

**HILL-STEAD MUSEUM**  
**PUBLIC REOPENING PLAN**  
DRAFT VERSION 3.0  
October 14, 2020



**HILL-STEAD MUSEUM** 

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## **Executive Summary**

Hill-Stead is the first architectural project of Theodate Pope Riddle (1867-1946), one of the first licensed female architects in the U.S. and an early proponent of historic preservation. The Colonial Revival mansion and estate have welcomed over 1 million visitors since its public opening in 1947. Hill-Stead Museum provides its visitors a close-up, personal view of renowned masterpieces, textiles, prints, books, and decorative arts in situ. In doing so, Hill-Stead creates the sense that a significant historical era has not been recreated, but rather carefully, creatively, and authentically preserved, while timely and topical. The Museum's extraordinary collection of paintings by Monet, Degas, Manet, Whistler, and Cassatt rivals artwork found in major art museums around the world. Through the generosity of its many supporters and volunteers, the staff, the National Historic Landmark preserves, documents, displays, and interprets its exceptional paintings, houses, collections, and 152-acre landscapes for the benefit of present and future generations.

Though an art museum of international renown, Hill-Stead Museum is first and foremost a cherished community haven and educational hub. For nearly 75 years, it has annually served thousands of school children, state residents, and global visitors through a vast array of public programs and excellent educational opportunities. Keeping with its founder's commitment to bring humanities into the public domain, HSM strives to share its interdisciplinary bounty. Until this past March, the Museum has witnessed a steady growth in visitation, programmatic participation and membership as a direct result of its humanities-focused offerings and commitment to fostering community connections. Hill-Stead Museum has successfully found inventive ways to educate, inspire, and engage with members of the public.

On March 11, 2020, Hill-Stead Museum announced it would be temporarily closing its indoor facilities due to COVID-19, and at that moment, triage, short-term activation, and long-term planning ensued. During the intervening time, Hill-Stead Museum's employees, volunteers, and guests continued to be our top priority, as was caring for the landscaped estate, house collections, archive objects, and facilities. This document outlines the best practices Hill-Stead Museum is now undertaking to ensure employee and visitor safety, health, and enjoyment as we reopen after this extended closure. We are closely monitoring government policy updates and adhering to the Centers for Disease Control (CDC) guidelines, government mandates, and the State of Connecticut and local Farmington Valley Health District advancements. Hill-Stead Museum will continue to make policy and operational changes to our protocols and procedures in alignment with these agencies and their directives.

The implementation of operating parameters began on June 20 with our Phase II Reopening. They remain in effect until it is determined safe to advance to the next level of operations based on state and local guidelines. Within this document, we outline core guidelines currently in place for essential staff operating at Hill-Stead and our guests. These guidelines are monitored and adhered to daily. Hill-Stead Museum employees are encouraged to actively participate in their safety and understand that they are also protecting others' safety through their actions.

## **Introduction: Phased Reopening Plan**

Hill-Stead Museum has employed extensive safety measures and precautions for its employees and guests, as outlined in this plan. There has been a thorough and thoughtful evaluation of our operations, systems, and programming. However, as the pandemic situation remains highly changeable, we remain mindful of our need to continue to monitor the situation and deploy changes as necessary. The required flexibility means this plan may be subject to frequent revisions.

Hill-Stead Museum prioritizes the safety of all guests, staff, and volunteers throughout the reopening process. Early on, we recognized the importance of the grounds and gardens as an indispensable tool for community healing, offering much-needed places for respite and connection with nature. We are proud to report that Hill-Stead's grounds and gardens have remained open and accessible to the public since the Museum interiors closed under the State mandate.

To achieve a seamless and safe transition, the planned reopening is outlined the following phases:

- Phase 1: Initial (many restrictions)
- Phase 2: Modified (some restrictions lifted)
- Phase 3: Expanded Capacity.

***Reopening Plan Overview – Access Dates and Groups***

	<b><i>Pre-COVID-19</i></b> --	<b><i>Phase 0:</i></b> <b><i>Mar 11-May</i></b> <b><i>19</i></b>	<b><i>Phase 1:</i></b> <b><i>May 20-Jun</i></b> <b><i>16</i></b>	<b><i>Phase 2:</i></b> <b><i>June 17-</i></b> <b><i>October 7</i></b>	<b><i>Phase 3:</i></b> <b><i>October 8-</i></b> <b><i>TBD</i></b>
<b>Grounds/Gardens</b>	Full Access	Full Access	Full Access	Full Access	Full Access
<b>Museum</b>	Full Access	Closed	Staff Only – Ltd & By Appt	Staff & Public – Ltd & By Appt Only	Museum is open for both public and private tours at 50 percent capacity
<b>Other Events/Facilities</b>	Full Access	Closed	Staff Only – Ltd & By Appt	Staff & Public – Ltd & By Appt Only	Staff & Public – Ltd & By Appt Only
<b>Bathrooms</b>	Full Access	Closed	Staff Only	Staff & Public –Use Restricted to Events Only	Staff & Public –Use Restricted to Museum Visitors and Events Only
<b>Outdoor Events</b>	Full Access/ Restricted Only by Fire Code	Limited to <5 people	Limited to <25 people	Limited to <100 people	Limited to <150 people or or up to 500 spaced at least 12-feet apart

