



NAC COVID-19 RESTART PLAN

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Northwest Arts Center

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NAC COVID-19 RESTART PLAN

As we open to the public, we will need to adjust our operation in order to provide a safe environment for both staff and visitors. These guidelines are based on the best information currently available from the Center for Disease Control (CDC), the North Dakota Department of Health, and ND SMART Restart Protocols. **This document will be updated as appropriate.**

A soft opening date of July 13 has been planned with the following restrictions and safety protocols in mind.

KEEPING THE NAC CLEAN AND SANITIZED

- Sanitize surfaces that people touch often and more frequently;
- Sanitize the reception desk, entry area, benches, tables and chairs;
- Sanitize door handles, handrails, drinking fountains;
- Sanitize bathrooms (handles, sinks and counters, faucets, stall door latches, towel dispenser, light switches);
- Add more hand sanitizer stations (outside gallery, at reception desk, in the workroom).
- Keep soap, sanitizer/sanitizing wipes, disposable masks and paper towels stocked;
- Continue to communicate plan to staff and the public.

KEEPING STAFF HEALTHY

- Encourage staff, interns or students to stay home if feeling ill.

MONITORING FOR PROGRAM AND FINANCIAL IMPACTS AND ADJUSTING IF NECESSARY

- Monitoring for decrease in attendance;
- Monitoring for juried exhibition and fee-based events participation;
- Monitoring for program and event cancellation impact.

MAIN STRATEGIES FOR REOPENING

- Keeping the NAC clean and sanitized with daily and weekly routines
- Keeping staff and students healthy
- Giving our visitors a sense of security
- Keeping our visitors healthy
- Adjusting programs and events
- Adjusting for financial impacts

REOPENING STAGES

STAGE ONE (April 1-May 21)

- Conduct a survey asking our stakeholders what they need in place to feel safe;
- Conduct a safety review of all museum spaces and recommend action items such as:
 - Placement of hand sanitizer stations
 - Placement of signage for proper hygiene, recognizing COVID-19 symptoms, and importance of face masks
 - Assess possible removal of in-gallery seating and interactives
 - Office configuration
 - Gallery flow
- Update staff on proposed actions and solicit input;
- Order or acquire from University needed supplies:
 - Facemasks for staff, students, volunteers
 - Disposable facemasks for visitors
 - Hand sanitizer
 - Disposable gloves
 - Cleaning supplies
 - Door stops
- Develop a written policy and associated procedures for all NAC visitors, staff, students, and volunteers to include:
 - Cleaning schedule - adjusted summer and fall hours for cleaning and disinfecting
 - Capacity control
 - Social distancing
 - Visitors wearing masks
 - Keeping flat surfaces clear at reception desk
 - Use of staff kitchen
 - Use of water fountain
 - Communications plan should there be rolling closures
- Communicate these action items to the public.
 - Social Media Posts

STAGE TWO (May 22-July 13)

- Phased staff returns based on University, State and CDC guidance:
 - Enforce social distancing and wearing of facemasks
 - Limit team meetings
 - Stagger hours
 - Telework can continue
 - Prepare building for public reopening
 - Continue offering digital experiences/content for those less likely to visit during this stage

STAGE THREE (July 13-August 21)

- Limit our hours of availability to accommodate extra cleaning:
 - Telework can continue
 - Limitation on team meetings continues
 - Continue enforcing social distancing and wearing of facemasks for staff and visitors
 - Offer special hours for visitors with potential health vulnerabilities
 - Offer special hours for members
 - No group tours
 - No in-person programs or events
 - Implement visitor feedback loop

- Communicate these action items to the public.
 - News and Media Release
 - Social Media Posts
 - University Release

STAGE FOUR (Starting August 21)

- Ramp up hours based on capacity, start of fall semester, and State and CDC guidance:
 - Telework tapers off
 - Stagger work schedules
 - Continue enforcing social distancing and wearing of facemasks for staff and visitors following guidelines
 - Continue offering special hours for visitors with potential health vulnerabilities
 - Continue offering social hours for members
 - Small group tours can resume (scale in phases)
 - Small in-person programs and events can resume (scale in phases)
 - Continue visitor feedback loop
- Communicate these action items to the public.
 - News and Media Release
 - Social Media Posts
 - University Release

STAGE FIVE (Post-Vaccine?)

