



Asian Art Museum Health and Safety Plan

Asian Art Museum of San Francisco Health and Safety Plan
Business Name: Asian Art Museum of San Francisco
Address: 200 Larkin Street, San Francisco CA 94102

You may contact the following person with any questions or comments about this plan:

Name: Tim Hallman
Phone number: 415-581-3711
Email: thallman@asianart.org

Worksite Safety Plan Monitor contact information for employee questions:

Name: Erik Cline
Phone Number: 415-581-3592
Email: ecline@asianart.org

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Introduction

The purpose of this document is to introduce a comprehensive plan on how the Asian Art Museum will safely reactivate the facility to allow staff to fulfill mission-critical activities and welcome visitors back onsite to experience the galleries and amenities. While we can't predict all situations, this document will be changing and growing as we learn more.

The following guidelines were developed by the Asian Art Museum's Emergency Response Team and follow guidelines outlined by the San Francisco Department of Public Health, Department of Human Resources, and other City, State, and Federal agencies including the Occupational Safety and Health Administration (OSHA), the Center for Disease Control (CDC), the World Health Organization (WHO), and global museum best practices.

This document outlines the measures the Asian Art Museum has employed to address each of the items as required in the City and County of San Francisco Guidance and Plan Template for Indoor Museums, Zoos, and Aquariums, per Health Order C-1, issued on September 14, 2020. These measures are guided by the museum's efforts to achieve the following overarching goals:

- Ensure the safety and well-being of staff, volunteers, and visitors while giving special consideration to vulnerable populations and equity in service.
- Align and comply with the State and City's preparedness response and orders.
- Keeps stakeholders informed.
- Support mission-critical activities that ensure the proper care and security of the city's collection of Asian art.

The museum's plan meets or exceeds the requirements outlined in the public health order including:



- Carefully managing onsite visitor and staff capacity to stay below 25 percent of normal at all times (the museum's current target is 11 percent).
- Mandating face coverings by staff and visitors be worn at all times.
- Regular review and posting the applicable guidelines regarding social distancing protocols, including advising visitors and staff to not enter the museums if they have symptoms of COVID-19, or in the past 14 days have been diagnosed with COVID-19 or have been in close contact with a person who has been diagnosed with COVID-19.
- Posting signage throughout all public and staff areas of the museums regarding social distancing, mask-wearing, the importance of handwashing, and other health and safety measures.

To facilitate the steady movement of visitors throughout the museum and prevent visitors from gathering together for a sustained amount of time, the museum has implemented the following policies:

- Suspended all onsite public programs and events until further notice including:
 - Adult group tours and school group tours.
 - Drop-in docent-led tours.
 - Performances, lectures, classes, etc.
- Closed the following spaces and amenities until further notice:
 - Sunday at the Museum (café).
 - Coat check.
 - Koret Education Center.
 - Shriram Learning Center.
- Suspended the loan of reusable audio-devices.
- Made water fountains non-operational and limited capacity of restrooms.

Facility infrastructure requirements, including ventilation and flushing and preparing water systems, are in place.

The museum has health and safety protocols, including mandatory staff training sessions; guidelines and training many personnel safety measures including Personal Protective Equipment (PPE); conducted hazard assessments to determine PPE and safety supplies required for specific staff/department roles; and implemented required daily self-health screening for all employees.

All staff who can work remotely will continue to do so for as long as the directives from the City and County of San Francisco are in place.

All these measures are described in more detail in this document.

Evaluating Maximum Capacity

The Asian Art Museum has approximately 70,000 square feet of public space available, including 40,000 square feet dedicated to galleries, normally capable of accommodating (according to the San Francisco Fire Code) roughly 4,300 guests at any one time or a conservative estimate of 8,000 guests per day.

To stay under the current State and City guidelines requiring indoor museums to remain below 25% of maximum capacity, the museum will **limit daily visitors to no more than 875 (140 per hour), or roughly 11% of normal capacity**. This target is based on ensuring that guests have quality experiences in the 40,000 square feet of galleries while abiding by social distancing guidelines.

The museum will utilize timed ticketing to control entry to the building, galleries, and public spaces. Tickets are timed to 15-minute increments: 35 guests every 15 minutes (140 per hour) for a maximum of 875 tickets per day. The museum's Guest Experience employees, supplemented by museum Security officers, will monitor and verify timed-ticketing periods.

