Dalí Museum
Health & Safety Re-Opening Procedures
Updated June 17, 2020

The Dalí Museum is a critical part of Florida's creative economy. We remain steadfast in our mission to preserve Dalí's legacy and works. Our goal in re-opening is to inspire, empower and educate our community. We believe the arts are a human right and a passageway for transformation, perhaps more important than ever.

Dalí Museum Health & Safety Reopening Committee
  Chief Operating Officer
  Director of Facilities & IT
  Director of Security, Parking & Grounds
  Director of Store
  Deputy Director / Director of HR
  Director of Visitor Experience

Notes
1. This plan will evolve as CDC guidelines & state orders change.
2. We have surveyed, and will continue to survey employees, volunteers & visitors regarding Health & Safety measures to continually monitor the impact of this plan.
3. All previous cleaning & related processes remain, the initiatives in this plan are all new/changes.
4. Programs/events are unlikely to be held for the foreseeable future. Separate procedures, as needed, will be developed when they resume (largely around physical distancing and no touch check-in).
Categories

Health Monitoring

Enhanced Cleaning

Reduced Capacity

Enforced Physical Distancing

Face Masks & Gloves

No/Reduced-Touch Interactions

Training & Communications
Health Monitoring

1. Promote proper etiquette via internal communications (emails/Intranet) including:
   a. Frequent hand-washing with soap & water for 20 seconds
   b. Avoid touching your eyes, nose or mouth
   c. Practice physical distancing (6’ separation)
   d. Cover sneezes/coughs
   e. Discourage borrowing each other's tools & equipment

2. Maintain distribution of tissues to staff
4. Require sick employees to stay home if feeling sick and/or have fever and/or chills; support stay-at-home care for family member who is sick
   a. See separate communication process for if a staff member has symptoms or is diagnosed
   b. Publish to Intranet a list of area COVID-19 testing centers
   c. Work policies:
      i. Allow work-from-home for those whose responsibilities permit it and who are well enough to work
      ii. PTEs whose responsibilities are front-facing to take unpaid time off
      iii. PTO policy specific to COVID-19: All employees are eligible for 2 weeks of paid sick time for specified reasons related to COVID-19. Those employed for at least 30 days are eligible for up to an additional 10 weeks of paid family leave to care for a family member under certain circumstances related to COVID-19. See separate policy.
5. Employees to sign a daily affidavit that they don’t have symptoms nor have been knowingly exposed to anyone with COVID-19
6. Take temperatures daily: Anyone displaying a temp over 100.4°F not permitted entry:
   a. Tech: Add thermal camera that interfaces with existing security system
      i. Use two no-touch thermometers for backup/redundancy
   b. Employee station will be at the employee entrance (closing garden entry/system)
   c. Visitors: Existing location at front entry
7. Plexi screens installed at:
   a. Admissions (2 registers + Members) Unframed, suspended with cables from the ceiling
   b. Store (1 at Posters, 2 at Jewelry): Unframed, suspended with cables from the ceiling
   c. App Station + Café Gala counter + 2nd Floor Reception: Standing style

A study found that hand washing 5 times a day cut medical visits for respiratory infections by 45%. Other research found that washing hands 10+ times a day reduced it by even more.
1. Janitorial:
   a. Maintain recent (March ‘20) increased cleaning, and visibility of professional cleaning, in high-touch areas (once/hr):
      i. All door handles, inside & out
      ii. Banisters/railings
      iii. Bathroom handles, both sides
      iv. Bathroom faucets & door handles, both sides
      v. Stanchions at Admissions and Café
      vi. Elevator buttons (though handled by staff, noted below)
   b. Clean communal assets on the 2nd floor daily: paper cutter, laminator, copier buttons, etc.; staff should wipe down these areas in between uses
   c. Clean/sanitize locker areas daily

