

SAFELY VISITING NEW BEDFORD ART MUSEUM/ARTWORKS!

On May 18, 2020, Governor Baker issued the Massachusetts plan Reopening: Four-Phase Approach. The summary of the Commonwealth's phased model is included in this plan open, in which New Bedford Art Museum/ArtWorks! (NBAM) reopened to the public in Phase 3 (June 29 - July 17, 2020).

New Bedford Art Museum/ArtWorks! (NBAM) welcomed back our Members on August 6, 2020, and visitors on August 15, 2020. Our galleries are open weekly, Thursday - Sunday, 10 AM - 4 AM, with a maximum capacity of twelve (12) guests allowed in the Art Museum galleries every 5 minutes or 40% of the Art Museum's capacity. NBAM will continue to monitor federal, state, and city guidance and adjustments issued to the Commonwealth's phased plan.

The Art Museum has taken active steps to provide a safe environment for our employees, visitors, volunteers, and students. In addition to increased cleaning and disinfecting protocols, we are investing in facility changes. Updates include a timed ticket entrance model, a clearly marked directional flow of the galleries, white-gloved shopping, and extensive signage to help visitors experience our spaces safely.

We have engaged the public and our membership in sharing their expectations for visiting the Art Museum, and have also conducted a staff survey to understand how we can support our organization. This feedback has been helpful in informing our decisions, improving our spaces, and enhancing our practice. Our action steps for returning to on-site work and opening the Art Museum to the public are detailed in this plan. Additions related to our volunteers and students will be forthcoming. As with all forecasting during this crisis, all decisions are subject to adjustment in light of any new public health information and/or government requirements.

We look forward to welcoming you soon!

Ashley Occhino
Executive Director

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As we move from a Work from Home (WFH) Model to a phased approach of a Return to on-site Work (RTW) structure, New Bedford Art Museum/ArtWorks! (NBAM) will focus on the proven strategies to reduce the risk of spread among employees:

Mandate face coverings/masks for staff

Emphasize hygiene

Adopt social distancing measures

Require self-reported health screening prior to daily admittance

Staff Specific Actions Underway

- Identify employees for tiers, based on function, need to be on-site and physical proximity to others at NBAM
- Assign each employee to a bathroom and copier/printer
- Engage staff to understand and assess any accommodations
- Develop mandatory self-administered health screening tool
- Reinforce social distancing, hygiene and any quarantine expectations with staff through training library and supervisor oversight
- Document detailed protocol for post-diagnosis response
- Follow all federal, state and city requirements

Staff Training

Develop a library of Online/Virtual training for staff including:

- o Healthy habits: hygiene, social distance, health screening
- o Return to on-site work worry, managing stress
- o Customer service/conflict resolution
- o Emergency preparedness and response

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Masks/Gloves

Mandate masks/face coverings (NBAM can provide)

Gloves will be available and required for certain functions

Hand Sanitizer and Hand Sanitizing Stations:

Require and reinforce repeated use and strong hygiene practice

Increase availability throughout office space and high access/high touch areas

Social Distancing Measures:

Mandatory physical distance measures for all staff

Restrict group gatherings

Reorganize cubicles/workstations to align with social distancing requirements

Stagger shifts or days to reduce employees onsite at a given time

Health Screening:

Employees unable to pass health screen will be required to work from home

Travel:

All work-related travel restricted

If an employee travels for personal reasons they will be required to self-quarantine upon return for 14 days

Onsite Visitors/Offsite Meetings:

Non-employees are not permitted in the Art Museum offices and staff must adhere to

conducting virtual meetings or phone calls only until further notice

Staff should not be attending meetings off-site and have access to virtual platforms to host business/meetings

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Facility Readiness

The following actions have been taken or are underway:

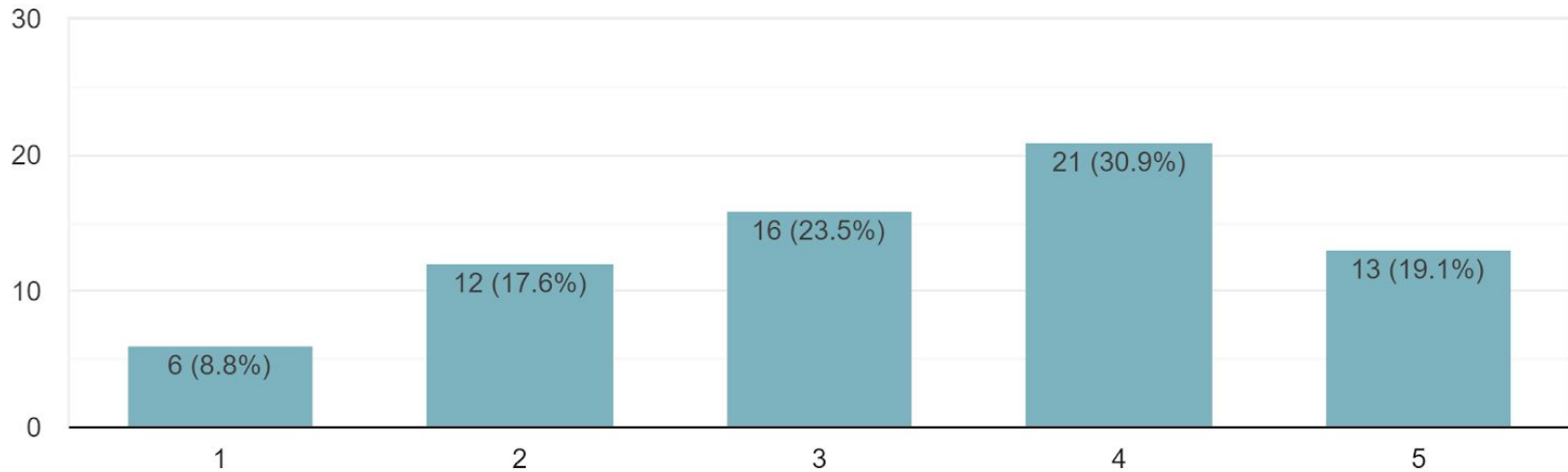
- Organize comprehensive signage package including floor labels for crowd management, elevator/stair protocols, and gallery navigation
- Install Plexiglas coverings at front desk and shop
- Widen Shop entrance
- Eliminate collateral, coat racks, and movable seats in the front entrance
- Increase hand sanitation centers throughout the Art Museum
- Institute digital counter for capacity limits
- Increase cleaning and disinfecting protocols
- Develop a one-way path for the designated exit of the Art Museum (via Shop) and improvements to the entrance
- Reduce gathering/meeting spaces/common areas for staff
- Assess exterior high touch areas as well (e.g., bike racks, benches, etc.)
- Limit and manage onsite movement with defined travel routes in staff/visitor spaces
- Develop crowd traffic flows/one-way passage through the Art Museum and gallery-specific capacity counts
- Explore Click and Collect shopping options

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Feedback from our Visitor & Member survey

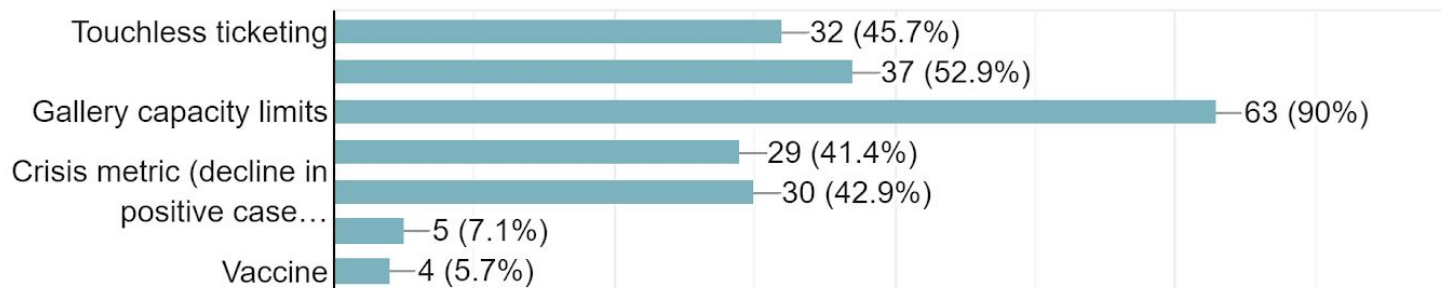
On a scale of 1 to 5, when NBAM reopens, how comfortable would you be in visiting?

68 responses



What would improve your comfort level in visiting NBAM? (Check all that apply)

70 responses



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Visitors

- Limit capacity in a phased approach is now at 40% or 80 visitors permitted at a time
- Require timed entrance, must be obtained via the website
- Require social distancing measures; parties may remain together; children must stay with adults at all times
- Reopen on a reduced schedule (Thursday-Sunday, 10-4)
- Create low-touch visitor experience
- Install and maintain hand sanitizer stations in highly visible spaces
- Mandate that face coverings/masks must be worn by all visitors older than 5
- Reinforce new procedures for enjoying the museum through a comprehensive messaging and signage plan
- Require visitors showing signs of illness at any time to leave and provide passes to return at a later date
- Increase the size of labels in galleries and assess any needed installation changes to eliminate crowding
- Limit the number of people in any one gallery (will require staff presence to count)
- Suspend, redesign, or remove some hands-on exhibit interactives
- Replace printed gallery guides with audio guides that can be accessed via smartphones
- Explore concierge shopping services
- Consider member-only sessions
- Consider time set aside for vulnerable populations (e.g. first 2 hours of the day could be reserved for those 70+)

Community

- Conduct visitor and public survey for expectations
- Communicate opening strategy, convey safe to return and actions for visitors to prepare for upon arrival
- Join with peer institutions to welcome visitors back – consider unified/community opening, if similar approaches, communicate together
- Support City in developing any municipal, industry-specific protocol, marketing or communication