Dalí Museum
Health & Safety Ongoing Procedures
March 8, 2022

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 updating these Health & Safety procedures is to continue to inspire, empower and educate our community while ensuring the health and safety of our visitors and our staff & volunteers.

Dalí Museum Health & Safety Committee
Beth Bell, Marketing Director
Brian Iacofano, Director of Facilities & IT
Dave Portilia, Director of Security, Parking & Grounds
Dianne Birmingham, Director of Store
Kathy Greif, Deputy Director & Chief Operating Officer
Kathy White, Deputy Director & Director of HR
Kayla Dorsey, Associate Director of Visitor Experience

Notes
1. This plan will evolve as CDC guidelines & state orders change.
2. We will continue to survey our audiences regarding Health & Safety measures in order to monitor the impact of this plan.
3. All regular cleaning processes remain; the initiatives noted in this plan are additions.
Categories

Health Monitoring

Enhanced Cleaning

Reduced Capacity

Enforced Social Distancing

Face Masks & Gloves

No/Reduced-Touch Interactions

Training & Communications

Events
Health Monitoring

1. Promote proper etiquette via internal communications (signage/emails/Intranet) including:
   a. Frequent hand-washing with soap & water for 20 seconds
   b. Avoid touching your eyes, nose or mouth
   c. Practice social distancing (6’ separation)
   d. Cover sneezes/coughs
   e. Discourage borrowing each other’s tools & equipment
2. Maintain distribution of tissues to staff
3. **Encourage all employees to get vaccinated.** Employees are paid to take time-off to get vaccinated + time for post-vaccination recovery. (See separate policy.)
4. Maintain COVID resource information on Intranet
5. Require sick employees to stay home if feeling sick; support stay-at-home care for family member who is sick
   a. See separate communication process for staff members with symptoms or a diagnosis
   b. Work policies if sick or quarantining:
      i. Allow work-from-home for those whose responsibilities permit it and who are well enough to work
      ii. PTO policy specific to Covid: 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. (For more details, see separate policy.)
6. Employees & Volunteers to sign a one-time liability waiver indicating they do not have symptoms and have not been exposed, and if they should become exposed they agree to stay home & follow procedures under separate policy
1. Janitorial:
   a. Integrated high-touch surface (railings, handles, etc.) cleaning during regular janitorial rounds
   b. Staff to clean communal assets on the 2nd floor daily: paper cutter, laminator, copier buttons, etc. between uses
   c. Added cleaning/sanitizing of locker areas to morning rotation
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
      xii. Breakroom
   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. 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
   ii. Store poster station
   iii. Theater

c. Bottles:
   i. At all Store registers & at Giraffe
   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 +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. Added signage for bathrooms (hand wash reminder, etc.)

6. Facilities to communicate with Café regarding 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 of sale & pepper; sugar + staff to hand it to guests (not self-grab)
   d. Lids – handed by staff (not self-grab)
   e. QR code for menu
Reduced Capacity

Reduce max* capacity figures overall in and galleries to:
   a. Total Museum: 1,012
   b. James Wing: 262
   c. Hough Wing: 174

*The figures above are max capacities. Ticket capacities/hour are currently set lower with max/day equating to ~1400 (therefore in-Museum at any given time is ~300).

AAMD 'safe distance' formula: ‘π (3.14) x radius (6’) squared (36’). Assuming each visitor is the center of the 6 sf circle, using a radius of 3’, so 3.14 x 3² = 28 sf.

