



## **Returning to Work: Strategic Planning Considerations for Cultural Property Institutions**

Prepared by:

T&M Protection Resources, LLC

230 Park Avenue, Suite 440, New York, NY 10169

[www.tmprotection.com](http://www.tmprotection.com) / 212.422.0000

May 2020

## Background

- ❑ Government mandated COVID-19 closures and restrictions will likely continue to relax in the coming weeks or months
- ❑ Cultural institutions open to the public will not operate the same as when we left
- ❑ New regulations regarding social distancing, along with staff and visitor expectations, will require proactive changes to address concerns
- ❑ T&M has been studying how cultural properties are reopening in places that were afflicted with COVID-19 before the United States
- ❑ Lessons learned can be applied here to help optimize results and avoid pitfalls

## Policies, Procedures and Protocols

- Is a multi-phase approach to reopening possible for a cultural institution?
- Will we need to recalibrate policies to address:
  - Visitor occupancy
  - Ticketing sales
  - Retail and food sales
  - Elevator occupancy (passenger and freight)
  - Use of hallways, stairwells, lounges, etc.
  - Gallery traffic
- What actions should we be taking to keep visitors, employees, and contractors safe?
- Should we revise our security screening process?

## Policies, Procedures and Protocols

- What physical distancing policies should we have in galleries, dining areas, in the queue, etc.?
- What distancing policies should we have in high-traffic areas such as such as elevators, rest rooms, popular attractions, etc.?
- How often should we be communicating with guests and employees?
- What information should we post on our website and social media pages?
- Should we designate an emergency quarantine area?
- Is thermal screening of all persons entering our building necessary? If yes, how?

## Physical & Architectural Mitigation Measures

- What should visitors and employees expect when they return to our institutions?
- How should we conduct and schedule deep cleaning and sanitizing of our spaces?
- Do we need to reconfigure our entrance(s), lobby, ticketing, dining areas, gift shops, etc., to maintain physical distancing?
- How can we be sure that infection prevention measures do not compromise security?
- How do we manage special areas such as artifact and collection storage rooms, education spaces, etc.?
- Is training needed for key building staff to address new processes?
- What other measures can we take to promote healthy personal hygiene and avoid close contact?

## Staff & Equipment Needs

- What personal protective equipment (PPE) will we need?
- Should we provide PPE to staff and/or visitors?
- What other cleaning/sanitizing materials should we procure and have available when we reopen?
- What is the current capability of our building engineering staff, cleaning services and other essential building services?
- How have our building service providers been impacted? Can we expect the same level of service regarding heating-related deliveries and other critical equipment maintenance?
- Where should we place hand sanitizer stations?
- Is it beneficial and possible to increase fresh air flow throughout the building? How can that be done?
- What are other institutions doing regarding information sharing for their staff and visitors?



**T&M can help you develop a custom, strategic plan for transitioning back to your institution.**

**For more information, contact Ed Cannon ([ecannon@tmprotection.com](mailto:ecannon@tmprotection.com)) or Dave Kelly ([dkelly@tmprotection.com](mailto:dkelly@tmprotection.com)).**

**By phone: 212.422.0000**