

**Agreement Between  
Harriet Beecher Stowe Center and Local 2110 UAW**

**1. Recognition**

In accordance with the certification of the National Labor Relations Board (Case 01-RC-250177), the Employer recognizes the Union as the sole and exclusive collective bargaining representative for all full-time and regular part-time Visitor Services Employees, currently known as Visitor Center Coordinators and Museum Associates, employed by the Employer at its 71 Forest Street, Hartford, Connecticut facility, but excluding supervisors and managers, managers who oversee the Visitor Center operations, the Stowe Center's gift shop, and the Visitor Center budget, and guards, professional employees, and supervisors as defined by the Act.

**2. Union Security & Dues Deduction**

2.1 All members of the bargaining unit shall either become members of the Union or pay agency fees to the Union no later than thirty (30) calendar days after the start of their employment or the execution of this Agreement, whichever is later, and shall thereafter be obligated to pay uniformly required dues or agency fees as a condition of employment.

2.2 An employee who fails to satisfy the above shall be discharged within thirty (30) calendar days following the Employer's receipt of a written demand from the Union requesting their termination, if during said period, the required dues or agency fees have not been tendered.

2.3 The Union agrees that it will indemnify and hold the Employer harmless from any recovery of damages sustained by reason of any action taken under this Article.

2.4 Upon receipt of a written notice from the Union, the Employer shall promptly deduct from the wages all membership dues (or agency fees) as provided in the authorization form executed by the employee. Such deductions shall be made each pay period. The Employer will promptly notify the Union of any revocation of such authorization received by it. Employees who do not sign a written authorization for deductions or who revoke such authorization for deductions must adhere to the same payment procedure by making payments directly to the Union.

2.5 The Employer shall forward those funds on a monthly basis to the Union with a report listing the names of all employees for whom dues or fees are deducted, the amount and pay period of the deduction, and delineating any amount deducted for an initiation fee, or retroactive fees. Once the funds are remitted to the Union, their disposition thereafter shall be the sole and exclusive obligation and responsibility of the Union.

2.6 The Employer shall be relieved from making such deductions from any employee who has insufficient earnings payable in the specified week to equal those dues or fees, who is not on the payroll because of an unpaid leave of absence, or whose employment has been terminated.

**3. Paid Time Off**

If (a) an employee elects to quarantine themselves because the employee reasonably believes that they may have been exposed to COVID-19 or is having symptoms consistent with COVID-19, or (b) an employee is unable to report to work because of obligations to others related to COVID-19 (e.g. childcare because schools close), then the employee will be paid for up to two weeks based on scheduled hours in a week, up to three eight (8) hour shifts per week. Any employee who intends to use this paid time off shall notify the Employer as soon as practicable. If any legislation, such as the FFCRA, would require the Employer to provide paid leave, this Section of the Agreement shall cease to be effective, with the exception that if that legislation provides for less leave than provided for in this Section then the Employer shall continue to provide leave as explained in this Section so that the combined total amount of leave equals that provided for in this Section. In any case, this Section shall cease to be effective on December 31, 2021.

**4. Seniority, Promotion and Scheduling**

4.1 An employee’s seniority is their length of continuous employment with the Employer in any full-time or regular part-time position with the Employer. Employees shall be deemed “probationary” and shall not have seniority rights during their first three (3) months of employment in a full-time or regular part-time position. The probationary period may be extended an additional three (3) months by mutual agreement of the parties. The following employees who worked for the Employer at the time that the unit was certified have the following seniority dates.

<b>Name</b>	<b>Seniority Date</b>	<b>Position</b>
Rodrigo Pinto	7/7/17	Museum Associate
Anita Durkin	7/10/17	Visitor Center Coordinator
Chris Menapace	12/4/17	Visitor Center Coordinator
Jasmen Hunter	5/30/18	Museum Associate
Colleen Thomas	11/7/18	Visitor Center Coordinator
Heidi Adams	3/25/19	Museum Associate
Sarajane Cedrone	9/24/19	Museum Associate