Furthermore, Guest Experience staff and Security officers will be visually monitoring the galleries and public spaces to verify that social distancing practices are followed by visitors, and further ensure the health and safety of guests, while supporting the security and protection of artworks and facility. As an additional step, Security officers at the museum's exit will hand-count guests as they exit, regularly cross-check with ticketing systems, to monitor the current number of guests onsite at any one time. Based on past data, the average length of a visitor's stay is 2.5 hours.

Capacity limits will be strictly enforced—guests who do not purchase tickets in advance are subject to capacity availability.

Note: The museum recently completed expansion including the Akiko Yamazaki and Jerry Yang Pavilion (7,300 square feet of gallery space) and the East West Bank Art Terrace (7,500 square feet of open-air public space) is included in the museum's calculation of 70,000 square feet. The opening dates of these spaces are still to be determined but the public use of these spaces will follow the guidelines provided, including staying below an overall capacity of 25 percent, unless guidelines are updated.

Signage

Signage has been placed in all public and staff areas, including the building's exterior, communicating in multiple languages and universal symbols, the museum's policies and expectations for following San Francisco's health and safety protocols. Signage includes posters, floor decals, directional arrows, and quickly updatable digital signage that underscore the following core messages (among others):

- Face coverings are required at all times.
- Social distancing (maintain at least six feet of distance.)



- Encouragement/importance of handwashing/sanitizing.
- Do not enter the museum if a guest or staff has a fever or other COVID-19 symptoms.
- Capacity limits for the entire facility, and each specific gallery or public space as appropriate.
- Visual cues to circulate through the facility and not gather or linger in one area.
- Direct traffic through frequently used pathways.
- Spaces or amenities that are closed or off-limits.

The museum will adjust signage messaging accordingly to adapt and respond to ensure the strongest compliance and support of San Francisco's health and safety guidelines.

Face Coverings Required for Visitors and Personnel

Face coverings that cover one's mouth and nose (in compliance with DPH guidelines) are required for staff, contractors, and visitors at all times and will be strictly enforced.

The museum's face covering policy is communicated to guests and staff in advance in the following ways:

- On our website's "Plan Your Visit" and FAQs pages (including a "Plan Your Visit" video)
- E-communications, including email acknowledgment of e-tickets/reservations, e-newsletters, and social media platforms.
- Signage at the museum's entrance and throughout the facility.
- Anyone who arrives without a face covering will be provided with a free face covering or declined entry if they refuse to wear a face covering.
- Face coverings are offered for sale in the museum's store and online.
- All staff have been provided with 2+ cloth masks, gloves, and hand sanitizer.
 - Disposable masks will be provided as needed.

Ticketing Booths and Payments

To minimize onsite transactions, the public is strongly encouraged to purchase online tickets in advance and timed tickets are required for visiting the museum. This message is underscored on the museum's website, e-communications, and all promotional material.

For the protection of guests and staff, custom plexiglass barriers have been installed at all admission desks (lobby), the Information Desk (located in Bowes Court), and at the point-of-sale counters in the museum store. All admission desks and point-of-sale sites employ no-touch payments and safe cash handling procedures.

Social distancing markers and signage at these points remind guests of the protocols and safety measures.

HVAC Systems

Like most art museums, the HVAC systems at the Asian Art Museum are considered high-grade, state of the art to protect the art collections and the delicate material therein. The museum's ventilation system uses outside air and double filtration at MERV 14 for the office spaces and public spaces; and MERV 16 for the galleries.

The HVAC systems operate 24 hours a day / 7 days a week and filters are replaced regularly according to industry specifications. When necessary, outside air intake will be maximized, reducing the amount of recycled air.

Food and Beverage Concessions

All food and beverage service at the Asian Art Museum are currently suspended until further notice. When reinstated, our food service provider, Sunday Group, Inc., will provide services following all the provisions set by the San Francisco Health Officer regarding food service.

In the meantime, the museum will provide visitors with information online and onsite about food service available nearby the museum. Water fountains have been disabled to minimize contact. Guests will be encouraged to bring water from home and, to protect the artworks, drink outside the galleries.

Retail

The Asian Art Museum Boutique (store) has developed and will implement a health and safety plan that complies with all requirements outlined in Health Officer Directive No. 2020-17, available at <http://www.sfdph.org/directives>.