2. Staff-cleaning:
   a. “Disinfecting stations” (where supplies are kept & returned after use) established for staff-cleaning of the following areas:
      i. Admissions area
      ii. Audio guide desk
      iii. Store office & area
      iv. VE Office & area
      v. Security Office & break area
      vi. File cabinet on 2nd floor office area
      vii. File cabinet by 2nd floor staff breakroom
      viii. Support station by 2nd floor copiers
      ix. Library
      x. By printers outside Boardroom
      xi. Desks, chairs and personal items at each work station
   b. Process:
      i. Cloths are yellow to differentiate from other Janitorial cloths
      ii. Small, labeled receptacles for dirty cloths collected daily by Facilities & laundered on-site with laundry soap & disinfectant additive
      iii. Clean cloths placed in designated areas noted above
   c. VE staff to regularly disinfect:
      i. Admissions counters
      ii. Pens after each use
      iii. Wheelchairs between uses (not loaning strollers at this time)
      iv. Umbrella stand
      v. Brochure stands
   d. Store staff to regularly disinfect:
i. Store counters
ii. Merchandise as possible
iii. Pens after each use
3. Hand sanitizers placed in public areas, 1st & 3rd floor
   a. 6 dispenser-stands:
      i. Café Gala
      ii. Elevator bank on 1st
      iii. Elevator bank on 3rd floor
      iv. Admissions
      v. Store by survey/donor LED
      vi. RJRC
   b. Wall mounted:
      i. Outside each bathroom on 1st and 3rd floor
   c. Bottles:
      i. At all Store registers
      ii. App station
      iii. Admissions
4. Recommended methods for staff cleaning of electronic equipment:
   a. Never spray any electronic device directly with aerosol or spray cleaners
   b. On touch screen computers such as Admissions and the Store:
      Press `Ctrl` + L to lock the screen so it does not respond as it is being cleaned
   c. On cordless devices such as some keyboards and mice: turn the device off prior to cleaning to avoid damage
   d. Spray disinfectant on the cloth, rub together to moisten but not saturate
   e. Avoid excessive wiping on equipment
   f. Wipe protective covers on keyboards at Admissions and Store between users
   g. Use the same procedures to clean printers and copy equipment after use
5. Add signage for bathrooms (hand wash reminder, etc.)
6. Café Gala cleaning & bussing
   a. Cleaning: Wash backs of chairs, clean counters & tables immediately after visitors leaves spot, etc.
   b. Bussing: Cover (with table-cloth or other) the food/dish cart coming through; immediately bus tables
   c. Only put out self-serve packets
      i. Salt & Pepper (remove from tables)
      ii. Sugars (remove community Agave, etc.)
   d. Lids – handed by staff (not self-grab)
   e. Disposable menus (or no menus, with updated wall menu)
   f. Remove table signs
   g. Purchase covered coffee stirrers or provide metal spoons
   h. See separate Café Gala Health & Safety plan
Reduced Capacity

1. Set new physical-distancing capacity figures*:
   a. Total Museum: 956
   b. James Wing: 262
   c. Hough Wing: 174

2. Promote, through Timed Ticketing and manual monitoring, a unicursal visitor flow
   [Admissions > App Station (if needed) > Elevators (up) > James Wing > Overlook >
   Hough Wing > Spiral Staircase (down)]

   *AAMD 'safe distance' formula: \( \pi (3.14) \times \text{radius (6') squared (36')} \). Assuming each
   visitor is the center of the 6 sf circle, using a radius of 3', so \( 3.14 \times 3^2 = 28 \text{ sf} \).

   Note: A normal occupancy factor is 15 sf per person. We will use the aforementioned
   28. The Hough wing is at 4,877 sf and the James wing is 7,353 sf. Thus making the
   Hough wing normally 325 occupancy and the James wing 490 occupancy. Using the
   new 28 sf figure = 174 people in the Hough wing and 262 people in the James
   wing. (This equates to ~53% of normal capacity which is used to calculate the
   Lobby/Café, Store and Overlook figures below as they had abnormal baseline
   parameters.)

