

PUBLIC REOPENING HEALTH AND SAFETY POLICIES AND PROCEDURES

Updated June 25, 2020

Commitment to our community and staff and dedication to providing a service to the common good through the ideals of respect, integrity, and honesty are integral parts of the Amon Carter Museum of American Art's strategic plan. These values have guided the museum in its development of protocols for the health and safety of our staff and community in response to the global coronavirus (COVID-19) pandemic. We have been closely monitoring recommendations by the federal, state, and local governments, as well as those of the Centers for Disease Control (CDC), and have taken them into consideration in determining a reopening plan that is best for our institution. We acknowledge that changes in public health may require us to adjust our operations over time, including the possibility of another temporary closure.

Outlined below are the new health and safety policies that the Carter has implemented to help ensure a safe environment for visitors. These protocols remain flexible to respond to recommendations provided by government officials, CDC, and other factors, such as a rise in COVID-19 cases in the DFW region.

GUEST ATTENDANCE

A. Building Capacity

To control visitor capacity, we will be limiting the number of visitors in the building using carefully determined counting and tracking measures executed by Visitor Experience Associates. At this time, we will be operating with regular business hours.

In accordance with the Governor of Texas' Minimum Standard Health Protocols for Museums and Libraries as of June 3, 2020 (last date of revisions/updates), the Carter will be operating with up to 50% of the total listed occupancy of the building, for a maximum of 292 visitors at any one time.

Should the total number of visitors in the museum approach the maximum capacity at any time, Security will be responsible for maintaining entry based on building capacity. When the total attendance comes within 10% of the identified maximum number, Security will halt entrance into the building and encourage visitors to wait in a socially distanced line, only allowing additional visitors to enter when a number of visitors equal to their party has exited.

B. Building Traffic

All entrance and exit to the Carter will occur via the Plaza (east facing) through the Main Entrance doors. The Lancaster Avenue entrance is closed until further notice and will be used as an emergency exit if needed. During operating hours, the Lancaster Avenue entrance will be unlocked for building safety, but its closure will be indicated by exterior signage directing visitors to the Main Entrance.

The Main Entrance will be staffed by both Security and Visitor Experience staff. All visitors will be required to wear a face mask during their visit. Visitors who do not have a face mask will be given one by Security; if a visitor declines to wear a mask, they will be asked to leave the premises return

at a later date, when either the visitor has procured a mask, or when masks are no longer required. The requirement of a face mask does not apply if the individual is under the age of 2 or if covering the nose and mouth poses a significant mental or physical health risk to the individual. Individuals that identify as having a health issue preventing them from wearing a mask will be issued a sticker to wear in a visible location on their person. This will signify to Carter staff to not approach this individual to put on a mask.

C. Public Spaces

Access to the following public spaces is as follows:

Galleries: All galleries will remain open at this time. Suggested gallery capacities will be listed outside each area noted on temporary wall labels. Interactive interpretive elements will be removed, and interactive drawers will be closed or preset and indicated as such by signage.

Bathrooms: All bathrooms will remain open at this time, and capacity will not be limited. Signage inside the bathroom will encourage social distancing and proper hygiene practices.

Bag Check, Coat Check, and Lockers: The Bag Check, Coat Check, and lockers will remain closed until further notice. Wheelchairs and strollers will still be available for public use; Visitor Experience Associates will sanitize the item in front of the visitor prior to checking it out to them. Backpacks and bags larger than 11 x 15 inches are not allowed inside the museum. Soft front-facing carriers and strollers are allowed. Diaper bags designed as backpacks must be carried on the visitor's side or on one shoulder, following standard museum protocol.

Library and Study Room: The Library and Study Room are closed until further notice.

Family Pop-up Space: The Family Pop-up Space is closed until further notice.

Auditorium: The Auditorium is closed to the public until further notice. Staff may utilize the space for training purposes at a limited capacity that ensures social distancing.

Museum Shop: The Museum Shop is closed until further notice. Sales will be available online and for curbside pickup.

Food Cart: The Food Cart is closed at this time. Outside food and drink are not permitted. Visitors will not be permitted to gather in groups outside of their household on the museum lawn for picnics, and outdoor furniture will be removed until further notice.

