

COVID-19 Safety Plan



Contemporary Art
Museum St. Louis

CAM closed to the public from March 18 through July 8, 2020 to limit the spread of COVID-19. An interdepartmental task force put together scenario planning and guidelines for safely reopening and modifying our day-to-day operations, programming, and human interactions. The Museum's Reopening Plan was approved by the Board on June 17, 2020.

This COVID-19 Safety Plan reflects the measures that are currently in place, as developed by the task force and adopted by the organization. We anticipate that this plan will remain active until a vaccine is widely available, or health recommendations are updated, and acknowledge that the Museum may decide to close again based on the key indicators included herein.

Core Values

- Protect the health and safety of our staff and visitors.
- Establish clear channels of communication: institution to staff, institution to public, and staff and public feedback to institution.
- Integrate a diversity, equity, access, and inclusion (DEAI) lens in decision making, particularly asking "Are we contributing to the fair treatment of people, especially those who lack equal access to resources? Are we creating an environment in which any individual feels respected, supported, and valued?"
- Observe guidelines given by Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA), the US Equal Employment Opportunity Commission (EEOC), and others as they pertain to pandemic situations.
- Maintain clear policy for physical distancing, face covering, and gathering restrictions.

Indicators for Decision-making

In order to guide our decision-making, we observe the following data:

- Orders from the City of St. Louis
- [St. Louis's COVID Reproductive Number](#) (R0)¹
- Guidelines and recommendations issued by the CDC, OSHA, the State of Missouri, and local government and public health officials.

¹ The R0 is an estimation of how many people a COVID-19 positive case will transmit the virus to, on average. When R0 is above 1 the epidemic is expected to grow exponentially. Operations will not increase when there is an instance of an R0 \geq 1 during a thirty-day period.

Baseline Requirements

- All individuals over three years old are required to practice the three tenets of COVID-19 spread prevention:
 - Wear masks properly (mouth and nose must be covered).
 - Practice social distancing of six feet or more.
 - Wash hands or apply hand sanitizer before/after contact.
- Capacity restrictions for each space must be followed at all times (see [Appendix](#)).
- Furniture is always placed to comply with social distancing.
- Gathering is restricted to the guidelines below.
 - Gatherings in **front of house** areas during hours the museum is **open** to the public are limited to up to six people (including staff), and must adhere to capacity restrictions and social distancing.
 - Gatherings in **front of house** during hours the museum is **closed** to the public are limited to the capacity restrictions of the space where the gathering is planned.
 - Group gatherings in **back of house at any time** are limited to the capacity restrictions of the space where the gathering is planned. Back of House includes the Office, Board Room, L&E studio, and Receiving Area.
 - Staff must always be present to monitor health and safety requirements
 - Staff are not required to facilitate or participate in gatherings.
- Food and Drink:
 - Food and beverages are allowed in the back of house (excluding Receiving Area), following capacity restrictions and social distancing.
 - Food and beverage consumption is allowed in front of house (excluding Galleries) when the museum is closed to the public.
 - Beverage consumption is allowed in the café and courtyard during museum hours but masks must be worn when not actively drinking. Food is not permitted in front of house when the museum is open to the public.
 - Any food or drink distributed by staff must be single-serve, and distributed with sanitized hands.
 - All consumption must adhere to baseline requirements listed above.
- If there is any failure to comply with these baseline requirements, an incident report ([link to form here](#), hard copies are at the front desk) should be filled out and given to the Director of Finance and Administration.

Health and Safety Protocols

Training and PPE

- All staff, including Visitor Service Associates (VSAs), installation crew, teaching artists, security, and contractors, are trained on COVID-19 safety procedures for the workplace and working with the public.
- Promote etiquette for coughing and sneezing and handwashing.
- Provide tissues, no-touch trash cans, soap and water, and hand sanitizer with at least 70% alcohol across front of house and back of house.
- Install door props, to keep bathroom doors touch-free, and foot-operated trash cans.
- Staff are required to wear masks in public areas of the museum and when not isolated at personal workspace.
- CAM will provide masks for all staff and other Personal Protective Equipment as needed.
- Implement social distancing procedures to ensure adherence to six-foot rule.
- Hand washing recommended every 30 minutes.

On showing up (and not showing up) for work

- Staff that can work from home should continue to do so when possible.
- To ensure work station distancing and office occupancy limits, staff should communicate when they plan to be in the office via the Work from CAM calendar.
- Minimize in-person meetings. All-staff meetings will be conducted virtually.
- Encourage stay-at-home if an employee is sick or has been exposed to someone who is sick.
- Employees working onsite must complete a daily health assessment on arrival (applicable to all employees, contractors, and office visitors):
 - Temperature check—must be below 100.4.
 - Questionnaire:
 - Are you experiencing a cough, shortness of breath, sore throat, fever, vomiting, or diarrhea?
 - Have you been in contact with a confirmed case of COVID-19 within the last 14 days?
 - Have you traveled outside of the metro area in the last 14 days?
- Staff are required to self-isolate after traveling to higher risk areas.
- Have conversations with employees about their concerns and make accommodations for employees who may be at higher risk for severe illness, such as older adults and those with chronic medical conditions.

Cleaning Protocols

- Staff are responsible for cleaning their work stations daily and shared areas after each use.
- Disinfectant wipes, hand sanitizer stations, paper towels, gloves, and EPA approved disinfectants are provided.
- Disinfect the following areas every two hours/after each use when open to the public:
 - Door handles, including front door, restrooms, courtyard, office, classroom, and receiving area
 - Front desk
 - Stair rail/handle in performance space and stairs connecting first and second levels
 - Other highly touched areas
 - Restrooms
- Wash hands after receiving incoming mail and packages.
- Staff to clean counters/refrigerator/microwave after each use.
- Establish deep cleaning protocols with cleaning company.
- Post CDC fact sheets in a visible area for staff.

