

OPERATIONS REOPENING PLAN

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SECTION 1: INTRODUCTION

1000 Nevada Museum of Art Commitment to Health and Safety

Founded in 1931, the Nevada Museum of Art (Museum) is the only art museum in Nevada accredited by the American Alliance of Museums. As a non-profit, public-facing institution that welcomes up to 150,000 visitors annually, the Museum has broad expertise in protecting its staff, guests and students. The current Covid-19 contagion is a serious threat. In consideration of a reopening strategy, the Museum remains committed to the Centers for Disease Control and Prevention (CDC), State of Nevada, and Washoe County School District (WCSD), and the Occupational Safety and Health Administration (OSHA) guidelines, as well as recommendations for best practices put forth by the American Alliance of Museums (AAM). Accredited art museums are by nature highly regulated facilities with clear protocols and controls to ensure health, safety and security. The Museum is pleased to make this document public to share with other arts and cultural organizations in the State of Nevada as they consider reopening in 2020.

Utilizing its assets, the Museum has established a nine-person committee to craft the reopening plan.

Committee members include:

- David Walker, CEO
- Amy Oppio, Chief Operating Officer | Deputy Director
- Valerie Curtis, Shop Manager
- Mark Estee, Chez Louie
- Sara Frantz, Archivist/Librarian
- Nisha Hallert, Director of Facilities and Special Event Sales
- Jen Henry, Director, E.L. Cord Museum School
- Chelsey Lundin, Director of Human Resources, Volunteer & Visitor Services
- Claire Muñoz, Jeane Jones Director, Public Programs and Community Engagement

Plan reviewed by Dr. Anthony Slonim, President and CEO of Renown Health

1001 Phased Reopening

The four levels listed below follow closely the U.S. Government and CDC’s guidelines for reopening the economy. The Museum has created these definitions based upon the required state benchmarks for reopening.

Phase A – Nevada meets the U.S. Government’s Phase One gating criteria. Phase A allows for activity that maintains social distancing in groups no larger than 10 individuals. Staff will continue to work offsite except for those responsible for maintaining the health and safety of Museum visitors, of which no more than 55 will be in the building at one time. All non-essential business travel will be avoided. If not possible to avoid business travel, the employee will self-quarantine for two weeks after returning home.

Phase B – Nevada meets the U.S. Government’s Phase Two gating criteria for a second time and has no evidence of a rebound. Phase B allows for activity that maintains social distancing in groups no larger than 50 individuals. Employees will report to work on a rotating, pre-assigned schedule in three separate work areas. Museum guests will be limited to no more than 110 in the building at one time. All non-essential business travel will be avoided. If not possible to avoid business travel, the employee will self-quarantine for two weeks after returning home.

Phase C – Nevada meets the U.S. Government’s Phase Three gating criteria and has no evidence of a rebound. Phase C allows for operation under limited social distancing practice in groups sized appropriately for the venue. Full staffing resumes, although vulnerable staff members and those with children at home may continue to work remotely. Non-essential business travel can resume, and staff will report the travel.

NORMAL OPERATIONS – All restrictions are lifted by the U.S. Government. Phase F allows for resumption of all normal Museum activities at pre-Covid-19 levels. It is understood that this phase may not occur for years, if ever. This phase will occur only with the complete reopening of pre-Covid-19 societal activity levels and in adherence with the CDC and the State of Nevada guidelines. All programs will operate at capacity without restrictions.

SECTION 2: STAFF HEALTH

2000 Employee Re-Entry

The Museum’s administrative staff will work both remotely during the closure and during phases of reopening.

Phase	Actions to be undertaken	
CLOSED	<ul style="list-style-type: none">Essential employees by pre-determined schedule.	<ul style="list-style-type: none">Remaining employees work remotely.
Phase A	<ul style="list-style-type: none">Visitor Services and facilities staff will be responsible for daily operations.Essential employees by pre-determined schedule.	<ul style="list-style-type: none">Remaining employees continue to work remotely.Essential employees belonging to vulnerable populations as defined by the White House “Opening Up

		America Again” will not be assigned on-site work in Phase A and B.
Phase B	<ul style="list-style-type: none"> ▪ Select employees will be assigned days for on-site work. On-site work will be determined by exhibition and business schedules, need, etc. ▪ Essential employees by pre-determined schedule. 	<ul style="list-style-type: none"> ▪ Remaining employees continue to work remotely. ▪ Essential employees belonging to vulnerable populations as defined by the White House “Opening Up America Again” will not be assigned on-site work in Phase A and B. ▪ External appointments will be conducted remotely.
Phase C	<ul style="list-style-type: none"> ▪ All employees assigned days for in-office activity. 	<ul style="list-style-type: none"> ▪ Assignments will be staggered to ensure social distancing and sanitation can occur. ▪ External appointments will be conducted remotely or in small groups of less than ten.
NORMAL OPERATIONS	<ul style="list-style-type: none"> ▪ All employees re-enter the office 	<ul style="list-style-type: none"> ▪ Offices reopened

Supervisors, along with the Human Resources department, will make individual accommodations for employee health, safety, and family needs when appropriate, while upholding employee HIPAA privacy rights.