A normal occupancy factor is 15 sf per person (we are now using the aforementioned 28). The Hough is at 4,877 sf and the James wing is 7,353 sf. Thus making the Hough normally 325 occupancy and the James 490 occupancy. Using the new 28 sf figure = 174 people in the Hough and 262 people in the James. (This equates to ~53% of normal capacity, which we’ve 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 (using 53% unless noted)</th>
</tr>
</thead>
<tbody>
<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 - standing</td>
<td>2,317</td>
<td>332 standing</td>
<td>176</td>
</tr>
<tr>
<td>RJRC – seated, rows</td>
<td>90</td>
<td>120 (no screen)</td>
<td>60 (no screen)</td>
</tr>
<tr>
<td>RJRC – seated, tables</td>
<td></td>
<td>80 (screen)</td>
<td>40 (screen)</td>
</tr>
<tr>
<td>Theatre</td>
<td>1211</td>
<td>96 fixed seats</td>
<td>48</td>
</tr>
<tr>
<td>Classroom</td>
<td>302</td>
<td>16</td>
<td>8</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>Total</td>
<td>25,183</td>
<td>1,903</td>
<td>1,012</td>
</tr>
</tbody>
</table>

Considering couples/families do not need social distance between them, we could relax those limits, but we are maintaining them for extra precaution.
Enforced Social Distancing

1. Travel:
   a. Vaccinated employees may resume business travel.
   b. Non-vaccinated staff who travel outside the area must notify their manager who will discuss with HR whether the staff member needs to quarantine upon return.

2. Work spaces
   a. 2nd floor cubes: All cubes provide ~6’ distance; partitions have been added (storage or higher) where needed; staff are also spread out with unused cubes between where possible.
   b. Volunteer Office: Only one Volunteer + one Volunteer staff in office at a time; mark a waiting area outside; if all are vaccinated, numbers can increase to regular office capacity.
   c. Store office: Only one manager + one employee at a time.

3. Remote working:
   a. Resume pre-pandemic policies – e.g. no remote-work except when sick/quarantining (noted above) and for pre-established agreements.

4. Meetings
   a. Board Room: stagger chairs when possible; door propped open when possible.
   b. Library: stagger positioning of chairs.
   c. Surfboard: stagger positioning of chairs.
   d. RJRC: For all-staff meetings and volunteer meetings, keep attendance ~75 with distanced seating.

5. Employee breakrooms/common areas
   a. 2nd floor
      i. Add hand-washing sign reminder or sticker at coffee station.
      ii. Janitorial to clean coffee pot daily; ensure soap dispensers are filled.
      iii. Clean refrigerator out weekly.
      iv. Reduced chair-table set up: 2 tables in breakroom, 2 chairs at each table; 4 tables w/2 chairs at each table on patio.
   b. 1st floor
      i. Clean refrigerator out weekly.
      ii. Security or other staff to use 2nd floor breakroom.
         1. Table placed in stairwell as additional option.

6. Admissions
   a. Advanced online tickets are required; walk-ups accepted if tickets are available that hour/day.
b. Visitors are reminded to not congregate in groups larger than 15 when in galleries + tickets only sold in groups of 15 or less
c. Staffed kiosks: only occupy 2-3, leaving space b/w units
d. Admissions queue
   i. Floor is marked to ensure guests are 6' apart in line, inside and outside over the bridge, and wrap down the side of the building

7. App/Info Station
   a. Floor is marked to ensure guests are 6' apart in line
   b. Max 2-3 people behind the desk at any one time

8. Galleries:
   a. Public Tours: Separate tour strategy in development
   b. Continue offering paid private tours for groups up to 15
      i. Privacy Headsets (transmitter, microphone, receiver, headphone, lanyard) disinfected by VE after each use
   c. Flow: Moved all works with audio stops apart from each other

9. Store
   a. Reduced fixtures
   b. Added signage & stanchion between the Café and the Store to remind visitors not to bring food/drinks into Store

10. Theater:
    a. Physical distancing messaging added to no food or drink sign on inside doors
    b. Physical distancing sign (11 x 17') on podium at front of Theater

11. Café
    a. Removed some tables & chairs
    b. Marked floor to ensure visitors are 6' apart when ordering

12. Added recorded museum-wide audio messaging (interspersed with existing music) on 1st and 3rd floors regarding social distancing & masks – every 30 mins
1. Employees & Volunteers
   a. Masks/Face Coverings
      i. Staff & volunteers are **required** to wear masks at all times in public areas

