



Reopening New York



New York City Low-Risk Indoor Arts & Entertainment Guidelines

These guidelines will apply to all indoor museums, historical and cultural sites, aquariums, and other related institutions or activities in New York City that have been permitted to [reopen](#). See “[Interim COVID-19 Guidance for Low-Risk Indoor Arts and Entertainment in New York City](#)” for full details.

During the COVID-19 public health emergency, all owners/operators of indoor museums, historical sites, aquariums, and other related activities in New York City should stay up to date with any changes to state and federal requirements related to low-risk indoor arts and entertainment activities and incorporate those changes into their operations. This guidance is not intended to replace any existing applicable local, state, and federal laws, regulations, and standards.

	Mandatory	Recommended Best Practices
Physical Distancing	<ul style="list-style-type: none"> ✓ Effective Monday, April 26, 2021, limit the workforce and patron/visitor presence to no more than 50% of maximum occupancy, inclusive of patrons/visitors, who must only be permitted entry into the institution if they wear an acceptable face covering for the duration of the visit (except while eating or drinking), provided that they are over age 2 and medically able to tolerate one. ✓ Ensure a distance of at least 6 ft. is maintained among individuals (both patrons/visitors and employees) at all times, with the exception of groups visiting the institution from the same household, unless safety or the core activity requires a shorter distance. ✓ For exhibits in a small area, calculate and enforce maximum occupancy limits and social distancing. ✓ Strictly monitor/control flow of traffic into and within the institution to adhere to capacity and social distancing requirements, and ensure sufficient staff/security presence to enforce limitations on face covering use and gathering size. At all times, maintain an accurate count of current capacity. ✓ Require patrons/visitors to purchase tickets in advance and implement specific visit times to avoid crowding. ✓ Only permit group tours for members of the same household or party and with a maximum capacity under social gathering requirements at the time. ✓ Close high-risk interactive exhibits (e.g. those requiring patrons/visitors to touch or wear objects). ✓ Reduce bi-directional foot traffic using tape or signs with arrows in narrow aisles, hallways, or spaces, and post signage and distance markers denoting spaces of 6 ft. in all commonly used areas (e.g. ticket lines, elevator entrances, in front of exhibits, clock in/out stations, health screening stations). ✓ Mark areas for viewing exhibits 6 ft. apart at commonly congested exhibits. 	<ul style="list-style-type: none"> ✓ Restrict/modify the number of workstations and employee seating areas, so that individuals are at least 6 ft. apart in all directions (e.g. side-to-side and when facing one another) and are not sharing workstations without cleaning and disinfection between use. ✓ Enact physical barriers between employees and patrons/visitors at check-out registers, information booths, and ticket kiosks, in accordance with OSHA guidelines. ✓ Designate separate entrance/exits, where possible. ✓ Encourage touchless payment options or pay ahead, when available. Minimize handling cash, credit cards, reward cards, and mobile devices, where possible. ✓ Consider closing any common indoor or outdoor seating areas.

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	Mandatory	Recommended Best Practices
Physical Distancing (cont'd)	<ul style="list-style-type: none"> ✓ Close children's play areas/exhibits with play equipment, unless such areas/exhibits can be cleaned, disinfected, and sanitized between each child using the area/equipment who is not a member of the same household or party. ✓ Arrange patron/visitor waiting areas (e.g. lines, parking) to maximize social distancing. ✓ Operate in accordance with industry-specific DOH guidelines where appropriate. 	
Protective Equipment	<ul style="list-style-type: none"> ✓ Ensure patrons/visitors are only permitted entry into the institution if they wear an acceptable face covering, provided they are over age 2 and able to medically tolerate one. ✓ Ensure all individuals, including employees and patrons/visitors, wear face coverings at all times. ✓ Remind employees and patrons/visitors in a conspicuous manner using signage, at a minimum, and other methods such as verbal announcements, if feasible, that face coverings are required at all times. ✓ Provide employees with an acceptable face covering at no cost to the employee. ✓ Acceptable face coverings include but are not limited to cloth (e.g. homemade sewn, quick cut, bandana), surgical masks, and face shields. ✓ Clean, replace, and prohibit sharing of face coverings. Consult CDC guidance for information on PPE, as well as instructions on use and cleaning. ✓ Train employees on how to put on, take off, clean (as applicable), and discard PPE. ✓ Limit the sharing of objects among employees, as well as the touching of shared surfaces; or, require employees to wear gloves (trade-appropriate or medical) when in contact with shared objects or frequently touched surfaces; or, require employees to perform hand hygiene before and after contact. 	