An Employee’s seniority shall be lost and the Employee will be terminated in the event that (a) the Employee voluntarily terminates employment, retires, ceases to work as a full-time or regular part-time Employee, unless the Employee is reemployed by the Employer as a full-time or regular part-time employee within one (1) year; (b) the Employee is discharged for just cause; (c) the Employee fails to report to work upon expiration of an authorized leave of absence unless the employee was unable to request additional leave in advance due to reasonable, unforeseen circumstances and so long as the Employer subsequently authorizes the additional leave (such requests will not be unreasonably denied); or (d) the Employee is on continuous layoff for either (i) more than one (1) year or (ii), if employed for one (1) year or less, the length of the Employee’s continuous service.<sup>1</sup>

4.2 On the date that the Employer resumes in-person Visitor Center Operations in accordance with Appendix A to this Agreement, the Employer will promote to the position of Visitor Center Coordinator

---

<sup>1</sup> Subsection (d) shall not apply to the temporary layoff occasioned by the 2020 coronavirus pandemic. See Appendix A.

the two most senior Museum Associates who return to work and who wish to be promoted. The Employer will increase the rate of pay of the two promoted employees from \$15.00 per hour to \$16.50 per hour. If the Employer thereafter elects to fill a Museum Associate or Visitor Center Coordinator position, the Employer will notify bargaining unit employees listed above with a copy to the union and any employees with recall rights pursuant to Appendix A of the position and shall consider qualified employees who apply for the position in seniority order.

4.3 The Employer will schedule employees consistent with its determination of operational requirements and efficiencies and will normally post the schedule at least two (2) weeks in advance of the month that the schedule covers. Employees may submit the days in a month that they prefer not to be scheduled, and the Employer will consider those preferences in seniority order so long as they are submitted before the schedule is posted. Unless an employee prefers to be scheduled on weekends and holidays more frequently, the Employer will schedule employees for weekends and holidays as equitably as is practicable. Employees are normally expected to work one weekend day per week.

4.3.1 While the Visitor Center is open for in-person tours on three days per week, the Employer will endeavor to schedule more senior employees to work on at least two scheduled workdays per week and for at least twelve (12) hours per week, before scheduling a less senior employee for any hours or recalling an employee. While the Visitor Center is open for in-person tours on five or more days per week, the Employer will endeavor to schedule more senior employees to work on at least three scheduled workdays per week and for at least sixteen (16) hours per week, before scheduling a less senior employee for any hours or recalling an employee.

4.3.2 Employees will be paid for no less than four (4) hours for any scheduled shift they work. This provision shall not apply to additional, elective hours offered by the Employer that an employee chooses to work.

4.3.3 Employees are expected to be available to work and to work as scheduled unless the Employer and the Employee have agreed otherwise in advance or because of an employee's reasonable, unforeseen circumstances.

## **5. Discipline & Discharge**

No non-probationary employee shall be disciplined or discharged without just cause. The Employer will notify the Union (in writing) and the Unit Chair of any discharge or suspension within two (2) business days from the time of discharge or suspension. Such notice will include the reasons for discharge or suspension.

## **6. Grievance & Arbitration Procedure**

In the event a dispute concerning the interpretation or application of this Agreement, the Union may submit a grievance in writing to Employer's Executive Director within twenty-one (21) calendar days of the time when the grieving party could reasonably have become aware of the event or occurrence giving rise to the dispute. If the Union believes that an employee has been disciplined or discharged without just cause and the Union desires to challenge the discipline or discharge, the Union shall submit a grievance, in writing, to the Employer's Executive Director within fourteen (14) calendar days of the date that the Employer provides written notice of such discipline or discharge.

The parties will endeavor to meet promptly in an effort to resolve a grievance. If the parties have not resolved the grievance to the Union's satisfaction or if the parties have failed to meet concerning the grievance, the Union may submit the grievance to binding arbitration with the American Arbitration Association within sixty (60) calendar days of the date of the grievance. The arbitrator shall be selected, and the arbitration shall be conducted, under the prevailing Labor Arbitration Rules of the American Arbitration Association. The Arbitrator shall not have the power or authority to add to, subtract from, or modify any of the terms of this Agreement. The decision of the Arbitrator shall be final and binding upon the Employer, the Union and the employees. Expenses for the Arbitrator shall be split equally between the parties.