The plan includes (among other elements):

- Plexiglass shields and no-touch payment systems at the registers/point-of-sale.
- Layout changes with supporting markings to ensure social distancing and limiting capacity to under 50 percent of normal.
- Protocols for the safe return of merchandise.
- Ready access to hand sanitizer for guests and staff.
- Routine sanitizing of merchandise and other high-touch surfaces.
- Removal of all self-serve in-store samples from the sales floor.
- Training of store personnel to support all the plan's policies and to comply with cleaning and social distancing requirements.

Social Distancing in Elevators

The museum has two public elevators, one escalator, and one stairwell providing access between the museum's 1st, 2nd, and 3rd-floor galleries and public spaces. The museum also has one large set of grand stairs providing access between the 1st and 2nd floors only.

Elevator capacity is limited to 2 people at a time. Exceptions are made for families or groups of people that shelter-in-place together. To ensure social distancing in elevators, floor decals are posted to indicate each elevator's optimum capacity while keeping a safe distance.

The museum will encourage the use of stairs instead of elevators while prioritizing the use of elevators to those with accessibility needs. Directional signage and markings will facilitate social distancing when using stairs and escalators.

Additional signage is posted outside the elevators and on all floors requiring anyone who rides the elevator to wear face coverings, to keep at least six feet distance from others, keep conversation to a minimum, and to sanitize and wash hands/sanitize frequently.

The museum will be distributing complimentary stylus to press elevator buttons.

Ensuring Social Distancing Between Members of Different Households

Throughout the museums, signage, stanchions, floor markings, and arrows ensure social distancing between members of different households.

Paths of Travel and Wayfinding

To facilitate safe and enjoyable use of the museum, guests will be encouraged to follow marked routes through the galleries and public spaces—one route directs guests to the special exhibition galleries on the 1st floor; a second offers direction through the collection galleries on the 2nd and 3rd floors.

The routes—supported by markings and signs, directions on audio guides (available in multiple languages), and guidance from museum staff—offer a broader distribution of guests throughout the building, while facilitating social distancing and steady movement of visitors and preventing them from gathering together for sustained periods.

To further facilitate the steady flow of visitors throughout the building, the museum has ceased group tours including drop-in docent-led tours, halted all onsite public programs including performances, lectures, demonstrations, and classes, and closed the museum's café and Koret Education Classroom until further notice.

Museum staff including Security officers will monitor the flow of visitors throughout the museum and encourage steady movement and social distancing.

Avoiding Gathering in Spaces

Guest Experience staff and Security officers will monitor the flow of visitors throughout the museum and encourage steady movement and social distancing.

To further facilitate the steady flow of visitors throughout the building, the museum has ceased group tours including drop-in docent-led tours, halted all onsite public programs including performances, lectures, demonstrations, and classes, and closed the museum's café and Koret Education Classroom until further notice.

Sanitation for Restrooms and High-Touch Surfaces and Areas

The museum will implement an expanded and detailed schedule for cleaning and sanitizing high-touch surfaces in all high-traffic and communal areas throughout the day, if not hourly. Special attention will be directed toward cleaning door handles, partition latches, lavatory controls, elevator call buttons, stairway and escalator handrails, and point-of-sale stations, among others. The plan includes constant restocking of supplies in all restrooms and regular refilling of hand-sanitizer stations.

All cleaning products used are following the CDC and EPA recommendations and approved by the Asian Art Museum's Health and Safety officer.

Tours and Audio Self-Tour Equipment

The museum has suspended docent-led tours and the onsite distribution of audio self-tour and assisted listening devices until further. However, FREE mobile guides (Android and iOS) to select special exhibitions and the permanent collections are available for download before visiting and onsite. Visitors are encouraged to use their own devices and headphones.

Interactive Exhibits

The museum has a limited number of interactive displays in the galleries, most have been set to play automatically, requiring no interaction from visitors. A handful of other interactive displays will be available but require the use of complimentary stylus offered by the museum to ensure a touch-free engagement. The stylus is free to keep for visitors and can also be used for elevators buttons, etc.

Office Space

Until further notice, the museum will limit access to workspaces to essential workers only: staff whose responsibilities are required for the safe and secure operations of the facility and whose work cannot be done remotely. This includes, but is not limited to Security, Engineers, Guest Experience, Museum

Services, and Facilities & Operations. All other staff are expected to continue to work from home until further notice.