Much of Hill-Stead's spring programming, educational outreach, and performance events have been postponed or canceled. As Hill-Stead moves towards welcoming public groups back to its estate grounds for outdoor performances beginning June 20, we are pleased to report that ticketing will be available online in limited quantities to ensure contactless purchases within the State of CT guidelines for outdoor gatherings. Attendance capacities have been adjusted throughout this reopening plan and measured against variables like pathway widths, indoor and outdoor square footage, and known averages of in-

museum capacities. As the phases rollout, these capacities will be much lower than a typical Hill-Stead Museum day or evening experience. We thank our patrons for their continued patience and understanding as we work to keep everyone safe.

As we reopen, Hill-Stead Museum will remain true to itself. The cultural destination offers a place of beauty in a setting spanning over 152 acres with a historical garden, incomparable Museum, and second-to-none events fully accessible to our treasured members and guests.



### ***Personal Protective Equipment (PPE)***

Appropriate PPE is worn by all employees in adherence to state and local regulations and guidance. All employees are trained on COVID-19 safety and social protocols. Comprehensive training has been or is scheduled to be provided to all staff members upon activation and includes the following measures:

- *Wearing disposable gloves while working onsite with the public.* Gloves are available to all employees. Employees whose responsibilities require them to be in contact with guests or work in guest-frequented areas will wear gloves throughout their shift as needed. Gloves are disposed of properly when required during a shift, and at the end of shifts.
- *Wearing face masks while working onsite within 6 ft of staff or the public.* Employees reporting for duty will wear face masks while working onsite (both outdoors and indoors), when it is not possible to maintain 6 ft of social distancing from another individual, in accordance with the guidance from the Department of Health and the CDC.
- *All employees reporting onsite for work duty will be prepared with their own face mask and will wear it.* Staff and members of the public onsite who are not practicing social distancing are not wearing face masks will be reminded of their responsibility by a staff member. If not willing to comply with regulations, they will be asked to leave the site.
- *Employee shift arrival/departure work schedules are staggered to ensure social distancing.* The number of employees working onsite at the same time and in the same areas (indoors and outdoors) is minimized to ensure social distancing. Maintain a log of employees on-premise over time, to support contact tracing.
- Employees are encouraged to complete work assignments remotely, and to work from home as often as possible.
- *Clean and disinfect frequently touched surfaces, equipment, and tools often.* At the beginning and end of shifts and when equipment is used, staff will use provided disinfectant products to clean and disinfect their work area, tools, and equipment. Employees working in guest areas will clean and disinfect surfaces and equipment on an on-going basis.
- *One employee per vehicle.* No passengers are permitted. Employees will clean and disinfect work vehicles at the start and end of their use, using provided disinfectant products.

### ***Employee Only Areas, Equipment, and Safety Procedures***

Safety guidelines were adopted prior to and during Hill-Stead Museum's Phase 1 reopening for all employees. Proper PPE and cleaning procedures are monitored and adhered to daily. Signage is posted throughout work and common areas reminding employees of the proper way to wear, handle and dispose of PPE. The frequency of cleaning and sanitizing has been increased in these areas. Shared tools and equipment are sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. Hill-Stead Museum employees actively participate in their own safety, and understand they are also protecting the safety of others through their actions.

### **Phase 1: Museum and Grounds**

The Hill-Stead Museum and Museum Shop will remain closed to the public during Phase 1 of the reopen, per State of Connecticut guidelines. Our grounds and gardens will remain open to the public for extended visitation hours, though all guests are required to maintain proper social distancing protocols, per the CDC directives.

## **Phase 2: Arrival, Experience, and Departure for Special Outdoor Events**

### ***Pre-Arrival***

Throughout each phase, and typical of our business since 2010, all ticket buyers will require an admissions ticket acquired online (EventBrite for Hill-Stead-organized events). Guests must make a timed/dated reservation in advance of their visit.

A pre-visit email will be sent to all ticket buyers with pertinent visitation information including:

- Waiver of COVID-19 liability
- Visitation protocols based on CDC, state and local guidelines
  - Social Distancing
  - PPE
  - Hygiene and Hand Sanitizer locations
- Limitations on amenities and restrooms
- Venue entry and access guidelines and instructions.

Only two weeks of ticket reservations will be available at a time. This provides flexibility to change and update the visitation model as needed.