<table>
<thead>
<tr>
<th>Area</th>
<th>Square Feet</th>
<th>Normal Capacity</th>
<th>New Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>(53% unless noted)</td>
</tr>
<tr>
<td>Lobby and Café</td>
<td>2,181</td>
<td>312</td>
<td>165</td>
</tr>
<tr>
<td>Store</td>
<td>5,237</td>
<td>175</td>
<td>93</td>
</tr>
<tr>
<td>RJRC</td>
<td>2,317</td>
<td>332 standing</td>
<td>176</td>
</tr>
<tr>
<td>Theater</td>
<td>1,211</td>
<td>96 fixed seats</td>
<td>48</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(50% capacity)</td>
</tr>
<tr>
<td>Classroom</td>
<td>302</td>
<td>16</td>
<td>n/a</td>
</tr>
<tr>
<td>Hough Wing</td>
<td>4,877</td>
<td>325</td>
<td>174</td>
</tr>
<tr>
<td>James Wing</td>
<td>7,353</td>
<td>490</td>
<td>262</td>
</tr>
<tr>
<td>Overlook</td>
<td>1,705</td>
<td>163</td>
<td>86</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>25,183</strong></td>
<td><strong>1,909</strong></td>
<td><strong>1,004</strong></td>
</tr>
<tr>
<td></td>
<td><strong>24,881(sans Classroom)</strong></td>
<td><strong>1,893 (sans Classroom)</strong></td>
<td></td>
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</tbody>
</table>

Even though couples/families don’t need physical distance between them, we are
maintaining them for extra precaution.

3. Visitors must purchase/have a ticket to enter the Museum (e.g. cannot shop or visit
   the Café without a Museum ticket).
1. Discontinue non-essential employee business travel
2. Staff who travel outside the area must notify their manager who will discuss with HR whether the staff member needs to quarantine upon return
3. Host special hours for senior populations (Wed & Thu 10-11am)
4. Work spaces
   a. 2nd floor cubes: All cubes provide at least or just under 6’ distance; will add partitions (storage or higher) where needed; also will spread staff out to unused cubes where possible
   b. Volunteer Office: Only one Volunteer + one Volunteer staff in office at a time; mark a waiting area outside
   c. Store office: Only one manager + one employee at a time
5. Meetings
   a. Board Room: Limit to 10, every other seat; door propped open
   b. Library: Limit to 10, every other seat
   c. Surfboard: Limit to 4, every other seat
   d. If larger groups need to meet, either reserve the RJRC and space apart (be cognizant of visitation hours - i.e. don’t close the RJRC from visitors frequently, especially during higher volume hours) or meet in the boardroom with masks on or hold video meetings
6. Special accommodations for volunteers:
   a. Self-signup, share reminders about comfort level
   b. One-on-one conversations to ensure comfort
   c. As available – assign to less populated areas/certain times of day
7. Employee breakrooms/common areas
   a. 2nd floor
      i. No coffee (bring in own)
      ii. Keep refrigerators available; clean out daily
      iii. Reduce tables/chairs (encourage eating at desk for those with desks):
         1. Patio: 3, spread out with only 1 chair each
         2. Inside: 1-2 tables with 1 chair each
      iv. 1st floor
         1. Keep refrigerators available; clean out daily
         2. Space out tables/chairs in hallway, place chairs 6' apart in hallway and 2 at long table
8. Admissions
   a. Promote required advanced online ticket sales
   b. Staffed kiosks: only occupy 2, leaving space b/w units
   c. Admissions queue
i. Mark the floor to ensure guests are 6’ apart in line, inside and outside over the bridge, and wrap down the side of the building (add tents on weekends if volume is high enough to demand it)

d. Unicursal flow
   i. From Admissions into Museum, through galleries

9. Stair case
   a. Marked to indicate one-way: down only

10. App/Info Station
    a. Mark the floor to ensure guests are 6’ apart in line
    b. Max 2 people behind the desk at any one time

11. Galleries:
    a. Public Tours: No public docent tours; docents/volunteers available for questions
    b. Continue offering paid private tours for groups up to 10
       i. Privacy Headsets (transmitter, microphone, receiver, headphone, lanyard) disinfected by VE after each use
    c. Unicursal flow
       i. Move all works with audio stops apart from each other
       ii. Add directional arrows throughout both wings (combo of standing signs & vinyl on select carpet squares)

12. Store
    a. Reduce fixtures

13. Theater:
    a. Outer doors open at all times
    b. Physical distancing messaging added to no food or drink sign on inside doors
    c. Physical distancing sign (11 x 17) on podium at front of Theater
    d. Mark off every other row of permanent seats (leave temporary seats/empty back row for mobility/wheelchair locations)

14. Café
    a. Bar seating: Sets of 2 barstools, sets spaced 6’ apart
    b. Remove some tables & chairs to be at 50% capacity
    c. Mark floor for ordering to ensure visitors are 6’ apart when ordering
    d. See separate Café Gala Health & Safety plan

