat check & Galleries - DECISION POINTS

Please confirm:

- Coat check will be open, with VMFA staff. Volunteers return later, as they are comfortable.
- Add sanitizer stations by VMFA umbrellas distribution as needed
- Allow water bottles with a secure lid and food in a closed bag in the galleries.
  - Will reduce conflict around the inability to check water/food, public health issues around water fountains, and water only being available in Best in a plastic bottle.
  - Recommended language update is “No eating or drinking in the galleries.”
  - Gallery associates will continue to limit any non-secure containers of food/drink such as takeout boxes or open containers, and restrict any consumption of food or drink in galleries.
  - Guidelines may vary for certain special exhibitions
Reopening Plan - Recommendations

Museum Shops

- Main Shop (opens 6/29/20)
  - One way entry & exit on atrium side
  - 25% of fire code capacity
  - Reassess after 30 days; based on phase requirements; safety protocols

- Exhibition shop (opens 7/1/20)
  - One way traffic
  - 10% of fire code capacity
  - Floor decals for distancing
  - No shop events until Nov. 2020
  - Reevaluate the return Shop volunteers return summer of 2020
Reopening Plan- Recommendations

Best Cafe (opens 6/29/20)

- One way entry and exit; phased opening of areas
- Limited capacity to 25% of fire code
- Reassess after 30 days based on phase requirements
- 6’ Plexi barriers, dividing tables, promoting distancing
- No self-serve coffee, salad bar; soda fountain closed
- Bottle waters & soda, prepackaged items
- **No staff meetings in Best (post Jan 2021)**
- CRR to be used for staff coffee & ordered lunches
- Staff break rooms for staff who bring lunch
Reopening Plan - Recommendations

Amuse (TBD, does not open 6/29/20)

• Phased opening TBD, based on protocols, phases, capacity
• Limited seating capacity, reservations only
• Every other table seated; no bar seating
• All staff with gloves and face coverings
• Limited engagement with hosts and wait staff; bread, drinks upon request; water at table
• Reassess based on phase requirements; safety protocols
• Paper menus, rolled silverware
• Large chairs removed, PDR used for large groups (10 max)
• VMFA TO GO curbside program starting soon!

(please see logo here )
Reopening Plan- Recommendations

Special Events TBD

• Special Events- TBD assuming September 2020 to start up again
• All staff wear face coverings & gloves; **possibility of using outside staffing services temporarily**
• Physical distancing required
Enterprises- DECISION POINTS

Please confirm:

- **Timeline**- TBD for Special Events assuming we will gear back up September 2020
- **Limited Capacity and Services**- The Museum Shops and Best Café will open with limited capacity, in phases when Sunken Cities opens.
- **Delayed Opening**- Amuse will open TBD, based on phases, protocols, staffing and any modifications to be in place.
Education

Classes
● Summer classes youth and adult cancelled
● Piloting teen and adult online classes

Tours & Programs
● Pop up workshops outside, later in the summer
● Group tours cancelled through September 14th
● Family Days
  ○ Celebrate Latin American Art, September 12 - To be held primarily online
  ○ Celebrate African and African American Art rescheduled for November 8
Education

Performing Arts

- Phased approach to Jazz and First Fridays
  - Possible live streaming of music
  - Conversations with Richmond Jazz society, performers, etc.
  - Live performances as they become possible
  - Use of Cheek Theater to be determined, based on Governor’s recommendations for theaters

Interpretation

- Interactives turned off, or put on video loop. QR codes provided for mobile content.
- Interactive Gallery closed during Phase II.
Advancement

Membership and Advancement Programs

- Members only hours for the first day or two of reopening
- Membership extension to compensate for museum closure
- Virtual programs - *Cocktails with a Curator* will continue on a weekly basis through end of June, monthly through rest of the year
- Resume normal member programming in fall
  - Virtual programs as long as needed, in person when it becomes possible
- Member Mondays to continue without entertainment options
- Member express bar to resume when Friday happy hours return
- Virtual or small group programs, outdoors if possible
Community Outreach Programs

- No After Hours in July
- Looking into hosting Summer Breeze programs virtually
- Possibly outdoor party later in the summer

Library

- Reopening late summer after renovations
- By appointment only during renovations
- Quarantining used books for three days, and wiping those books that have plastic covers.