All visitors to Hill-Stead Museum's estate voluntarily assume all risks related to exposure to COVID-19. If anyone in a guest's party is experiencing fever, cough, or shortness of breath, the visit should be postponed to a later date. If you hold tickets to an event on the property, but cannot attend because of illness, the museum will exchange your tickets for another event at no cost to you. Contact [olverm@hillstead.org](mailto:olverm@hillstead.org) to make exchange arrangements.

### ***Guest Arrival and Entry Experience***

Guests will arrive as usual to Hill-Stead Museum and exit their vehicles in the main parking area. Masks should be worn by all individuals, age 6 and above, from the vehicle to the "pod" on the West Lawn to which they are assigned (and, any time they desire to leave their pod). Children should remain with the adult(s) they came with at all times during the event. Entry and exit to and from the West Lawn will be through the Carriage Barn breezeway, as per usual, and main sidewalk. The Carriage Barn interior will only be available for bathroom access during the scheduled outdoor performance, and only one person at a time (or one child with one adult) will be allowed access to each bathroom at a time. The indoor Museum Shop will not be available for guest perusal, though an outpost will be set up outside the Carriage Porch with items for sale. Outdoor gardens and estate areas are available for exploration and enjoyment for ticket holders, and hand sanitizer stations will be set up near the West Lawn for ease of access, as well as at other points of high contact. All indoor spaces, with exceptions of noted restrooms, are closed to the public during Phase

1. Some critical changes to note:

- Hill-Stead Museum's entry signage on Mountain Road will communicate limitations such as:
  - Site open to event ticket holders only (during Phase 1)
  - Advance ticketing required
  - Outdoor Museum Shop items will be available via e-payment only (no cash accepted)
  - Walk-up guests not accepted; no use of the grounds is permitted outside of the main event (dog walkers/hikers and other visitors, etc. are not allowed on the property during the event).

- Guests with tickets will arrive within the half-hour time frame before the specific event begins. The capacity threshold for each planned event has been pre-established by the State of Connecticut, and Hill-Stead will not exceed 150 guests, performers and staff in total.
- As guests enter the main area, Security staff will visually validate (contactless) reservation documents. Security will monitor the parking lot to ensure proper social distancing and mask use. The reduced onsite capacity will allow us the opportunity to have guests park vehicles in a configuration that supports social distancing guidelines. Security managers will assign specific sanitation responsibilities and ensure proper protocols are followed (sanitizing patrol vehicles/bikes, equipment, and bathrooms).
- Upon exiting their vehicles, guests pass through the Carriage Barn and continue up the main walk. If an entry queue is required, it will form on the main sidewalk at 6-foot intervals. Signage, graphics, and staff will reinforce social distance measures, scan tickets without contact, and guide guests to an assigned pod (spaced according to guidelines) on the West Lawn.
- No amenities or services, except the bathrooms, will be available inside the Carriage Barn. However, strategic entrance/exit doors will be propped open to reduce contact with shared surfaces. The bathrooms will be available for only one guest at a time (or one child and one adult), and should a line form, each guest will be asked to remain 6-ft behind the person waiting in front of them. Signage will remind all guests to follow social distancing protocols even in the bathroom area, and Security will periodically clear the area so that they can disinfect all shared surfaces within the bathrooms.
- An outpost of the Museum Shop will be set up along the main sidewalk. Guests will not be able to pay for items with cash; only e-payments will be accepted. Guests will also be required to pack purchased items in their own bags.

### ***The West Lawn Event Experience***

- Guests may visit and enjoy outdoor areas while being respectful of and adhering to social distancing guidelines and any mandated PPE. Guidelines will be shared through strategically positioned signage and ground level graphics throughout the estate.
- Signage will be placed at the West Lawn point-of-entry to communicate visitation policies, closed buildings and amenities, available restrooms, and other important information.
- Staff will be positioned at key locations and will monitor and maintain social distance and safety protocols.
- Tensile barriers and directional signage will be placed at key locations from the main parking area to the West Lawn. Some paths will support one-way flow to maintain social distances.
- Cleaning and sanitizing is increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, door handles, benches, public bathrooms, counters, tables, handrails, and trashcans. These efforts occur on a rotational basis to ensure surfaces are sanitized at a minimum of once every 30 minutes.

### ***Public Safety and First Aid***

First-aid and weather information will be provided by Security staff. In addition:

- First responders will adhere to CDC recommendations for PPE and social distancing when responding to all calls for first aid assistance.

