

# Attendant Reopening Training

Updated: June 2, 2020

## CDC Guidelines:

- Even though we are reopening, COVID-19 is still a serious threat. There are now over 100 cases in Cache Valley. So we need to be careful.
- The virus spreads through close contact and even asymptomatic people can spread it
- To prevent the spread:
  - Wash hands often – 20 seconds
  - Avoid touching eyes, nose, and mouth with unwashed hands
  - Avoid close contact with other people, put distance between yourself and them
  - Cover mouth and nose with cloth face cover when around others – even if you are not sick
  - Cover coughs/sneezes
  - Clean and disinfect frequently touched surfaces daily
- We will be following ALL of these guidelines by limiting the number of people in the museum, cleaning, maintaining social distancing guidelines, and wearing masks

## New Guidelines for Visitors:

- Only 30 visitors at a time
- All visitors are encouraged to make a reservation for a 1-hour time slot to limit the number of people in the museum at any given time.
- If someone comes in without a reservation, we can allow them as long as there are not more than 30 people in the museum. Have them register, then go over normal greeting. If there is a group expected to come in soon, you may need to give them a time limit.
- If they do not show up for their time slot within a half hour, we can let other people in in their place. We will have a phone number to call first.
- Things we want our patrons to know and do:
  - May not enter the museum with any COVID-19 symptoms
  - Encourage to wash hands upon entry to the museum
  - Encourage wearing a mask if possible
  - Maintain social distancing with those outside of their group

## New Guidelines for Attendants:

- Will stay 6 feet away from all visitors and other staff
  - One attendant will be stationed at the desk, while the other stays in the galleries. You may switch locations as needed, but we cannot allow both attendants to be at the front desk at the same time.
  - Anticipate reminding visitors to maintain this distance
- All attendants must wear a mask and gloves for transactions with patrons, and wash hands between groups

- Wash your hands after opening and closing procedures
- Daily COVID-19 specific cleaning tasks MUST be done (at least) 4x daily - prior to opening, at 1pm, at 3pm, and at closing
- If people want to see Klompen, we will activate it using the iPad – no coins will be given out
- Museum store
  - Patrons will not handle merchandise - attendants will be responsible to retrieve items from the store
  - Card only - no cash or check
  - Wipe Clover touch screen between every use
- If patrons would like to see an outline of our cleaning plans and procedures, a few copies will be kept in the binder at the front desk.
- You are not allowed at work if you exhibit any symptoms of being sick
  - If you are having sickness symptoms, call Kaily. If she doesn't answer, call Zaira.
  - Please try to find someone to take your next few shifts, and let Kaily know if you are unable to do so.

When greeting visitors:

- See script for specific wording
- Remind visitors that we recommend not visiting if they've been sick in the last 14 days, wearing a mask, washing hands.
- Ask them to maintain at least 6ft of distance between their group and any other persons in the museum and point out floor stickers to aid in this - we will ask them to leave if they do not follow this guideline
- Normal greeting - no food, drink, ink, big bags, no touching, stay with your kids, etc.
- If patrons take maps or other materials from the front desk, they cannot return them to us. They may recycle them or keep them.

Questions?

# Hello & Welcome to NEHMA!

## Please **STOP & READ:**

We now offer optional online reservations because we are **limiting the number of visitors to 30 people** at any given time.

### **No reservation? No problem!**

Please send ONE member of your group to check in at the front desk and ensure we can accommodate your group.

### **Made a reservation? Great!**

Your group may enter as long as the lobby does not have more than 10 people. Otherwise, please wait outside until it is less crowded.

If possible, please wear a mask while visiting the Museum. Our staff will be wearing masks for your protection.



## MUSEUM CLEANING PROCEDURES

Date: \_\_\_\_\_

Please complete the following tasks throughout the day. Write down your name for each task completed at the marked time.

Item	Opening	2pm (11:30am on Sat.)	4pm (1:30pm on Sat.)	Closing
wipe down door handles				
wipe down railings				
wipe down elevator buttons				
wipe down elevator rails				
wipe light switches				
wipe down bathroom door handles				
wipe down drinking fountain buttons				
wipe down study drawer handles (do not spray drawers directly – spray cloth, then wipe)				
wipe down all drawer handles at front desk and store				
wipe down computer mouse and keyboard at front desk				
wipe down iPad, Clover, and phone				
wipe desk door and chair handles				
wipe down walkie talkies				
wipe down TV buttons, TV remotes, and alarm at opening and closing				





