

## **Fine Arts Museums of San Francisco (FAMSF) Health and Safety Plan**

**Business Name:** Fine Arts Museums of San Francisco

**Address:** de Young, 50 Hagiwara Tea Garden Drive, San Francisco CA 94118

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**Permanent URL for this plan:**

[https://deyoung.famsf.org/sites/default/files/famsf\\_health\\_and\\_safety\\_plan\\_september\\_2020.pdf](https://deyoung.famsf.org/sites/default/files/famsf_health_and_safety_plan_september_2020.pdf)

### **Introduction**

This document describes the steps FAMSF has taken 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 September 14, 2020.

We have met and exceeded the requirements including the following:

- Planning and managing our capacity to not exceed 25 percent at any time.
- Requiring face coverings by staff and visitors at all times.
- Reviewing and posting the applicable provisions of the Social Distancing Protocol, including advising visitors 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, importance of handwashing, etc.

To ensure steady movement of visitors through the galleries and prevent visitors from gathering together for a sustained amount of time, we have implemented many procedures, including:

- Suspending group reservations
- Suspending docent tours
- Suspending the loan of reusable audio-devices
- Suspending all public programs including education events and special events
- Closing access to the Hamon Observation Tower at the de Young
- Closing the de Youngsters Studio at the de Young
- Closing coat checks
- Blocked off water fountains
- Removed or altered interactive exhibits

We have implemented building infrastructure requirements such as flushing and preparing water systems,

and have met requirements for ventilation in all spaces.

We have established many personnel safety measures including Personal Protective Equipment (PPE) training for staff; 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**

Current State and City guidelines specify that indoor museums must remain below 25 percent of maximum capacity. Currently, we are operating the de Young and Legion of Honor at well under 25 percent of capacity and have monitored and adjusted capacity as we observe visitor flow.

The de Young Museum (de Young) has approximately 153,000 square feet of public and outdoor space that will be available to the public upon reopening September 22, 2020. At 25% capacity and assuming a total visitation of 2.25 hours (based on past visitor data), the de Young could allow up to 7,951 daily visitors (60 sq. ft per person) based upon the San Francisco Fire Code. However, the de Young will be further reducing capacity (below 25%) to a maximum of no more than 3,500 visitors and staff per day in order to better monitor and control the flow of visitors throughout the various gallery and general public spaces.

The Legion of Honor (the Legion) has approximately 54,637 square feet of public space. At 25 % capacity and assuming a total visitation time of 2.25 hours (based on past visitor data), the Legion could allow up to 2,833 daily visitors. However, we are reopening at a much lower capacity (a maximum of not more than 1,200 visitors and staff per day) and will observe and adjust during the first weeks.

Both Museums are utilizing timed ticketing to control entry to the museum and related special exhibition gallery spaces. The Museums have a long history of utilizing timed ticket entry to special exhibitions so our staff, the membership and general public are already familiar with this system. Tickets are timed to 15 minute increments spread throughout the day so that attendance is controlled and managed all day long. Individuals can only enter the Museums and specific galleries within their ticketed time allotment.

The Museums' Visitor Experience employees will also be monitoring the entrances and certain gallery spaces to verify the timed ticket entry period. Additionally, Visitor Experience will also be visually monitoring public spaces to verify that social distancing procedures are followed by visitors. Our Security employees also have a role in protecting the art collection and the health and safety of the visitors.

Entry to visitors who do not purchase tickets in advance are subject to capacity availability.

### **Signage**

Signage has been placed in all public and staff areas reminding everyone to follow San Francisco health and safety protocols. We have placed signs in the form of stanchions, sandwich boards, floor decals, directional arrows, including safety guidelines signs at entrances with translations. Examples:

- Social distancing Requirements (maintain at least six feet of distance);
- Face coverings
- Importance of handwashing/sanitizing
- Capacity limits for entire facility, and each discrete gallery/room as appropriate
- Risks of transmission (including asymptomatic transmission and increased risks due to prolonged

- exposure within an enclosed space)
- Reminder for patrons to circulate through the facility and not gather or linger in one area.
- Do not enter the museum if you have a fever or other COVID-19 systems.
- Direct traffic through frequently used pathways.

