KEEPING OUR EMPLOYEES AND VISITORS SAFE AND HEALTHY
## TABLE OF CONTENTS

### Note to Reader
Message from our Director

### STAYING SAFE FOR EMPLOYEES AND VISITORS: QUICK GUIDE
Stages of Re-Opening the Museum for Staff and Visitors

### RETURN TO WORK PREPAREDNESS
Educating Ourselves About COVID-19  
Preparing the Museum to Re-Open  
Preparing to Go Back to Work  
Creating a Safety Culture  
New Protocols for Cleaning and Sanitizing the Museum

### TO INSURE EVERYONE’S HEALTH AND SAFETY IN THE MUSEUM
What’s Open and Closed at the Museum  
Social/Physical Distancing: How to Guide

### VISITING THE DIA, DIRECTIONS FOR VENDORS, CONTRACTORS AND BUSINESS VISITORS

### WELCOMING VISITORS BACK TO THE MUSEUM:
When Visitors Arrive: What they Should Know  
Mask Policy  
Social Distancing  
New Signage Around the Museum  
Food Service at the Museum  
Museum Store  
New Wayfinding through Galleries
The outbreak of COVID-19 around the world is having severe consequences on human health and economic wellbeing. The health and safety of our entire Detroit Institute of Arts (DIA) community is the top priority. The museum administration and board of directors are committed to advance planning and preparedness that are critical in mitigating the impact of COVID-19 on the organization and our employees. This plan outlines the specific steps taken by the DIA to ensure the safety of our employees, volunteers, vendors and visitors.

The COVID-19 virus is primarily transmitted by close, airborne, person to person contact. Given the nature of the DIA as a workplace as well as a visitor attraction, all employees, including part-time, temporary, interns, and volunteers, are considered to have a low-level occupational exposure risk.

The Detroit Institute of Arts has conducted a risk assessment under the guidance of the NSF International (NSF) of the entire museum campus considering federal, state, and local guidance and has made changes that will reduce possible exposure to COVID-19. The re-opening plan and toolkit that was developed by NSF is intended to be a living document that will be continually updated according to local, state, federal and other public health and government authorities.

The DIA covers 658,000 square feet of which approximately 400,000 square feet is open to the public, including more than 100 galleries, a 1,150-seat auditorium, a 380-seat lecture hall, an art reference library, and a state-of-the-art conservation services laboratory. The DIA’s collection is among the top six in the United States, with more than 65,000 diverse works of art. All buildings have unique challenges related to maintaining employee and visitor wellness. For this reason, the procedures in the DIA’s Return to Work Guide are not intended to be used by any other institution.

The DIA will promptly notify all internal and external stakeholders about any changes in operations due to an infectious disease outbreak. This notice will be communicated clearly and will include information about the next steps of action and the anticipated length, as well as information on available alternative information services, facilities, and infectious disease guides.

Please note: This guide does not contain legal advice.

Last Updated: July 10, 2020
MESSAGE FROM OUR DIRECTOR

Dear Team Members,

Even though the world looks very different from when we shut our doors on March 13, 2020, the role the DIA plays for the tri-counties and our larger community has not changed and we are needed now more than ever. Whether it is offering respite, encouraging creativity, or being a place for engaging with art and each other, the DIA is committed to putting our employees' and visitors' health and safety first. This Return to Work Guide shares the procedures and protocols that the DIA is instituting as our teams return to work and welcome our visitors back to the building.

Creating a culture of safety for communicable diseases is not the typical work of a cultural institution. To address the world's and our country's new reality, the DIA worked together with the NSF International (NSF), a trusted source in public health, to create a re-opening program planning guide and toolkit. NSF conducted a site-specific risk assessment at the DIA in late May to determine a plan of best practices for mitigating risks to public health and safety. The guidelines and protocols you will find here were developed to ensure that current Federal, State, and City of Detroit regulatory and scientific public health requirements as well as industry best practices are in place across our building. We will continually monitor state and federal regulations and adjust our plans according to public health guidelines as they evolve.

The Return to Work Guide covers the following areas:
• How our building operations team is cleaning and disinfecting 600,000 sq. feet of museum public galleries and employee workspaces to keep everyone safe
• Guidelines for practicing social distancing, handwashing, and wearing masks/face coverings for all who enter our building
• Daily health screenings procedures protocols
• Understanding COVID-19 symptoms and how the virus spreads
• What to do if a team member or visitor gets sick at the museum
• Training as employees prepare to go back to work
• Welcoming back visitors to the DIA

Together we are so much stronger and better prepared to address this global public health emergency. To be sure, we will all be working differently than we were more than 100 days ago. Thank you to all of our team members and especially our frontline staff members who have been working day and night to welcome people back to DIA for the cultural experiences they have long enjoyed and have sorely missed.

Stay Safe,

SALVADOR SALORT-PONS
Director, President and CEO
Detroit Institute of Arts
STAYING SAFE FOR EMPLOYEES AND VISITORS: QUICK GUIDE
WE ARE COMMITTED TO YOU:
The DIA is committed to putting our employees, volunteers and visitors’ health and safety first. We are asking all of our employees, volunteers, and visitors to follow new guidance and procedures that are considered best practices during the outbreak of a communicable disease to keep everyone healthy and safe in the museum.