## NEHMA Attendant Weekly Cleaning

\* cleaning supplies located in utility closet – use key

\* note low cleaning supplies

Week of -     /     /

TUESDAY				
<b>Glass</b> - glass cleaner, paper towels, rag	Initials	Notes		
1. Study Center staircase glass				
2. Study Center glass table top				
3. Study Center ceramic cases/niches				
4. Check artwork vitrines and plexi covers; note for collections staff				
WEDNESDAY				
<b>Dusting</b> - Swiffer duster or clean rag	Initials	Notes		
1. Baseboards; all galleries				
2. Furniture (seating areas, bookshelves, chest tops etc.); all galleries				
3. Staircase railings/railing bases; Study Center and Lobby				
4. Windowsills; Study Center and Lobby				
THURSDAY				
<b>Screens/Monitors</b> - soft cloth or duster	Initials	Notes		
1. Clean any smudges on Lobby TV screen and front desk monitors				
<b>Exhibition Materials</b> -				
2. Refill COE pamphlets in front desk, Study Center, and media room holders				
FRIDAY				
<b>Front Desk</b> - spray cleaner, rag, Swiffer duster	Initials	Notes		
1. Clean desk surfaces if needed				
2. Dust lower museum store shelves				
3. Tidy and repopulate museum store items				
4. Check sticker, handout, and store bag supplies; note low items				
<b>Dock Fridge/Microwave</b> - use Clorox wipes				
5. Wipe surfaces if needed				
SATURDAY				
<b>Artwork Check</b> - Dusty/Crooked/Askew?	Artist's Last Name	Location	Notes	Initials
<b>Labels Check</b> - Smudged/Crooked/Fallen?				

## Nora Eccles Harrison Museum of Art (NEHMA) Reopening Plan

**Justification for reopening:** NEHMA is a unique space that allows learning, a way to connect with humanity/art, to reflect, to provide a sense of wellbeing; all while being able to maintain social distancing and not touch anything. There are not many spaces in our community where families can go indoors and have a “community-like” experience and provide learning for the family.

1. Prior to visiting, Visitors will:

- fill out a request form reserving a one-hour visitation time online on the Museum’s website, limiting access to the Museum to 10 visitors at one time (this number will increase as time passes and with further approvals). USU students and faculty will have priority (by checking a box), however our Museum is open to the public and we encourage our community to make use of this resource that USU can provide them.
- be required to share their contact information.
- check a box that they are not symptomatic so that we can trace visitors should an outbreak occur.
- check a box that they have reviewed visitation requirements and will comply (wearing a mask if possible, maintaining social distance with those outside of their group, and wash hands upon entry).



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## 2. NEHMA will:

- share its daily cleaning plan with the public on its website to reassure and help potential visitors understand what procedures and preventative measures we are taking including: staff will wear masks; will wear gloves for transactions; will wash hands between groups and regularly; and will not come into work if they are exhibited any symptoms of being sick.
- will develop guidelines and reminders online and have signage at the museum entrance for visitors to know before they arrive, including parking, the requirement of wearing a mask if are able to and that they will be required to stay six feet from other visitors who are not part of their family/group.
- develop protocols and training for our visitor services and gallery attendant staff working with facilities and others as appropriate.
- have hand sanitizer stations available in addition to signage for restrooms/hand washing.
- will not have any interactive/touch-required exhibitions or displays open.
- will have plexiglass at the front desk installed as a barrier.
- will have exterior doors open so that visitors only touch the interior door when entering. (We are discussing solutions for visitors to not have to touch even one door.)
- provide clear pathways with vinyl floor stickers for visitors to travel.
- have its store open but ask that visitors have attendants handle items and pay only with credit cards.
- wipe touch screen for transactions between uses.

## 3. Upon arrival, Visitors will:

- Wash their hands
- Collect any materials we are providing them at a check-in desk for their group (such as a map of the gallery), with support from Visitor Services. These items should not be returned to us. You can take them home or place them in a recycle bin upon departure.

## Hello & Welcome to NEHMA!

### Please STOP & READ:

We now offer optional online reservations because we are **limiting the number of visitors to 30 people** at any given time.

### No reservation? No problem!

Please send ONE member of your group to check in at the front desk and ensure we can accommodate your group.

### Made a reservation? Great!

Your group may enter as long as the lobby does not have more than 10 people. Otherwise, please wait outside until it is less crowded.

If possible, please wear a mask while visiting the Museum. Our staff will be wearing masks for your protection.



## WELCOME TO THE MUSEUM!

**For everyone's health and safety,  
please take the following precautions:**

- **Wash your hands or use the hand sanitizer provided** upon entering and leaving the museum. Restrooms are located to the left of the café.
- **Maintain 6 to 8 feet** of distance from museum staff and other visitors.
- **Avoid touching** your eyes, nose, and mouth with unwashed hands.
- **Cover your cough or sneeze** with a tissue, then throw the tissue in the trash. If a tissue is not available, use the inside of your elbow, never your hands.
- **If you feel at all ill, in any way, it's best to stay home** and visit the museum when your health improves.

## Please take the following precautions when using our elevator:

- Take the stairs if you are able.
- Only take the elevator with members of your family or group, or limit each ride to four passengers and maintain social distance.
- Avoid directly touching the buttons or handrails.
- Avoid leaning against the walls.
- Wash your hands after each trip. (Bathrooms are located in the lobby and on level U1.)

In order to maintain a safe  
environment, we reserve  
the right to ask visitors to leave  
the museum if:

**They are not respecting other visitors  
and the safety protocols  
or  
we have reached our 30-patron limit.**



## Welcome to NEHMA!

Please maintain **6 feet** of distance—or **one CCC Surf Love**—from other visitors.  
**Thank you!**

This painting by contemporary Japanese artist and USU alum Sush Machida Gaikotsu boasts a big fish and a vibrant pop-art blend of East and West. The famous Chanel logo surfs the waves as two colorful owls look on.