- Standard protocols will be followed unless a specific incident requires closer or personal contact with a guest (i.e., providing first aid).
- All contact surfaces to be sanitized at the completion of a first-aid response incident (in addition to standard sanitization protocols).
- Security managers and supervisors will assign specific sanitation responsibilities and ensure proper protocols are followed.
- Security managers and supervisors will track all first-aid responses on the daily security log sheet
- Security staff (and all employees) point out hand sanitizer locations for guest and staff use.
- Security managers will share updated weather forecast information throughout the event.
- If severe weather is forecasted or occurs, Security staff will frequently message both before and during storms to guests and staff with the most current information. Guests will be advised to seek shelter in their personal vehicles when severe weather occurs.

### ***Isolation Plan***

Should a guest develop COVID-19 related symptoms during the event:

- Security staff will separate the individual from the public and escort the guest to a safe, shaded outdoor location (the Kitchen Garden porch).
- Security staff will make a note of the guest's name, address, and contact number, if possible.
- Security staff will call for appropriate medical transport while the guest is observed from a safe distance.
- Signage will be posted to indicate that this location is an "Isolation Zone" during the time of the public event, the entrance to the porch will be chained off, and no other guest or staff member will be allowed to enter the area (aside from responding medical personnel).

Hill-Stead will follow State of CT and FVHD protocols when communicating any positive COVID-19 diagnoses, or suspected positive diagnoses, that have been reported to us.

### ***Guest Departure***

- Guests are required to leave the museum grounds within a half hour of the conclusion of the performance. When ready, they will ensure they are masked and exit through the Carriage Barn.
- Re-entry into the museum grounds is not permitted.
- Security staff are positioned within the Carriage Barn breezeway to help monitor exit flow.

### **Phase 2: Museum Tours**

After thorough consideration, and consultation with both medical and legal professionals, Hill-Stead Museum and Museum Shop will remain officially closed to the public during Phase 2 of the reopen, despite permission from the State of Connecticut. Our HVAC system is simply too old and outdated to filter the air sufficiently; our windows cannot be opened because of the necessity for climate control; most of the museum rooms are not big enough to allow for the mandated safe distance of at least 6 feet between

visitors; and the medical consultants think that the passage upstairs is extremely risky from a contagion standpoint.

Alternatively, the museum will offer private tours, by appointment only. The Executive Director will screen any such request that comes in, to assess the potential risks and to determine whether or not the museum will honor it.

### **Phase 3: Expansion of Indoor and Outdoor Capacity**

After thorough consideration, and consultation with both medical and legal professionals, Hill-Stead Museum reopened for public and private tours on July 23, 2020, per official State of Connecticut guidance during Phase 3 of the reopening.

#### ***Hill-Stead Museum's Best Practices:***

- Public restrooms have been converted into a single-use room. Only one guest (or one adult with one child) can use the facilities at a time. Those waiting do so remain at a safe distance marked with tape, in the lobby.
- A single entrance to create a flow of traffic that minimizes any crossing of paths.
- Use of directional signage to further emphasize a clear flow of traffic.
- Handle in-house sales via e-payment wherever possible to minimize touch.
- Create safe, social distancing spots in a large room. The crisscross pattern of seating permits for the highest number of people.
- Upgrade HVAC systems throughout the House with MERV 13 filters, the highest standard. Fit properly on the filter cage. The system's fan speed has been tested and proven to be high and strong enough to move the air through these filters.
- Reduction of tour time inside the House to approximately 30 minutes.
- Designate seats inside the period rooms can be used to help visitors suffering from mask-induced fatigue.
- Place hand sanitizer prominently in multiple locations throughout the Museum, including the base of the staircase before visitors ascend to the second floor, and then again once upstairs.

### **Phase 3: Museum Tours**

Guests will arrive as usual to Hill-Stead Museum and exit their vehicles in the main parking area. Masks should be worn by all individuals, age 6 and above, from the vehicle throughout Hill-Stead's House tour experience.

Please note that all businesses now have the right to refuse service to anyone not wearing a mask.

#### ***Current Tour Arrival Procedures***

- HSM Guides arrive at Open Garage area.
- Security staff members greet the assigned Guides. Security takes their temperatures, provides lanyards, and debriefs them.
- Guides may keep belongings in Carriage Porch, but must wait for visitors outside in/near Open garage area (or in Makeshift Theater Lobby) for at least 10 minutes before each tour.
- As visitors arrive, Guides will welcome and greet them, and explain that tickets may be purchased through staff 15 minutes before the next tour in the Courtyard area (also note that restrooms are closed except by request for tour guests only).
- Security (or other staff) will process payments onsite.

- Tour groups will be approximately 10 people and no more than five clusters of visitors, a cluster comprising individuals who live and/or arrived together.
- If Guide is unsure if their group size fits the current protocol, Security will make the judgment call.

