

Museum of the African Diaspora (MoAD) Health and Safety Plan

Business name: Museum of the African Diaspora (MoAD)
Address: 685 Mission Street, San Francisco, Ca 94105

You may contact the Worksite Safety Plan Monitor with any questions or comments about this plan.

Worksite Safety Plan Monitor

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Permanent URL for this Health and Safety Plan: <https://www.moadsf.org/health-safety-plan>

Purpose

This document describes the steps that MoAD has taken to address the requirements put forth by the City of San Francisco and the San Francisco County Department of Public Health in Order of the Health Officer No. C19-07i

The primary mission of this plan is to prevent illness in the workplace and to sustain the resources needed to protect our employees, community members, and the general public.

This plan follows guidance from the following sources:

[Center for Disease Control](#)
[California Dept. of Public Health](#)
[California Dept. of Industrial Relations](#)
[San Francisco Department of Public Health](#)
[American Alliance of Museums](#)

[Smithsonian Institution](#)
[California Association of Museums](#)
[International Council of Museums](#)
[ASHRAE](#)

Establishing Maximum Capacity

MoAD will open to the public at 16% of the maximum capacity of the building. The SFPD requires that museums can only open at 25% or below of the maximum capacity of the building.

Public spaces at MoAD have been granted the following maximum capacities by the SFFD. However, due to floor space available from gallery and exhibitions layout, as well as considerations for close-quarters entry and other smaller spaces on the second and third floors, MoAD has decided to reduce capacity even further in the interest of maintaining proper social distancing and create a positive experience for guests:

Space	SFFD Approved and Posted Occupancy Limits	25% adjusted capacity, as required by SFPD	Total reduced occupancy, to maintain proper social distance
Level 1	160	40	30
Level 2	160	40	30
Level 3	156	39	28
Total	551	119	88

Therefore, MoAD will be reducing capacity to 80 visitors and up to 8 staff at any given time (totaling only 16% of total capacity). This may be reduced depending on any changes made to gallery layout and placement of exhibitions. Capacities will also be restricted/limited per room as seen appropriate, such as to 1 or 1 family/group for the smallest spaces, including the elevator, second floor Bates Gallery, and restrooms.

The third floor Art Studio and the Toni Rembe Freedom Theatre will remain closed until further notice, as required by the SFDPH.

MoAD will monitor this capacity by implementing timed ticketing by pre-reserved tickets only. Timed ticket entry must be redeemed within one hour (60 minutes) of the time indicated on the ticket. Last entry will be allowed 30 minutes before closing.

Guests will also be guided through the facility through a one-way pathway. Entrance will be granted at the main doors on Mission Street. Once confirming admission, guests will be guided up the elevator to the third floor (top of facility) then descend via the grand staircase, with exiting through the St. Regis. One guard will monitor each floor for traffic, and guide guests through the one-way path around the museum.

Signage

Ample signage is placed around the museum in brand-appropriate visuals, while also adhering to requirements and language as required by the CDC and the City of SF. This includes:

Brand-Appropriate Signage

1. Main door and St. Regis doors - "Do not enter if ill", county-wide policy requiring masks and social distancing
2. Front desk new policies, including bag check closed, no food or drink, and mask policy
3. New reduced capacities signage as required by SFFD (see above section *Establishing Maximum Capacity*)
4. "Wash your hands" and "New disinfecting policies" in Restrooms, detailing cleaning procedure (See below section *Sanitation in Restrooms*)

Social Distance Markers

1. Floor markers - Lobby/main entrance to front desk
2. Floor markers - Elevator to front desk
3. Floor markers - Restroom lines designating traffic
4. Stanchions on landings, floor tape designating traffic and one-way route around facility

Face Coverings

All persons who wish to enter the building must wear a face mask. Exceptions to this policy include health conditions or physical disabilities. If you think you qualify for an exemption, please reach out to the Worksite Safety Monitor to coordinate your visit.