If you brought any little ones with you, please keep those birdies close. And remember to leave enough room between you and the other visitors for this giant, grumpy carp to swim through!

Sush Machida Gaikotsu, *CCC Surf Love*, 2003, acrylic on wood panel, 11 x 72 inches, gift of the Marie Eccles Caine Foundation.





Please ask an  
attendant if you would  
like to view or  
purchase items from  
our store.

For everyone's health and safety, we  
are only accepting card payments at  
this time.

Our register is cleaned after every  
use.



NORA ECCLES HARRISON  
MUSEUM OF ART

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## Planning to visit NEHMA? Make a reservation!

To allow for social distancing, attendance at the Museum will be **limited to 30 visitors** at a time.

Optional reservations for one-hour time slots can be made up to two weeks in advance. **Walk-ins** also welcome!

### Museum Visit Reservation

#### Contact Info

(435) 797-0163  
[nehma@usu.edu](mailto:nehma@usu.edu)

#### Location

650 North 1100 East  
Logan, Utah 84322  
[Directions](#)

#### Museum Hours

Tuesday - Friday  
10am - 5pm  
Saturday  
9am - 2pm  
Open until 7 p.m. on Thursday

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## Reservation to Visit NEHMA

[Step 1](#)[Step 2](#)[Step 3](#)[Step 4](#)[Step 5](#)

\*Indicates a required field.

### Account Details

[Already have an account? Sign In](#)

Please enter your account details below.

The phone number is only used in case we need to contact you at the last minute prior to your visit. This will not be stored for marketing purposes.

First Name\*

Last Name\*

Email\*

Password\*

Confirm

Password\*

Phone\*

Next

## Reservation to Visit NEHMA

✓ Step 1 Step 2 Step 3 Step 4 Step 5

\*Indicates a required field.

### Reservation Options\*

---

Please select your reservation option below.

- ☒ Wednesday, June 10th
- ☐ Thursday, June 11th
- ☐ Friday, June 12th
- ☐ Saturday, June 13th

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## Reservation to Visit NEHMA

[✓ Step 1](#)[✓ Step 2](#)[Step 3](#)[Step 4](#)[Step 5](#)

\*Indicates a required field.

### Select a Time Slot to Reserve\*

---

Please enter the number of people in your group. For everyone's safety, we can only allow 30 visitors per hour.

Please note that if you don't arrive within the first 30 minutes of your selected time slot, the reservation will be released so other visitors may use the time.

12:00 PM - 1:00 PM (30 remaining)

1:00 PM - 2:00 PM (30 remaining)

2:00 PM - 3:00 PM (30 remaining)

3:00 PM - 4:00 PM (30 remaining)

4:00 PM - 5:00 PM (30 remaining)

5:00 PM - 6:00 PM (30 remaining)

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# Reservation to Visit NEHMA

✓ Step 1

✓ Step 2

✓ Step 3

Step 4

Step 5

\*Indicates a required field.

Please self-identify all that apply for those in your group.

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- ☐ USU Student
- ☒ USU Faculty
- ☐ USU Staff
- ☐ USU Alumni
- ☐ K-12 Educator
- ☐ Cache Valley Community Member
- ☐ Visitor to the Area

Have you visited the Museum before?

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- ☒ Yes
- ☐ No

Protocols and Policies\*

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- I confirm that I have not had any of the symptoms associated with COVID-19 in at least 14 days prior to visiting the Museum. These include a fever, cough, shortness of breath, sore throat, muscle aches and chills, or decreased sense of smell or taste.
- I understand that NEHMA strongly encourages all who are able to wear a mask for the duration of their visit.
- I understand that upon entering the Museum, everyone in my group will be invited to wash our hands or use hand sanitizer.
- Everyone in my group will strive to maintain at least 6 feet of distance from staff and other visitors.
- I understand that anyone not respecting other visitors or these safety protocols may be asked to leave the Museum.

☒ I agree to the terms above.

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# Reservation to Visit NEHMA

- ✓ Step 1
- ✓ Step 2
- ✓ Step 3
- ✓ Step 4
- Step 5

\*Indicates a required field.

Add Another Registrant

👤 Registrant: Lee-Koven, Katie			Show/Hide Details ▾
Edit			
Item	Price	Quantity:	Charge
Wednesday, June 10th		1	
12:00 PM - 1:00 PM		1	
USU Faculty		1	
Yes		1	
I agree to the terms above.		1	

Submit

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### **Other Considerations**

- Offering Mask free of Charge
- Contacted University police
- Created new cleaning schedules
- Work with custodial so there is no duplication of duties
- Staff protocols for wearing mask in office and Museum.

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4. For Event and Rental planning once the University allows rentals, NEHMA will:
- Only allow plated food by renters provided through caterers.
  - Cap attendees in compliance with University guidelines which will align with state and local guidelines.
  - Only allow rentals for USU entities.



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MUSEUM OF ART

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purchase items from  
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this time.

Our register is cleaned after every  
use.