We have detailed matrices and floor plans for the placement of signage at both Museums and plan to observe and adjust signage during the first days and weeks of reopening.



### Face Coverings Required for Visitors and Personnel

Face coverings that cover one’s mouth and nose (per CDC Guidance) are required for staff and visitors at all times. For staff specific mask protocols and requirements see the section *Personnel Safety Precautions* later in this document.

Visitors are notified in advance of the requirement to wear a face covering in several ways:

- On our website
- As part of the email acknowledgement for a ticket purchase or reservation.
- Signage at entrances and throughout the Museums.
- Anyone who arrives without a face covering will be provided with a free face covering or turned away if they refuse to wear a face covering.
- Face coverings are offered for sale in the Museums’ stores.



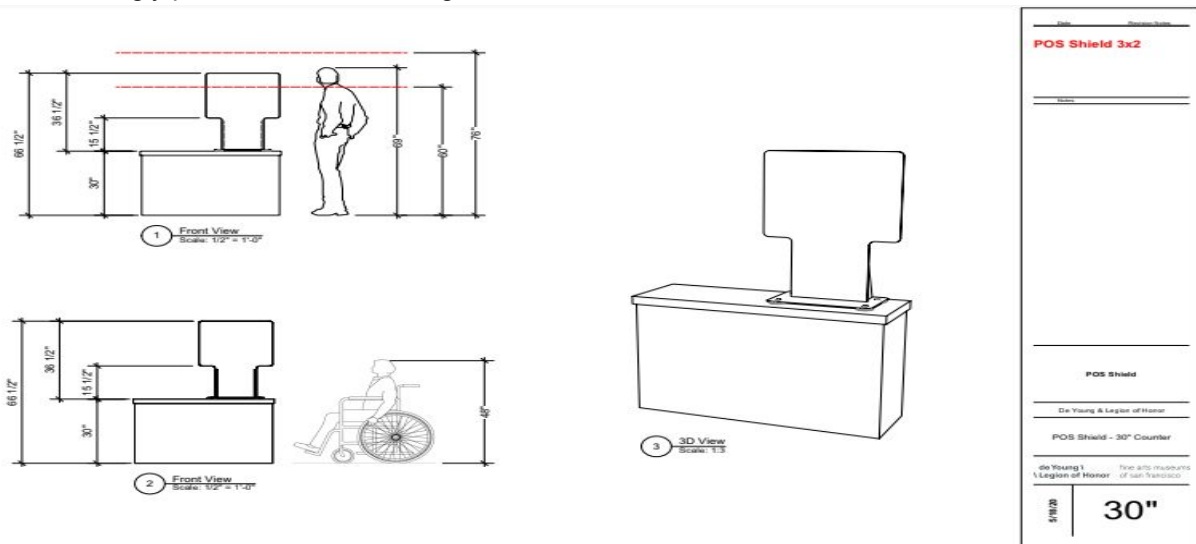
### **Ticketing Booths and Payments**

Online tickets are encouraged and timed tickets are required for special exhibitions and for general admission.

To protect staff and visitors, we designed and installed plexiglass barriers at all ticket counters and store sales counters, and have implemented no-touch payments and safe cash handling procedures.

Social distancing markers and signage remind visitors of the protocols and safety measures.

We have strongly promoted and encouraged online ticket reservations to reduce onsite transactions.



### **HVAC Systems**

The HVAC systems at the Museums are state of the art for the protection of the art collections. In addition:

- The systems are mechanical with pre-filters and bag filters.
- The HVAC systems in both museums are run 24 hours a day/7 days a week.
- The outside air intake depends on outside air quality. When possible, outside air intake will be maximized, reducing the amount of recycled air.

### **Food and Beverage Concessions**

Our food service provider, McCalls Catering and Events will provide outdoor dining at the de Young cafe following all the provisions of Health Officer Directive No. 2020-16b regarding outdoor dining (available at <http://www.sfdph.org/directives>).

The cafe will have one line at the host stanchion with signs and floor decals reminding patrons to socially distance. A simplified menu will be available on digital screens. Touchless payments and safe cash handling procedures are in place. Guests will eat outside on the Cafe Terrace assigned to tables adequately spaced to meet distancing requirements.

