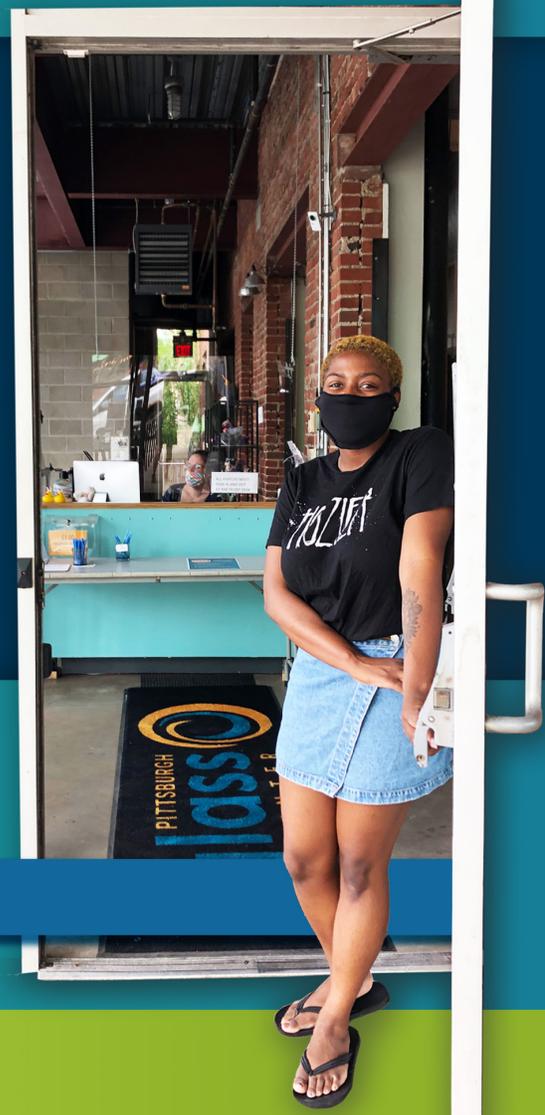


WHAT TO KNOW

BEFORE YOU GO

A GUIDE TO WELCOME YOU BACK

TO SOUTHWESTERN
PENNSYLVANIA'S MUSEUMS
AND CULTURAL INSTITUTIONS



WELCOME BACK!

The onset of COVID-19 brought unprecedented challenges across the world. Museums and cultural institutions in southwestern Pennsylvania closed our doors to the public in mid-March, and many of us are only now reopening in summer 2020.

Within weeks of the March 2020 closings, more than 40 regional museum and cultural institutions, spanning three counties, began meeting digitally to collaboratively plan for safe reopenings. Standing sub-teams continue to hold additional meetings to discuss and develop shared approaches regarding Facilities; Staff and Volunteers; Visitors; Communications and Advocacy; and Diversity and Equity issues in the time of COVID.

Moreover, the Black Lives Matter protests in Pittsburgh and across the country amplified the necessity of collaboration and communication across our institutions, particularly in the context of ensuring the safety of our Black staff and visitors as we reopen.

This guide is one outcome of the collaboration and our discussions. All organizations are adopting new procedures and changing the way they operate. Here, we outline these best practices to answer your questions in advance and best prepare you for visiting.

Every institution is distinct, and each faces unique circumstances for reopening. With differences in facilities, staffing and other variables, organizations will open on separate timelines, and procedural details will vary. Moreover, the rapidly changing nature of the pandemic may require additional changes to these practices or an institution's existing protocols. We encourage you to review an institution's website prior to your visit for new or changed information. The Greater Pittsburgh Arts Council has compiled the reopening information for institutions at [Artsburgh.org/categories/museums-cultural-sites-reopening/](https://www.artsburgh.org/categories/museums-cultural-sites-reopening/).

Together, we are confident that these months of thoughtful discussion have allowed the region's cultural institutions to plan for safe, efficient reopenings, with practices that will be consistent, and thus familiar, across the institutions. Moreover, we are excited for continued conversations through our collaborative framework.

Most importantly, though, we look forward to your continued support. Whether through an on-site visit or engagement with our digital offerings, we hope to see you soon!



Pittsburgh Zoo (Paul Selvaggio), Contemporary Craft, Pittsburgh Glass Center, Cover: Pittsburgh Glass Center



BEFORE VISITING

Institutions have adopted new guidelines that will impact when and how you can visit. Read these tips before you arrive to ensure a smooth and successful experience.

Check websites and information in advance

Organizations have implemented a variety of new procedures to keep visitors and staff safe. However, these changes may affect when and how you can visit. Before arrival, please check an organization's website – you'll find helpful information on topics like timed entry, new social distancing procedures and mask requirements.