- Hours of operation return to normal based State and CDC guidance:
 - Telework ends
 - Group tours can resume
 - In-person programs and events can resume*

*** Assume no mass gatherings for the foreseeable future.**

POLICIES AND GUIDELINES

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PERSONNEL GUIDELINES

SCREENING AND EXPOSURE GUIDELINES

- Any staff, student or volunteer who is feeling ill or displaying any of the following must be sent home immediately:
 - Feeling feverish or having a temperature greater than or equal to 100 degrees Fahrenheit
 - New or worsening cough, or shortness of breath/difficulty breathing
 - Sore throat
 - Headache
 - Muscle pain
 - Chills/Repeated shaking with chills
 - New loss of taste and/or smell
 - Having had any close contact with a person who is lab-confirmed to have COVID-19
- If a staff member is directly exposed (within 6 ft for 15 minutes) to a diagnosed case of COVID-19, they are required to self-quarantine for 14-days—and be symptom-free—prior to returning to work. If a staff member is tested and diagnosed with COVID-19, they may only discontinue home isolation by following the current CDC guidelines: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
- If a staff person experiences symptoms while at home or work, they should report their illness to the NAC Director. If at work, the employee should immediately leave.

GENERAL GUIDELINES

- All staff, students or volunteers must wash or sanitize their hands when coming in to work. They must practice proper hand hygiene and aim to wash/sanitize their hands at least once every two hours. All should avoid touching their face or mask, and practice good respiratory etiquette, such as coughing or sneezing into one's elbow, sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose and eyes. They should immediately dispose of tissues in the trash and wash or sanitize their hands afterward.
- All staff, students and volunteers must be trained on proper use of PPE, environmental cleaning and disinfection, hand hygiene, respiratory etiquette, and University coronavirus operating guidelines.
- All staff, students or volunteers must wear coverings over their nose and mouth unless they are working alone outside of open hours.
- All staff, students or volunteers must maintain a minimum of 6-8 feet separation from others at all times. Telework, staggered shifts, and alternate work spaces may be necessary to accomplish this.
- If workstations, office equipment, phones, tools, etc. are shared among staff, they must be disinfected before another individual uses them.
- Use of the NAC Fridge and Kitchenette is limited to prepackaged food for lunches or breaks. Food should not be shared, and staff taking simultaneous breaks should do so in different areas, or, if possible, outside. Surfaces and appliances must be disinfected after use.

VISITOR POLICIES

- Visitors will be required to wear face coverings when entering the NAC. NAC Staff will offer face coverings to visitors that do not have them.
- Visitors who do not respect social distancing may be refused service and asked to leave the NAC.
- Visitors may not bring outside food or drinks into the NAC.
- Encourage visitors to download the ND Response Care19 App to increase success levels with contact tracing.

