Visiting SAAM and the National Portrait Gallery During COVID-19

A SAAM and NPG Social Narrative for Visiting the Museums
We are going to visit the National Portrait Gallery and Smithsonian American Art Museum in Washington, DC. You may notice that both museums are in the Donald W. Reynolds Center for American Art and Portraiture.

The Portrait Gallery is sometimes called NPG whereas the Smithsonian American Art Museum is also known as SAAM.
Today’s trip may be different from other times we have visited. This is because the Portrait Gallery and SAAM have made some changes to help keep me, my family, other visitors, and the museum staff safe.
The museums are located at 8th and G Streets NW in Chinatown near the Capital One Arena.

With many people working from home, the neighborhood may be quieter and less busy. We may still see crowded sidewalks, bright lights and hear loud noises, like car horns and the voices of other people.
During our visit to the museums, there are some **new rules** we will need to follow, in order to stay safe.

- ✔ We will practice social distancing and stay away from other visitors
- ✔ We will keep our masks on
- ✔ We will remember to wash or sanitize our hands to keep germs away.

We may see signs reminding us of these rules. All the new signs we see will be in English and in Spanish.
When it’s time to enter the museums, we may need to **wait in line** with other people. We will see **blue dots** on the ground that tell us where to stand, so we’re not too close to other visitors.

If we have visited the museums before we may have used the F Street entrance, but that entrance is closed due to the pandemic. Today we will need to use the **G Street entrance**.
When we enter the **lobby**, we will hold up our tickets, one at a time, to the **scanner**.

If we need **help**, we can ask the volunteer at the virtual information desk.
Inside the museums, we will see more **signs** that remind us to keep a safe distance from the other visitors. They may also help us find our way through the building.
As you explore the museums please **don't touch** any of the artwork and maintain a safe, **arm's length**, distance away from all of the pieces.

You may see stanchions or lines on the floor to help keep your distance. Some of the work may be protected by glass.
The museum is protected by security officers whose job it is to protect you, the art, the building, and the staff. The officers have two different uniforms—some may wear white shirts with insignia; others may wear navy blue jackets over white shirts. Both officers will have badges, so you know they work at the museum.
It is important to stay with your family, but if you need help or get lost the officers can help you.

If anyone has a backpack or other large bag, the officers will ask you to hold it at your side or wear it on your front.
It’s important for us to keep our hands clean and free of germs. We can use sinks in the restroom or hand sanitizer pumps located throughout the building to keep our hands clean. It is important to remember that only two people are allowed in the bathrooms at a time.
If we need to rest, there are **benches** throughout the museum we can use.

We can also rest in the **Kogod Courtyard**. There will be a glass ceiling enclosing the courtyard, planters filled with plants, and we may see water on the floor from the fountains.
Even though our trip to SAAM and the Portrait Gallery may be different from other times we have visited, we can still have a fun and safe time with our friends or family! And the museums' staff hope that we come back for another visit very soon.