Having trouble locating reopening information?

If you can't find an organization's reopening information, check Artsburgh, the Greater Pittsburgh Arts Council's website for promoting the area's arts and culture. Artsburgh compiles the reopening information for museums and cultural institutions and hosts direct links to virtual programming! Check it out here: [Artsburgh.org/categories/museums-cultural-sites-reopening/](https://artsburgh.org/categories/museums-cultural-sites-reopening/)

Timed entry and advance ticket purchase

A major change that many organizations have implemented is the adoption of timed entry and ticketing, in order to better monitor capacity limits and ensure social distancing. Under most systems, you will need to purchase your tickets IN ADVANCE through an institution's website. Tickets may sell out – reserve your spots early.

New hours, days and procedures

Look out for changes to the hours and days that an institution is open – some have limited their hours to allow extra time for new procedures or other factors. Additionally, double check for new guidelines on favorite exhibitions – some may not be open or may have changed procedures.

When to stay home

If you have been experiencing symptoms of COVID-19 or have been exposed to someone diagnosed with or exhibiting symptoms of COVID-19, please stay home. We look forward to welcoming you at a later date.

ON-SITE GUIDELINES

Whether this is your first or fiftieth visit to the region's cultural institutions, your experience may be different than you remember. These tips review what to expect at many institutions.

Follow guidelines

Most importantly, follow an organization's guidelines during your visit – they are designed to keep you, other guests and staff safe. Please be aware that institutions may adopt guidelines that are different or in addition to those listed here; check websites in advance for more information.

Mask requirements

Institutions are requiring ALL visitors and staff to wear a mask at all times during their visits to indoor spaces. Some institutions will have masks for sale and/or available for free, if needed. Additional guidance regarding masks may vary by institution and/or government requirements; please check in advance.

Capacity limits and traffic flow

The vast majority of institutions are enforcing capacity limits that are well below what you might remember. Many will also be re-designing traffic flow in order to better facilitate social distancing.



Please be respectful and patient, particularly if entrance into certain spaces or exhibitions is delayed or if you're asked to take a less direct route. Perhaps you'll enjoy a less crowded experience with your favorite piece of art or in your favorite space!

Social distancing

Every institution is enforcing and encouraging social distancing. Look out for new signs and markers to indicate safe distances. If possible, consider attending in a small group, or use the time for a solo visit.

Cashless/low-contact transactions

In order to minimize hand-to-hand transactions, many institutions kindly request that you use credit or debit cards in lieu of cash. Some institutions are also implementing opportunities to use low-contact payment, such as with advance ticketing (payment done in advance online) or through other technology.

Shops

Looking for the perfect gift or souvenir? The shops of most institutions are open, but with new procedures, including capacity limits, traffic flow and a "no touch" policy for the merchandise. Some shops are requesting cashless/contactless payments, and other options, like online purchasing and curbside pick-up, may be available.

Cafés and cafeterias

Check an institution's website before planning on lunch or a snack during your visit – some institutions are temporarily postponing the opening of their cafés or cafeterias. For cafes that are open, look for slimmed down "grab and go" menu options, limited seating, a preference for cashless/contactless payment and other changes.

Carnegie Science Center (left), Carnegie Museum of Natural History (right), Joshua Franzos



WHAT ELSE WE'RE DOING TO KEEP YOU SAFE

Both behind the scenes and on the front lines, museums and cultural institutions are implementing a comprehensive array of new procedures for the safety of visitors and staff.

Communication

Key for all institutions is proactive, advance communications. Our goal is that YOU feel well-informed and prepared for your visit – we're all working together for safety. If you have questions that you can't find on a website, please call or email the institution.

Enhanced sanitization procedures

Every institution is adopting a wide variety of enhanced sanitization procedures, in addition to already comprehensive practices. Under the new systems, institutions will have implemented both extra "deep" and daily cleaning, particularly focused on high-traffic and high-touch areas (e.g., doorknobs and elevators) and restrooms.

Compliance assured

For the safety of our guests and staff, institutions are implementing new guidelines like mandatory masks and social distancing. Institutions are also training staff on safely and effectively ensuring compliance, and signage throughout the institutions will offer reminders. Guests who refuse to comply with institution guidelines will be asked to leave.

Sanitization stations and other measures

Throughout each institution, you will notice sanitization stations with hand sanitizer available – and encouraged – for your use. Many institutions may also add other new features, including plexiglass screens at admissions desks, shops and cafés, and additional sanitization options in restrooms and certain exhibitions.

Staff preparation and safety

Staffs are an essential part of ensuring safe reopenings; their own health and safety has also been paramount in planning. All institutions will require staff to wear masks while on-site. Together, this group has also reviewed new protocols and training that promote safety and well-being for staff and guests alike. As we all work together to ensure a safe experience, please be respectful to staff and patient with new procedures.