Emergency Response

- If anyone becomes sick at CAM or is suspected or confirmed to have COVID-19:
 - Separate the sick individual from other people in the building and ensure that they are able to return home, or to a medical facility, as soon as possible.
 - Shut down the building for cleaning and decontamination. Following CDC guidelines for cleaning and disinfecting.
 - If an incident occurs during open hours, follow the emergency communications plan to close the museum for the remainder of the day, which includes front door signage, voicemail, website, and social media. Contact visitors with reservations.
 - Contact tracing begins. CAM must determine when the individual was at the museum and who could have been exposed two days prior to symptoms.
 - If gallery exposure or potential risk to the public is determined, notify any visitors who were in the area when exposure was determined.
 - Employees or contractors with symptoms or potential exposure must get tested and quarantine at home for a minimum of 14 days after illness/recovery or until test results are clear.
- Those who may have come into contact with the individual should be notified using a generic descriptor, such as “someone working near you on this day and time.”
- Managers and senior staff who are designated as needing to know the identity of an employee must maintain the confidentiality of this information.
- Share emergency communications plan with employees and clearly communicate expectations.

Detailed Guidelines by Area

Staff/Office

- Minimize meetings onsite whenever possible and limit to capacity restrictions.
- Staff can remove masks when isolated at a personal workspace or to eat or drink as long as social distancing is maintained.

Entrance Intake/Visitor Services/Public Areas

- Maintain clear signage to help visitors be aware of safety guidelines.
- Masks required for all staff working/appearing front of house and required for visitors over the age of three.
 - Provide disposable paper masks for visitors who don't come in with a mask.
 - If visitors refuse to put on a mask, we reserve the right to refuse entry.
- Maintain VSA cleaning checklist.
- Maintain plexi barriers at front desk.
- Use timed tickets to control capacity:
 - Can be pre-booked or acquired onsite.
 - Tickets can be reserved by a group of six within each timeslot. Walk-ins are allowed based on availability.
 - Require visitor contact information for contact tracing purposes.
 - VSEM and VSAs monitor gallery and overall capacity.
- Entrance/Exit through the front door only.
- Touchless systems for payment are encouraged as much as possible.
- No stickers or equipment handed out (visitors must use their own device for audio tours).
- VSEM/VSA distributes paper items (Gallery Guides, Newsletters, Mesh, etc.) upon request and any other materials by placing them on the counter instead of hand-to-hand transfer.
- Coat check, Library, Children's Play Space, and water fountain closed until further notice.
- If we determine that a recent visitor is confirmed to have COVID-19:
 - Shut down the facility for cleaning and decontamination.
 - Identify the day and time frame the visitor was at the museum.
 - Notify all employees of potential exposure and quarantine for 14 days.
 - Notify the public who may have been at the museum.

Shop

- Signage at entrance restricting access to one person or group at a time and requiring hand sanitization before shopping.

- Encourage limited touching; No trying on apparel or jewelry.

Café/Bar

- Maintain plexi barriers on countertop.
- Service will be limited to single-serve, non-alcoholic beverages only, processed by VSAs with sanitized hands.
- Sanitize protocols for all surfaces (tables/chairs, counters, door handles) after each transaction and frequently throughout the day.
- Keep all single-use condiments/amendments/straws/lids from public access.

Exhibitions

- Use signage and personal communication to encourage one-way routes through galleries.
- Registrar to manage cleaning protocols for casework in the galleries.

Events, Public Programs, Workshops, & Tours

- The vast majority of programs will take place online. In the instance that the museum hosts a service or an offering that encourages gathering, clear cleaning (including cleaning all surfaces and materials before and after use) must be practiced, social distancing protocols must be in place, and baseline requirements described above must be followed.
- Any supplies given out must be cleaned before being given out and upon return.
- Small-scale programs, rentals, and events are permitted adhering to the baseline requirements.

Appendix: Occupancy Loads/Square Footage

The following are recommendations for maximum occupancy loads based on 113 ft² per person (pp) for CAM's Fall/Winter 2020–21 Exhibitions:

Space	Area	Occupancy Load	Capacity Limit
Office	2,200 ft ²	21	8
Board Room	1,056 ft ²	40 meeting / 60 seated dinner / 80 cocktail reception	8
L&E Studio	1,500 ft ²	40	10
Receiving Area	1,800 ft ²	16	2
TOTAL BACK OF HOUSE CAPACITY: 28			
Lobby	1,600 ft ²	150 lecture / 75 seated dinner / 200 cocktail	14
Shop	80 ft ²	5	1
Front Gallery	313 ft ²	10 (based on 30 ft ² pp)	1
Gallery A	1,634 ft ²	55 (based on 30 ft ² pp)	10
Gallery B	2,892 ft ²	96 (based on 30 ft ² pp)	26
Performance Space	3,000 ft ²	300 lecture / 225 seated dinner / 350 cocktail	26
Gallery C	825 ft ²	28 (based on 30 ft ² pp)	3–6
Café	612 ft ²	27	6
Education Gallery 1	110 ft ²	3	1
Education Gallery 2	99 ft ²	3	1
Playspace & Library	555 ft ²	40	0 (close)
TOTAL INDOOR PUBLIC SPACE CAPACITY: 96			
Courtyard (patio)	2,200 ft ²	150	20
TOTAL OUTDOOR PUBLIC SPACE CAPACITY: 20			