WHAT YOU CAN EXPECT:
• New daily and weekly cleaning and disinfecting schedules and protocols adapted to over 600,000 sq. feet of museum public galleries and employee workspaces, including but not limited to employee break rooms, restrooms, elevators, stair handrails and other commonly touched areas
• Guidelines for practicing social distancing, handwashing, and wearing masks/face coverings for all who enter our building
• Hand-sanitizer stations throughout the museum in public and employee areas where soap and water are not easily accessible
• New procedures for entering and exiting the building for visitors, volunteers and employees
• Daily health screenings for employees, volunteers, and visitors
• Online and in-person training for employees and volunteers returning to work

INCIDENT MANAGEMENT TEAM
To further the DIA’s effort to maintain employee, volunteer and visitor health and safety, the DIA has established a management team to prepare and monitor re-opening of the workplace and for visitors. The team will continue to monitor health and safety issues into the foreseeable future and until the national health emergency has passed.

DAILY HEALTH SCREENINGS
All employees, vendors, and volunteers entering the building will be required to complete a daily COVID-19 self-assessment on ClearPass. Team members, volunteers, vendors and visitors will be required to also pass a thermo-scan temperature check.

SOCIAL/PHYSICAL DISTANCING
In work areas, offices, public areas, and galleries, everyone is asked to keep six feet of distance both inside and outside the building.

FACE MASKS
A face mask is required at all times on the campus of the museum, both inside and outside.
HANDWASHING AND SANITIZING
Regular handwashing is considered one of the best ways to control and prevent the spread of infectious disease and stay healthy. The CDC recommends that everyone wash their hands with soap and water often and for at least 20 seconds each time. Where soap and water is not easily accessed, hand-sanitizer stations can be found throughout the public areas and workspaces of the museum.

EMPLOYEE TRAINING
All employees will receive training coordinated by Human Resources upon returning to work. Training materials are available at Human Resources.

IN-PERSON INTERACTIONS AND GATHERINGS SUSPENDED
In-person interactions, where people cannot maintain a minimum of six feet of distance from one another, are suspended with the exception of staff who must perform certain functions that require closer proximity such as handling art or responding to medical emergencies. To every extent possible, technology should be used to conduct business.

SOME MUSEUM SPACES ARE CLOSED
Areas in the museum that are considered too small to maintain safe social/physical distancing are temporarily closed, such as meeting rooms and other common areas.

BREAKS AND MEALS
During the initial stage of re-opening, Kresge Court and Café DIA are closed. Employees are encouraged to bring their own meals/lunches. Kitchens and some common areas are also closed. In addition to basement breakroom, Dining Rooms A&B and the Student Lunchroom have all been converted to staff breakrooms. Breakrooms have limited capacity to maintain safe social/physical distancing. Tables should not be moved.

WORKSTATION AND OFFICE CLEANING
All purpose cleaner and sanitizer are available throughout work areas to help team members keep their personal workstations cleaned and sanitized. Visitor Services and public facing workstations will be cleaned and disinfected by Environmental Services on a regular schedule. Common areas and break rooms will also be cleaned regularly throughout the day.

RESTROOMS
In multi-stalled restrooms, please follow social distancing and marked signage. Every other stall and sink will be marked with an X and will be closed to allow for safe distancing.

LIMITING EQUIPMENT SHARING
To every extent possible, equipment and tools, should not be shared. If equipment must be shared, such as company vehicles, they must be cleaned and disinfected thoroughly after each use, according to protocols established.
IF YOU GET SICK
If you start feeling sick at home, stay home. If you start feeling sick at work or experience any of the symptoms commonly associated with COVID-19 (fever, sore throat, body aches, loss of taste or smell, etc.)
- Keep your mask on
- Maintain six feet of distance from others
- Contact the Protection Services Supervisor on duty and HR.

STAY INFORMED
Stay up to date on all internal communications to ensure the health and safety of all. As this national health crisis proceeds, medical professionals and public health officials are issuing new guidance and safety protocols regularly that will be closely followed by the DIA COVID-19 Task Force.

BEST PRACTICES EVERYDAY
- Certify your health daily
- Wear a mask and a face shield if provided for your job
- Practice social/physical distancing
- Wash your hands often
- Cough and sneeze into tissues or your elbow. Do not remove your mask
- Stay home if you are sick
STAGES OF REOPENING THE MUSEUM FOR STAFF AND VISITORS

STAGE ONE - ESSENTIAL EMPLOYEES RETURN TO WORK
- Beginning: June 12, 2020
- Strict public health measures in place
- All staff and vendors must successfully pass the health screening procedures to enter museum
- Entrance and exit through North and South Docks Only
- No interactive activities
- No visitors permitted in the museum until normal functions are fully resumed
- No large gatherings
- Facility capacity at 25%

STAGE TWO - LIMITED PUBLIC OPENING
- Beginning: July 10, 2020 (one month from Stage One or per government requirements)
- Separate one-way entrance and exit for staff and visitors
- Staff/Vendors enter at North Dock and exit at South Dock
- Visitors enter at Farnsworth and exit at Loggia/John R, Woodward or Kirby Street doors
- New one-way directional wayfinding through galleries in place
- Galleries open, no performances, activities or events
- Common areas that are not essential for business are closed, including but not limited to kitchenettes, locker rooms, and phone booths
- Increase facility capacity to 50%
STAGES OF REOPENING THE MUSEUM FOR STAFF AND VISITORS

STAGE ONE - ESSENTIAL EMPLOYEES RETURN TO WORK

STAGE TWO - LIMITED PUBLIC OPENING

STAGE THREE - INCREASED PUBLIC OPENING
- Start date to be determined
- Further easing of public health measures
- Increased interactive activities and events
- Entrances/exits increase beyond one location
- Rentals allowed, under strict guidelines
- Volunteers to return
- Classes and workshops allowed, under strict guidelines
- Increase facility capacity to 75%

STAGE FOUR/FUTURE PHASES: EXPANDED PUBLIC OPENING
- Start date to be determined
- Regular activities resume
- Some common areas and meeting rooms re-opened
- Performing arts allowed
- Large/gatherings events allowed
- Capacity maintained to manageable level or up to 100%
RETURN TO WORK PREPAREDNESS
HOW TO LEARN MORE
It is important that everyone become familiar with guidelines and recommendations from public health authorities such as the Centers for Disease Control (CDC) related to preventing the spread of the COVID-19 virus.