McCalls Catering and Events is developing a plan for reopening the cafe at the Legion.

## **Retail**

For safety in our stores, we have implemented a detailed safety plan that exceeds the requirements in Health Officer Directive No. 17 (available at <http://www.sfdph.org/directives>) regarding indoor retail.

Our documented protocols and procedures include the use of plexiglass barriers at the sales registers; socially-distanced registers and queuing areas; touchless payments and safe cash handling procedures; hand sanitizer; and signs and floor decals reminding visitors to practise social distancing. Face masks and sanitizer are available for sale to visitors.

Retail staff have been trained in work area safety and sanitization in the stores, storerooms and warehouse.

## **Social Distancing in Elevators**

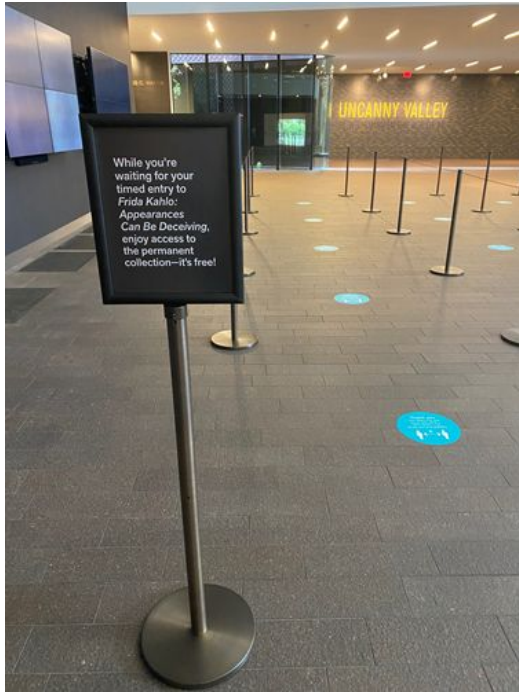
To ensure physical distancing in elevators, signage and floor decals have been posted to indicate how many people (if not from the same household) each elevator will hold while keeping a safe distance.

In most places, except the emergency exits, stairways are accessible to staff and visitors in lieu of elevator use. If physically able, we encourage the use of stairs instead of elevators.

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, and to sanitize and wash hands frequently, especially after touching a handrail or other commonly touched item. We also encourage staff and visitors to use a pencil, tissue, elbow, or other object to press elevator buttons.

## **Ensuring Physical Distancing Between Members of Different Households**

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



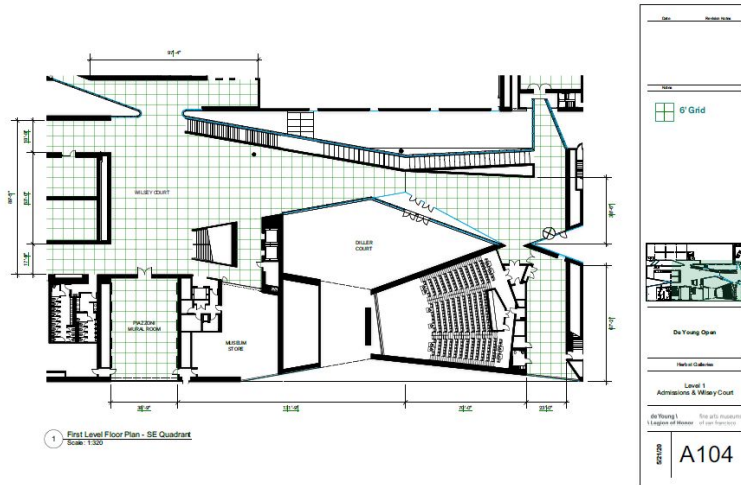
## **Paths of Travel and Wayfinding**

To ensure steady movement of visitors through the exhibition space and preventing visitors for gathering together for a sustained period we have put the following in place:

- Group reservations or group visits with members of different households are not currently available.
- Docent tours are not currently available
- Our public programs and education events have been put on hold.
- To reduce risk of transmission, the following areas will not be open to the public:
  - Hamon Observation Tower at the de Young
  - Piazzoni Murals Room at the de Young (has been repurposed as a staff break room)
  - de Youngsters Gallery at the de Young
  - Koret Auditorium at the de Young
  - Gunn Theater at the Legion of Honor
  - Coat check at both Museums
  - Drinking fountains at both Museums
- Staff will monitor the flow of visitors throughout the museum and encourage steady movement and physical distancing.

