

THE WESTMORELAND MUSEUM of AMERICAN ART

POLICIES AND PROCEDURES RE-OPENING FOR STAFF DUE TO COVID-19

Updated: June 16, 2020

The Westmoreland Museum of American Art is looking forward to the day we reopen and again offer a place to share compelling and meaningful cultural experiences that open the door to new ideas, perspectives and possibilities. In order to do so, the Westmoreland is looking to our State, County, and City officials to provide the proper guidelines to support the Museum's commitment to our visitor and staff health, safety, and well-being.

1. TIMELINE FOR STAFF RETURN TO THE WESTMORELAND

On 5-29-20, Governor Wolf announced that Westmoreland County would be moving in to the Green Phase on Friday, June 5th. The Green Phase order includes guidance on occupancy limits and health and safety orders that we must adhere to. With this news, the Westmoreland will **tentatively reopen on Saturday August 1st for Members only** and to the **general public on Wednesday August 5th**. This reopen date allows us time to finalize staff procedures, cleaning schedules, signage, timed ticketing and staff training. Our reopening procedures including in this document will be in line with State guidance.

Now that a reopening timeline has been established, the visitor facing staff (Gallery Hosts and Special Events team members) will be given schedules for training sessions in the Museum regarding communications with the public, new visitor guidelines and staff procedures.

The Shop personnel will also be asked to start back in the museum several weeks prior to the public reopening to prepare the shop merchandise for limited touch access and manage the shop presence.

Back office staff will continue to be encouraged to work remotely in accordance with Green Phase guidance. Staff needing to come in to the office to work will receive prior approval from their Team Leader and Suzanne Wright. Staff will be expected to abide by the back-office staffing seating procedures and office etiquette outlined in this document.

Important consideration: Governor Wolf is lifting restrictions on a weekly basis and continues to provide guidance to assist in restarting Pennsylvania's economy. As we respond to these changes, there may be the need to return to previously implemented restrictions if there is an increased number of COVID-19 cases in our community. We will need to consider the ability to ramp operations up and down in relation to State guidance for the foreseeable future.



2. STAFF CONSIDERATIONS REQUIRED

- A. Back office staff are requested to work from home as much as possible** until further communication is provided.
- B. Employees will have easy and frequent access to soap and water or hand sanitizer during duration of their shift.** Handwashing will be required when entering, leaving, and at scheduled breaks throughout the day. Handwashing stations are located on each floor of the Museum for easy access by our staff and each workstation and gallery floor will have a container of disinfectant wipes for the use of the employee.
- C. Staff will be provided with guidelines on practicing good hygiene including:**
 - Proper handwashing technique
 - Avoiding touching your face, nose and mouth
 - Sneeze or cough in to a tissue or the inside of your elbow
 - Disinfect frequently used items and surfaces (disinfectant wipes provided)
- D. All employees must observe social distancing guidelines to stay 6 feet apart.** It is encouraged that employees use Teams, Zoom or email to interact with other employees, regardless if both parties are physically in the Museum.
- E. Employee common areas such as the break room will have guidelines that need to be followed** including no more than 2 people inside at one time. Employees are asked to use the wall hand sanitizing station on entry and exit of the kitchen. No eating will be allowed at the table in the break room until further notice.
- F. Employees must wear cloth face coverings or a mask over their nose and mouth at all times.** Employees sitting in one's office with the door closed will be allowed to remove their face covering or mask during that time. Any time an employee is walking in the office, a face covering or mask must be worn. If a medical issue prevents an employee from wearing a face covering or mask, we ask that the employee discusses this with the Employee Benefits Manager or CFO and that interaction with others is limited.
- G. All common spaces and equipment (frequently touched surfaces, doors, etc.) will be cleaned and disinfected throughout the day** in order to limit the spread of germs. Employees will also be given several pairs of rubber gloves to use when touching surfaces that are likely touched by other employees or by the public (once reopened).
- H. The number of employees occupying office or work space will be limited** to one per cubicle per day.
- I. The Westmoreland will have designated staff members who will be identified as the current day's health and safety officer** on-site who will monitor operations and has the authority to stop or modify activities to ensure compliance with mandatory health and safety requirements outlined in this document. Please address all relevant concerns with this person.