### ***Tour Protocols***

House tours adhere to all the safety protocols and precautions in place, including the following:

- House tours take place Thursdays through Sundays from 10 a.m. to 4 p.m.
- Hill-Stead Guides lead tours on the hour; the last tour begins at 3 p.m.
- Tours are offered on a first-come, first-serve basis.
- There may be no more than 10 people per tour.
- Tickets must be purchased upon arrival.
- Hill-Stead also offers private tours with our curator by appointment only.
- Gift shop may resume provided that all rules in effect for retail businesses are followed.
- Our grounds and gardens remain open to the public for visitation hours (7:30 a.m.-5:30 p.m.), though all guests are required to maintain proper social distancing protocols, per the CDC directives.
- Contactless payment encouraged. Once the group is set and all paid, the tour will begin with museum rules by Security. The Guide will thank visitors for following five pillars of safety required for the tour. The below guidelines were set forth in consultation with Dr. Sten Vermund, Dean of the Yale School of Public Health:
  1. Wearing masks – both the Guide and visitor are both properly wearing masks to reduce coronavirus transmission risk.
  2. Hand hygiene – hand sanitizer is prominently placed in multiple locations throughout the Museum. Guides will remind visitors to use the sanitizer.
  3. Opt for outdoors over indoors whenever possible. Fifty percent of the hour-long Museum tour will take place outside, including a 20-minute tour introduction and 10-minute conclusion.
  4. Physical distancing – space individuals a minimum of six feet apart through the tour. The Museum’s visual social distancing markers encourage patrons to remain six feet apart. Post floor markings direct visitors in a one-way flow.
  5. Limit crowd size – keep the overall group within the space limitations, so that every guest can be at least six feet apart. Please note: multiple guests who live together may count as one distinct cluster.

### **Phase 3: Arrival, Experience, and Departure for Special Outdoor Events**

Phase 3 marks an increase from 25 percent to **50 percent capacity**. The increased capacity is dependent on the use of masks and the following of social distancing requirements

#### ***Pre-Arrival***

All ticket buyers will require an admissions ticket acquired online via EventBrite.

A pre-visit email will be sent to all ticket buyers with pertinent visitation information including:

- Waiver of COVID-19 liability.
- Visitation protocols based on current CDC, state and local guidelines.
  - Social Distancing
  - PPE
  - Hygiene and Hand Sanitizer locations
- Limitations on amenities and restrooms.
- Venue entry and access guidelines and instructions.

Only two weeks of ticket reservations will be available at a time. This provides flexibility to change and update the visitation model as needed.

All visitors to Hill-Stead Museum's estate voluntarily assume all risks related to exposure to COVID-19. If anyone in a guest's party is experiencing fever, cough, or shortness of breath, the visit should be postponed to a later date. If you hold tickets to an event on the property, but cannot attend because of illness, the museum will exchange your tickets for another event at no cost to you. Contact [olverm@hillstead.org](mailto:olverm@hillstead.org) to make exchange arrangements.

#### ***Guest Arrival and Entry Experience***

Guests will arrive as usual to Hill-Stead Museum and exit their vehicles in the main parking area. \*Masks should be worn by all individuals, age 6 and above, from the vehicle to the "pod" on the West Lawn to which they are assigned (and, any time they desire to leave their pod). Children should remain with the adult(s) they came with at all times during the event. Entry and exit to and from the West Lawn will be through the Carriage Barn breezeway, as per usual, and main sidewalk. The Carriage Barn interior will only be available for bathroom access during the scheduled outdoor performance, and only one person at a time (or one adult with one child) will be allowed access to each bathroom at a time. The indoor Museum Shop will not be available for guest perusal, though an outpost will be set up outside the Carriage Porch with select items for sale. Outdoor gardens and estate areas are available for exploration and enjoyment for ticket holders, and hand sanitizer stations will be set up near the West Lawn for ease of access, as well as at other points of high contact.

Hill-Stead Museum's entry signage on Mountain Road will reinforce new policies such as:

- Site open to event ticket holders only (during Phase 3)
- Advance ticketing required
- Outdoor Museum Shop items will be available via e-payment only (no cash accepted)
- Walk-up guests not accepted; no use of the grounds is permitted outside of the main event (dog walkers/hikers and other visitors, etc. are not allowed on the property during the event).