We performed in-depth evaluation of spaces to determine safe visitor flow and developed detailed signage plans and maps.





### **Avoiding Gathering in Spaces**

Visitors will be encouraged to keep moving through the museums and exhibition spaces. Staff will remind people who are lingering excessively to move to another exhibit or space. Signage will remind people to keep their distance. In the stores, capacity will be monitored and kept within the guidelines, and visitors will be encouraged to check the bookstore or special exhibition store if the main store is already at capacity.

In order to avoid gatherings of visitors, we have closed the following more confined spaces including:

- Hamon Observation Tower at the de Young
- Piazzoni Murals Room at the de Young (has been repurposed as a staff break room)
- de Youngsters Gallery at the de Young
- Koret Auditorium at the de Young
- Gunn Theater at the Legion of Honor
- Coat check at both Museums

### **Sanitation for Restrooms and High-Touch Surfaces and Areas**

We have implemented a detailed cleaning checklist and schedule for all spaces and touchpoints with daily and multiple times per day cleaning for certain areas; hourly cleaning and sanitizing and restocking of supplies in all restrooms; refilling of hand-sanitizer containers; and sanitizing of high touch areas such as door knobs and handles, push plates, light switches, countertops, elevator buttons etc.

All cleaning products used are in accordance with the CDC recommendations and approved by the FAMSF Health and Safety Officer.

### **Tours and Audio Self-Tour Equipment**

We have currently suspended rentals of audio self-tour devices. However, audio tours for special exhibitions and the permanent collections are available for download. Visitors are asked to bring their own device and headphones. Wireless earbuds are also available for purchase at the Museum Store. Full details are on [tickets.famsf.org](https://tickets.famsf.org).

### **Interactive Exhibits**

The museums are generally no or low-touch environments. However, any exhibition elements involving touch have been removed throughout the galleries. For example, we have de-installed (unfortunately) a [FAMSF Health and Safety Plan 10-13-2020](#)

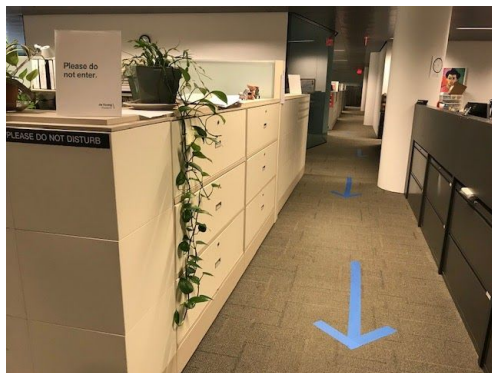
touch portrait element, designed for the sign impaired, from one of the exhibitions, but have worked with an artist to reformat a digital program so that a touch screen was not needed. In a case where iPads or tablets are used to interact with artwork, personal smartphones or tablets can be used.

## Office Space

Staff whose responsibilities are essential to the operations of the Museums and cannot be done remotely (for example, art handlers, security, visitor experience, admissions, retail, etc) are working on-site in our Museums and offices.

Staff who can work effectively remotely continue to work from home. We have schedules and protocols in place to decide who should remotely, who should be on-site part time; and who needs to be occasionally onsite. We have protocols in place to monitor staffing levels at each location, and procedures to track who is onsite when and where.

We have performed hazard assessments for all staff. We did studies and adjusted staff workspaces for adequate spacing and created protocols for shared spaces. We implemented one-way directional markers in the hallways and in between cubicles.



We created extensive documentation and conducted online and in-person (with social distancing in place) training.

Additional measures we have put in place to decrease the risk of virus transmission are detailed in the following section, *Personnel Safety Precautions*.

## Personnel Safety Precautions

### Overview

This section of the Health and Safety plan contains safety measures and guidelines required for COFAM and County and City of San Francisco (CCSF) staff while working on-site at the de Young, Legion of Honor, and Egbert Warehouse. This material is published internally as *FAMSF Employee Safety Policies and Procedures Related to COVID-19*. An additional document, *FAMSF Workplace Safety Guidance for COVID-19* is also provided to staff.