- Visit the CDC website
- Refer to signage around the museum and in employee break areas for guidelines and best practices
- Practice social/physical distancing
- Practice frequent handwashing and sanitization
- If you have any symptoms, do not come to work

SYMPTOMS OF COVID-19 INCLUDE BUT ARE NOT LIMITED TO:
- Fever
- Cough
- Difficulty breathing
- Sore throat
- Pressure in chest
- Extreme fatigue
- Earache
- Persistent headache
- Diarrhea
- Persistent loss of smell and taste

WHAT TO DO IF YOU GET SICK
If you experience any of these symptoms, stay home and contact a healthcare provider for further directions and advice. If you test positive for COVID-19, please stay home and contact Melissa Peña Gallis in HR at 313-833-7924 or mpgallis@dia.org. All communications are kept strictly confidential.

LEAVES OF ABSENCE AND PAID TIME OFF
Leaves of Absence and time off requests not related to a COVID-19 situation will be handled per existing DIA policies and any applicable laws and will be coordinated by Human Resources.

Any employee who is unable to report to work due to a COVID-19 issue should notify Human Resources immediately to determine next steps. Employees who are called back to work and are unable to work due to a COVID-19 situation may be eligible for expanded sick leave pay under the Families First Coronavirus Response Act or be eligible to use other accrued time off. Contact Human Resources at outlookhr@dia.org to discuss specific situations.
To ensure the health and safety of employees, volunteers and visitors, the DIA has taken the following steps to prepare the building:

- Activated Incident Management Team
- Established COVID-19 Task Force
- Hired NSF International to prepare a re-opening plan that includes but is not limited to room by room cleaning and disinfectant protocols, PPE policies, occupancy standards, HVAC and water systems policies, new wayfinding directions, and social/physical distancing protocols.
- Developed strict cleaning and disinfection plan for entire museum building
- Cleaned all galleries, common areas, restrooms, break and eating rooms prior to Stage One re-opening
- Flushed water systems
- Adopted new protocols for HVAC systems cleaning, filtration, filter replacement and air cleaning strategies
- Installed new signage for wayfinding and encouraging best practices to prevent the spread of COVID-19
- Implemented social/physical distancing policies
- Face masks to be worn at all times
- Installed new hand-sanitizer stations throughout the museum and workspaces
- Implemented new entrance and exit doors and protocols for staff and visitors

ABOUT NSF/DIA RISK MANAGEMENT PLAN

The NSF/DIA Risk Management Plans were developed by a risk evaluation of each room, space or area within DIA premises. Depending on the specific characteristics of the layout, objects and surfaces present, visitor, employee and vendor usage pattern, activities or attractions in place, each room or space will present different challenges and, for this reason, will have different approaches and different procedures on how to control or minimize the spread of COVID-19 among people present in these areas.
The risk assessment plan is being used by managers with responsibility for organizing and implementing the COVID-19 reopening plan, so they can quickly review what COVID-19 risk management procedures should be applied to a specific room. The risk management plans are designed to be assessed, updated, and managed independent of any other room/area. This approach allows managers to update risk assessments and control strategies for an individual room without impacting other risk assessments and allows for each room to be evaluated with the expected control measures.

The information applied to each room is:

- Risk Assessment – specific conditions that can impact on COVID-19 risks on the room
- Location/Zone
- Responsible Departments
- Cleaning and Disinfection Policies
- Events, Tours, and Dining Policies
- Isolation Policies
- Social/Physical Distancing Policies
- Hand Hygiene Policies
- Actively Managing Crowds Policy
- Communications to Visitors
- Other specific policies that may apply
COVID-19 TASK FORCE/WORKPLACE COORDINATORS

To maintain employee safety and health while also maintaining operations, the DIA has established a management team to prepare and monitor reopening of the workplace and the museum to visitors.

This team is responsible for all efforts to coordinate safety activity, employee and visitor communications, facility management, and other pandemic-related policies and practices the DIA must address to maintain safe operations. In addition, the DIA has designated staff as its COVID-19 Workplace Coordinators that will be at the museum during hours of operation.

Task Force Members and Workplace Coordinators will be responsible for but not limited to:

- Monitoring updates on COVID-19 using EPA, CDC, WHO, local, state and federal, and state government resources and incorporating recommendations into workplace protocols and operations
- Daily work force communication of updates and changes for team members/employees and building operations
- Training team members on control practices and proper use of personal protective equipment, as well as any actions required if any COVID-19 symptoms arise or suspected cases of COVID-19
- Answering any team members questions or concerns
- Reviewing policies and practices to ensure they are consistent with this plan and existing local, and federal requirements
PREPARING TO GO BACK TO WORK

You will be notified what day you should report to work and the steps/training required to prepare you. A mandatory e-learning training session must be completed within one day after returning to work.

Please Note: During Stages One and Two of Re-opening (see page 9), any work that can be done from home must continue to be done from home. Please do not report to the museum building for work unless you have been cleared in the ClearPass.