DIVERSITY & EQUITY

This museums and cultural institutions group convened to plan for and share best practices regarding reopening and the response to COVID. From the first meeting, the group recognized the need to include designated action on diversity and equity issues as part of our broader discussion.

A Diversity and Equity team within the museums and cultural institutions group thus developed the following action items, which organizations are working toward:

1. Publicly acknowledge and support Black Lives Matter.
2. Educate themselves.
3. Articulate and demonstrate how they will keep Black staff and visitors safe.
4. Articulate how they will support Black artists, individuals and organizations financially.
5. Develop long-term strategies to truly change the composition of their staff and boards.

Every institution is unique and starting from different points; timelines will vary. However, this group looks forward to making effective and sustainable change, holding each other accountable and extending our leadership beyond our role in Pittsburgh's vibrant arts and culture landscape.

Most importantly, these action items are only starting points. Institutions continue to discuss and expand upon these action items and are integrating the principles in their guidelines and operations. Through our collaboration, we will continue discussing and growing.

Contemporary Craft, 2020



AT HOME EXPERIENCES

We look forward to welcoming you back to our institutions. Until you return, we also encourage you to check out our online resources.

Many institutions have developed a wide array of creative digital content for all ages. Take a virtual exhibition tour; try out an educator-guided craft around the house; or listen to a lecture with your favorite artist, scientist, author or museum professional.

To easily browse the digital offerings from multiple institutions, check out the Greater Pittsburgh Arts Council's Artsburgh website, which has compiled direct links to all of these offerings:

[Artsburgh.org/categories/museums-cultural-sites-reopening/](https://www.artsburgh.org/categories/museums-cultural-sites-reopening/)

THANK YOU FOR YOUR SUPPORT

Thank you for your continued support of Pittsburgh's vibrant arts and cultural scene! Your role is essential in ensuring that the region's museums and cultural institutions continue to thrive while remaining safe and healthy.

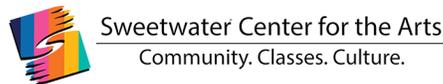
We look forward to seeing you at our institutions soon. If an in-person visit isn't possible at this time, we hope you will enjoy the wide array of virtual offerings and other ways to engage with us.

Special thanks to the Mattress Factory and the Greater Pittsburgh Arts Council for providing administrative support for this document.

The organizations participating in the museums and cultural institutions working group include:

The Andy Warhol Museum

One of the four Carnegie Museums of Pittsburgh



THE WESTMORELAND MUSEUM of AMERICAN ART



Allegheny County Airport Authority
 American Jewish Museum (Jewish Community Center)
 Assemble
 Associated Artists of Pittsburgh
 August Wilson African American Cultural Center
 BOOM Concepts
 Brew House Association
 Bunker Projects
 Calliope: The Pittsburgh Folk Music Society
 Casey Droege Cultural Productions
 Carnegie Library of Pittsburgh
 Carnegie Museum of Art
 Carnegie Museum of Natural History
 Carnegie Science Center
 Children's Museum of Pittsburgh
 Contemporary Craft
 Cultural Trust-affiliated art galleries
 Fallingwater
 Fiasco Museum and Cultural Center

Fort Ligonier & Museum/Braddock's Battlefield History Center
 Fort Pitt Museum (Heinz History Center)
 Foster and Muriel McCarl Coverlet Gallery, Saint Vincent College
 Greater Pittsburgh Arts Council
 Greensburg Arts Center
 Heinz History Center
 Holocaust Center of Pittsburgh
 Kentuck Knob
 Mattress Factory Museum
 Meadowcroft Rockshelter and Historic Village (Heinz History Center)
 Miller Institute for Contemporary Art, Carnegie Mellon University
 National Aviary
 Phipps Conservatory and Botanical Gardens
 Pittsburgh Ballet Theatre
 Pittsburgh Botanic Garden
 Pittsburgh Glass Center

Pittsburgh Kids
 Pittsburgh Parks Conservancy
 Pittsburgh Watercolor Society
 Pittsburgh Zoo and PPG Aquarium
 Radiant Hall Studios
 Rivers of Steel
 Roberto Clemente Museum
 Silver Eye Center for Photography
 Society to Preserve the Millvale Murals of Maxo Vanka
 Soldiers & Sailors Memorial Hall & Museum
 Sweetwater Center for the Arts
 The Andy Warhol Museum
 The Frick Pittsburgh
 The Westmoreland Museum of American Art
 Touchstone Center for Crafts
 University of Pittsburgh Art Gallery
 Verostko Center for the Arts, Saint Vincent College
 Women of Visions, Inc.