These policies were developed following guidelines from The Occupational Safety and Health Administration (OSHA) and in accordance with CDC (Centers for Disease Control and Prevention), local, state, and federal agencies' guidelines. Please note that policies and procedures outlined in this document are subject to change in order 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.

Additional policies and procedures may be required for by each specific department. In those cases, information and training will be provided separately. Employees should reach out to their supervisors with questions regarding additional guidelines or safety measures that may be required by each specific team. For any questions regarding the measures and guidelines found in this document, staff may contact Human Resources.

All employees (City and COFAM) must acknowledge receiving and reading this document and supporting workplace safety documents by responding by email to their manager with each update of the documents.

Note that COVID-19 Safety Plan Monitors (SPM) have been identified for the de Young and Legion of Honor to 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. Names and contact information for the SPMs are provided as an attachment to this document.

#### **A. General Policies for Working Inside FAMSF Buildings:**

1. Maintain a social distance of 6 feet or more and avoid close contact with others.
2. Please limit movement around the building to necessary needs.
3. When using common areas, please take care of your tasks as quickly as possible and return to your workspace as soon as you can to avoid congestion
4. If you approach a shared space and see someone in there, please do not crowd the space; instead return later to check for availability. Additionally, if you see your path converging with another person's, please stop and wait for the person to pass, allowing for adequate distance between you and the other person.
5. Please do not stand or loiter in walkways or common areas, and respect the areas designated as one-way paths, as well as all signage.
6. Please remember to wash your hands for at least 20 seconds with soap and water, or use 60% alcohol hand sanitizer frequently, especially when entering or exiting a common area, after moving around the office, and before returning to your work station.
7. Avoid touching your eyes, nose, and mouth with unwashed hands.
8. Hand sanitizer will be provided to staff, and you will be able to get it topped up as needed. Hand sanitizer will also be located at entry points into the buildings and in common areas.
9. In order to maximize efficacy of hand sanitizer, cover all surfaces of your hands and rub them together until they feel dry.
10. If you are in a location where you are not required to wear a face covering (see our Staff Face Covering Policy for a list), remember to always cough or sneeze into a tissue or the inside of your elbow. Please remember to discard all waste in the appropriate trash receptacles.

#### **B. Physical Distancing**

1. Physical distancing (also known as social distancing) is required at all FAMSF facilities. Please keep at least 6 feet of space between you and the nearest person, except as strictly necessary to carry out a time-limited task. Should the nature of your work require you to be in close proximity to others, additional personal protective equipment (PPE) or safety supplies will be provided based on your department's Hazard Assessment.
2. Avoid handshakes and similar greetings that violate physical distancing.
3. Please do not open doors for others, as this does not allow for physical distancing.
4. Face coverings are not a substitute for physical distancing.

5. Minimize non-essential travel between worksites and business travel outside of San Francisco.
6. Please do not carpool between facilities, or for work related purposes, unless additional precautions have been taken and travel has been pre-approved by your department head.
7. Social distancing markers will be placed throughout all public areas of the de Young and Legion of Honor museums.
8. Public-facing service counters (admission desks and retail stores) where physical distancing between staff and public is not possible, have been equipped with Plexiglas shields.
9. Contactless payment systems and safe cash handling procedures will be used at points of payment (admissions and retail).

### **C. Face Coverings**

1. Face coverings that cover one's mouth and nose are required at all times while inside FAMSF buildings (including while working at your desk, participating in tele-meetings, and on breaks within the museums). If you have a private (unshared) office, and are alone in your office, you are not required to wear a mask, but must have it on hand to put on when needed.
2. FAMSF will provide face coverings to staff, and you may also opt to wear your own face covering.
3. Do not share your face covering with others.
4. Contractors are also required to wear face coverings while inside all FAMSF buildings.
5. Exceptions to this policy include health conditions or physical disabilities. If you think you qualify for an exemption, please reach out to Human Resources.
6. COFAM and City Compliance Policies, with additional regulations, can be found on the FAMSF shared Google drive.