STAFF TRAINING
Training strategies have been implemented to guarantee that all members of the DIA staff and volunteers are well-informed about COVID-19 transmission, symptoms, and preventative measures. The DIA's detailed set of training programs are focused on COVID-19 risk management to help keep employees, volunteers, and visitors safe.

NEW ARRIVAL ROUTINE FOR ALL STAFF

1. Sign on to ClearPass and schedule your workday/weekly schedule
2. Complete your self-declaration of health on ClearPass each day
3. Wear a face mask
4. Get temperature checked
CLEARPASS
For the health and safety of our entire community, the DIA is instituting new daily policies to prepare you for arriving for work. These processes are designed to keep you and your colleagues safe. It is important for you to respond honestly and stay home if you have any symptoms. Prior to arriving for work each day, you are required to complete a health survey via ClearPass, a web-based application on your computer. ClearPass is designed to allow employees to request to work on-site at the museum or to request contractors work in the museum or on the property. All staff must coordinate with their supervisor to determine whether a request should be submitted to work at the museum.

HOW DO I USE CLEARPASS?
ClearPass also allows employees who are approved to work in the museum to complete a health self-declaration in advance to expedite the entry screening process. This self-declaration questionnaire will ask if you have tested positive for COVID-19 or been in close contact with someone who has, if you have a COVID-19 test pending, if you are experiencing symptoms of COVID-19, or if you have traveled by public or mass transportation outside of the state within the past two weeks.

WHAT KIND OF CONFIRMATION WILL I RECEIVE?
ClearPass will record your answers and show screening personnel that you are cleared to enter the museum. There are two different types of confirmation.
1. You will receive confirmation if your registration has been approved. If you haven’t been approved at this step you should contact your supervisor
2. If you answer the screening questions in a way that prohibits museum entry or fail the onsite temp screening you will not be allowed access and you should contact HR.
ARRIVAL AND DEPARTURE TIMES
All employees are required to declare a start and end time to their workday on the ClearPass which is enforced at check-in. Staff may not arrive to the check-in area more than ten minutes before or after their approved check-in time. It is also important to note that staff who leave the building for any reason must re-enter through the check-in area, and that the check-in area is closed at intervals throughout the day to accommodate breaks for the screening staff.

ENTERING AND EXITING THE MUSEUM BUILDING
During Stages One and Two of the return to work plan, all employees, vendors, visitors and volunteers must enter the museum through the North Dock and exit through the South Dock.

HEALTH SCREEN
All staff and volunteers are required to pass through the white health screening tent adjacent to the North Dock at John R before entering the building. At that point, staff and volunteers are required to undergo a two-part screening if you did not complete ClearPass.

SELF-DECLARATION OF YOUR DAILY HEALTH
A self-declaration must be completed (either in ClearPass or at check-in) and will include the following questions:
1. Have you been diagnosed with COVID-19 in the past and not yet cleared to work by a physician?
2. Are you experiencing any of these symptoms?
   a. Fever
   b. Cough
   c. Diarrhea
   d. Nausea
   e. Reduced taste and/or smell
   f. Shortness of breath
3. Have you had close contact with others exhibiting those symptoms or who have tested positive for COVID-19?
4. Have you traveled outside of the state by public or mass transportation in the past 14 days?
An affirmative response to any of the above questions will result in a “fail” and the individual will be required to leave the museum property.
TEMPERATURE SCREENING
All staff entering the museum building will be subject to a surface skin temperature check using a hands-free thermal imaging camera and independent heat source for control. A temperature reading at or above 100.4, or below 97 degrees Fahrenheit, will result in the individual being sent to a secondary screening location to have a second temperature reading taken by a contracted health care professional with a touchless thermometer. A temperature reading at or above 100.4, or below 97 degrees Fahrenheit, will result in a “fail.” If the temperature reading is 100.4 or above, the individual will be required to leave the property. If the temperature is below 97, the individual will be asked to return to their vehicle for fifteen minutes, at which time they may return to the screening area for another attempt. A second “fail” will result in the individual being required to leave the property. A failed test must be communicated to the on-duty Protection Services Supervisor, who will also communicate to the Executive Director of Human Resources.
WHAT STEPS TO TAKE IF YOU OR A TEAM MEMBER IS FEELING SICK AT WORK

1. Make sure the individual is wearing a mask and remains six feet away from others
2. If the individual is in acute distress (shortness of breath, unable to walk, etc.) call Protection Services and follow emergency medical procedures
3. Contact the Protection Services Supervisor on duty and Human Resources
4. If individual is not in distress and they are able to safely drive home, they should go home to monitor symptoms and be in contact with a medical professional
5. If individual is not able to drive home, Protection Services and HR will assist them to make transportation arrangements

WHAT HAPPENS WHEN A COVID-19 CASE IS CONFIRMED AT THE MUSEUM?

If a team member is diagnosed with COVID-19, they need to report their status to the Executive Director, Human Resources. All communications will be kept strictly confidential.

Human Resources and Protection Services leadership will conduct Contact Tracing, and establish a plan for cleaning and disinfection of areas where the individual was working.

Notification of close contacts to verify exposure will be conducted while maintaining strict confidentiality of the identity of the employee.

Close contacts will be advised to quarantine and stay home from work for 14 days from date of exposure.

If close contacts become ill, further contact tracing will be conducted. A close contact is someone who was within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period* starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to test specimen collection) until the time the patient is isolated.
**DIA TRAVEL POLICY**

All out of town travel for work-related conferences, meetings or other tasks are suspended. If an off-site visit is required by a team member, it must be approved by your immediate supervisor.

