

WORKFLOW RECOMMENDATIONS FOR REOPENING MUSEUMS

As museums across the United States have closed their doors to mitigate the spread of the Coronavirus, many are making phased plans to reopen to the public. Recognizing that each museum has their own unique situations, please adapt these workflow recommendations to fit your needs. Meant to provide guidance to your planning process, the below recommendations should be considered as an aid to your internal discussions on how to safely approach your work during this time and while reopening.

We encourage your review of the World Health Organization's [Key planning recommendations for Mass Gatherings in the context of COVID-19](#)

DURING CONTINUED STAY AT HOME ORDER

(Focus on virtual engagement and preparations for reopening)

- Ensure that telecommuting staff have meaningful work
- Develop and deliver virtual content
- Identify current organizational resources and reconfigure for COVID era
- Deploy resources toward safety and earned revenue
- Procure PPE for 6 months for staff and anticipated patrons
- Develop new, rigorous cleaning plan based on CDC / WHO guidelines
- Procure cleaning supplies or contract support for 6 months
- Plan for low-touch entrances, exits, and visitor pathways

WHEN STAFF RETURN, BEFORE OPENING TO THE PUBLIC

(Focus on staff safety and creating manageable systems for reopening)

- Continue development and delivery of virtual content
- Provide and enforce PPE for all staff with guidelines for use
- Implement new, rigorous cleaning plan / schedule
- Develop / reorient staff office areas for proper social distancing
- Develop new procedures for staff who directly interact with visitors
- Determine daily on-site visitor capacity for proper social distancing
- Adapt event / programming plans to ensure compliance with any new guidelines
- Create new visitor guidance, signage, and communications
- Develop new public program offerings that comply with any new guidance
- Develop new policies and procedures for venue rental programs
- Remove or prevent the use of all hands-on objects and installations

WHEN OPEN TO THE PUBLIC

(Focus on visitor safety and building on successes)

- Provide and enforce PPE for all staff with guidelines for use
- Adapt new rigorous cleaning plan / schedule, as needed
- Continue to develop new public programs offerings that comply with any new guidelines
- Promote revenue-based initiatives and privately funded services / events
- Continue development and delivery of virtual content