



# Welcome Back to Ford's Theatre!

## Level I Reopening: COVID-19 Safety Procedures and Protocols

The Ford's Theatre COVID-19 guidance is being developed in collaboration with the George Washington University Medical Faculty Associates (GW MFA). As one of the largest physician groups in the Washington, D.C., metropolitan area, GW MFA is recognized for excellence in clinical care, research and training of future care providers. The advice and expertise of the medical staff at the GW MFA, which is based on data and guidelines from the Centers for Disease Control and Prevention, has helped us to strengthen our safety procedures so we can better serve and protect our patrons, artists and staff as we look toward resuming production and tours.

For the latest safety information, visit [www.fords.org/welcome-back](http://www.fords.org/welcome-back).

### Safety Enhancements

#### Capacity Management



To prevent crowding and lines, Ford's Theatre requires advance reservations for the museum and theatre. Per D.C. Health guidelines, we are limiting entry to 23 visitors per hour during our Level 1 Reopening. This is 12.5% of our normal operating capacity in the museum space. Patrons are limited to six (6) tickets per order to ensure there are no large groups on site. We request that visitors stay with their party at all times. Due to capacity restrictions based on square footage, the Petersen House and Aftermath Exhibits remain closed at this time. An announcement will be made when we determine a reopening date for those parts of the site.

#### Physical Distancing



Visitors are required to practice physical distancing while waiting in line outside the building, upon entry into the building and throughout the site. We have added signage and floor decals at key points on site to remind visitors of distancing guidelines. We have also instituted a one-way path through the site to minimize face-to-face passing. Plexiglass barriers are installed in appropriate places across the site to protect staff and visitors.

#### Reduction in Touchpoints



Advanced ticket sales and low-contact check-in reduce transaction times between visitors and staff. Touch-screen interactives are turned off.

High-touch surfaces such as door handles and elevator buttons are disinfected regularly throughout the day.

#### No Sit-Down Programming



We will not offer formal sit-down ranger talks during Level 1 of our reopening. Stationary indoor seating for extended periods of time is still considered a higher-risk activity. Therefore, a park ranger will be in the theatre to answer your questions as you walk through. The park ranger will ensure that they are socially distant from you.

Ford's Theatre is also not producing any live plays during our initial reopening.

# New Precautions for Visitors, Staff and Volunteers



## Temperature Checks

Ford's Theatre may conduct a no-contact temperature check upon arrival at the discretion of staff. Any visitor who feels unwell is asked to return at a later date.

A list of local COVID-19 testing sites and hospitals will be available upon request. This information does not constitute a recommendation in favor of any particular medical care providers on behalf of Ford's Theatre.



## Wellness Checks for Staff

Employees and volunteers are subject to health screening questions, as well as a temperature check, before entering the building. Employees and volunteers experiencing any symptoms of illness (including fever, coughing, shortness of breath, and body aches) are asked to remain at home. Employees and volunteers exhibiting indication of illness upon their arrival or during their shift will be asked to go home and remain in quarantine until they have passed the self-screening outlined here: [www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html](https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html)



## Personal Protective Equipment

All staff, volunteers and vendors are required to wear a face covering to enter the site. They also have the option to wear a face shield in addition to the mask. The District of Columbia Mayor's Order 2020-080 requires that all individuals ages three (3) and up wear masks when outside private homes. For the full Mayor's Order, see <https://coronavirus.dc.gov/maskorder>. Per D.C. health guidance, masks are required at all times while on site for all visitors ages three (3) and up.

If you do not have a mask, let our staff know and we will provide you with one. This is to protect both you and others around you from any droplets you may expel while talking, coughing or sneezing. The CDC lists wearing a mask as one of the most effective things you can do to protect yourself and help save lives.

Disposable gloves are available for staff to use when coming into contact with any visitor. Staff have been trained in the CDC-recommended method of using and disposing of gloves.



## Restrooms

Restrooms on site are open to ticketed visitors. Visitors are asked to obey posted capacity limits for the restrooms and wash their hands with soap and water for at least twenty (20) seconds per CDC guidelines after using the restroom.



## Hand Hygiene

Sanitizing dispensers are located in key areas throughout the site for staff and visitor use. Staff are required to disinfect their hands according to CDC instructions regularly throughout their shift, including after using the restroom, sneezing, coughing, blowing their nose or disposing of gloves.

We recommend that you take a break during your visit to wash your hands in the restroom or disinfect them with one of the hand sanitizing stations we have installed around the site. Please make sure to wash your hands thoroughly with soap and water for twenty (20) seconds after using the restroom. We also recommend disinfecting your hands after touching any objects that may be touched by other members of the public.



## Signage

Signage will be posted throughout the site with reminders regarding masks, hand hygiene and physical distancing.



## Contact Tracing

The local DC Contact Trace Force has requested that all businesses maintain a record of individuals in the building for 30 days after their visit. This is to assist their team in contacting anyone who may have been exposed to an individual found to have COVID-19. When purchasing your ticket, you will be asked to supply a name, phone number, and email address for one adult in your party. If requested by the local contact tracing team, this information will be provided to the D.C. government. Ford's Theatre will otherwise never distribute, publish, or sell your information.

# New Precautions for Visitors, Staff and Volunteers (continued)



## Water Fountains

For the safety of staff and visitors, water fountains on site have been disabled. Visitors are welcome to bring bottled water on site with them.

## Cleaning

We have increased our daily cleaning crew. Whereas we normally have one (1) staff member cleaning the site on a daily basis, we will now have three (3) cleaning continuously throughout each day.

The site is on a deep-clean schedule as recommended by the CDC. Cleaning staff regularly disinfect all high-touch surfaces. This includes elevator buttons, stairwell handrails, door handles and doorknobs, sink handles, benches and trash receptacle touchpoints.



As there are different disinfection guidelines for fabric surfaces than for hard or nylon surfaces, we will not permit any visitors to sit in the seats in the historic theatre during our Level 1 Reopening. A limited number of folding chairs will be available during your visit if you need to rest before exiting the building. These chairs will be disinfected between each group of visitors.

In addition to our cleaning staff's new protocols, we have also supplied our Visitor Services and Ticket Services staff with CDC-approved disinfectant to sanitize any high-touch areas regularly as well as any items used in the course of their shift. Staff are instructed to disinfect their work areas thoroughly at the start and end of their shifts.

Every effort will be made to intercept deliveries of mail and packages outside the front door. Deliveries will immediately be removed from public areas for storage.



## Training

All staff will receive comprehensive training on these new policies and procedures related to COVID-19.

## Accessibility

If you require any accessibility accommodations, please email [access@fords.org](mailto:access@fords.org) in advance of your visit.

Wheelchairs are available to borrow while on site. The wheelchairs are disinfected after every use.

We ask that all visitors use the stairs unless an elevator is required for accessibility reasons. If you require the use of an elevator, please alert our staff when you arrive.

We know that masks can make lip-reading difficult for the deaf and hard of hearing. If you are having trouble understanding our staff, please alert us to the issue and we will make an accommodation for you so that you may have a successful visit.