Protocols and procedures are in place to allow non-essential staff to work onsite on an occasional basis, with monitoring systems to track the number of staff onsite and their location at any given time. The protocols align with directives outlined by the Department of Public Health.

Staff workspaces have been adjusted to accommodate spacing and protocols are in place for using shared spaces, including common areas and break rooms. Meeting spaces have been closed or repurposed to accommodate social distancing. Directional markers are also in place in office space hallways to facilitate social distancing.

The museum's reactivation was developed with input with representatives from every function of the organization, and the plan has been shared with staff (online and in written form) on multiple occasions. Online and in-person (with social distancing in place) training continues to occur on a regular basis.

More details on the measures in place to decrease the risk of COVID-19 are detailed in the Personnel Safety Precautions section below.

Personnel Safety Precautions

The Asian Art Museum has developed and implemented a worksite health and safety plan following guidelines mandated by the City and County of San Francisco for staff working onsite at the museum located at 200 Larkin Street.

This material is sourced and updated from the museum's "Asian Art Museum COVID-19 Reactivation Plan 2020," a document originally submitted to City administrators outlining the museum's two-part health and safety plan for reopening the museum to staff and the public. The plan is accompanied by an additional document, "Asian Art Museum COVID -19 Health and Safety Policies & Procedures," a manual distributed to all staff as part of a required training program to support the successful implementation of the plan.

The museum's health and safety policies were developed following guidelines from the San Francisco Department of Public Health, the Occupational Safety and Health Administration (OSHA), and the following Centers for Disease Control and Prevention (CDC), and other local, state, and federal agencies' guidelines.

Please note that the policies and procedures outlined in this document are subject to change to adapt to the evolving nature of COVID-19 and related precautions. Staff will be provided with regular updates and training as a reminder of the protocols and requirements outlined in this document.

For any questions regarding the measures and guidelines found in this document, staff may contact Human Resources.

All employees must acknowledge attending the health and safety training session and receiving and reading the “Asian Art Museum COVID -19 Health and Safety Policies & Procedures” supporting workplace safety.

The Asian Art Museum has identified COVID-19 Safety Plan Monitors to monitor and enforce these guidelines and ensure implementation of all the recommended safety and sanitation requirements regarding COVID-19. Repeated non-compliance with these safety protocols will be reported to appropriate supervisors.

General Policies and Protocols for Working Onsite at The Asian Art Museum

- Employees that can work from home must continue to do so unless their responsibilities require them to be onsite.
- Face coverings are required in all shared spaces including hallways, cubicles, restrooms, and elevators.
- All must maintain a social distance of six feet or more.
- Staff must complete a daily health self-assessment form and submit it to security when entering the building.
- Staff must enter through the employee entrance.
- Staff will be encouraged to stay in their designated workspace as much as possible--movement through the building should be kept to a minimum and only to fulfill necessary tasks.
- Avoid loitering or congregating in shared spaces or common areas, including hallways, break rooms, restrooms, printer/copy machine areas. etc.
- Allow for the adequate distance between others when converging in walkways and tight corners.
- Please follow directional signage.
- Please practice good hygiene:
 - Regularly wash hands for at least 20 seconds with soap and water or use 60% alcohol hand sanitizer frequently when hand washing is not available, especially when entering or exiting a common area, after moving around the office, and before returning to workspaces.
 - Avoid touching eyes, nose, and mouth.
 - Face coverings, gloves, and a bottle of hand sanitizer will be provided to all staff.
 - Additional hand sanitizer will also be located at entry points into the museum and in common areas.
 - Face coverings are required to be worn in all areas of the museum except when working in an office with a closed door, and during times when one is eating or drinking.
 - Staff are reminded to always cough or sneeze into a tissue or the inside of their elbow and asked to discard all waste in the appropriate trash receptacles.
- Staff with health special needs should contact Human Resources for accommodations.