### **D. Daily Symptom Screening**

1. Any FAMSF employee intending to work on-site must check their health every day prior to leaving home. Both CCSF and COFAM employees are required to complete this daily screening using the San Francisco City Employees website.
2. All health check data is reported to HR and reviewed and compared with who worked on-site to ensure only cleared employees came on-site and to confirm that anyone who came on-site completed the health check.
3. The compliance policy and additional information can be found on the FAMSF shared Google drive.

### **E. Safety Supplies and Personal Protective Equipment (PPE)**

1. Safety supplies and PPE will be provided to employees based on department needs, job responsibilities, and the level of risk to exposure.
2. Each department has undergone a Hazard Assessment to determine the necessary PPE and safety supplies required for each team. Additional training has been, and will continue to be provided for all teams where safety supplies or PPE are required.
3. Departments will have access to cleaning supplies to sanitize areas between janitorial cleanings.
4. If you think your department or role requires safety supplies or PPE, your department heads can submit a Safety Supply Request Form to Facilities.
5. Gloves will be distributed to designated departments if called for in their hazard assessment. Additional training will be provided for those teams. In most circumstances, glove wearing is not recommended by OSHA and the CDC.
6. 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.

### **F. Clocking In/Out**

1. Hourly COFAM employees will no longer be required to scan their fingerprint to clock in and out.
2. Staff should use a pen or tissue-covered finger to enter their code when clocking in and out. Do

not share pens or styluses.

3. Hand sanitizer will continue to be available at all time clock stations.
4. Please do not loiter by the time clocks after you have clocked in as this does not allow for physical distancing.

#### **G. Workstations**

1. Work spaces have been reorganized and formatted to accommodate social distancing measures.
2. Do not use others' desks, chairs, phones, computers, or other equipment, unless arranged with your manager and confirmation that the area and equipment has been disinfected between uses.
3. Computer screens and chairs may be repositioned to ensure those working in close proximity are facing away from those closest to them. If you find your workspace has been reconfigured, please do not rearrange it, as your changes may violate social distancing measures. If you need ergonomic adjustments to your new set up, please contact Health and Safety for an assessment.
4. Additional cleaning materials will be available to staff. Department heads can submit a Safety Supply Request Form to Facilities.

#### **H. Meetings/Conference Rooms**

1. In-person meetings are neither advisable nor allowed. This includes gatherings of two or more people in private offices that do not allow for social distancing.
2. Please continue to communicate with your colleagues via Google Meet or Hangouts, phone conversations, emails, etc.
3. Workshops and training should be conducted online if physical distancing cannot be maintained.
4. Use headphones if you are participating in a virtual meeting, webinar, etc. while at your desk. You may bring your own headphones to use, or you can request headphones from the IT helpdesk. Do not share your headphones.
5. Conference rooms have been repurposed and will not be available for meetings until further notice, since they do not allow for social distancing. Meetings will continue to be held virtually.

#### **I. Printing/Copying/Scanning**

1. Please keep the use of printers and copy machines to a minimum. Please continue to view, edit, and share documents digitally whenever possible.
2. If someone is already in the area using the printer, please return at a later time.
3. If large printing/copying/scanning jobs are required, please arrange to do these when fewer staff are in the offices (such as early in the morning or at the end of the day).

#### **J. Outside Contractors**

1. Vendors/contractors/representatives/third party couriers must be given FAMSF safety guidelines and protocols prior to arrival on site, and they are required to submit their organization's COVID-19 protocol explaining the protective steps their employees will be taking while on site.
2. It is the responsibility of each department to receive and file their vendors' COVID-19 safety protocols and ensure adherence to FAMSF policies and procedures. Any concerns or questions can be directed to Health and Safety.
3. We have created a FAMSF COVID-19 Prevention Protocol for on-site contractors, which is available internally on the pdrive and the FAMSF Shared Drives section of Google Drive.

#### **K. Building Entrances and Exits**

1. Not all building entrances are available. Please follow all signage regarding available entrances and exits.
2. Hand sanitizer will be available at entrances, exits, and throughout the buildings.
3. Doors throughout all buildings will be sanitized regularly.

