

Arts Sector: Museums, and Art Galleries– Phase 1

Safeguarding Guidance:

In addition to strict adherence to CDC guidelines, the State of New Hampshire recommends putting into place measures to protect consumers and employees, including:

Employee / Volunteers Protection:

- 1.) Follow Universal Guidelines
- 2.) Follow sanitation frequency guidance contained in this document at all times
- 3.) If Serving food, Provide ServSafe COVID-19 training as soon as possible

Consumer Protection:

- 1.) Groups sales will be limited to 10 persons or less.
- 2.) Overall Capacity would be limited to 50% capacity, or as social distancing allows, whichever is less.
- 3.) Where possible move to advanced reservations and cashless based transactions, no paper receipts.
- 4.) Hand sanitizing stations placed at entrances, exits and other high traffic areas inside the venue.
- 5.) If serving food, follow the Food Services Guidelines and Phasing
- 6.) If you have retail operations, follow Retail Guidelines and Phasing
- 7.) Frequent cleaning/sterilization of high touch areas, with emphasis on ‘front of house’ areas.
- 8.) Seated or viewing areas will arranged to meet social distancing guidelines.
- 9.) Minimum standards are signage must be prominently posted in the parking lots, and at the entrances of the venue, to ask customers regarding COVID-19 symptoms.
 - a. Have you been in close contact with a confirmed case of COVID-19?
 - b. Are you experiencing a cough, shortness of breath or sore throat?
 - c. Have you had a fever in the last 48 hours?
 - d. Have you had changes in your sense of taste or smell?
 - e. If you answered yes to any of these questions, please do not put our employees and other guests at risk and come back another day when you feel better.
 - f. **Any tickets purchased can be rescheduled for another day, or you can receive a refund.**

- 10.) Sneeze guard barriers recommended at point of sale locations. All digital check-in / check-out where possible.
- 11.) If Staff or guests will be coming into the 6' range of each other, it is recommended that cloth face coverings be worn. The organization has the right to require patrons to wear masks at all times while in the venue.
- 12.) Where possible, **Establish one-way flow** through the museum and within galleries, to facilitate distancing. It is recommended that Staff or volunteers be positioned throughout the venue to address potential congestion points to address crowd control and adhere to social distance guidelines.
- 13.) Indoor / Outdoor Group on-premises Activities: (e.g. Art Classes, lecture series, fund raisers, etc) will be limited by location size and constraints of social distancing guidelines, and no use of shared resources. Must follow Arts Education, Retail, and Food Services guidelines if applicable.
- 14.) Guided tours are limited to 10 or less based on social distancing, Staff must be masked, and masks must be made available to patron for patron use upon request. Offering guided tours would be at the discretion of the individual organization.
- 15.) Indoor guided tours are discouraged.

Business Process Adaptations:

- 1) Increased emphasis on touch-free payment options.
- 2) Where possible organization should consider virtual or digital experiences.
- 3) Increased Emphasis on advanced reservations, to reduce staff to consumer contact.
- 4) Interactive exhibit (touch and feel exhibits, play areas) should be closed or modified to help maintain best practices for health and safety.
- 5) Shared patron use items must be sanitized between usage.
- 6) Place hand sanitizer stations near high touch area, bathrooms, and Entrances.
- 7) Sanitize all High Touch surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum.
- 8) Use a clearly designated entrance and a separate clearly designated exit to maintain social distancing, if reasonable.
- 9) Businesses should continue to remind all patrons that those with an elevated/High risk should continue to shelter at home.