All work that can be conducted virtually is encouraged.

If in-person offsite work-related visits are required and approved, please take the following precautions:

- Secure supervisor approval
- Wear a face mask
- Maintain social/physical distancing practices
- Check to see if location had any confirmed cases of COVID-19 in last 14 days

**BUSINESS VISITORS**

In general, business visitors--defined as those not on essential business (such as contractors, vendors, repair and service providers) -- are not permitted at the museum until normal business functions are fully resumed.

All essential business visitors must successfully pass the screening procedures before entering the museum.

Staff must escort essential business visitors through proper one-way entrance.
Creating a Safety Culture: How You Can Help Support a Safe and Healthy Museum

Every team member shares in the responsibility to keep the DIA a clean, safe and healthy environment for everyone on their team and visitors entering the building. Best practices to clean and disinfect high touch points and surfaces in your own work areas, and to mitigate the spread of viruses, are below.

How We All Can Help Stop the Spread of COVID-19: What You Can Do?

- Clean your immediate work areas and desk surfaces daily with cleaning supplies available throughout the building for staff
- Keep personal items in your workspace to a minimum
- Wipe down and sanitize shared devices such as copiers, keyboards and other office equipment with cleaning supplies provided by the DIA
- Do not share supplies such as pencils and art supplies

Cleaning Supply List Available at the DIA

- Hand-sanitizer stations and refills with 62% alcohol
- Hand soap
- Envirox Conc.117 disinfectant spray with 0.1% bleach and 62% alcohol
- Havaclean Sanitizer with 80% alcohol
- Clorox wipes
- 1 liter spray bottles
- Paper Towels

Please submit a work order if you are out of supplies and need more.
DISINFECTING YOUR WORKSPACE

PROCEDURE
- Clean with Envirox Conc.117
- For surfaces: Clean surface by spraying product directly on surface or clean paper towel depending on application (countertop, door handle, desk surfaces)

DISINFECT
Option 1:
- Havaclean Sanitizer
  - Sanitize surface by spraying product directly on a clean paper towel then apply to surface. Let stand for 30 seconds then wipe again. Dispose of paper towel after each application.

Option 2:
- Clorox wipe
  - Sanitize surface by applying wipe to surface. Let stand for 30 seconds then wipe again. Dispose of disinfectant wipe after each application

WASHING YOUR HANDS
Wash your hands with soap and water for at least 20 seconds regularly and as often as possible.

Hand sanitizers are in place around the museum for employees, volunteers and visitors in places where soap and water is not easy to access to prevent the spread of germs.

When you touch a public surface, such as a door handle, elevator button, vending machines, time clocks, etc., do not touch your face before you wash your hands with soap and water or use hand sanitizer.
NEW PROTOCOLS IN PLACE FOR CLEANING AND SANITIZING THE MUSEUM

THE GOAL IS TO CREATE AND MAINTAIN A CLEAN AND SANITARY ENVIRONMENT BEFORE THE MUSEUM OPENS FOR EMPLOYEES TO RETURN TO WORK AND WHEN THE MUSEUM OPENS FOR VISITORS. KEY AREAS OF THE MUSEUM CAMPUS WILL BE CLEANED AND DISINFECTED ON A DAILY SCHEDULE DEPENDING ON USE.

You will see our DIA Environmental Services team members paying special attention to:

- Entrances
- Stairs and handrails
- Elevators
- Break Areas
- Restrooms
- Doors and doorknobs
- Counters
- Conference Rooms (if open for use)
- Ice Machines
- Water Fountains
- Trash Bins
- High traffic areas
- Common areas
- Cabinets
- Tables
- Chairs
- Exhibitions, Interactives and Galleries
- Time Clocks
- Guest Amenity areas

Most high-touch surfaces in areas with high traffic including but not limited to: visitor reception areas, conference areas (when re-opened), elevator buttons, doorknobs, trash and recycling receptacles, and copiers will be cleaned on a strict schedule. Restrooms will also be cleaned on a strict schedule during normal business hours.
HVAC SYSTEMS
Under the guidance of NSF, the DIA has reviewed opportunities to improve the air quality and flow, which is important to help prevent the spread of COVID-19. Filters have been changed and the mix of recycled and fresh air has been reconfigured for optimal air quality throughout the museum that keeps both the art collection and people safe.

LIMITING EQUIPMENT SHARING
To every extent practical, equipment, and tools will not be shared. If equipment must be shared, it must be cleaned and disinfected thoroughly in accordance with protocols contained in the NSF/DIA Reopening Planning Guide and Toolkit maintained by work supervisors.

TOOLS/EQUIPMENT/COMPANY VEHICLES/MOBILITY VEHICLES
All tools, equipment, motorized scooters, manual wheelchairs, and company vehicles will be regularly cleaned in accordance with protocols in the NSF/DIA Reopening Planning Guide and Toolkit maintained by work supervisors. All tools, equipment, and company vehicles must be cleaned at the end of each use.
TO ENSURE EVERYONE’S HEALTH AND SAFETY IN THE MUSEUM
WHAT’S OPEN AND CLOSED AT THE MUSEUM
To help manage strict physical/social distancing during Stages One and Two of the Re-Opening Plan, some common areas, food service, and meeting rooms are closed for staff use. These include but are not limited to kitchenettes, phone booths on the third floor, and all conference rooms except Richardson, which is reserved for the Director’s Office use only.

BREAK ROOMS
The basement breakroom has new occupancy limits to ensure safe physical/social distancing. To accommodate need for additional space, the Student Lunchroom and Dining Rooms A&B on the first floor adjacent to Prentis Court will serve as additional breakrooms during Stages One and Two of the Reopening plan. Occupancy capacities in each room are limited and tables should not be moved.