MoAD is generally expecting that all persons will have and bring their own face mask. However, MoAD will have a supply of disposable face masks for staff, visitors, and contractors should a mask be compromised, damaged, or otherwise unavailable. Disposable face masks will be offered to all staff who come into the building. There is also a limited supply of cloth face masks that can be distributed to regular staff as needed.

Personnel: Regular staff and contractors are aware of this requirement, have been given a written notice (see below section *Personnel Safety Precautions*), and are reminded upon entry.

Vendors: Vendors, deliveries, contracted personnel, and others who may require temporary entry must wear a mask

prior to entry. Additionally, all third parties must sign into the vendor log at the front desk upon entry. The vendor log will include a screening questionnaire. Vendors are otherwise required to follow the same regulations as personnel as detailed in this document.

Patrons: In the online timed ticketing process, visitors will be required to agree to terms of pre-screening at home, as well as agreeing to wear a mask at all times. Policy will be posted on website and sent again with their e-ticket. Signage will also be prominent at the entrance of the building.

Guests who do not agree to mask policy, or who have symptoms of COVID-19 and are not able to attend, will not be allowed admission. A refund will be issued for purchased tickets, and guests will be welcome to reschedule their visit at a later date.

Ticketing Booths and Payment Systems

Tickets will be required to purchase online for timed entry through the museum's website.

Plexiglass is installed at the front desk and retail counters to protect our staff and visitors. Floor markers will be present at the front desk to remind visitors of the protocol and safety measures. Contactless payments will be installed for use on the guest side of the glass.

In addition to being posted on the website, guests will receive a link to this document in their e-ticket.

Janitorial will be present on site during open hours to perform routine cleaning around the facility while open to the public. This includes sanitizing front desk areas, restrooms, elevators, handrails, and other high touch areas.

HVAC and Water systems

The facility occupies the bottom three floors of the St. Regis hotel, whose HVAC is operated by a Building Management System (BMS). While MoAD has its own air handler unit, some functions are dependent on the hotel's settings and use.

Determining outside air intake depends on outside air quality. When possible, the air handling unit will be maximized to use outside air usage in the effort to increase the supply of fresh air around the facility. The air handler unit has been updated with new MERV-13 filters to accommodate suggested standards by the American Society of Heating and Air-Conditioning Engineers ([ASHRAE](#)).

The HVAC system will operate 24/7 for maximum air flow and preservation of the art.

Janitorial services will continue to flush out stagnant water under guidelines set by [San Francisco PUC guidance for flushing and preparing water systems](#). All water fountains are closed until further notice, as required by SFDPH.

Food and Beverage Concessions

The facility does not have any dining amenities on site. Food and drink are already prohibited in the gallery spaces, and further will be restricted for consumption anywhere on site, including the main lobby.

The facility rentals program and other public gatherings are currently suspended; therefore, no catering will occur on site until further notice.

Retail

The bookstore display will be available to the public but will be stanchioned off to mark the area for retail use. Up to two people are allowed behind the stanchion at one time. The display will be arranged in a way that only a limited selection of books are accessible for display, reducing the need to touch every book. Guests are permitted to browse the books after putting on gloves provided by the front desk staff. Once disposing gloves, hand sanitizer is available for guests to use before purchasing the book.

Bookstore furniture will be cleaned regularly with the janitor's schedule. Books will not be sanitized in an effort to avoid damage to the inventory.

All payments will be contactless. Cash will be accepted as required by county directives, but exact change will be requested as often as possible.

Social Distancing in Elevators

In the effort to create a one-way pathway around the museum, and to reduce crowding around the facility's only elevator, guests will be asked to take the elevator up to the third floor, then descend by the grand stairway. Accommodations will otherwise be made to those with accessibility needs as per ADA.

Elevator capacity will be limited to 1 person or 1 family/household/group, with a maximum of four persons per group.

Sanitizer stations will be available by the stairways and elevators.