4. At all entrances where lines will form (staff entrances and public entrances), markings will indicate six-foot increments, which must be observed at all times.

#### **L. Walkways and Hallways**

1. Please follow all signage directing traffic through the buildings, including directional signage and floor markings.
2. Some pathways have been altered, and are clearly marked to direct foot traffic in a single direction in order to maintain social distancing.
3. Please keep moving through the galleries and office spaces. Do not stop by workstations or offices without prior coordination. Linger and hanging out is not conducive to social distancing.

#### **M. Interior Doors**

1. Secured doors will remain accessible based on pre-existing badge access.
2. When entering or exiting a locked area, use 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.
3. Remember to use hand sanitizer or wash your hands thoroughly after coming into contact with frequently touched surfaces.
4. Doors throughout all buildings will be sanitized regularly.

#### **N. Elevators**

1. Signage and floor decals will indicate how many people (if not from the same household) each elevator will hold while keeping a safe distance.
2. Use a pencil, tissue, elbow, or other object to press elevator buttons.
3. In most places, except the emergency exits, stairways are accessible to staff in lieu of elevator use. If physically able, please use the stairs instead of the elevator.
4. 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, and to sanitize and wash hands frequently, especially after touching a handrail or other commonly touched item.

#### **O. Restrooms**

1. All restrooms will be cleaned frequently throughout the day.
2. Please be aware of the number of people already in the area. If the restroom seems crowded, please use another one.
3. Restrooms open to the public will have signage calling out other restrooms in the building that may be less crowded.

#### **P. Shared Lockers**

Please limit usage of shared lockers. Please wash hands or use sanitizer after touching shared lockers.

#### **Q. Kitchens and Break Rooms**

1. The kitchens and break rooms at both Museums will be available for limited use, including: handwashing, garbage disposal/compost, vending machine access.
2. We encourage staff to take breaks at their desks, outside, or in alternate break rooms, to maintain social distancing.
3. FAMSF recommends bringing your own utensils and mugs daily. Shared, reusable, or disposable mugs, plates, bowls, and utensils will not be available.
4. FAMSF recommends bringing lunches that do not require refrigeration or reheating.

5. Additional spaces in both Museums have been designated as alternate break rooms for staff. For example, the Piazzoni Murals Room (PMR) at the de Young is closed to visitors and has been configured as another break room to allow for physical distancing. Compost, recycling and trash containers have been provided.
6. All high-touch areas such as kitchens and other equipment will be frequently cleaned by custodians.

#### **R. Mailrooms**

1. Mailrooms will be off limits for general use, and staff should not enter while couriers are working in a mailroom. Signs will be posted outside each mailroom indicating whether or not staff can enter.
2. The mailroom schedule will be posted on intranet and at mail rooms.
3. Access to office supplies and printers will be limited to one person in the area at a time - please collect what you need during off/ slow hours.
4. Access to mailboxes and office supplies will be limited to one person at a time throughout the day, while couriers are not in the mailrooms.
5. If you need resources during courier mailroom hours, please coordinate with the couriers to schedule a time to collect your supplies.
6. Couriers may collect mail for departments with large mail loads and deliver mail baskets to departments once a day.
7. Please limit package and mail deliveries to the museums to essential FAMSF materials only, the museums cannot accept personal packages.

#### **S. Hallway Storage and Filing Cabinets**

1. Please limit the use of these areas in order to maintain social distancing. If you need to access storage areas regularly, consider moving contents to another location until social distancing measures have eased.
2. Departments who conduct regular filing should schedule this during quieter hours (ie early morning or evenings).
3. Please remember to sanitize or wash your hands before and after using communal filing cabinets and storage areas.

#### **T. Library**

Information regarding Library specific policies and protocols is available in the Shared Drive section of Google Drive. Please contact the Library with questions.

#### **U. Lactation Accommodations**

1. The Green Rooms at both museums will continue to be available to staff who need to pump.
2. These rooms are regularly cleaned.
3. Access is limited to those with lactation needs. Please reach out to Human Resources with questions about usage.

#### **V. Bike Shelter**

1. If others are in the space, please practice social distancing and wait until they are finished before entering the area.
2. Hand sanitizer is located inside the bike shelter available after locker use.