BREAKS AND MEALS
During the initial stages of re-opening, Kresge Court and Café DIA are closed. Employees are encouraged to bring their own meals/lunches and eat at their workstations where applicable or in breakrooms. Kitchens and some common areas are also closed until further notice. Vending machines are open in the basement area only.
FACE MASKS

Wearing a face mask and when appropriate gloves are all important methods for helping prevent the spread of COVID-19. All staff, vendors, volunteers and visitors to the museum are required to wear a mask in the building.

Upon request, face masks will be provided to employees and volunteers at no cost to them. Training in the use of wearing a face mask is provided by Human Resources. Face masks and other protective equipment may be obtained through the Department of Protection Services. Department heads may submit a work order through the DIA Work Order system to request supply for their department. All supervisors and managers are responsible for ensuring that protection is always worn properly, when appropriate.

Employees and volunteers are expected to bring an appropriate face covering or mask to work each day. If, for some reason, an employee or volunteer forgets their mask, they will be provided with a temporary, one-day, disposable mask. Face masks must be worn during entry screening and any time contact (within 6 feet) is possible with another individual.

HOW TO WEAR A FACE MASK

Face masks must be professionally appropriate and fit snugly around the nose and chin.

You are required to wear your face mask when moving through the building and when seated at your desk if others are in the immediate area. You are not required to wear a face mask when working alone.
FACE SHIELDS
When it is difficult to maintain six feet of separation between others to do your job, a face shield will be issued by your manager and supervisor.

HOW DOES A FACE SHIELD PROTECT YOU?
Protects eyes, face and mouth from airborne droplets
Protects other when you sneeze and/or cough and thus reduces the spread of your airborne droplets
Helps reduce the frequency of touching your face with your hands

WHO NEEDS TO WEAR A FACE SHIELD?
Face shields should be worn by employees in close proximity to others and where six feet of separation from others is not possible. Face shields will be provided by the DIA to employees as needed.

PRECAUTIONS TO FOLLOW
All employees wearing face masks or shields must observe the following precautions:
• Always wear face coverings when contact within six feet is possible
• Only use as prescribed by the manufacturer
• Wash hands immediately or as soon as feasible after removing gloves or other protective equipment
• Remove after it becomes contaminated and before leaving the work area
• Used face masks may be disposed of in trash receptacles
• Wear appropriate gloves when it is reasonably anticipated that there may be hand contact with blood or other potentially infectious material (OPIM), and when handling or touching contaminated items or surfaces; replace gloves if torn, punctured or contaminated, or if their ability to function as a barrier is compromised
• Never wash or decontaminate disposable gloves for reuse
• Wear appropriate face and eye protection when splashes, sprays, spatters, or droplets of blood or OPIM pose a hazard to the eye, nose, or mouth
• Remove immediately or as soon as feasible any garment contaminated by blood or OPIM, in such a way as to avoid contact with the outer surface
SOCIAL / PHYSICAL DISTANCING: HOW TO GUIDE

SOCIAL / PHYSICAL DISTANCING GUIDELINES HAVE BEEN RECOMMENDED BY THE CENTERS FOR DISEASE CONTROL (CDC) AS AN IMPORTANT PRACTICE FOR HELPING MINIMIZE THE SPREAD OF COVID-19.

Six-feet of separation is required for all staff members and visitors, both inside and outside the building.

In areas that offer less than six feet of separation, team members may be required to wear face shields in addition to masks and/or stand behind physical barriers such as plexiglass screens.

GATHERINGS AND IN-PERSON MEETINGS SUSPENDED

All gatherings where people cannot maintain a minimum of six feet of distance from one another are suspended.

In-person interactions where people cannot maintain a minimum of six feet of distance from one another are suspended with the exception of staff who must perform certain functions that require closer proximity such as handling art or responding to medical emergencies. In those instances, staff are required to use the appropriate PPE before carrying out those tasks. Other in-person interactions are limited to essential functions that are required to take place in person. In order to prevent possible exposures, employees are asked to NOT socialize in person with other team members. To every extent possible, technology should be used to conduct business.
RECONFIGURING SPACE AND WORK SCHEDULES
Some spaces, especially workspaces, may be reconfigured to increase distancing between employees. To further limit exposure potential, employee work schedules may be altered and staggered, and any employee who has primary responsibility for performing a critical function may not be in the museum at the same time as their back-up.

CREATING BARRIERS
Plexiglass barriers will be installed where face-to-face interaction is necessary or in open office concepts where employees must sit near one another.

RESTROOMS
In multi-stalled restrooms, please follow social distancing and marked signage. Every other stall and sink will be marked with an X and closed to allow for safe distancing.

PRACTICING SOCIAL/PHYSICAL DISTANCING
- Stay at least six feet apart from other people
- Avoid any contact such as handshakes or hugs
- Do not gather in groups, stay away from crowded places, and avoid mass gatherings
- Whenever possible, do not conduct face-to-face, in-person meetings
- Utilize Microsoft Teams to conduct group meetings even if you are in the museum building and not working from home
- If you still need to meet in person, keep at least six feet of separation between you and other people.
- Avoid talking to people when standing in lines

PLEASE STAY
6 FT APART
ENTRY AND EXITS POINTS HAVE BEEN CHANGED FOR STAFF AND VISITORS:

Staff, volunteers, vendors and business visitors are to enter and exit through one-way path. Visitors to the museum will enter at Farnsworth Street and depart via John R/Loggia doors, or Woodward and Kirby doors.

