

COVID-19 Sample Reopening Plan

Everhart Museum, Scranton, PA

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To help museums share thinking as they navigate the challenges and uncertainties of the COVID-19 pandemic, the Alliance is compiling examples of reopening plans from individual institutions. These plans are specific to each museum's circumstances and are not meant to be definitive guidance for developing your own. Instead, they provide reference for what other museums are considering as they chart a course toward safely reopening. Check the Alliance's [reopening guide](#) frequently for updates, as we will be adding new examples as we receive them. If you have a plan or perspective on reopening you'd be interested in sharing with the broader museum field, please contact content@aam-us.org.

Disclaimer: This sample document serves as an example of how one museum addresses a particular issue. Museums should compose original materials based on their unique circumstances. Any document produced by the recipient should not substantially use the contents of this sample as the basis. Materials are provided "as is," without any guarantee or warranty of any kind, expressed or implied. Information shared here is not intended to supersede guidance from public health officials, medical experts, and federal/state/local governments. Museums are encouraged to seek legal and other expert advice on their specific circumstances.

Support Free COVID-19 Resources for the Museum Field

AAM maintains an online collection of more than 1,000 sample policies, plans, and forms from museums of all types and sizes through the Alliance's [sample document library](#). Access is a benefit to staff of [Tier 3 member museums](#). Given the current crisis, this and other resources have been taken out from behind our member paywall to make them free and accessible for all. The current crisis is taking a distressing financial toll on cultural organizations, and AAM is no different. In these challenging times, we ask that if you can, consider supporting our [advocacy work](#) and making extensive [COVID-19 resources](#) freely available for our field, by [making a donation](#) or [becoming a member](#) of AAM. Thank you for your much-needed support.

EVERHART MUSEUM

COVID-19 REOPENING ACTION PLAN

An opening date for the Museum will be determined by State and Local officials as well as our capacity to provide a safe work environment for staff using guidelines to limit and mitigate the effects of COVID-19. Museum administration will follow Centers for Disease Control guidelines for community-based organizations.

We will continue to implement the following actions as defined in our COVID-19 Pre-Closure Action Plan.

Keeping sites clean and sanitized:

- Sanitize surfaces that people touch often and more frequently;
- Sanitize the reception desks and its laptop;
- Sanitize door handles, handrails, elevator buttons, drinking fountains;
- Sanitize bathrooms (handles, sinks and counters, faucets, stall door latches, towel dispenser);
- Keep soap, sanitizer, and paper towels stocked;
- Continue to communicate plan to staff and the public.

Purchase supplies:

- Add more hand sanitizer stations (outside gallery, at front desk, in the classroom).

Keeping staff healthy:

- Encourage staff to stay home if feeling ill.

Adjusting for financial impacts and adjusting budgets if necessary:

- Monitoring for decrease in attendance;
- Monitoring for program and event cancellation impact.

Main strategies for reopening:

1. Keeping the Museum clean and sanitized
2. Keeping staff healthy
3. Giving our visitors a sense of security
3. Keeping our visitors healthy
4. Adjusting programs and events
4. Adjusting for financial impacts

Stage One:

- Conduct a survey asking our constituents what they need in place to feel safe;
- Conduct a safety review of all museum spaces and recommend action items such as:
 - Placement of hand sanitizer stations

- Placement of signage encouraging proper hygiene, recognizing COVID-19 symptoms, and important of wearing face masks
- Removal of in-gallery seating and interactives
- Office configuration
- Museum shop configuration
- Cashless POS
- Gallery flow
- Update staff on proposed actions and solicit input;
- Order needed supplies:
 - Facemasks for all staff and volunteers
 - Touchless hand sanitizer stations
 - Disposable gloves
 - Cleaning supplies
 - Door stops
- Develop a written policy and associated safety procedures for all museum guests, employees, and volunteers to include:
 - Cleaning schedule - rotating gallery closure during operating hours for sanitization
 - Capacity control
 - Social distancing
 - Guests wearing masks
 - Blocking open bathroom doors with commercial door stops
 - Keeping flat surfaces clear at reception and gift shop counter
 - Coat and large bag check
 - Use of staff kitchen
 - Use of water fountain
 - Use of vending machines
 - Communications plan should there be rolling closures
- Communicate these action items to the public.

Stage Two:

- Phased staff returns after receiving guidance from State officials:
 - Enforce social distancing and wearing of facemasks
 - Limit team meetings
 - Stagger hours
 - Telework can continue
 - Reconfigure department of education offices
 - Prepare building for public reopening
 - Continue offering digital experiences/content for those less likely to visit during this stage

Stage Three:

- Limit our hours of availability. Open public hours could be limited to Friday through Monday to accommodate extra cleaning:

- Telework can continue
- Limitation on team meetings continues
- Continue enforcing social distancing and wearing of facemasks for staff and visitors
- Publicize reopening
- Offer special hours for visitors with potential health vulnerabilities
- Offer special hours for members
- No group tours
- No in-person programs or events
- Continue offering digital experiences/content for those less likely to visit during this stage
- Implement visitor feedback loop

Stage Four:

- Ramp up hours based on capacity and State and CDC guidance:
 - Telework tapers off
 - Continue enforcing social distancing and wearing of facemasks for staff and visitors when appropriate
 - Continue offering special hours for visitors with potential health vulnerabilities
 - Continue offering social hours for members
 - Small group tours can resume (scale in phases)
 - Small in-person programs and events can resume (scale in phases)
 - Continue visitor feedback loop

Stage Five:

- Hours of operation return to normal based State and CDC guidance:
 - Telework ends
 - Group tours can resume
 - In-person programs and events can resume*
 - Gallery seating in made available
 - Coat and large bag check resumes
 - Use of all building facilities resumes

***Assume no mass gatherings for the foreseeable future**