P.P.E & PREVENTATIVE BEHAVIOR

FACE COVERINGS

- All students, volunteers and staff must wear a covering over their nose and mouth while working inside the NAC. This should not be surgical masks or N-95 respirator masks, which are critical supplies for healthcare workers. While performing NAC duties on the Minot State Campus staff, students and volunteers must adhere to University policy.
- Visitors are required to wear face coverings. Staff may offer face coverings to those who do not have them if supplies allow.
- If an individual chooses not to wear a face covering in an area where it is required, please follow these steps:
 - Inform the individual of the face-covering policy. Explain how face coverings protect others by reducing the possibility of infection, and ask the individual to comply with the policy. If the person refuses to comply, ask them to leave the space. If they won't comply or leave, MSU Security can be contacted if necessary at 701-500-2423.
 - Non-visitors: If the individual violates the face-covering policy a second time, ask the individual to comply with the policy. If the individual refuses to comply, leave the space and report the individual to brent.winiger@minotstateu.edu (for staff), laurie.geller@minotstateu.edu (for faculty) or kevin.harmon@minotstateu.edu (for students).
- Exceptions:
 - Children under the age of 2 are not required to wear face coverings.
 - Anyone with breathing difficulties or mobility limitations such that they cannot remove the face covering without assistance are not required to wear face coverings.
 - Staff, students, and faculty who are working alone at the NAC outside of open hours, or outdoors, if an appropriate distance from others is maintained, typically six feet;
- The CDC recommends that face coverings should: fit snugly but comfortably against the side of the face; be secured with ties or ear loops; include multiple layers of fabric; allow for breathing without restriction; be able to be laundered and machine dried without damage or change to shape. Before putting on or removing a face covering, wash and/or sanitize your hands and try not to touch the face, eyes, nose or mouth.
- Machine washing is sufficient to disinfect cloth face coverings. They should be laundered routinely, depending on frequency of use. Ideally, staff should wear a freshly laundered face covering each day.

GLOVES

- Gloves are used to help prevent transfer of germs from one person or surface to another. If gloves are used by staff while performing retail transactions, event activities, or visitor services, hand sanitizer must be used between each transaction to prevent transfer of germs from one visitor to another.
- While wearing gloves, do not touch your nose, mouth, eyes or face.
- Gloves should be worn during cleaning and disinfecting tasks, and be removed and disposed of immediately afterward.
- Gloves are to be worn during art-handling, unpacking and re-packing, and exhibit installation, to be removed and disposed of immediately afterwards. This is especially important if multiple staff, students or volunteers are working together to install an exhibition.
- To safely remove gloves without contaminating the hands:
 1. Pinch and hold the outside of the glove near the wrist area.
 2. Peel downwards, away from the wrist, turning the glove inside out.
 3. Pull the glove away until it is removed from the hand and hold the inside-out glove with the gloved hand.
 4. With your un-gloved hand, slide your finger/s under the wrist of the remaining glove, taking care not to touch the outside of the glove.
 5. Again, peel downwards, away from the wrist, turning the glove inside out.
 6. Continue to pull the glove down and over the inside-out glove held in your gloved hand.
 7. This will ensure that both gloves are inside out, one glove enveloped inside the other, with no contaminant on the bare hands.
 8. Wash and/or sanitize bare hands once gloves have been disposed of.

- Staff may make gloves available to visitors for use with touchscreens and other sensitive or difficult to clean interactive programmatic or exhibit components. Visitors should wear them only for that activity or use hand sanitizer before using them for a different component or activity to avoid transferring germs from place to place.

HAND HYGIENE

- All visitors, volunteers, students, and staff must practice good hand hygiene while on site. Washing hands properly with soap and water is the most effective, followed by proper use of a hand sanitizer with at least 60% alcohol. Proper use of hand sanitizer will kill the virus that causes COVID-19 but is not effective in killing all germ types. It may be less effective if hands are greasy or soiled.
- Hands should be washed and/or sanitized:
 - After using the restroom
 - After blowing one's nose
 - After cleaning
 - After handling garbage
 - After contact with "high touch" surfaces such as handrails, keyboards/mice, doorknobs, light switches, etc.
 - Before eating or drinking
 - Before touching your face, nose, mouth, or eyes
 - Between every visitor interaction
 - During your workday, at least once every two hours
- Hand sanitizer will be provided at the reception desk, outside the gallery, and in the workroom.
- Proper handwashing consists of the following steps:
 1. Wet hands with clean, running water (warm or cold) and apply soap.
 2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
 3. Scrub your hands for at least 20 seconds.
 4. Rinse your hands well under clean, running water.
 5. Dry your hands using a clean towel or air dry them.
- Proper use of hand sanitizer either on bare or gloved hands consists of the following steps:
 1. Apply the sanitizer gel to the palm of one hand (read the label for correct amount).
 2. Rub palms together and rub gel over all the surfaces of your hands including between fingers, fingertips, back of the hands, and wrists.
 3. Keep rubbing the gel on hands and fingers until dry. This should take around 20 seconds – this contact time with the alcohol in the gel is necessary to kill the germs. Wiping sanitizer off with a towel or tissue will make it less effective in killing germs.