Monitoring and Limiting Patrons to Ensure Physical Distancing Between Different Households

Physical distancing will start with limiting capacity – the facility will be reduced to 25% of its full capacity, as explained in the section above. (See *Establishing Maximum Capacity*)

Guards placed strategically around the galleries will be responsible for helping manage flow between spaces and galleries, and direct guests via the one-way pathway set by stanchions, floor markings, and signage.

Floor markings will be present in the lobby, in line for the elevators, and near the restrooms.

Paths of Travel Through the Establishment and Wayfinding Signage

In the effort to create a one-way pathway around the museum, guests will be asked to take the elevator up to the third floor (top of facility), then descend by the grand stairway. Accommodations will otherwise be made to those with accessibility needs as per ADA.

Stanchions and floor tape will be present around the museum to help guide folks through the facility. Guards stationed on each floor will also help direct guests.

Plans for Preventing Patrons from Gathering in a Space

Visitors are encouraged to continue to move through the spaces and not linger in any one area. Gallery guards will act as personnel to remind people who are lingering excessively. Guards will also monitor the smallest areas (such as the Bates Gallery) to help move folks along depending on the crowd density.

To reduce the risk of transmission, the Toni Rembe Theatre will remain closed until further notice.

Additionally, group reservations, tours, and in-person programs are currently not available.

Sanitation for restrooms

Ventilation and outtake vents for each restroom will continue to remain on at all times.

Janitorial staff will only use EPA-approved disinfectants as per CDC recommendations against COVID-19.

Restrooms will be regularly stocked with paper towels and hand soap, and will be cleaned and stocked on a heightened cleaning schedule. Cleaning includes toilets and touch points in stalls, handles, sinks and counters, faucets, paper towel dispensers, doors, and trash bins. The janitor will be using a clean towel and appropriate disinfectant for each restroom.

Tours and Audio Self-Tour Equipment

No guided tours will be offered during this time, as required by SFDPH.

Virtual content will only be available via zoom or otherwise online, meant to be enjoyed from home. The upcoming schedule for online content can be found at <https://www.moadsf.org/calendar/>.

There will otherwise be no self-tour content available at this time.

Sanitation for High-Touch Surfaces and Areas

High traffic areas are serviced regularly by janitorial staff. This includes: door handles, front desk, handrails, elevator buttons, and restrooms (toilets and touch points in stalls, handles, sinks and counters, faucets, paper towel dispensers, doors) office areas, and trash bins.

Janitorial staff only use EPA-approved disinfectants as per CDC recommendations against COVID-19.

Please note that the coat check will remain closed until further notice.

All water fountains are closed until further notice, as required by SFDPH.

Interactive Exhibits

Art museums are generally known to be a no-touch environment, especially in regard to exhibits on display. The facility does not have any interactive exhibits at this time. All gallery spaces feature no-touch artwork.

Office Space

All staff are instructed to work from home and avoid travel as much as possible. If staff needs to come into the building, staff are required to perform [self-screening at home using CDC guidelines](#). Any staff person exhibiting symptoms of COVID-19, such as fever or chills, cough, shortness of breath, fatigue, muscle or body aches, headache, or new loss of taste or smell, should not come into the building and follow quarantine and shutdown protocol.

Staff whose responsibilities are essential to the operations of the museum and cannot be done remotely will be allowed on site to operate the building on days open to the public. This includes visitor experiences (VEX), facilities, janitorial,

exhibitions, and security.

Additional measures have been placed in staff specific directives, as outlined below. (See *Personnel Safety Precautions*)

Personnel Safety Precautions

MoAD has implemented a mandatory COVID-19 policy and safety plan. A copy of this health and safety plan has been provided to staff and regular contractors, including art handlers and security, and is otherwise readily available for reference on the internal ethernet. Additional documents and training have been provided to appropriate staff.

General Policies for Working at MoAD

All persons, including staff, who wish to enter the building must wear a face mask as appropriate PPE. A face mask must cover one's nose and mouth. We are generally expecting that all persons will have and bring their own face mask. However, MoAD will have a limited supply of disposable face masks available should a mask be compromised, damaged, or otherwise unavailable on site. Exceptions to this policy include health conditions or physical disabilities. If you think you qualify for an exemption, please reach out to Human Resources.