15. Elevator:
    a. Only one party at a time/elevator; staff elevator for staff only
       i. See below for monitoring
       ii. Add stanchions to direct visitors

16. Add pre-corded museum-wide audio messaging (interspersed with existing music) on 1st and 3rd floors about practicing physical distancing & masks.
1. Employees
   a. Masks
      i. Front-line staff & volunteers required to wear provided masks at all times (VE, Store, Café, Security, Janitorial/Facilities) in public areas and while in transit (including 1st floor hallway, 2nd floor hallways)
         1. Each front-end staff member issued 2 masks
         2. Staff is to self-launder their masks daily after use
            a. If staff member forgets theirs, we will issue one free disposable mask (additional to be purchased)
      ii. Other staff required to wear masks (bring in own, self-launder) when in public Museum areas (including 1st floor hallway, 2nd floor hallways)
   b. Gloves:
      i. Admissions, App/Info Station, Security, Janitorial/Facilities, Store, Café to wear at all times
      ii. Purchased disposable plastic gloves that work with touch screens
      iii. Staff to change them (new pair) every time they take breaks (bathroom, eating, etc.)

2. Visitors
   a. Masks
      i. We will require guests (including vendors) to wear a mask
         1. Provide disposable masks at Admission free of charge
      ii. We will communicate that through:
         1. Website + digital marketing
            a. Including advanced online-tickets page & email w/tix
         2. Signage at front-entry
      iii. Sell
         1. Reusable masks
            a. At Admissions
            b. At Poster Station
   b. Gloves
      i. Guests are welcome to a pair of free disposable gloves if requested

A recent review suggests that if at least 60% of the population wore masks that were just 65% effective in blocking viral transmission—which a well-fitting, two-layer cotton mask is—the epidemic could be stopped.
No/Reduced Touch Interactions

1. Payment
   a. Credit card only (no cash); No signature for under $60
   b. Contactless payment machines at Admissions and Store registers – customer inserts on own, also offers ‘tap’ feature
   c. Parking
      i. No-touch card-reader
      ii. Issue plastic disposable gloves & mask

2. Security to open front entry doors for visitors

3. Wristbands – staff hands to guests who puts it on themselves; if guest can’t put it on themselves, staff puts on wristband for them (while wearing gloves)

4. Place sticker on approved backpacks

5. Closures:
   a. Activity Room
   b. Dreams of Dalí:
      i. Replace with LED screens and info on ways to experience at home
   c. Labyrinth:
      i. Close due to limited resources to monitor one visitor/group at a time

6. Interacts
   a. No loaner audio devices (maintain the App station to help visitors download the app to own device)
   b. Dalí Lives:
      i. Button: Change to foot pedal, cover existing ‘start’ button
      ii. Locations: as-is, mark floor for Entry and Bay Vista (selfie already marked)
   c. Rainy Rolls: Cover/disable coin-collecting feature
   d. Remove Wish Tree writing table/pens; guests can still tie their band to the tree (writing a wish with their own pen if they have one)
   e. Exit Survey Kiosks – add Sanitizers near them
      i. Activate online post-visit survey via email
   f. Elevator: VE press the buttons for guests (& monitor only 1 party at a time)
      i. Dedicate the Staff elevator to staff only
      ii. Staffer/volunteer monitors elevators 2 & 3

7. Bathrooms: Prop (not all the way) exterior doors open

8. Store:
   a. Clean items that are returned

9. Water fountains covered & noted as not-in-use
   a. Store to sell bottled water

10. Bathroom hand-dryers marked out-of-use (use paper towels)
1. Staff & volunteer training
   a. Health & Safety procedures
   b. New operations/processes
2. Staff communications
   a. Ongoing updates via email & Intranet as new processes/info developed
   b. Employee feedback: Share with manager concerns & ideas > manager handles or escalates as needed
   c. Visitor feedback (emailed, social media, survey, etc.) – existing processes followed – e.g. VE emails guest or escalates/distributes to get answer
3. Visitor communications
   a. Synopsis of these policies & procedures shared via:
      i. Website, social media, email
      ii. On-site signage
      iii. PR
4. Liability Waiver:
   a. Update Terms & Conditions to incorporate COVID-19-related messaging; make them available for review online & onsite – requiring visitor & vendor acceptance.
   b. Incorporate messaging into new entry sign