SOCIAL DISTANCING

- All staff, students or volunteers must strive to maintain a minimum of 6 feet separation from others at all times. Certain work duties (exhibit installation, collections and conservation work, etc.) may not permit proper social distancing, thus it is imperative to adhere to the mask policy while working.
- Visitors will be required to maintain social distance guidelines outside of family or household groups. Groups that arrive together in the same vehicle and/or of the same household group may gather together at the NAC. Encouraged groups to be 10 or fewer.
- Signage and floor markers will be used on the south entrance, reception area, and back hall to reinforce social distance messaging and designated foot traffic flow.
- Staff Lunch or breaks should be staggered to ensure that the 6 ft distancing can be maintained in the workroom. Food should not be shared, and staff taking simultaneous breaks should do so in different areas, or, if possible, outside.

CLEANING & DISINFECTING

DEFINITIONS

- Cleaning refers to the removal of germs from surfaces. Cleaning alone does not kill germs, but by removing the germs, it decreases their number and therefore any risk of spreading infection.
- Disinfecting is defined by use of chemicals, for example EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.
- PPE is defined as Personal Protective Equipment (glasses, goggles, gloves, etc.).
- Cultural Assets are artwork and objects on display, received for juried exhibitions or touring exhibitions, on loan in the NAC or at Minot State University, or residing in the Permanent Art and Native American Collections.

GENERAL

- The risk of exposure while cleaning and disinfecting is inherently low, but should be minimized further with use of PPE.
- Basic PPE for cleaning and disinfecting includes launderable clothing, face covering, and disposable gloves.
- Cleaning cloths should be placed in a plastic container that can be easily disinfected after use. Cloths should be laundered following guidelines provided here.
- Disposable wipes or paper towels should be disposed of immediately.

NON-CULTURAL ASSETS

- Public areas such as reception desk and exhibit galleries should be cleaned and disinfected once daily, but this may vary with visitation levels. Surfaces involved in visitor interaction should be cleaned after each visit.
- “High touch” surfaces being disinfected frequently throughout the day depending on visitation levels. “High touch” surfaces include door handles and push plates, railings, switches, touchscreens, copy machines, and tables or countertops.
- Any items that visitors come in contact with should be disinfected.
- NAC Workroom should be disinfected several times a week, particularly keyboards, phones, door handles, light switches, desktops and drawer pulls, chair armrests and other “high touch” surfaces.
- Surfaces used for breaks or lunches should be wiped down prior to and following each use with 70% alcohol and water solution and a paper towel that is immediately discarded. This spray will be kept in the kitchen area.
- Restrooms should be cleaned and disinfected several times throughout the day depending on visitation levels.
- If a staff person, volunteer, student, or visitor to the site becomes ill, the areas they have been in contact with should be closed down and the following steps taken:
 - o Air out the space for 24 hours before beginning cleaning of the area, if possible.
 - o Disinfect the area as recommended in these guidelines.
- Disinfecting non-porous surfaces:
 - o Products:
 - Most common EPA-registered household disinfectants should be effective. Clorox and similar products that contain sodium hypochlorite are recommended. Diluted household bleach solutions can be used if appropriate for the surface. Ensure a wet contact time of at least 1 minute.
 - Solutions of at least 70% alcohol can also be effective.
 - Note: Disinfecting cleaners are provided by University Facilities & Management.
 - o Follow the manufacturer’s instructions for concentration, application, and contact time. Most will recommend surfaces stay wet with the product for a specified period of time for full effectiveness in killing germs.
 - o Ensure any disinfectant product used is not past its expiration date.
 - o Allow for adequate ventilation both during and after product application.