## **7. Management Rights**

A. Except as may be expressly provided elsewhere in this Agreement, nothing herein shall be deemed to limit the Employer in any way in the exercise of the regular and customary functions of management, under which it shall have, among others, the exclusive right (1) to determine when, where, how, and under what circumstances it wishes to operate; (2) to determine the number of hours per day, days per week or weeks per year operations shall be carried on; (3) to suspend, expand, curtail, discontinue, or move its operations; (4) to determine, develop, modify, implement, and/or discontinue the content, format and structure of programming, which includes, but is not limited to, tours, lectures and workshops; the materials, collections and exhibits to be used for interpretative and educational purposes; and the Center's mission, strategy, plans, and interpretive goals;<sup>2</sup> (5) to hire and to determine the number of employees; (6) to determine the size and composition of the workforce, staffing patterns, staffing levels and areas worked; (7) to discipline, discharge, transfer, promote and/or lay off employees; (8) to set or change hours, work shifts and work schedules; (9) to determine when and how much overtime shall be worked; (10) to determine standards of performance; (11) to promulgate reasonable rules and policies governing the conduct of its employees; (12) to allocate, schedule, assign, manage and plan the work as the Employer deems appropriate; (13) to direct employees and to assign duties as the Employer deems appropriate; (14) to create and/or modify job descriptions; (15) to determine the duties to be performed by employees; (16) to establish, consolidate, restructure or eliminate job classifications; (17) to use and implement technological changes regarding the Employer's operations, including, but not limited to, technological changes regarding operations, programming, visitor services, human resources, or labor relations functions, provided that the Employer shall notify the Union at least forty five (45) days in advance of any technological change that significantly impacts the bargaining unit's terms and conditions of employment, (18) to implement changes the Employer may make to Employer-wide benefit plans in which bargaining unit members also participate; and (19) otherwise generally manage operations, attain and maintain full operating efficiency and direct the work force. These enumerations of management rights shall not be deemed to exclude other rights not specifically mentioned and do not limit the general rights of the Employer to operate with maximum efficiency and to fulfill its mission.

B. It is understood that tours are primarily delivered by bargaining unit employees. In the following special circumstances, the Employer may elect to utilize non-unit individuals on a temporary basis to augment Visitor Center operations and/ or the functions of unit employees: large scale events if there are insufficient bargaining unit staff available; for featured or specialized programming or initiatives; to provide coverage for unit members (e.g. because of a leave or vacations); for audiences with needs that

---

<sup>2</sup> See Section 9.2, Labor Management Committee.

require accommodation. If such individuals work for a period of three (3) months or longer, they shall become members of the union and shall be covered by all provisions of the collective bargaining agreement. The initial three (3) months may be extended by an additional three (3) months by mutual agreement of the parties. Consistent with past practice, non-unit employees may lead occasional tours, understanding that the unit's manager leads tours more frequently as part of their managerial duties. The Employer will not use temporary employees or non-unit employees for the purpose of undermining the bargaining unit.

**8. No Strike/ No Lockout**

8.1 For the duration of this Agreement, neither the Employees nor the Union, its officers, representatives or members shall authorize, instigate, ratify or participate in any strike, sympathy strike, slowdown, work stoppage, sit-in, sit-down, occupation, picketing, or concerted interference with the Employer's operations. Any Employee participating in such strike action shall be subject to discipline up to and including immediate discharge.

8.2 In addition to any other liability, remedy or right provided by applicable law or statute, should any of the activities described in paragraph 8.1 occur, the Union, within twenty-four (24) hours of a request by the Employer, shall:

- (a) Publicly disavow any strikes by the Employees;
- (b) Advise the Employees in writing that any such strike by Employees has not been called or sanctioned by the Union;
- (c) Notify Employees of its disapproval of such strike, including by written correspondence to each employee, copies of which the Union shall provide to the Employer; and
- (d) and instruct such Employee to cease such action and, as applicable, return to work immediately.