Elevators: The elevators and lifts will remain operational at this time. Signage will encourage social distancing and indicate that families and members of the same household are invited to ride together. Augmented cleaning and disinfecting protocols will be implemented in the elevators.

Furniture: All fabric furniture will be removed from public spaces. Additional benches or easily cleaned seating items will be placed in various locations to supplement seating options.

Information Desk: The Information Desk will remain in its current location at this time and will be moved a few feet to the right to better facilitate social distancing and visitor flow. There will be indicators and signage around the Information Desk to establish social distancing parameters. Visitor Experiences Associates will still hold umbrellas wrapped in plastic at the Information Desk if requested by the visitor.

Water Fountains: All water fountains are closed, and water will be shut off at their locations. Visitor Experience Associates and Gallery Associates will have emergency water supplies at various locations throughout the museum should a visitor have a medical emergency requiring water. Visitors who enter with water and identify it as a medical necessity will be allowed to carry their water with them in a sealed container in accordance with current museum policies.

HEALTH AND SAFETY

D. Symptoms

The Carter will not conduct temperature checks or symptoms screening of visitors. Signage will identify that by entering the building visitors agree that they have not experienced any of the symptoms listed clearly on signage prior to entering the museum.

Should a guest self-identify as having one of the listed symptoms, Security will ask the guest to leave and return at a later date. If a patron complains that another visitor appears to be ill, Security will address the situation on a case-by-case basis. Should a visitor report to the museum after their visit that they were diagnosed with COVID-19, the Carter will notify staff and conduct a deep cleaning of the building. The Carter will not notify prior visitors at this time, nor will the museum close for the deep cleaning.

E. Face Masks and PPE

Face masks or other cloth face coverings must be worn by all visitors older than 2 years old and all staff members at all times in public areas. Disposable face masks will be available for visitors at the entrance and will be distributed by Security. If an individual declines to wear a face mask, they will be asked to leave the premises and return at a later date when masks are no longer required. The requirement of a face mask does not apply if covering the nose and mouth poses a significant mental or physical health risk to the individual. Individuals that identify as having a health issue preventing them from wearing a mask will be issued a sticker to wear in a visible location on their person. This will signify to Carter staff to not approach this individual to put on a mask.

F. Social Distancing

Social distancing, or physical distancing of at least 6 feet with limited face-to-face contact, is required. Social distancing requirements will be communicated by an integrated signage plan that includes traditional signage, staff uniforms, and floor decals or projections. Gallery Associates will monitor gallery capacities and remind visitors to practice social distancing as needed.

G. Hand Washing and Hand Sanitizing

Hand sanitizing stations will be available at the entrance and at all prominent high-touch or high-traffic public areas throughout the museum. Proper hand-washing techniques will be encouraged through bathroom signage. Enhanced cleaning of high-touch surfaces will occur throughout the day to help facilitate clean hygiene practices and limit the spread of germs.

H. Low- to No-touch Operations

A low- to no-touch experience at the museum will be encouraged. Entrance through the Main Entrance doors will be facilitated through a single door by Security and Visitor Experience staff. All paper collateral will be removed except for building maps, which will be available for pick-up at a satellite station that also prompts visitors to access a digital copy. All other touchable interactives — books, headphones, Large Print Labels, Art Carts, and iPads — will be removed. Interactive drawers

will be closed or preset and indicated as such by signage. All on-site sales will be suspended until further notice; visitors will be directed to the website for shop and membership sales.

Digital copies of maps (cartermuseum.org/map) and gallery guides (cartermuseum.org/guides) will be available on the website in both English and Spanish. Visitors will be encouraged to access them by signage and by verbal communication from Visitor Experience staff.

I. Notice and Signage

Notice of this Health and Safety policy will be posted on the website in conjunction. The policies detailed here will be communicated on-site via detailed signage.

J. Violations

Visitors who do not wear a face mask will be asked to leave the premises and return at a later date when masks are no longer required. Violations of other aspects of this policy will be dealt with on a case-by-case basis.