When moving through the museum or outside on the grounds, practice social/physical distancing by staying at least six feet apart from others. Always wear your face mask and other protective equipment as demanded by your work duties.

Areas to practice social/physical distancing include but are not limited to:
- Work areas
- At meetings (in-person meetings are prohibited in Stages One and Two of Re-opening)
- In common areas
- In offices
- In elevators
- On stairwells
- In conference rooms (closed during Stages One and Two)
SOCIAL/PHYSICAL DISTANCING WHILE ON BREAKS

The basement breakroom and additional space has been opened in the Student Lunchroom as well as Founders Junior Council Dining Rooms A & B on the first floor for employee breaks
- No shared glassware, condiments, or silverware allowed
- Always wear your mask in breakrooms except if eating and drinking
- All kitchenettes are closed until further notice
- Vending machines are also suspended except in basement breakrooms
- Eat only in designated areas
- Keep at least six feet of separation between co-workers
- Wash your hands or use hand sanitizers
- If not eating in your own workspace, clean and sanitize your eating area before and after use with supplies provided by the DIA with special attention to table tops and chairs

SOCIAL/PHYSICAL DISTANCING IN ELEVATORS, PASSING IN HALLWAYS, ON STAIRWELLS

When traveling around the museum it is important to be aware of how to pass people in the hallways and on stairwells, and how to safely travel on elevators.

When passing people face to face, keep a safe distance of at least six feet. If stairwells or hallways are crowded or if it is hard to pass, please stand aside or wait on a lower level until it is safe to pass and keep a distance.
ELEVATORS
The Kirby business elevators are limited to two people per car. Do not touch your face after touching the buttons. Use hand sanitizer or wash your hands as soon as exiting.

The South Dock elevator is for staff use only until further notice. Please limit riders in the car to a maximum of four people standing six feet apart. Do not touch your face after pushing the buttons. Use hand sanitizer or wash your hands as soon as exiting.

During public hours, Prentis Court and the south elevators from Farnsworth lobby are for visitor use. Occupancy limits are posted at each elevator and staff monitors will be in place to help avoid crowding. When the museum is closed, these elevators are for staff use but occupancy limits are to be followed. Do not touch your face after pushing the buttons. Use hand sanitizer or wash your hands as soon as exiting.
VISITING THE DIA: VENDORS, CONTRACTORS AND SPECIAL GUESTS
For the health and safety of our entire community, the DIA is instituting new policies for working at and visiting the museum.

ARRIVAL TIMES AND ENTRANCE
Our days of operation and hours have been adjusted. Please do not arrive at the museum without communicating with a staff member. You will be required to provide the names of all members of your group or working team. Please announce your arrival at the white health screening tent.

HEALTH SCREEN
All vendors, contractors and special guests entering the building are required to undergo a two-part screening.

SELF-DECLARATION
A self-declaration must be completed and will include the following questions:
- Have you tested positive for COVID-19 and not been cleared to return by Human Resources?
- Are you experiencing any of these symptoms?
  - Fever
  - Cough
  - Diarrhea
  - Nausea
  - Reduced taste and/or smell
  - Shortness of breath
- Have you had close contact with others exhibiting those symptoms or who have tested positive for COVID-19?
- Have you traveled outside of the state by public or mass transportation in the past 14 days?
An affirmative response to any of the above questions will result in a “fail” and the individual will be required to leave the property.
TEMPERATURE SCREENING
Every individual’s surface skin temperature will be measured using a thermal imaging camera and independent heat source for control. A temperature reading at or above 100.4, or below 97 degrees Fahrenheit, will result in the individual being sent to a secondary screening location to have a second temperature reading taken by a contracted health care professional with a touchless thermometer. A temperature reading at or above 100.4, or below 97 degrees Fahrenheit, will result in a “fail.” If the temperature reading is 100.4 or above, the individual will be required to leave the property. If the temperature is below 97, the individual will be asked to return to their vehicle for fifteen minutes, at which time they may return to the screening area for another attempt. A second “fail” will result in the individual being required to leave the property.

FACE MASKS AND PPE MANDATORY
• Contractors are required to provide appropriate PPE to all contract staff working on the property. When such PPE is supplied it must always be worn as prescribed.
• The Department of Protection Services may stop any work that is being performed without appropriate PPE.

DELIVERIES
Deliveries to the museum are restricted to business deliveries only. No food deliveries are permitted in Stages One and Two of Re-Opening. Proper PPE must be worn when receiving a delivery. Delivery personnel do not require screening so long as they remain in their vehicle or immediately adjacent to their vehicle on the loading dock. Delivery personnel may not enter the museum or the inner loading dock without being screened.
WELCOMING VISITORS TO THE MUSEUM
HOW TO HELP WELCOME VISITORS BACK/ WHAT THEY CAN EXPECT

As we welcome the community back to the DIA, we are committed to maintaining a healthy and safe museum environment. For all the latest updates on hours and days of operation, please check our website. We are committed to keeping our doors open as laws permit during this global pandemic and national health emergency.

With the galleries of the DIA scheduled to open again, each of us plays a role in a safe reopening, with social distancing, face masks, and additional health and safety precautions in place.

Virtual films, family activities, and other online programs continue to be offered each Monday through DIA at Home. Click here to subscribe >

REOPENING SCHEDULE
The DIA will reopen to members and tri-county residents on July 10 and to all visitors on July 15

TICKETING OPTIONS
Tickets are temporarily free of charge for all visitors. Beginning in August, general admission fees will be reinstated for visitors who reside outside of Macomb, Oakland and Wayne counties.