- Guests with tickets will arrive within the half-hour time frame before the specific event begins. The capacity threshold for each planned event has been pre-established by the State of Connecticut, and Hill-Stead will either have 150 guests spaced at 6-ft minimum, or up to 500 spaced at least 12-feet apart from other attendees per the latest State of Connecticut mandate.
- As guests enter the main area, Security staff will visually validate (contactless) reservation documents. Security will monitor the parking lot to ensure proper social distancing and mask use. The reduced onsite capacity will allow us the opportunity to have guests park vehicles in a configuration that supports social distancing guidelines. Security managers will assign specific sanitation responsibilities and ensure proper protocols are followed (sanitizing patrol vehicles/bikes, equipment, and bathrooms).
- Upon exiting their vehicles, guests pass through the Carriage Barn and continue up the main walk. If an entry queue is required, it will form on the main sidewalk at 6-foot intervals. Signage, graphics, and staff will reinforce social distance measures, scan tickets without contact, and guide guests to an assigned pod (spaced according to guidelines) on the West Lawn.
- No amenities or services, except the bathrooms, will be available inside the Carriage Barn. However, strategic entrance/exit doors will be propped open to reduce contact with shared surfaces. The bathrooms will be available for only one guest at a time (or one adult with one child), and should a line form, each guest will be asked to remain 6-ft behind the person waiting in front of them. Signage will remind all guests to follow social distancing protocols even in the bathroom area, and Security will periodically clear the area so that they can disinfect all shared surfaces within the bathrooms.
- An outpost of the Museum Shop with limited merchandise including items such as water, bug spray and Hill-Stead honey will be set up along the main sidewalk. Guests will not be able to pay for items with cash; only e-payments will be accepted. Guests will also be required to pack purchased items in their own bags.

### **Performers/Talent**

- Performers/talent are exempt from wearing a mask when they are performing and are at least 12-ft away from the general public.
- Commonly shared items (e.g., microphones) will be cleaned and disinfected frequently.
- When giving a speech, speaker must be 12-feet away from general public.
- Adequate time in-between presentations/performances to accommodate cleaning and disinfecting of frequently touched surfaces shall be provided to all participants.
- Proper etiquette for entrance, egress, and interaction with any necessary equipment or staff on stage shall be communicated prior to the event beginning.

### **Rehearsals**

- Hill-Stead accommodates rehearsals, following all guidelines.

### **Postponement or Cancellation Preparations**

- An emergency contingency plan exists for how to modify, cancel, or postpone the event if necessary. Typically, events are held the next day due to inclement weather, etc.

- Accommodation of guests who are uncomfortable attending live events with remote participation through live stream.
- Flexible refund policies for guests discourages people who are sick from attending events.

#### **Stage Layout**

- The extensive porch maximizes social distancing for all necessary staff, speakers, entertainers, and guests that may occupy the stage at any given time.

#### **Audio Visual**

- High-touch surfaces (e.g., speaker podiums, microphones, microphone stands, handrails, etc.) shall be frequently disinfected throughout the event.

#### **Personal Protection for Employees**

- All employees are required to wear a facemask or other cloth face covering that completely covers the nose and mouth, unless doing so would be contrary to his or her health or safety due to medical conditions.
- Employees may utilize their own cloth face covering over that provided by their employer if they choose.
- Gloves and eye protection are required when using cleaning chemicals.

#### ***The West Lawn Event Experience***

- Guests may visit and enjoy outdoor areas while being respectful of and adhering to social distancing guidelines and any mandated PPE. Guidelines will be shared through strategically positioned signage and ground level graphics throughout the estate.
- Signage will be placed at the West Lawn point-of-entry to communicate visitation policies, closed buildings and amenities, available restrooms, and other important information.
- Staff will be positioned at key locations and will monitor and maintain social distance and safety protocols.
- Tensile barriers and directional signage will be placed at key locations from the main parking area to the West Lawn. Some paths will support one-way flow to maintain social distances.
- Cleaning and sanitizing is increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, door handles, benches, public bathrooms, counters, tables, handrails, and trashcans. These efforts occur on a rotational basis to ensure surfaces are sanitized at a minimum of once every 30 minutes.

#### ***Public Safety and First Aid***

First-aid and weather information will be provided by Security staff. In addition:

- First responders will adhere to CDC recommendations for PPE and social distancing when responding to all calls for first aid assistance.
- Standard protocols will be followed unless a specific incident requires closer or personal contact with a guest (i.e., providing first aid).

- All contact surfaces to be sanitized at the completion of a first-aid response incident (in addition to standard sanitization protocols).
- Security managers and supervisors will assign specific sanitation responsibilities and ensure proper protocols are followed.
- Security managers and supervisors will track all first-aid responses on the daily security log sheet
- Security staff (and all employees) to point out hand sanitizer locations for guest and staff use.
- Security managers will share updated weather forecast information throughout the event.
- If severe weather is forecasted or occurs, Security staff will frequently message both before and during storms to guests and staff with the most current information. Guests will be advised to seek shelter in their personal vehicles when severe weather occurs.

### ***Isolation Plan***

Should a guest develop COVID-19 related symptoms during the event:

- Security staff will separate the individual from the public and escort the guest to a safe, shaded outdoor location (the Kitchen Garden porch).
- Security staff will make a note of the guest's name, address, and contact number, if possible.
- Security staff will call for appropriate medical transport while the guest is observed from a safe distance.
- Signage will be posted to indicate that this location is an "Isolation Zone" during the time of the public event, the entrance to the porch will be chained off, and no other guest or staff member will be allowed to enter the area (aside from responding medical personnel).