8.3 In the event of an alleged violation of this Section 8, the Employer may institute special arbitration proceedings regarding such violation by notice thereof to the other party and to the American Arbitration Association which shall, immediately upon receipt of such notice, appoint an arbitrator to hear the matter pursuant to the AAA expedited arbitration process. The arbitrator shall hold a hearing within twenty-four (24) hours after his/her appointment or as soon thereafter as they are available, upon notice to the Employer and the Union. Notice pursuant to this provision shall be by the most expeditious means available and may include notice by electronic mail. The fee and other expenses of the arbitrator in connection with this arbitration proceeding shall be shared equally by the Employer and the Union. The failure of either party or any witness to attend the hearing as scheduled and noticed by the arbitrator shall not delay said hearing and the arbitrator is authorized to proceed to take evidence and issue an award and order as though such party and/or witness was present. The arbitrator shall have jurisdiction to issue a cease and desist order with respect to such violation and such other relief as he/she may deem appropriate to promptly terminate such violation. No opinion shall be required by the arbitrator, but only a written award and order, which shall be issued at the hearing. Such award and order shall be final and binding on the Employer, the Union and the Employees and may be immediately confirmed and specifically enforced by any court of competent jurisdiction upon the motion, application or petition of the aggrieved party.

8.4 The Employer agrees that it will not lock out Employees during the term of this Agreement.

**9. Labor Management Committee**

9.1 A committee consisting of two bargaining unit employees, designated by the Union, and two management representatives shall be formed and maintained for the duration of this Agreement to address issues related to terms and conditions of employment as mutually agreed upon by the parties. The committee will meet once each calendar quarter, or more or less often, as mutually agreed. A union representative may join these quarterly meetings at the request of the bargaining unit employees. Each party shall share with the other a list of issues that they intend to raise at the meeting at least one week in advance of the meeting. Except by mutual agreement, issues and matters that the Committee addresses shall not include any issue or matter that has been submitted to the grievance and arbitration procedure.

9.2 The Labor-Management committee shall also annually convene a day-long retreat in September of each year, to which they will invite all members of the bargaining unit and the senior management team. The purpose and intent of the meeting is (1) to review the previous year and share what individuals in the group have enjoyed and learned, as well as what individuals in the group have not enjoyed or learned, about the previous year (in both quantitative and qualitative terms) and (2) to share institutional goals and themes for the coming programmatic year and to solicit ideas and insight from staff about programmatic and interpretive change, enhancements, or programs.

9.3 Bargaining unit employees will be paid for attendance at the meetings provided for in Sections 9.1 and 9.2 of this Agreement.

**10. Notice**



Notice to the respective parties shall be to the addresses indicated below. When “written” notice is required, notice shall be sent to the email and postal addresses specified. In the event, the Union or the Employer’s contact information changes, the party will notify the other party of the change as soon as practicable.

Maida Rosenstein, President Local 2110, UAW 256 West 38th Street, Suite 704 New York, NY 10018	Briann Greenfield, Executive Director Harriet Beecher Stowe Center 77 Forest Street Hartford, CT 06105
local2110@2110uaw.org	bgreenfield@stowecenter.org magramonte-gomez@stowecenter.org

**11. Duration**

This Agreement shall be effective from the date of its ratification through and including January 31, 2022. The parties shall meet to begin discussions for a successor agreement no later than September 1, 2021.

In Witness Whereof, the Employer and the Union have executed this Agreement on the dates set forth below.

Local 2110, UAW	Harriet Beecher Stowe Center
x 	x 
Date: Feb. 9, 2021	Date: Feb 4, 2021

**Appendix A – January 2021 Letter of Understanding:**  
**Resumption of Operations & Employee Retention**

The Harriet Beecher Stowe Center (Employer) and the Local 2110 UAW (Union) were in the process of negotiating an initial collective bargaining agreement for a bargaining unit covering all full-time and regular part-time Visitor Services Employees employed by the Employer at its 71 Forest Street, Hartford, Connecticut facility when the Employer was forced to close the Visitor Center because of the COVID-19 pandemic. As a result of the COVID-19 pandemic and the closure of the Visitor Center, the Employer temporarily laid off bargaining unit employees. The Employer and the Union have entered into this Letter of Understanding to address the reopening of the Visitor Center and to create an incentive for bargaining unit employees to resume active employment with the Employer when the Visitor Center reopens.

1.0 The Employer will reopen the Stowe Center Visitor Center (Visitor Center) and commence and conduct its operations in accordance with “HBSC’s Plan for Resumption of Operations,” which is attached to this Letter of Understanding as Exhibit A for informational purposes. In accordance with that Plan, the Employer intends to recall bargaining unit employees in seniority order beginning March 11, 2021, with the intention of reopening the Visitor Center to the public on March 18, 2021 in accordance with the schedule set forth therein. In the unlikely event that the reopening is delayed, the Employer will reopen the Visitor Center and recall bargaining unit employees in seniority order no later than May 12, 2021 so long as it remains legally permissible to do so. Any employee who is not recalled at the time that the Center resumes operations shall have recall rights for one year from the date that the Visitor Center reopens.