Supervisors of employees that require accommodations will provide employees with modified work schedules and responsibilities. Employees are required to maintain essential job duties through all phases as assigned by their supervisor.

2001 Employee Training

All employees will receive and acknowledge receipt of the operations reopening plan and will be trained on sanitation and PPE protocols. Protocols include proper use and disposal of Museum provided PPE (masks and gloves) and the following: hand washing requirements; sanitization procedures of high traffic spaces; how to report/handle sick guests; how to call in sick; and, how to report travel to HR/Supervisors. To prepare for Phase A, visitor service officers and facilities employees will undergo mandatory sanitation and PPE training. Other employees will be required to complete training before re-entry.

Training will take place during all phases of this plan and will include updated guidelines and additional requirements based upon increased occupancy.

2002 Daily Health Assessment

Each day before reporting to work, employees will complete a series of screening questions to measure personal health. Employees exhibiting symptoms of illness will be asked to refrain from work. These assessments have been advised by Renown and will be used to determine the health and safety of employees, contractors, and volunteers until the Museum declares “NORMAL OPERATIONS” status.

2003 Travel Guidelines

Business travel - Through Phase B, all non-essential business travel will be avoided. If not possible to avoid travel, the employee will self-quarantine for two weeks after returning home.

Personal Travel - It is understood that different types of travel will vary in exposures to others (traveling to a major metropolitan city via air vs. camping in a rural environment with personal equipment and transportation). Through Phase B, any employee choosing to travel beyond 100 miles of Reno or Las Vegas, Nevada must self-quarantine for two weeks after returning home.

Travel within 100 miles of Reno or Las Vegas, Nevada will be reported as part of the daily health assessment process.

2004 Family Care

Employees may require accommodated schedules in order to take care of family members who remain quarantined. A family member is considered anyone who resides in the employee's house or for whom the employee is the sole caregiver. The Museum will provide employees with the option to continue to work from home through Phase C. Supervisors of employees that require accommodations will provide employees with modified work schedules and responsibilities. Employees are required to maintain essential job duties through all phases as assigned by their supervisor.

2005 Sick Time

Employees are prohibited to work within the Museum when sick. All illness except Covid-19 will utilize regular sick time submitted through the Museum's HR and payroll provider software Paylocity. Sick leave specifically due to self-quarantine requirements due to a COVID-19 diagnosis or doctor orders, requires FFCRA sick time which can be accessed through Paylocity.

In the event an employee is sick with NON-Covid-19 or suspected COVID-19 symptoms, the employee must remain home for the recommended amount of time. Please see section 5002 for information on paid sick leave and section 6002 Family and Medical Leave (FMLA) for additional leave needs in the employee handbook.

2006 Protocols for Employees diagnosed with Covid-19

Employees are to advise Human Resources if they suspect they have been exposed or have tested positive for COVID-19. To recover from illness, the employee must remain home until full recovery as assessed by a physician. Please see section 5002 for information on paid sick leave and section 6002 Family and Medical Leave (FMLA) for additional leave needs in the employee handbook.

Human Resources shall provide notice to employees who may have been exposed to an employee testing positive for COVID-19. The Museum will assess the situation and will take the best course of action to secure staff and public from further exposure.

2007 Contract Employees

The Museum employs contract labor for varied skill sets and services (contractors, Museum School faculty, specialized services, etc.). Contract employees working on site are expected to follow the Museum's guidelines for sections 3000 Personal Protective Equipment (PPE), 4000 CDC/Federal Guidelines and Social Distancing, and 5000 Guest Health and Safety. Managing employees are required to review these guidelines with contract employees to ensure everyone's health and safety.

2008 Volunteers

The Museum benefits from support by a volunteer corps who donate their time and expertise to support the daily activities of the organization. Many volunteer duties take place during high volume public events or in shared work spaces located throughout the facility. In keeping with the Employee Re-Entry schedule, the volunteer program will be temporarily suspended through phase B. This will allow for volunteers, especially those belonging to vulnerable populations, to maintain social distancing and health and safety protocols.

