



## Reopening & COVID-19 Museum Guidelines

Levine Museum of the New South is committed to providing a safe and welcoming experience for our visitors and a healthy workplace for all of our employees. To ensure a safe and healthy facility, we have developed the following COVID-19 Museum Guidelines in response to the COVID-19 pandemic.

Our COVID-19 Museum Guidelines follow Centers for Disease Control and Prevention (CDC) and North Carolina Department of Health and Human Services (NCDHHS) guidelines, federal OSHA standards related to COVID-19 and Executive Order 20-48.

Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires the cooperation of all staff and visitors.

Please remember that this information is subject to change given the fluid nature of COVID-19.

### Visitor Rules & Procedures:

- Face masks are required for entry. Disposable masks are available at the front desk.
- Guests who refuse to wear masks will not be permitted to enter the Museum.
- Social Distancing is required within the Museum and throughout exhibits.
- Cashless ticketing and retail transactions is encouraged.
- Visitors who are ill are asked to leave the Museum and return at a later date.
- All guests should utilize hand sanitizer upon entry and throughout the building during their visit.
- Signage, digital messaging, and a printed gallery guide clearly communicate guidelines to visitors.

### Cleaning:

- Increased regular cleaning, with extra attention to high contact surfaces multiple times daily.
- Antibacterial soap will be provided in the restrooms.

### Water Fountains:

- All water fountains will be closed. Signage will be placed on each fountain to indicate this.
- Individual serving containers of beverages are available for purchase in the gift shop.

### Exhibits:

- All doors within exhibits will remain open to allow for additional airflow.
- Some high-touch items within main exhibit have been removed.

- Daily Porter will sanitize/wipe down high contact surfaces several times each day, especially during half-hour breaks between timed admission sessions.
- Hand Sanitation Stations have been placed throughout each exhibit.
- Signage within the exhibits will encourage social distancing.
- Post-it note question areas have been altered to allow for digital responses.

### **Ventilation:**

- HVAC Servicing Contractor has cleaned and serviced the HVAC system.
- Internal doors to exhibits will remain open to allow for additional airflow and minimize contact with door handles.

### **Front Desk Protocol:**

Before each shift, employee will:

- Complete Health Screening
  - Sanitize work area and phone
  - Wash hands
  - Put on mask and gloves
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- Each Employee will sanitize their workstation after each guest contact.
  - Staff will clean elevator buttons and door handles after visitor use.
  - Staff will utilize a contactless check-in process for guests who have purchased tickets online.
  - Front desk associates will be provided with gloves for all public interactions.
  - Front desk has a plexiglass partition installed to separate staff from guests.

### **Ticketing:**

- Timed-ticket sessions are now available, and visitors are encouraged to purchase tickets in advance.
- Guests will be directed to alternately start their tour either downstairs or upstairs to allow for staggered start times and social distancing.
- There will be cleaning sessions throughout the day that will be used for cleaning high-touch surfaces.
- Each session will have limited tickets available (or maximum capacity allowed for our space based on government guidelines at the time) for purchase.
- E-tickets can also be purchased upon arrival via a mobile device or through the front desk. Posters with QR codes leading to a purchase link, as well as the link itself, will be posted in the lobby. Guests that purchase tickets online will be allowed to “skip the line,” scan their ticket themselves, and enter.
- Members receive free admission e-tickets via online sales as long as they are logged-in to our site.

- Specific instructions regarding COVID-19 protocols (masks, entry, social distancing, etc.) will be included on the ticket purchase screen, confirmation screen, and emailed confirmation, so visitors are informed before they arrive.
- Flexible cancellation policy will be established and clearly documented on the ticketing page and confirmation emails to allow ticket holders to reschedule.

We recommend buying your ticket in advance for the date and time of your choosing. You will receive your tickets via e-mail to facilitate a quick, touchless check-in once you arrive at the Museum.