- Disinfecting soft surfaces:
 - o Carpets, drapes, upholstery, etc., should be laundered in a washing machine if possible. Wall-to-wall carpets may be cleaned using detergent and steam extraction.
 - o Soft surfaces may be sprayed with Lysol or other EPA-registered spray disinfectant made for that purpose. These products usually require a wet contact time for full effectiveness. Follow manufacturers' instructions, and ensure products are not expired.
 - o Ensure proper ventilation during and after application.
- Disinfecting electronics:
 - o Follow manufacturers' instructions for cleaning and disinfecting. If no guidance is given for cleaning and disinfecting, use alcohol-based wipes or sprays containing at least 70% alcohol, and dry surface thoroughly.
- Disinfecting Laundry:
 - o NAC laundry is done by University Facilities and Management, and consists of cleaning rags, mop heads and dustmop covers. Pickup is arranged with Gretchen Ingledue, Head of Custodial, on a needs basis.
 - o Soft surface items to be laundered should be stored/transported in a tightly closed plastic bag when possible.
 - o Gloves and face covering should be worn when handling laundry. When done, remove and dispose of gloves immediately and wash hands thoroughly.
 - o Do not shake dirty laundry.

CULTURAL ASSETS

- The SARS-COV-2 virus persists on surfaces for up to 6-9 days. Paper, cloth, and organic materials less; plastic, plexiglass, metal and high finish materials longer. If a cultural object is contaminated, object should be isolated rather than disinfected, if possible.
- All incoming artwork or materials must be isolated in shipping materials for 9 days (including ship time), and then disinfected per these guidelines.
- Paper works, paintings, unframed artwork should not be exposed to disinfectants or cleaning supplies. Always isolate.
- Wood, wood frames, or other semi-porous organic materials:
 - o Use only mild, non-ionic soap or dish-soap.
 1. Make a soap and water solution using just enough soap to make a thin ring of bubbles.
 2. Saturate the cleaning cloth and wring it out until just slightly damp.
 3. Apply to a small area first to ensure it will not damage the finish. This is especially true of finished wood.
 4. Wipe the surface in one direction and do not re-submerge the cloth in the soap and water solution to avoid recontamination. Change cloths frequently.
 5. Leave surfaces wet/damp for five minutes to allow soap to deactivate the virus.
 6. Wipe down with a fresh cloth dampened with clean water to remove any soap residue from the surface.
 7. Dry surface with a clean cloth.
 - o Never use alcohol on wood, especially finished wood frames.
- Ceramic, terrazzo, stone and other non-porous or inorganic materials:
 - o Items can be cleaned with 70% isopropyl alcohol if needed.
 - o Clean the item with soap and water solution in these guidelines.
 1. Lightly dampen a cotton swab or pad with soapy water or 70% isopropyl alcohol. Swab or pad should not be dripping wet or saturated.
 2. Spot-test a small area and wait to ensure there is no negative reaction.
 3. Wipe the artifact gently and allow to air dry.
- Metal frames and glass or plexiglass glazing can be disinfected with a solution containing at least 70% alcohol.
 1. Lightly dampen a microfiber rag or cloth with a spray bottle containing alcohol solution.
 2. Wipe the frame and glazing gently and allow to air dry. Ensure there is proper ventilation during and after application.