Health and Safety Measures



- All employees will do a self-assessment and complete a Daily Health Questionnaire.
- They will not be allowed to enter the building if they answer “yes” to any of these three questions
 - Do they suspect they have the COVID virus?
 - Have they been in close contact with someone who has the virus?
 - Do they have the virus?
- Staff **must** not report to work when sick.
- If staff show any signs of a fever (100.4F/38C), unexplained cough, shortness of breath, and/or sore throat, or other symptoms above, even if these are minor symptoms, they **must** notify their supervisor, and leave work immediately.
- Human Resources will be notified of an employee not allowed into the building due to their answers on the Daily Health Questionnaire, or an employee testing positive for the COVID-19 virus. The employee must self-quarantine away from the workplace for a minimum of 14 days.
- In the event of a COVID-19 positive diagnosis in the workplace, a thorough disinfection and contact tracing procedure will be initiated.
- The museum will follow the procedures outlined by the San Francisco HRD department.
- Custodial will conduct expanded sanitizing of “high-touch” surfaces in all high-traffic and communal areas, including door handles, partition latches, lavatory controls, elevator call/cab buttons, stairway handrails, etc.

Health Screening Requirements

- All employees and business visitors must complete a daily health self-assessment questionnaire when entering the museum. Security will review and collect the self-assessment form before employees are permitted to enter the workplace.
- Employees who are exhibiting any COVID 19 symptoms or have had direct exposure must refrain from reporting to work and must inform their supervisor that they won't be reporting to work. CDC Symptom Check (<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>):
- No onsite temperature checks or other testing (throat/nose swab, blood test) is required at this time.
- **IF someone tests positive who has been onsite**
 - Following DPH guidelines, Human Resources will notify all staff who may have been in close contact with the positive-tested employee (without violating the confidentiality of the positive-tested employee.)
 - An infected employee will be placed on medical leave until it is safe for them to return.
- Refusal to complete a Daily Health Questionnaire is grounds for termination.

Social Distancing

- Social distancing is required: Individuals must keep six feet between others at all times when possible.
- Schedules between colleagues who work in close proximity of each other will be adjusted to ensure social distancing (e.g. staggered schedules, working on-site on different days, etc.)
- Monitor and obey posted occupancy limits in each space.
- Limit the number of personnel riding passenger elevators to two at a time.



- Allow for social distancing when waiting for shared facilities, e.g. restrooms, copy machines, break room amenities, hallways, etc.
- If six feet of clearance is not possible, additional protective equipment may be required. Supervisors will provide appropriate PPE and more information if needed.
- Many congregant spaces (meeting rooms, classrooms, etc.) are closed or repurposed until further notice. Please obey posted signs at these spaces.
- Public-facing service counters (admission desks and retail stores) have been equipped with Plexiglas shields.
- Contactless payment systems will be used at points of payment (admissions and retail).

Face Coverings

- Face coverings that cover one's nose and mouth are mandatory while inside the museum at all times.
- Following DPH guidelines, Human Resources will notify all staff who may have been in close contact with the positive-tested employee (without violating the confidentiality of the positive-tested employee.)
- An infected employee will be placed on medical leave until it is safe for them to return.
- Staff will be provided cloth face coverings as a part of their welcome back packet. Additional masks will be provided if needed.
- Face coverings are not to be shared.
- Exceptions to this policy will be considered for documented health conditions or physical disabilities. Contact the Human Resource department for further information.
- Repeated refusal to wear a mask will be grounds for termination.

Safety Supplies and Personal Protective Equipment (PPE)

- PPE will be provided to employees based on department needs, job responsibilities, and the level of risk to exposure. Additional training will be provided for all teams where additional safety supplies or PPE are required.
- As in normal practices, gloves should be worn when using chemicals, handling cash, cleaning blood or other potentially infectious fluids and tissues, or when contact could be made with these substances.
- PPE should be worn when conducting essential tasks that require colleagues to work in within six feet.
- In most circumstances, glove-wearing is NOT recommended by OSHA and the CDC except for staff who use certain types of chemicals or are exposed to potentially infectious bodily fluids.
- If you do wear gloves, please dispose of used gloves in the designated receptacles. Specific trash cans will be spread out for the collection of gloves so that they can be recycled.

Workstations and Offices

- Workstations (desk surfaces, chair arms, phone receivers, keyboards, etc.) should be wiped down by employees at the beginning and end of each shift with provided cleaning supplies.
- Do not use others' desk phones or computers unless coordinated and approved by Facilities & Operations and confirmation that the area and equipment have been disinfected between uses.

- If you need a different workspace accommodation, please contact Facilities & Operations

Meetings and Conference Rooms

- All conference rooms are closed or repurposed as break rooms until further notice.
- Guidelines are posted outside and inside each conference room.
- Virtual meetings are required for meetings of more than 2 people indoors. Employees are encouraged to use museum-approved systems like Zoom, Teams, email, and phone to communicate with others.