Hill-Stead will follow State of CT and FVHD protocols when communicating any positive COVID-19 diagnoses, or suspected positive diagnoses, that have been reported to us.

### ***Guest Departure***

- Guests are required to leave the museum grounds within a half hour of the conclusion of the performance. When ready, they will ensure they are masked and exit through the Carriage Barn.
- Re-entry into the museum grounds is not permitted.
- Security staff will be positioned within the Carriage Barn breezeway to help monitor exit flow.

### **Phase 3: Indoor Performing Arts Venue**

Phase 3 allows Hill-Stead to open its indoor arts venues at **50 percent capacity** with masks and social distancing requirements in place. The same rules as above apply in terms of adhering to proper social distancing, mask usage and safety procedures and protocol. Please note that all businesses now have the right to refuse service to anyone not wearing a mask.

## **Health and Safety Protocols in Place Throughout All Phases**

### ***Employee Training, Health Concerns and Case Notification***

- **COVID-19 Training.** All employees have access to all current CDC and CCHD information on how to stop the spread of COVID-19, social distancing and other protocols and measures.
- **COVID-19 Decision Leadership.** All staff understand that they have a duty to report any illness or exposure to COVID-19 to the Executive Director and Director of Operations. They will be kept up to date regarding any changes from the CDC or the Farmington Valley Health District (FVHD). They will keep a daily temperature log for anyone entering the office, as well as an exposure log, and maintain strict confidentiality.
- **Case Notification.** If we are alerted to a presumptive case of COVID-19 at Hill-Stead Museum, we will work with the State of Connecticut Department of Health to follow the appropriate actions recommended by it.

### ***Physical Distancing***

- Hill-Stead Museum staff and guests will be advised to practice physical distancing by standing at least 6 feet away from other groups of people not traveling with them while standing in lines or moving around the property.
- Tables and other physical layouts will be arranged and/or removed to ensure appropriate distancing.
- Employees will be reminded not to touch their faces and to practice physical distancing by standing at least 6-ft away from guests and other employees whenever possible.
- The museum will comply with, or exceed, local or state mandated occupancy limits set forth in the State of Connecticut guidelines.
- Postings will support messaging.

### ***Personal Hygiene and Hand Sanitizer***

- Correct hygiene and frequent handwashing with soap are vital to help combat the spread of the virus. All Hill-Stead Museum employees have been instructed to wash their hands for at least 20 seconds, or use sanitizer when a sink is not available after: using the restroom, sneezing, touching the face, blowing the nose, cleaning, using equipment and tools, entering and exiting a vehicle or piece of machinery, eating, drinking, going on break and before or after starting a shift.
- Hand sanitizer dispensers, touchless whenever possible, will be placed at public entrances, restrooms, and other key locations throughout the estate.
- Hand sanitizer has been and will continue to be provided in all employee only areas for their use.

### ***Personal Protective Equipment (PPE)***

- Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance.
- Every employee entering work will be required to wear a mask while on property when social distance parameters cannot be maintained.

- Gloves will be provided to employees interacting with the public.
- For employees whose responsibilities bring them in direct contact with guests, gloves will be provided upon request.

#### ***Cleaning Products and Sanitization Protocols***

- Hill-Stead Museum uses cleaning products and protocols, which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens.
- We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.
- We have maintained a healthy supply of all cleaning and sanitizing products and will continue to have a surplus on hand.
- The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, door handles, public bathrooms, counters, tables, chairs, benches, stair handrails, trashcans, dining surfaces and seating areas.
- Cleaning efforts occur on a rotational basis to ensure surfaces are sanitized at a minimum of once every hour. A log of cleaning activities will be maintained by Security staff.

#### ***Employee Only Areas***

- Signage is posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks and gloves.
- The frequency of cleaning and sanitizing has been increased in these areas and the level will be maintained in our employee-only areas with an emphasis on the employee common rooms, employee entrances, employee restrooms, offices, kitchens, and ticketing areas.

#### ***Shared Equipment and Vehicles***

- Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, cleaning equipment, keys, vehicles, equipment and all other direct contact items used on the estate.
- The use of shared food and beverage equipment in employee areas has been discontinued.
- Each vehicle must only have one staff member inside at any given time.

#### ***Continued Remote Working Arrangements***

- Only staff that will be required to manage security or events, respond to mail, process financial transactions, attend meetings, or care for the grounds of Hill-Stead Museum and guests working on the landscape or the garden will be working on site.
- Functions such as Administration, Education, Programs, and Marketing will remain working remotely, whenever possible, to eliminate gathering in enclosed spaces.

