

Reopening Protocols

Mission

Even during these extraordinary times and with new behaviors and policies in place, it remains the mission of the Institute of Contemporary Art/Boston (ICA) to share the pleasures of reflection, inspiration, provocation, and imagination that contemporary art offers through public access to art, artists, and the creative process.

The safety of our staff and audiences is paramount and it is our intention that these policies and procedures support and enhance our vision of a “Radical Welcome.” We will strive to create a museum at the intersection of contemporary art and civic life, a museum that amplifies the artist’s voice and augments art’s role as educator, incubator, and convener for social engagement—in our galleries and virtually.

Overview

The ICA has prepared these Reopening Protocols in preparation for the reopening of the museum—following guidelines and timelines established by the Commonwealth of Massachusetts and the City of Boston—in order to ensure the health and safety of all staff and visitors. All preparations have considered the latest guidance from health and safety officials at the local, state, and federal levels and have incorporated learnings from other museums and institutions that have reopened in advance of the ICA.

These Reopening Protocols will continue to be amended and updated in accordance with workplace guidelines, internal findings, and learnings from the field.

Visitor Safety

- Online ticketing and contactless entry
- Gallery capacity set at 100 visitors per hour and managed through timed ticketing to ensure the ability to physically distance; *Yayoi Kusama: LOVE IS CALLING* is not open at this time
- Face coverings are required for all staff and visitors
- Hand sanitizer and handwashing available throughout the museum
- Tissues available for single-use high-touch points (e.g, elevator buttons)
- Enhanced, frequent, and logged cleaning of high-touch surfaces, with full cleaning of museum nightly

Staff Safety

- All staff provided training on new policies, hygiene practices, and physical distancing; on-site staff provided additional training on customer service and visitor interaction
- Staff required to submit a health self-assessment prior to each shift, attesting that they are not experiencing symptoms and have not had known exposure
- Staff provided with personal protective equipment and required to wear face coverings while at the museum
- Access to cleaning supplies for shared equipment, in addition to enhanced cleaning by cleaning staff
- Administrative staff to work remotely, providing more space for visitors and on-site staff
- On-site staff provided work stations with adequate distancing (six feet or more)
- Shared staff spaces modified and/or relocated to support physical distancing

Changes to the Museum

- Widespread and frequent signage outlining museum protocols for visitors
- Certain areas closed to ensure safe distancing (Common Room, Bank of America Art Lab, Poss Family Mediatheque, Barbara Lee Family Foundation Theater, and second and third floor lobbies)
- Elevators operating with capacity limits
- All public seating areas modified to support physical distancing
- Doors propped open wherever possible

Admissions

- Single point of entry with directed flow, one-way entry, and exit points
- Queue to Holly and David Bruce Visitor Center desk marked at six-foot distances
- Plexi-shields at staffed Holly and David Bruce Visitor Center stations
- Contactless admissions process and no signifiers distributed
- Advanced online tickets encouraged, cash payments accepted by law and as capacity allows
- Visitor brochures available online and through a QR code
- Staffed bag and coat check not available, allowable bag size in the galleries is 11"x14" or smaller
- Staff to wear gloves as needed and practice routine cleaning of surfaces in addition to ongoing cleaning throughout the day

ICA Store

- Single point of entry with directed flow, one-way entry, and exit points
- Capacity set to support physical distancing while shopping
- Staff to wear gloves as needed and practice routine cleaning of surfaces and high-touch items and areas in addition to ongoing cleaning throughout the day

Galleries

- Visitors will be allowed to create their own path through the fourth floor galleries to ensure physical distancing and pace of their visit
- Exhibition didactics and educational resources available online and through QR code
- *Yayoi Kusama: LOVE IS CALLING* is not open at this time; the ICA is consulting experts to determine how to safely open this work to staff and visitors
- Poss Family Mediatheque closed
- Benches reduced and spaced to accommodate physical distancing
- Collateral and other shared materials (pencils, books, etc.) removed

Programs

- Postponement of theater productions and performances until at least winter 2021
- Group tours paused and additional options available for self-guided visits
- Postponement of public programming and events until at least fall 2020

ICA Watershed

- Watershed closed to the public for the 2020 season and to be used for a food distribution site for the ICA's East Boston partners

Compliance

In addition to these changes, the ICA adheres to all reopening regulations established by the Commonwealth of Massachusetts and the City of Boston for both staff and public spaces including, but not limited to: signage, safety regulations and materials, training, communications, reporting, and other requirements and recommendations.

By entering, visitors agree to comply with ICA policies, guidelines, and rules, including but not limited to wearing a face covering and adhering to 6 ft physical distancing guidelines. Visitors to the ICA are personally responsible for their safety and actions. Because the ICA is open to the public, there is a risk of contracting COVID-19 even while complying with ICA-enforced guidelines from the CDC, the state, and the city of Boston.

In addition to these special measures, regular visitor policies continue to apply. The ICA is committed to maintaining a respectful and safe environment for all at the museum. The ICA has a zero tolerance policy for racist and harassing behavior on museum premises, and reserves the right to remove any person acting in an unacceptable or inappropriate manner.