Copy Machines and Printers

- Printers/scanners/copiers are available, but their use should be kept to a minimum. Sharing documents digitally is preferred.
- Please practice social distancing when in areas near printers and copiers. If someone is already in the area using the printer, please consider returning at a later time.
- Please wipe down the user interface with cleaning wipes before and after using.

Business Visitors and Outside Contractors

- Business visitors/contractor access requires an email to security with a brief scope of work, staff contact, and location that the visitor will access within the museum.
- Business visitors/vendors are required to follow social distancing, face-covering requirements, hand washing protocol, and other health and safety and security policies established by the museum.
- For more information, please contact Security Management.

Building Entrances and Exits

- All staff and third-party personnel are required to sign-in and out at the staff entrances and must complete a daily health assessment at the security checkpoint. All are encouraged to use their own writing utensil; however, pens and hand sanitizer will be provided at the sign-in station.
- Hand sanitizer/tissues will be available at each door.
- Doors throughout all buildings will be sanitized regularly.
- Please follow all signage directing traffic through the buildings.
- At all entrances where lines may form (staff entrances and public entrances), markings will indicate six-foot increments, which must be observed at all times.

Walkways, Hallways, and Interior Doors

- Pathways will be marked to direct foot traffic in a single direction to maintain social distancing where possible.
- Please practice social distancing while in the hallways throughout the museum.
- Sanitize or wash hands before and after using communal filing cabinets and storage areas in hallways.
- Secured doors will remain accessible based on pre-existing badge access.



- When entering or exiting a locked area, use a handleless door opening where possible. A paper towel or tissue can be used to open the doors. Please dispose of it in the nearest trash bin. Extra trash bins will be placed by frequently used doors to collect waste.
- Remember to use hand sanitizer or wash your hands thoroughly after coming into contact with frequently touched surfaces.
- The doors throughout the building will be sanitized regularly.

Elevators and Escalators

- Passenger elevator capacity is limited to 2 people at a time. Exceptions are made for families or groups of people that shelter-in-place together.
- Refrain from unnecessary conversation inside the elevator.
- Old freight elevator (west end) capacity is limited to 2 people with freight, or 3 people unloaded.
- New freight elevator (loading dock) capacity is limited to 2 people with freight or 3 people without freight.
- Please maintain six-foot distance from people on the escalator at all times.
- Use a stylus, pencil, tissue, elbow, or other objects to press elevator buttons.
- Wash hands or apply hand sanitizer after using elevators and escalators.

Restrooms

- All restrooms will be cleaned frequently throughout the day.
- Please be aware of the number of people already in restrooms. If the restroom seems crowded, please use another one or wait until it clears.
- Face coverings must be worn in all restrooms.

Break Rooms

- Break rooms will be available for limited use, including microwaving, handwashing, and garbage disposal/compost.
- More approved break areas will be offered while the museum is closed to the public:
 - 4th-floor staff lounge (some seating removed to facilitate distancing, and to discourage congregating)
 - The Orange conference room will be repurposed as a break area, with revised occupancy ratings and dividers across the tables.
 - Please note revised posted capacity levels for each space and observe social distancing.
- Stagger use of break room facilities; lingering is not permitted.
- Practice good hand hygiene before and after eating and breaks. Signs are posted to remind staff.
- Please wipe down chairs, tables, and food prep equipment before and after each use with provided sanitizing supplies.
- Reusable or disposable mugs, plates, bowls, and utensils will not be available.
- The museum encourages staff to bring lunches that do not require refrigeration or reheating.
- These areas are also part of the custodial team's high-touch cleaning schedule.

Library

- The Library will be available to staff on Monday, Wednesday, and Friday by appointment only.

- Social distancing and face coverings are required at all times. Guidelines for using printers and copiers are provided above.
- The Library will be closed to the public and volunteers until further notice.
- A librarian will be onsite on Monday, Wednesday, and Friday.

Lactation Accommodations

- The employee health room in the 4th-floor reception area will continue to be available and priority access will be given to those with lactation needs. Please contact Human Resources for further information.

Bike Shelter

- If others are in the space, please practice social distancing and wait until they are finished before entering the area.
- Hand sanitizer will be available nearby.

Public and Private Events

At this time, events are prohibited until further notice.