Beginning with phase C, those volunteers who desire to work are expected to follow the Museum's guidelines for sections 3000 Personal Protective Equipment (PPE), 4000 CDC/Federal Guidelines and Social Distancing, and 5000 Guest Health and Safety. Managing employees are required to review these guidelines with volunteers to ensure everyone's health and safety. Upon return to work, volunteers will also participate in training and will be provided PPE.

SECTION 3: SANITATION

3000 Personal Protective Equipment (PPE)

All guests and employees will be required to wear a mask or face covering while in the Museum through phase B. The Museum will provide one mask per shift to each employee and the mask will be distributed at security. Sanitizer will be available to each employee to ensure that personal spaces are cleaned regularly and common spaces are cleaned by every employee after use.

3001 Cleaning Procedures

The Museum will use cleaning products and protocols which meet the established EPA guidelines and are approved for use against viruses, bacteria, fungus and other airborne and bloodborne pathogens.

The frequency of sanitizing and disinfecting all public and private spaces will be increased. High touch contact areas which include door handles and glass, admissions/sales desks, cafe furniture, staircase railings, elevator buttons, and light switches will be increased.

Shared tools and equipment such as mop handles, buckets, spray bottles, radios, telephones, computer keyboards, copy machines, office equipment, payment terminals, and microphones will be sanitized before, during, and after a shift or anytime the equipment is transferred to a new employee. Every employee will be responsible for sanitizing their workspace before and after their shift.

The frequency of cleaning and sanitizing will also increase in “back of house areas” with an emphasis on spaces open to all staff including the security entrance, employee restrooms, loading dock, offices, kitchen, and meeting spaces. Use of shared food and beverage equipment in the kitchen such as microwave, refrigerator, dishware and coffee brewers will be discontinued through Phase C. Other back of house areas secured for artwork storage and processing will be sanitized under the direction of the Registrar and Archivist.

The Museum has a robust and sophisticated HVAC system in order maintain and create appropriate conditions for displaying works of art. The frequency of air filter replacement and HVAC system cleaning will be increased to maximize fresh air exchange.

3002 Public Sanitation Stations

Beginning in Phase A, portable hand sanitizing stations will be in key guest and employee entrances which include the admissions desk, gift shop, café, elevators, landings, loading dock, Museum School, administrative offices, and security.

3003 Visitor Services Officers and Cleaning Protocol

Visitor Service Officers (VSOs) will be assigned floor specific sanitation requirements that will be completed every 30 minutes. These include but are not limited to:

1. Sanitizing door handles and frequently touched surfaces.
2. Assisting with opening doors and pressing elevator buttons to limit guest contact with surfaces.
3. VSOs are required to wash their hands for at least 20 seconds every 30 minutes.

SECTION 4: SOCIAL DISTANCING

4000 CDC/Federal Guidelines and Social Distancing

The Museum will monitor and adhere to the CDC guidelines and U.S. Federal guideline recommendations for health, including social distancing. These guidelines will be used to determine the Museum’s progression through the outlined phases of re-opening and will be practiced by employees, contractors, volunteers and guests until the Museum declares “open” status. Social distancing will be implemented in staff work and gathering spaces and signage will be used to remind guests of social distancing practices throughout the building.

SECTION 5: GUEST HEALTH

5000 Guest Health and Safety

The health and safety of our guests is of the utmost importance. To ensure and maintain health and safety protocols, guests will be reminded to evaluate personal health and to refrain from visiting the Museum if they are sick. New print and digital signage will communicate the Museum’s health assessment and social distancing policies. Similar messaging will be added to the Museum website and on electronic receipts.

Guests will be required to wear masks throughout their visit throughout Phase B. The requirement of face masks may be moved to optional in Phase C based on CDC recommendations.

5001 Protocols for Sick Guests

If a sick guest is identified, the VSO team will act as first responders, alerting the Lead VSO on duty. To ensure privacy for the guest, the VSO lead will determine if the report is valid and will take the appropriate actions to protect the safety of Museum staff, guests and volunteers.

SECTION 6: PHASED REOPENING SCHEDULES BY PROGRAM

6000 General Admission and Galleries

Capacity for gallery spaces will be recalculated to meet social distancing requirements based upon the Museum's 70,000 sq. ft. with over 30,000 sq. ft. of public access. Each gallery will be assigned a VSO who will direct guests to other galleries when capacity is met. VSOs will also utilize security cameras to ensure proper social distancing protocol. Certain galleries and floors will be reconfigured for one-way traffic patterns where possible.