OPERATING GUIDELINES

GENERAL

- NAC capacity is limited to 25% (36 persons) to ensure proper social distancing and adherence to ND State & CDC health guidelines.
- Signage will be posted at all entrances of the facility informing all employees and customers that they should:
 - o avoid entering the facility if they have a cough or fever
 - o maintain a minimum six-foot distance from one another
 - o wash their hands often with soap and water for at least 20 seconds
 - o limit unnecessary contact such as hugging and shaking hands
- Staff, students, faculty and all visitors are required to wear face coverings starting Monday, August 17. See University face covering policy.
- Groups that arrive together and/or of the same class or household group may gather together at the NAC. It is encouraged these groups be 10 or fewer.
- Visitors who do not respect social distancing may be refused service and asked to leave the NAC.
- All operations must be metered and monitored by staff to ensure social distancing can be adhered to by staff and visitors. This may require a variety of engineering and administrative controls such as barriers or stanchions, signs, and staff guidance, etc.
- Any area where visitors may have to queue or wait should have appropriate distances identified between people.
- Drinking fountains should be deactivated and/or boxed off and not available for use.
- Any interactive or "hands-on" exhibit component that cannot be disinfected after each visitor/user or after each household group should be removed from use.

RECEPTIONS, EVENTS & RENTALS

- NAC will follow ND Smart Restart guidelines for large gatherings according to ND state risk level.
 - o Red/Critical - Facility closed, staff, students and volunteers to remote work.
 - o Orange/High - Facility closed, staff, students and volunteers to remote work with exceptions for critical work.
 - o Yellow/Moderate - Gathering sizes limited to groups of 10 or less.
 - o Green/Low - Gathering sizes limited to 25% capacity to insure distancing.
 - o Blue/New Normal - No restrictions to capacity with standard precautions and awareness of health guidelines.
- Physical Distancing
 - o Allow for proper spacing between groups by keeping at least two empty seats or 6 feet between parties in any area, in seating areas.
 - o Alternate rows of chairs between attendees by marking every other row 'closed' or using extra spacing
 - o Allow for 6 feet of spacing between groups: increase table spacing by removing tables, marking tables closed or provide a physical barrier between tables.
 - o Reception and staging areas (indoor or outdoor) should be marked so physical distancing standards are met.
 - o Tables should be limited to 10 people per table.
 - o Post signs directing one-way movement of ingress and egress for participants when possible.
- Venue Activity
 - o All visitors and vendors are required to wear face coverings per University policy.
 - o Encourage use of mobile apps and contactless purchasing and payment. If not available, a barrier should be provided between staff and customers.
 - o If cash is accepted, cash is to be put on the counter and not direct into hand and the counter should be disinfected after each cash transaction.
 - o Participants should enter and exit from different areas.
 - o Standing in the entry area should be minimized by encouraging quick access to seats or viewing area.

- o Concession and bar lines should be managed to ensure proper 6 feet physical distancing. Use floor markings when possible.
- o All food vendors, caterers and food providers should follow protocols for restaurants and bars.
- o Salad bars, buffets or receptions may operate as long as pre-portioned servings are prepared by staff. Buffet and salad bar in-use serving utensils are to only be used by staff and washed, rinsed and sanitized every 4 hours.
- o Standing at bars or in reception and serving lines is not allowed. Bar stool seating can be allowed for 1-2 guests, with 6 feet of separation between groups.
- Hygiene and Cleaning
 - o Drink or food refills should not allowed unless served in a clean unused container.
 - o Disposable cups, straws and utensils should be handled by staff only and served or be individually wrapped.
 - o Self-service condiments should be eliminated and provided by request in single use or disposable containers.
 - o Tables or seating in common areas should comply with maximum occupancy guidelines or furniture spaced to discourage larger groups from congregating.
 - o Clean and disinfect high touch surfaces like railings and door handles between activities.
 - o Rest rooms should be cleaned and disinfected every 2 hours and be stocked with soap and hand sanitizer for guests.
- Special Measures
 - o Encourage visitors and students to download the Care19 App to increase success levels with contact tracing.
 - o Track attendance and be able to rapidly contact attendees and inform if they are determined a close contact to a positive case.
 - o Discourage attendance by the most vulnerable.