



The TWA Museum at 10 Richards Road
10 Richards Road
Kansas City, MO 64116
Phone/Fax: 816-234-1011
twamuseum@gmail.com
twamuseum.com

May 13, 2020 – Approved by the Board of Directors

The TWA Museum, with recommendations from the CDC, the City of Kansas City, and the American Alliance of Museums, will introduce the following **required** protective measures:

1. **Visitors must bring their own N95 respirator or cloth face covering.** The CDC recommends that everyone wear cloth face coverings when leaving their homes, regardless of whether they have fever or symptoms of COVID-19. This is because of evidence that people with COVID-19 can spread the disease, even when they do not have any symptoms. **Visitors will further be requested to bring their own masks.** The museum has purchased disposable masks – these masks will be sold to visitors who do not have a mask.
2. **Visitors must bring their own hand sanitizer.** The CDC recommends using an alcohol-based hand rub with greater than 60% ethanol or 70% isopropanol. Unless hands are visibly soiled, an alcohol-based hand rub is preferred over soap and water in most clinical situations due to evidence of better compliance compared to soap and water. Hand rubs are generally less irritating to hands and are effective in the absence of a sink. Hand sanitizer is becoming somewhat scarce, but there are some local vendors listed here: <https://www.kcppe.com/>
3. **Mandatory thermal screening for visitors for fevers.** The museum has purchased a digital infrared forehead thermometer. The CDC considers a person to have a fever when he or she has a measured temperature of at least 100.4 °F. No one will be permitted to visit the museum if they are sick, or have been sick, or if they have a fever (for any or no reason). In addition, visitors will be required to certify, in writing while on-site, that they have not been sick in the past 14 days. No sniffles, no runny noses, no fevers. Volunteers will thermally scan all visitors, and if they register for an elevated temperature, they will not be able to enter the museum unless a secondary screening shows that they do not in fact have a fever. Again, any visitor with an elevated temperature will not be able to enter the museum.
4. No handshakes. We understand that these are unusual times and we have decided to implement a firm “no handshakes” rule. Yes, it may feel a bit strange at first. We will all adapt, and it will be fine.

5. The museum will be distancing all volunteers and visitors at least 6 feet apart, wherever possible. This will require that:
- Only one volunteer will be working the reception desk. Visitors must queue outside the museum door, standing or in available seating. One visitor shall be allowed at the reception desk to purchase entry – the rest of their group shall remain in the queuing area until such time as the tour guide greets them and allows them to enter.
 - Only one tour guide will be assigned for each 5-6 visitors. Under no circumstances will visitors be allowed to roam unsupervised within the museum.
 - The following areas will be closed to visitors until further notice: All cockpit trainers (the Connie Sim will remain open), seating areas inside the museum and under no circumstances shall any visitor be allowed to view the cabin trainer that is currently under renovation. Prohibited areas will be “roped off” with caution tape. A few folding chairs will be offered in each exhibit room for those visitors that need to rest, with no more than three chairs per room. The chairs will be disinfected after each use.
 - To protect and ensure your safety, the museum would prefer only credit cards for the payment of entry fees and gift shop purchases.
 - Every visitor must sign-in legibly with name, contact number, date and time.
 - Tours will not be allowed to be longer than 1 to 1.5 hours. If a visitor might arrive alone and we are busy with other tours, we might ask you to wait until more visitors arrive in order to form a small group (maximum 5-6). Audio tours will be discontinued until further notice.
 - Only one visitor shall be allowed in the gift shop and any purchases shall be handled at the front desk.

Along with everyone else all over the world, we have been watching the COVID-19 pandemic as it evolves. We recognize how challenging these situations might be for volunteers and visitors, and the Museum Board of Directors share those concerns. It is the goal of the TWA Museum to maintain a safe museum environment and protect our volunteers and visitors. Please feel free to contact a volunteer if you have any questions or concerns.

On behalf of our Board of Directors,

Sincerely,

A handwritten signature in black ink, appearing to read "John Mays". The signature is fluid and cursive, with a long horizontal stroke at the beginning and a sharp hook at the end.

John Mays, Vice President
The TWA Museum at 10 Richards Road