If applicable, interactive interpretive materials (books, computer kiosks, etc.) and works of art will be removed from the galleries until further notice.

Phase	Actions to be undertaken
CLOSED	<ul style="list-style-type: none"> ▪ Plexiglass partitions will be installed at the Admission Desk. ▪ PPE supplies will be purchased and stocked. ▪ The Shop will be reorganized to allow for social distancing. ▪ Sanitation stations will be installed in entry areas and floor landings.
Phase A	<ul style="list-style-type: none"> ▪ Limited public visitation on a timed, pre-sale ticket, with the opportunity for onsite ticket sales. ▪ Guests will be limited to 55 people at any one time. ▪ Signage will be placed in each gallery indicating the number of guests allowed in each space at once. ▪ Coat Check will be discontinued until further notice.
Phase B	<ul style="list-style-type: none"> ▪ Continues to allow for expanded limited public visitation on a timed, pre-sale ticket, with the opportunity for onsite ticket sales. ▪ Public visitation numbers will be expanded to 110 visitors at any given time. ▪ Coat Check will be discontinued until further notice.
Phase C	<ul style="list-style-type: none"> ▪ Allows for reopening of public spaces and programs following CDC recommendations for social distancing and with attendance limitations adjusted to meet social distancing protocols.
NORMAL OPERATIONS	<ul style="list-style-type: none"> ▪ Resumption of all normal Museum activities at pre-Covid-19 levels.

6001 Museum School

Phase	Actions to be undertaken	
Phase A	<ul style="list-style-type: none"> ▪ No staff, volunteers, teachers, or members of the public permitted in the Museum School. ▪ Employees have restricted access 	<ul style="list-style-type: none"> ▪ Employees will continue to work remotely and make an appointment with security for access.
Phase B	<ul style="list-style-type: none"> ▪ Employees will be permitted to work on-site on a pre-assigned, rotating basis. All fabric seating options will be removed from the school. 	<ul style="list-style-type: none"> ▪ Employees and faculty must have completed mandatory training. ▪ Classes will host a maximum of six student registrations and no more than eight people will be in a classroom at one time. ▪ Strict CDC approved social distancing and cleaning protocols will be in place.
Phase C	<ul style="list-style-type: none"> ▪ Employees will be permitted to work on-site on a pre-assigned, rotating basis while maintaining appropriate social distancing measures. ▪ School office will be reconfigured to optimize health and safety. 	<ul style="list-style-type: none"> ▪ Faculty must have completed mandatory training and classes will continue with CDC approved social distancing and cleaning protocols will be in place.
NORMAL OPERATIONS	<ul style="list-style-type: none"> ▪ Employees, volunteers, and students may re-enter the Museum School. 	<ul style="list-style-type: none"> ▪ The Museum School is fully reopened.

6002 Shop

The Shop will reconfigure display areas and staffing schedules to allow for social distancing. Guests will be directed to the Admissions desk to complete purchases. Employees will sanitize frequently touched surfaces throughout the day. A hand sanitizing station will be located at the entrance/exit of the Shop.

6003 Center for Art + Environment

Phase	Actions to be undertaken	
Phase A	<ul style="list-style-type: none"> ▪ No staff, volunteers, researchers, or guests permitted in the Center. ▪ Employees have restricted access. 	<ul style="list-style-type: none"> ▪ Employees will continue to work remotely and make an appointment with security for access.
Phase B	<ul style="list-style-type: none"> ▪ Employees will be permitted to work on-site on a pre-assigned, rotating basis. ▪ No volunteers, researchers, or guests permitted into the Center. 	<ul style="list-style-type: none"> ▪ Employees must have completed mandatory training.
Phase C	<ul style="list-style-type: none"> ▪ Center staff will be permitted to work on-site on a pre-assigned, rotating basis. Researchers, 	<ul style="list-style-type: none"> ▪ Employees and volunteers must have completed mandatory training.

	volunteers, and guests allowed entry while maintaining appropriate social distancing measures.	
NORMAL OPERATIONS	<ul style="list-style-type: none"> All staff, volunteers, researchers, and guests may re-enter the Center. 	<ul style="list-style-type: none"> The Center is fully reopened.

6004 Programming

All programming that encourages groups to convene will be suspended until further recommendations are provided by the CDC. When possible and applicable, the Museum will produce virtual programming options (live or recorded).