Before coming into the building, staff are required to perform [self-screening at home using CDC guidelines](#). Any staff person exhibiting symptoms of COVID-19, such as fever or chills, cough, shortness of breath, fatigue, muscle or body aches, headache, or new loss of taste or smell, should not come into the facility and otherwise follow isolation protocol.

Social distancing is in effect at all times. Please remain 6 feet or more apart, and avoid close contact with others. As much as possible, limit movement around the facility to help the flow of traffic in the offices. Please do not stand or loiter in walkways or common areas. Similarly, please be mindful of others and work quickly in shared or common spaces if using, such as at the copier or mailroom. The front desk has been outfitted with plexiglass shields and contactless payment systems as visual reminders to keep social distance.

Meetings will occur remotely via videoconferencing as often as possible. Meetings over two persons are required to be performed remotely.

Staff must also wash their hands for 20 seconds with soap and water when arriving to work, when entering or exiting a common area or breakroom, after moving around the facility, and before returning to their workstations. When soap and water is not available, hand sanitizer (60% alcohol or higher) may be substituted. Avoid touching your eyes, nose, and mouth with unwashed hands.

Handshakes and similar contact greetings are prohibited. Staff are also prohibited from sharing any personal desk equipment, including desk chairs, computers, keyboards, mice, headphones, and desk phones.

Break Room Policy

The third-floor conference room will be converted to break area, where up to (2) people can sit at each table, with no more than (4) people in the space at any time. Eating on site should only occur in the break room, or offsite. Anyone who chooses to eat the break room should sanitize the area with provided cleaning supplies after use.

Since washing utensils and dishes cannot be monitored in a way sanctioned by the CDC, disposable cutlery and plates are encouraged to be used and will be provided by the facility. Reusable utensils and food containers can be taken back and forth from home but should not linger unattended in the break room or restroom, nor be cleaned on site.

Any person who wishes to use the microwave, refrigerator, and/or water cooler is responsible washing their hands prior to use and using disinfectant wipes on equipment prior to and after each use.

Any person changing the bottle for the water coolers must wash their hands or use hand sanitizer immediately prior to handling/replacing the water container. All water fountains are closed until further notice, as required by SFPD.

Additional cleaning supplies are available for personal use in the conference room.

Janitorial Measures and Cleaning Protocols

A heightened cleaning regimen has been adopted by the janitorial staff. In addition, there will be a cleaning supply cart available in the conference room for staff use at any time.

Wet disinfecting of high-touch surfaces will occur at regular intervals and at the end of the day. Including: door handles, front desk, handrails, elevator buttons, and restrooms (toilets and touch points in stalls, handles, sinks and counters, faucets, paper towel dispensers, doors).

Dry dusting will generally be avoided to prevent aerosols carrying viruses.

All persons on site will be encouraged to bring to the Worksite Safety Monitor's attention any areas that may require additional cleaning, as needed.

Outside Contractors, Vendors, and Deliveries

Vendors, deliveries, contracted personnel, and others who may require temporary entry must wear a mask prior to entry. Additionally, they must sign into the vendor log at the front desk upon entry. The vendor log will include a screening questionnaire. Vendors are otherwise required to follow the same regulations as personnel.

Delivery crews are expected to wear all relevant PPE and be prepared for close proximity protocols. Social distancing should be maintained whenever possible.

As often as possible, staff are encouraged to share this document ahead of an expected contractor's visit.

Self-Monitoring and Isolation Protocol

No staff, even the workers as described above, should come to work if sick or showing sick symptoms, or if they have been in close contact with someone sick or showing symptoms. All persons must immediately alert the Worksite Safety Monitor if they test positive for COVID-19 and were present in the workplace within the 48 hours before onset of symptoms or within 48 hours of the date on which they were tested.

If the infected person tests positive for COVID-19, all staff and contractors who were in contact on site will resume a 14-day quarantine.