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	Mandatory	Recommended Best Practices
Hygiene, Cleaning, and Disinfection	<ul style="list-style-type: none"> ✓ Adhere to hygiene, cleaning, and disinfection requirements from the Centers for Disease Control and Prevention (CDC) and Department of Health (DOH) and maintain logs on site that document date, time, and scope of cleaning and disinfection. ✓ Provide and maintain hand hygiene stations on site, including handwashing with soap, running warm water, and disposable paper towels, as well as an alcohol based hand sanitizer containing 60% or more alcohol for areas where handwashing is not available/practical. ✓ Make hand sanitizer available throughout common areas in the building (e.g. entrances/exits, security/reception desks). ✓ Provide appropriate cleaning/disinfection supplies for shared and frequently-touched surfaces (e.g. door handles, ticket counters) and encourages employees to use them before/after use of such surfaces, followed by hand hygiene. ✓ Conduct regular cleaning and disinfection of the building and more frequent cleaning and disinfection for high-risk areas used by many individuals and for frequently touched areas. Use Department of Environmental Conservation (DEC) products identified by the Environmental Protection Agency (EPA) as effective against COVID-19. ✓ Discontinue headsets/equipment loaned/rented to patrons/visitors unless they can be properly disinfected after each use. ✓ If single-use items (e.g. maps) can't be provided, ensure any such items provided are cleaned and disinfected after each use. ✓ Provide for cleaning and disinfection of exposed areas in the event an individual is confirmed to have COVID-19, with such cleaning and disinfection to include, at a minimum, all heavy transit areas and high-touch surfaces (e.g. badge scanners, restrooms). Follow CDC guidelines on cleaning your facility after a suspected or confirmed case. 	<ul style="list-style-type: none"> ✓ Provide single-use maps, pamphlets, guides, etc. to patrons/visitors, if such items are used. ✓ Make maps, pamphlets, guides, etc. available digitally to be viewed on personal electronic devices, as practicable. ✓ Increase ventilation with outdoor air to the greatest extent possible (e.g. opening windows and doors), while maintaining safety protocols.



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	Mandatory	Recommended Best Practices
Communication	<ul style="list-style-type: none"> ✓ Affirm you have reviewed and understand the state-issued industry guidelines, and that you will implement them. ✓ Develop a communications plan for employees and patrons/visitors that includes applicable training, signage, and a consistent means to provide individuals with information. ✓ Post signage throughout the location to remind personnel and patrons/visitors to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfection protocols. ✓ Conspicuously post completed safety plans on site. 	
Screening	<ul style="list-style-type: none"> ✓ Implement mandatory daily health screenings for employees and, where practicable, contractors and vendors (but do not mandate for patrons/visitors or delivery personnel). ✓ Screening must ask about, at minimum: (1) COVID-19 symptoms in past 14 days; (2) positive COVID-19 test in past 14 days; (3) close or proximate contact with confirmed or suspected COVID-19 case in past 14 days; and/or (4) traveled within a state with significant community spread of COVID-19 for longer than 24 hours within the past 14 days. ✓ Refer to DOH travel advisory for the most up to date information on states with significant spread of COVID-19 and quarantine requirements. ✓ Immediately notify the state and local health department upon being informed of any positive COVID-19 test results. ✓ Designate a site safety monitor whose responsibilities include continuous compliance with all aspects of the site safety plan. 	<ul style="list-style-type: none"> ✓ Prevent employees from intermingling in close or proximate contact with each other prior to completion of the screening (e.g. perform screening remotely). ✓ Screeners should be trained by employer-identified individuals familiar with CDC, DOH, and OSHA protocols. ✓ Temperature checks may also be conducted per U.S. Equal Opportunity Commission or DOH guidelines. ✓ Maintain a log of every person including employees, contractors, and vendors who may have close or proximate contact with other individuals at the workplace or area. ✓ Encourage – but do not require – patrons/visitors to complete a health screen or provide contact information. ✓ Refer to DOH guidance regarding protocols and policies for employees seeking to return to work after a suspected or confirmed case of COVID-19 or after an employee had close or proximate contact with a person with COVID-19.

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