2.0 For the purpose of ensuring that current bargaining unit employees return to work with the Employer when the Visitor Center reopens and that those who commit to return fulfill that obligation, the Employer will pay retention bonuses to each employee on the seniority list in 4.1 who returns to work when the Center re-opens. The Center shall pay a total of \$5,000 in the aggregate to be split equally among such employees within thirty (30) days of the Center re-opening, provided such employees remain throughout the period. Effective July 1, 2021, the Center will pay an additional \$5,000 in the aggregate to be split equally among all employees in 4.1 who are employed by the Center on that date. Any retention bonus payment is subject to applicable taxes and withholdings.

2.1 To be eligible to receive the initial retention bonus, the employee must, on or before February 15, 2021, submit to the Employer a signed letter of intention (on a form established and prescribed by the Employer which shall be provided to the Union in advance) in which the employee commits to return to work with the Employer if and when recalled and commits to be available to work as scheduled by the Employer per Sections 4.3 and 4.3.1 of the Parties’ Agreement. See “HBSC’s Plan for Resumption of Operations” with respect to scheduled workdays. Any employee who fails to submit a signed letter of intention on or before February 15, 2021 shall thereafter no longer be an Employee of the Employer, but shall have recall rights for one year from the date that the Visitor Center reopens for any open bargaining unit positions for which the Employee is qualified.

2.2 If after submitting a letter of intention, the employee fails to return to work with the Employer when recalled, except when due to reasonable, unforeseen circumstances, the employee shall immediately cease to be an Employee of the Employer. Those employees whom the Employer recalls will be available to work and scheduled in accordance with Sections 4.3 and 4.3.1 of the parties’ Agreement.



**EXHIBIT A**  
**HBSC's Plan for Resumption of Operations**

The guidelines set forth below apply to the Harriet Beecher Stowe Center's (HBSC's) operations. The Stowe Center will implement these terms on the opening date determined by the best practices on the federal, state, and city levels. It is HBSC's serious intention to reopen the Stowe Center Visitor Center starting the week of March 15, 2021 with staff returning for onboarding and training beginning March 11, 2021. The actual date may vary depending on its evaluation of pertinent factors related to COVID-19, including the one or more of the following.

- CT Governor's office staged opening/closings recommendations
- Regional Health Department and task force recommendations
- Status of CT school districts in the area—are schools open, hybrid or fully virtual
- HBSC's ability to ensure safe environments for workers and visitors
- Healthy and COVID-free workforce
- Trends and data from historic house museums in the region and nationally

HBSC intends to reassess its ability to remain open and the conditions under which it remains open on ongoing basis based on pertinent variables, which include, but are not limited to the factors listed above, as well as 1) COVID-19 pandemic scenarios, 2) staff health and wellbeing related to COVID-19, and 3) visitation numbers. If during 2021 the Stowe Center must suspend tours due to any of these reasons, bargaining unit employees will be paid for two weeks based on scheduled hours, up to three, eight hour shifts per week.

**Roll Out Sequencing:**

The steps below will be taken on the dates indicated, assuming HBSC remains on track to reopen the Stowe Center Visitor Center starting the week of March 15, 2021. If HBSC changes the reopen date, HBSC may also change the dates set forth below.

- February 15, 2021 – For purposes of scheduling, all staff will be asked to indicate their intention to return to work and their availability to be present for work beginning on March 8, 2021.
- February 22, 2021 – HBSC will inform staff of their scheduled hours for the weeks for March 8<sup>th</sup> and March 15<sup>th</sup>.
- March 8, 2021 – Scheduled staff will meet (virtually) with human resources to be re-oriented to HBSC protocols and processes.
- March 11, 12, & 13, 2021 – Mandatory Staff Training Sessions from 9:00 am - 4:30 pm each day. This staff training will include, but will not be limited to, fire drills, COVID safety training and review, hierarchy of support for difficult situations and first aid needs, payroll system training, scheduling system training, online ticketing training, collection protocols and “dos & donts”, management expectations review, restart touring revitalization, formal training with Facing History and Ourselves, dialogic and enabling visitor inquiry & curiosity, tour route changes and interpretive flow updates. Each day we will break for lunch and eat (unfortunately) in a highly dispersed scenario.