Phase	Actions to be undertaken	
CLOSED	<ul style="list-style-type: none"> Explore virtual options for programing. 	
Phase A	<ul style="list-style-type: none"> Any programming offered will be virtual. 	
Phase B	<ul style="list-style-type: none"> Programming for groups of 10 or less may resume so long as social distancing protocol is observed. 	<ul style="list-style-type: none"> Employees and volunteers must have completed mandatory training. Participants and staff will be required to wear masks.
Phase C	<ul style="list-style-type: none"> Programming for groups of 50 or less may resume so long as current social distancing protocol can observed. Theater re-opens at reduced pre-Covid-19 capacity from 180 to 50 people maximum. Participants are ushered to ensure social distancing is being practiced. 	<ul style="list-style-type: none"> Guests will pre-register for programs online to avoid cash handling at the admissions desk. Programmatic spaces will be cleaned prior to and following the program. Programming capacity will be determined by the location of the program and adjusted to meet social distancing guidelines.
NORMAL OPERATIONS	<ul style="list-style-type: none"> Programming resumes to pre-Covid-19 operations with no restrictions. 	<ul style="list-style-type: none"> Programmatic spaces will be cleaned prior to and following the program.

6005 Group and Public Tours

Phase	Actions to be undertaken	
Phase A	<ul style="list-style-type: none"> Group and public tours suspended. 	<ul style="list-style-type: none"> Virtual training and meetings continue.
Phase B	<ul style="list-style-type: none"> Group and public tours suspended. 	<ul style="list-style-type: none"> Virtual training and meetings continue.

Phase C	<ul style="list-style-type: none"> Group and public tours resume at a reduced frequency for groups of 8 or less and observe social distancing protocol. 	<ul style="list-style-type: none"> Employees and docents must have completed mandatory training. Volunteers and docents who are considered “vulnerable” as defined by the White House “Opening Up America Again” plan should refrain from hosting tours. Gallery Educators will support public tours recognizing the number of available docents will be greatly reduced. Social distancing practices should be continued.
NORMAL OPERATIONS	<ul style="list-style-type: none"> Group and public tours are offered with standard frequency and capacity may increase to 15 participants. 	

6006 School Tours

Phase	Actions to be undertaken	
CLOSED	<ul style="list-style-type: none"> School tours for the 2019-2020 school year and summer 2020 are suspended. 	<ul style="list-style-type: none"> Education staff uses closure to reevaluate and redesign the phased School Tour program outlined below.
Phase A	<ul style="list-style-type: none"> Virtual School Tours are explored. 	<ul style="list-style-type: none"> Following sanitation and PPE training, educators will obtain building access to develop content.
Phase B	<ul style="list-style-type: none"> Virtual School Tours designed and put into production. 	<ul style="list-style-type: none"> Virtual School tours will be designed in collaboration with WCSD.
Phase C	<ul style="list-style-type: none"> Pending WCSD approval, tours and Art Lab resume following recommendations and in collaboration with WCSD and Nevada Department of Education. Virtual tours available. 	<ul style="list-style-type: none"> Virtual School tours will be designed in collaboration with WCSD Students will be provided hand sanitizer upon entry into classrooms. Classrooms will be cleaned before and after each tour.
NORMAL OPERATIONS	<ul style="list-style-type: none"> School tours and Art Lab resume following recommendations and in collaboration with WCSD and Nevada Department of Education. Virtual tours option still available. 	<ul style="list-style-type: none"> Masks will be worn by employees if required by WCSD. Students will be provided hand sanitizer upon entry into classrooms. Classrooms will be cleaned before and after each tour.

6007 Chez Louie

Chez Louie will follow established guidelines for food service. Continued monitoring of state and federal food service guidelines will define the business model moving forward.

6008 Rental Program

All facility rentals will be suspended until further recommendations are provided by the CDC.

SECTION 7: OPERATIONS

7000 Mail and Deliveries

To reduce exposure, employees handling mail and deliveries will be required to wear gloves and will continue to secure and disburse items per the routine established during the Museum's closure. Upon initiation of Phase C, mail and delivery tasks will be reevaluated.

7001 Cash Handling

To reduce exposure, employees handling cash and credit card payments will be required to wear gloves. Preregistration and credit card payments will be encouraged to reduce exposure. Cash handling will be limited to the Admissions desk.

SECTION 8: REPEAT OF CLOSURE/QUARANTINE

8000 Renewed Declaration

Nevada Museum of Art will hew closely to these recommendations and revert to any level of quarantine as required until further notice. The State of Nevada has put measures in place to protect the health and safety of the state workforce and the public. These measures include the creation of a Nevada Health Response Medical Advisory Team, which will provide guidance and recommendations on social distancing and other effective ways to address the spread of COVID-19. As new guidance continues to come out from the CDC, the Medical Advisory Team will work with local health districts and top medical professionals to review and provide recommendations.