3. STAFF PROTOCOLS

- A. Signs will be posted at all entrances clearly indicating no one may enter if they have symptoms of respiratory illness. All employees must enter the staff entrance when reporting to work.
- B. Employees will not be able to enter the building **PRIOR** to the Museum opening time identified so that screening can occur upon entry.
- C. Prior to arrival for work, the employee screening questionnaire will have been provided to all staff members. Employees should consider their ability to answer “no” to each question asked before arriving at the Museum for their shift. **Employees should only come to work if they can answer “no” to all the questions.** If any questions will be answered “yes”, discussion with the Employee Benefits Manager or CFO will need to take place and the employee will not be allowed to report to work. The CFO can be reached at 724-837-1500 ext 113 and the EBM at 724-309-5862.
- D. Employees will receive initial health screening when entering the building including temperature screening using ‘no-touch’ thermometers and verification of employee screening questionnaire. All staff will enter using the Glass Staff Door and after washing their hands with the hand sanitizer, will proceed to the health screening station (outside or in CEO’s office) for a brief screening with the Health and Safety Officer on duty for that day. The screening is required before an employee can start at their work location. The Health and Safety Officer will confirm with the employee that they are able to answer “no” to the screening questions before starting their work day.
- E. Employees shall not report to, or be allowed to remain at work if they are sick or symptomatic (showing signs of fever, cough, and/or shortness of breath).
- F. Employees are required to wear masks or fabric face covering when entering and exiting the Museum and at all times when in the Museum unless a health issue prevents the use of a face covering (this would need to be previously discussed with Employee Benefits Manager or CFO). Employees are also asked to use hand sanitizer stations when they enter and exit the building and when walking between the back office areas and the lobby/restroom areas. These stations are all at convenient locations and will be refilled frequently. A fabric face covering (if requested) and multiple pairs of gloves will be provided to all WMAA employees.
- G. Employees are requested to minimize their physical footprint while working in the Museum. This including meeting by Zoom, calling other staff members, accessing the galleries only when needed and being mindful of what and how you are touching surfaces. Doors leading to the lobby from the back office will be temporarily opened with a door stop to avoid having to touch the door handles when going to the restroom or lobby.
- H. Employees will follow staggered shift schedules and designated work spaces to limit number of employees in the office at any given time. Remote work will be utilized as much as possible.
- I. Staff will not conduct in person meetings unless social distancing requirement of 6 feet apart is achievable. No more than 10 of our staff members may be in attendance. Staff

will use Community Room or outdoor space. Continuing to use Zoom for staff or cross departmental meetings is encouraged.

- J. If a staff member has a confirmed case of COVID-19, the rest of the staff working in the building will be asked to leave the building so that the building may be disinfected. All staff members who had worked in the building prior to the confirmation will be contacted via email of the “anonymous” case (kept confidential) (see form) for contact tracing.

4. SICK AND ILLNESS POLICY

- A. First and foremost, staff are required to stay home if they have been exposed to COVID-19, have uncertainty if they have been exposed to COVID-19, or have any symptoms that they are concerned about. All information will be kept confidential with the Employee Benefits Manager, CFO, and Senior Team (if necessary).
- B. Quarantine when applicable – a 14-day quarantine is required for all employees if they can answer the following survey questions with a “YES”:
 - 1) Have you or a member of your household had contact with a person known to be infected, potentially infected, or exposed to someone infected with COVID-19 within the previous 14 days?
 - 2) Have you had a fever, cough, shortness of breath, difficulty breathing, chill, muscle pain, sore throat or new loss of taste or smell that cannot be attributed to another health condition in the past 2-14 days?
 - 3) Have you or someone you’ve been in contact with traveled internationally or to a high-risk area domestically in the last 14 days?
 - 4) Have you or someone you’ve been in contact with attended a gathering where proper social distancing protocol was not able to be followed in the past 14 days?

**If you can answer YES to any of these questions,
you will be expected to self-quarantine
for 14 days after exposure and discuss with your team leader the
possibility of work from home or discuss your sick days availability
with the Employee Benefits Manager.**

- C. All staff will have their temperatures taken by the Health and Safety Officer on duty when they arrive at the building either at the Staff entrance or in the Quiet Room. If a temperature is recorded at more than 38 degrees centigrade (100.4 degrees fahrenheit), then the staff member will be sent home with instructions to see their doctor and a sick day will be recorded for that staff member. If the staff member does not have available sick days, then a vacation day will be used. The temperatures taken will not be maintained, however a daily log verifying the names of the staff members who had their temperatures checked that day will be maintained for contact tracing purposes.
- D. Employees are required to inform HR immediately if they or a member of their household is notified that they have COVID-19. When this notification occurs and if the

employee has been in the Museum working for the past 14 days, the following action steps will be taken by The Westmoreland:

- The Museum will be shut down for cleaning and decontamination
 - The staff member will be quarantined at home for a minimum of 14 days
 - Contact tracing begins. A determination will be made about which staff members have been exposed.
 - All staff members will be notified about the COVID-19 potential exposure (See Notice of Exposure)
 - If vendor, gallery or public exposure is determined, visitors will be notified via Showclix and vendors will be notified by Team Leaders. (Claire to do this via Showclix and will be included in Visitor Facing Policies)
- E. Employees who need to take additional time away from work due to elevated temperature or related potential exposure to COVID-19 will be provided with a COVID-19 Related Leave Checklist and advised by the HR Team as to their possible eligibility for leave benefits (see attachment).

5. BACK OFFICE STAFF SEATING PROCEDURES AND OFFICE ETIQUETTE

In order to return to work as safely as reasonably possible, the following seating configurations must be adhered to:

- Only 1 person may work in a cubicle space at a time during a work day
- When cubicles share a common wall, employees may not sit on either side of that common wall
- Employees working in cubicles will wear a mask or cloth face covering at all times
- Only 1 person can occupy an office at a time
- Each staff member is asked to wipe down their staff cubicle area mid-day and at end of the day with the antiseptic wipes provided.
- Staff members are asked to wipe down the copiers buttons when they use them or the door handles of door on the interior of the Museum as a courtesy for the next staff member.