### ***Outdoor Signage***

- There will be health, hygiene, social distancing, building closures and limited amenities reminders throughout the property.
- Ground graphics will be deployed to reinforce the guideline of maintaining the proper social distance between guests.
- Directional information indicating the desired walking route for guests will be posted along paths.
- Reminders that buildings/indoor spaces are unavailable will be included in the messaging.

### ***Event Staff and Security***

- Staff will be positioned at key locations on the grounds to monitor guest traffic patterns and flow and maintain a safe environment while providing guest support and answering questions.
- Staff will wear PPE and maintain social distances when interacting with guests.
- Staff radios and similar equipment will be sanitized before and after use.
- Hill-Stead Museum will err on the side of limited staffing for guest flow and rely heavily on signage and other visual cues.

### ***Buildings***

- All guest indoor experiences and spaces, closed during Phase 1 and 2, may reopen during Phase 3 cautiously as the phasing plan allows for it. This includes the Makeshift Theatre, Museum Shop and Historic House.

## **Appendix A – Liability Waiver and Assumption of Risk**

The following text will be provided via email to all event ticket holders. All ticket holders who attend an outdoor event at Hill-Stead, beginning June 20, accept this liability waiver and assumption of risk. If a ticket holder does not wish to waive liability or assume the risk of attending the event, that ticket holder should not attend the event and should contact Megan Olver Siok PRIOR to the event at [olverm@hillstead.org](mailto:olverm@hillstead.org) for a refund.

*The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is extremely contagious and is believed to spread mainly from person-to-person contact. As a result, federal, state, and local governments and federal and state health agencies recommend social distancing.*

*Hill-Stead Museum has put in place preventative measures to reduce the spread of COVID-19; however, it cannot guarantee that you will not become infected with COVID-19. Further, attending an event or program at Hill-Stead Museum or on its grounds could increase your risk of contracting COVID-19.*

*By purchasing a ticket to an event or program at Hill-Stead Museum, you acknowledge the contagious nature of COVID-19 and voluntarily assume the risk that you may be exposed to or become infected by COVID-19 and that such exposure or infection may result in personal injury, illness, permanent disability, and death. You understand that the risk of becoming exposed to or infected by COVID-19 at Hill-Stead Museum may result from the actions, omissions, or negligence of yourself and others, including, but not limited to, Hill-Stead Museum employees, volunteers, and program participants and their families.*

*You voluntarily agree to assume all of the foregoing risks and accept sole responsibility for any injury to yourself (including, but not limited to, personal injury, disability, and death), illness, damage, loss, claim, liability, or expense, of any kind, that you may experience or incur in connection with your attendance at Hill-Stead Museum or participation in Hill-Stead Museum programming (“claims”).*

*You hereby release, covenant not to sue, discharge, and hold harmless Hill-Stead Museum, its employees, agents, and representatives, of and from claims, including all liabilities, claims, actions, damages, costs or expenses of any kind arising out of or relating thereto. You understand and agree that this release includes any claims based on the actions, omissions, or negligence of Hill-Stead Museum, its employees, agents, and representatives, whether a COVID-19 infection occurs before, during, or after participation in any Hill-Stead Museum program.*

## **Appendix B – Visitation Protocol**

The following text will be provided via email to all event ticket holders:

*All ticket holders who attend an outdoor event at Hill-Stead, beginning June 20, must adhere to these protocols at all times while onsite. If a ticket holder does not wish to adhere to these Visitation Protocols, that ticket holder should not attend the event and should contact Megan Olver Siok PRIOR to the event at [olverm@hillstead.org](mailto:olverm@hillstead.org) for a refund.*

*The health and safety of our guests and employees is Hill-Stead Museum's number one priority. An inherent risk of exposure to COVID-19 exists in any public place where people are present. In the interest of your personal safety and community health, please observe all the precautions listed below.*

- *Guests are advised to practice physical distancing by standing at least 6 feet away from other groups of people not traveling with them, while standing in lines and moving around the property.*
- *Children must stay with adults at all times and a minimum of 6 feet distance must be maintained between all other non-family members.*
- *Face masks should be worn by all visitors six years of age and above.*
- *Hand sanitizer dispensers will be placed at entrances and high contact areas.*
- *A first aid station will be accessible.*

*Hill-Stead employees have already pre-marked spaces on the lawn for your group. Upon arrival, guests will be escorted to a pre-marked space on the west lawn by an employee wearing Personal Protective Equipment (PPE).*

*For further details on visitation protocols governing Hill-Stead's summer event series, including a map of our West Lawn event space layout, please click here (link to Reopening Plan on [www.hillstead.org](http://www.hillstead.org)).*

*We are closely monitoring government policy changes, the Center for Disease Control (CDC) guidelines, government mandates, and public health advancements, and will continue to make changes, as necessary or appropriate, to our protocols and procedures.*

Appendix C – West Lawn Map with Event Layout