HOURS
Hours will be reduced to allow for additional cleaning each week. The DIA will be open from 9 a.m. to 4 p.m. Wednesday through Friday and 10 a.m. to 5 p.m. on Saturday and Sunday. Closed Mondays and Tuesdays for cleaning.
HIGH-RISK VISITOR HOURS
We welcome high-risk visitors from 9 a.m. to 10 a.m. Wednesday through Friday.

MAXIMIZING SPACE AND MINIMIZING CROWDING
The DIA has implemented policies to ensure social/physical distancing on the DIA premises. Museum staff will actively manage crowds to ensure visitors are adhering to social/physical distancing requirements, preventing clustering of people, and moving through the museum safely. Restrictions have been set on the number of visitors in a certain rooms or areas to allow visitors and staff to comfortably respect social/physical distancing. The volume and spacing of individuals across the museum was developed by NSF after evaluating the average daily visitor count prior to the current public health crisis.

NEW VISITOR ENTRANCE AND EXIT
Visitors will be welcomed to enter the museum at the Farnsworth Street entrance doors only. All visitors will be required to exit through the Loggia/John R, Woodward and Kirby Street doors only. All other doors are reserved for emergency use.

NEW SIGNAGE AROUND THE MUSEUM
To encourage and support new health and safety protocols, new signage will be displayed throughout the museum. The signs will communicate CDC guidelines for best practices and proper social/physical distancing, handwashing, mask-wearing and new wayfinding through galleries.
**FACE MASK REQUIRED**

All visitors and guests ages 3 and over visiting the DIA must wear a face mask to enter the museum. Masks are defined as any covering that covers mouth, chin, and nose.

If a Visitor Arrives at the museum entrance without a face mask:

- Make sure social/physical distance of six feet can be maintained.
- A supply of free disposable masks will be available for visitors who arrive at the museum without a mask.
- Visitors should be asked politely “For your safety, the museum requires face masks be worn at all times in the building.”
- If a visitor refuses to comply, and they have been asked politely twice to put on a mask, a Protection Services Supervisor should be called unless they are medically unable to wear a face mask.
TEMPERATURE CHECK REQUIRED
Every visitor’s surface skin temperature will be measured using a thermal imaging camera and independent heat source for control. A temperature reading at or above 100.4, or below 97 degrees Fahrenheit, will result in a “fail.” If the temperature reading is 100.4 or above, the visitor will be required to leave the property.
SOCIAL DISTANCING REQUIRED

Social/Physical distancing guidelines have been recommended by the Centers for Disease Control (CDC) as an important practice for helping minimize the spread of COVID-19.

Six-feet of separation is required for all staff members and visitors to the museum both inside and outside the building.

CAFÉ DIA AND KRESGE COURT CLOSED UNTIL FURTHER NOTICE.

Please check the website at www.dia.org/reopening for updates and re-opening dates. Food trucks may be available on select days. Please check the website.

NO LARGE BAGS; COAT CHECK CLOSED

CREDIT AND DEBIT CARD ONLY: NO CASH

To help maintain the health and safety of visitors and staff, all transactions at the museum will be by credit or debit card only. Until further notice, cash will not be accepted anywhere in the museum.
CLEANING PROTOCOLS
We have been thoughtfully preparing for our reopening in partnership with NSF International. This has been a thorough process, one that considers many variables and takes into account state and city guidelines, close coordination with city government and cultural center institutions, and ongoing discussions with our own staff and museum peers around the world. We recognize that circumstances may change at any moment. But we remain hopeful that we will be able to serve our public under the safest possible conditions and new norms.

DIA MUSEUM STORE
The Museum store will be open for in-person business on July 10.

- Visitors and staff are required to wear face masks at all times while in the store
- Social distancing measures will be implemented to limit guest capacity inside stores
- A monitor will be in place to form a queue line at entrance and keep count of occupants in the store
- Checkout register requires distancing and will feature contactless payment
- Signage will be posted regarding social distancing protocol
- New guest flow plan in place to create minimal guest interaction within store
- All high-touch small bin products and other products that increase guest touch points will be evaluated and removed if necessary
- Staff have or will receive COVID-19 training (handwashing, social distancing, guest service, etc.)
- PPE supplies (masks, gloves, and sanitizer) will be provided to staff
- Protective barriers will be placed between guests and staff anywhere six-foot social distancing guidelines cannot be implemented (checkout counter)
- All sanitation protocols will be followed by DIA as mandated by the state and federal government for retail stores and is subject to change based on updated governor’s orders
- Staff will have new opening and closing checklists to ensure safety, cleanliness and readiness of store
- New cleaning protocol will be implemented that will support a sanitary environment for both staff and customers
- All staff will comply and participate in museum safety procedures and COVID-19 questions before reporting to work as mandated by DIA
- Sanitation supplies will be placed at the designated location and will be the responsibility of each team member to properly sanitize the area
INTERACTIVE EXHIBITIONS
The interactive kiosks and exhibits at the DIA create experiences that connect people with the art in the galleries. During the current COVID-19 public health emergency, frequently touched surfaces are required to be disinfected between uses and therefore where disinfection is not possible, some interactive exhibits have been taken offline to keep visitors safe.

NEW WAYFINDING THROUGH GALLERIES
To keep our visitors safe, gallery room occupancy loads, and entrance and exits have been adjusted to avoid crowding and group clustering. Please follow the signage at the entrances to all galleries for correct wayfinding and social/physical distancing.
THANK YOU AND STAY SAFE