## Exhibit A: HBSC's Plan for Resumption of Operations

- Beginning March 18, 2021 –The Visitor Center will be open three days per week. Staff will be scheduled for Thursday from noon – 8:00 pm; Friday from 11:30 – 6:30 pm; & Saturday from 8:00 am – 6:00 pm.
- June 12, 2021 – Harriet's Birthday. Launch Nook Farm outdoor landscape touring in pilot/practice formation as well; as have a theatrical "proceSSIONal" theater piece opening the landscape in rotation with tours and house tours.
- June 17, 2021 – Nook Farm Tours go into schedule rotation and are intended to be offered and implemented in collaboration with the Twain Museum.
- July 15, 2021 through November 29, 2021 – The Visitor Center will open five days per week. Staff will be scheduled for Tuesday from 8:00 am – 5:00 pm; Wednesday from 8:00 am – 5:00 pm; Thursday from noon – 8:00 pm; Friday from 11:30 – 6:30 pm; and Saturday from 8:00 am – 6:00 pm.

### COVID-19 Safety and Mitigation Plan

The following safety procedures are effective now for public outdoor events and indoor research appointments and in preparation for March 2021 when the Stowe House reopens for tours. See CT's Museums Sector Rules for reopening applicable as of November 2020 [https://portal.ct.gov/-/media/DECD/Covid\\_Business\\_Recovery-Phase-2/AqMuseums\\_C3\\_V1.pdf](https://portal.ct.gov/-/media/DECD/Covid_Business_Recovery-Phase-2/AqMuseums_C3_V1.pdf) for state standards including reopening museums.

The following protocols and procedures will be followed by Stowe Center staff, volunteers, board, contractors, and visitors:

1. Social distancing of 6 feet apart or more will be maintained at all times. Visual social distancing markers will be placed throughout the Stowe Center for this purpose.
2. Personal Protective Equipment (PPE) or masks will be worn at all times.
3. Frequent handwashing will be required, made accessible, and employed – 20 seconds of vigorous scrubbing as recommended by CDC. Hand sanitizer will be available in multiple locations throughout the Stowe Center to all as a back-up option.
4. Frequent disinfecting of commonly touched surfaces will be maintained by specified staff.

The Harriet Beecher Stowe Center will adhere to any and all health standards imposed by state or local authorities. These standards may change. The approved restrictions/mitigations as of December 2020 are set forth below.

- Staff will be trained on the rules issued by the State of Connecticut governing the reopening of museums, the protocols on how to clean and use cleaning procedures safely, as well as the specific rules that the Stowe Center has implemented. Employees will be paid for time spent in this training and must record their time as hours worked.
- With the understanding that the virus is transmitted through a combination of intensity and duration of exposure, our best method of controlling these factors is through reducing staff and visitor density within our spaces and requiring PPE. A maximum of 50% capacity of the fire marshal's rules in each building will be maintained.