2. Visitors
   a. Masks/Face Coverings are **recommended** for all visitors inside the Museum.
      i. Disposable masks at Admission are available free of charge; script to ‘upsell’ mustache masks
      ii. Mask policy communicated through:
         1. Website (dedicated H&S page) + tickets page & ticket-confirmation email + digital marketing
         2. Signage at entry
      iii. Sell
         1. Mustache masks at Admissions and Poster Station
         2. Other Dalí designed masks
No/Reduced Touch Interactions

1. Payment
   a. No signature for under $60
   b. Contactless payment machines at Admissions and Store registers – customer inserts on own, also offers 'tap' feature
      i. Café still awaiting proper machinery from their vendor
   c. Credit card only (no cash except for donation bins)
      i. Signage added to Store register stations
   d. Parking: No-touch card-reader
2. Security to open front entry doors for visitors
3. Interactives
   a. No loaner devices (App station staff/volunteers help visitors download the app to own device)
      i. Added QR code messaging throughout Museum for touch-free (and hand-out free) app downloading
   b. Dalí Lives:
      i. Button: Changed to foot pedal (covered existing ‘start’ button)
      ii. Floors marked for social distancing
   c. Move Wish Tree writing table/pens to App/Info Station; staff & volunteers to wipe markers & pens down b/w uses
   d. Exit Survey
      i. Kiosks – added Sanitizers near them
      ii. Activated online post-visit survey via email
4. Elevator: Security presses the buttons for guests & monitor to ensure it’s not too crowded
5. Store: Clean items that are returned
6. Bathroom hand-dryers removed; paper towel dispensers installed
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 (e-mailed, social media, survey, etc.) – existing processes followed – e.g. VE emails guest or escalates/distributes to get answer
   d. Staff encouraged to use the anonymous forum on the Intranet to bring ideas or concerns forward
3. Visitor communications
   a. Synapsis of these policies & procedures shared via:
      i. Website, social media, email
      ii. On-site signage
      iii. PR
   a. Signage was added to Entry and Admissions to remind visitors of the following: “Our staff & volunteers are passionate about art, they work hard and are here to provide a delightful visitor experience – we love them. Thank you for treating everyone here at The Dalí with dignity and respect.”
4. Liability Waiver:
   a. Incorporated Covid-related liability language into existing Terms & Conditions
      i. Updated Terms & Conditions online (must be checked prior to online ticket purchase)
      ii. Printed “I have read and agree to The Dali Museum’s Terms & Conditions” on every ticket (mobile and printed)
      iii. Have available for review upon request on-site our Terms & Conditions
      iv. All vendors & meeting-guests asked to sign the Terms & Conditions (staff will determine whether to send in advance of meetings)
   b. Incorporated liability language into entry sign
Events

Event guests must comply with all applicable aforementioned visitor protocols noted above unless otherwise specified below in these additional procedures:

- Event leaders should create layouts that allow for social distancing
  - See pg 6 above for capacities per space
  - Event Leader (with input from Event Mgr as needed) should plan capacities/layouts that ensure space is adequate
  - Ensure there is a least 10’ of space between a speaker and the first row of seats
  - Spread out ‘activities’ (e.g. bars, dancing, etc.) throughout event spaces (so that guests aren’t attracted to congregating in concentrated areas) + consider more spaces for bars/music/etc. than normal (again to spread people out)

- Seated events: Reduce # of people per table (ex: if a table regularly seats 10, place 6 people); Event Mgr to use best judgement on how many to seat per table-size when creating seating charts

- Liability: Continue liability form signed by each attendee (if not a ticketed event in which they already automatically sign it); all event leaders to enforce!

- Paid events: If foyer and/or outside not already included in agreement, offer it to hosts and encourage them to use the space (and additional tables) to spread out