## Exhibit A: HBSC's Plan for Resumption of Operations

- The Facilities & Security Manager has been appointed the COVID Safety Officer. He is responsible for information, procedures, training, and enforcement of policy among staff, volunteers, and contractors.
- 'Expectations for your Visit' will be posted on our website and in marketing materials. Signage posting mask requirement will be placed in the Visitor Center. Visitors/guests who arrive onsite unwilling to follow social distancing and wear PPE or masks may be asked to leave.
- Staff and visitors must maintain a physical distance of at least six feet from others at all times.
- PPE in the form of masks (everyone) and gloves (researchers only) will be made available for those who need it. Masks must generally be worn at all times and may only be removed in very limited circumstances (e.g., while eating lunch provided the individual is social distancing and segregated away from others). Staff reserves the right to request use of Center PPE over their own when applicable.
- Staff are required to notify their supervisor or the Director of Administration if they are scheduled to work on site and have tested positive for COVID-19, have a reasonable belief that they have been exposed to COVID-19, or are having symptoms consistent with COVID-19. Notification should be given as soon as possible and definitely before arriving at the Stowe Center.
- Upon arrival each day, staff will complete a daily health check prior to beginning work – taking temperatures to confirm lower than 100.4 degrees, checking to ensure staff are wearing an appropriate face mask, and documenting that they have not tested positive for COVID-19, they have no COVID-19 symptoms, and have not been exposed to COVID-19. An employee log will be maintained to facilitate contact tracing.
- Upon arrival, guests will be asked to reiterate their contact information should visitor tracing be advised (this information will come through online ticketing system) and will be asked to verbally commit to being symptom free and not in contact with a COVID positive situation.
- We will continue to disinfect surfaces more frequently per CDC guidelines. Staff will be responsible for disinfecting their own work spaces (phone, computer, desk, chair) multiple times per day and keep clutter to a minimum to mitigate spreading risk. Disinfecting supplies will be provided by the Center. Common areas will be disinfected by facilities staff.
- Staff must avoid or limit the use of shared items, equipment, and supplies. If staff has to use a shared item, they must disinfect it after each use.
- Staff must refrain from greeting anyone by physical touching them including shaking hands.
- Staff and public bathroom usage will be segregated.
- Staff and visitors must avoid gathering in common areas where socialization is common.
- Plexiglass shields and social distancing markers will be installed in the Visitor Center before reopening to the public.
- All payments (tours, program and event registrations, donations) must be made online to create touchless transactions to the greatest extent possible. Should someone walk in and be unable to process a ticket through their smart phone they will be asked to place a cash or check donation in the donation box in the VC.
- Signage reminding staff and visitors about social distancing, cleaning and disinfecting, and personal protection, and signage reminding staff and visitors to stay at home when sick or experiencing symptoms will be posted. Staff and visitors must abide by any and all signage. Further, there will be signs stating that staff and visitors may call the state hotline to report any potential violations of the state's health and safety rules, by calling 2-1-1.

## Exhibit A: HBSC's Plan for Resumption of Operations

- Staff will be expected to remain up-to-date on the information and guidance from the local, state and federal government as well as public health authorities including the CDC.
- Staff who believe they need a reasonable accommodation with regard to the Stowe Center's health and safety policies, procedures, and expectations, including the requirement that they must wear a face mask, should contact Maria Agramonte-Gomez.
- Stowe House tours specifics:
  - At re-opening, we will reduce our group size to three people and an interpreter. This is a strict limit with one exception: We will accommodate a family group/social unit of up to six on one tour together.
  - A private tour option will be available.
  - Groups will be segregated from each other and a route through the buildings has been created that allows that segregation to work easily and with very little interaction between groups. There will be changes to the tour route, and not every room will be available to the public until further notice.
  - Visitors will be asked to wear masks at all times and will be given a mask if they do not have one. No one will be served by HBSC without a mask.
  - Visitors and staff will use hand sanitizer before and after the Stowe House tour.

### Air Handling & HVAC Systems

All three buildings on the Stowe Center campus have a fresh air exchange as part of the HVAC system. Stowe Center has reviewed air handling systems in our three buildings with an HVAC professional. As a result, the following actions have been taken:

- The ratio of fresh air intake has been increased.
- We will allow windows in the VC to be opened, even in cold weather, and will increase heat in the building accordingly.
- We are currently considering placing box fans in the windows or purchasing an air purifier for use in the VC. Because the Stowe House has a newer HVAC system which has MERV 13, additional air purification measures are not necessary in the Stowe House.

### Reporting Health and Safety Concerns

- On duty Museum Associate and Visitor Center Coordinators will be able to report health and safety concerns at daily start of day staff meetings with Director of Programs & Visitor Experience.
- Director of Programs & Visitor Experience will be onsite during open to the public hours/days and will be available for VC staff to report time sensitive health and safety concerns. In the event that the Director of Programs & Visitor Experience is not available, another member of the staff will be designated as "on call" for support. During daytime weekday business hours, this individual will be the Facilities & Security Manager.
- Employees will be encouraged to speak up without fear of retaliation if they have health and safety concerns or if they observe violations of employer policies and procedures.
- If a visitor refuses to wear a mask and refuses to leave (and is thus in violation of state mask mandate), VC staff will call manager on duty. By state mandate, exemptions are children under 2 years of age and individuals with underlying medical conditions.