

# THANKSGIVING POINT RE-OPENING PROTOCOLS

Museum friends, this document is intended **ONLY** as an example of our planning process and not as guidelines or recommendations for other organizations. We've also included an example of these protocols in practice from one of our museums. This is a work in progress and a starting point for us. As we type, we are adapting as we test our assumptions. We totally get that all organizations are unique and may require more, less, or altogether different policies, procedures, and plans. In that spirit, we hope it is helpful to you and send our support as we all work through this crazy time.

**GOAL:** Ensuring that our guests and employees feel safe and protected during their time at Thanksgiving Point.

**EXPLANATION:** This document contains, (1) *General Policies and Procedures* and the *General Supplies Needed* for safely opening all 5 Thanksgiving Point venues (with regard to the Guest Services Department) and a specific (2) *Plan of Action* and *What is Needed* for a re-opening of each of the 5 Venues at Thanksgiving Point.

## GENERAL POLICIES AND PROCEDURES

(for all 5 venues)

### Employee Safety and Wellness

- **Hand Washing Policy**
  - Employees **MUST** wash hands with soap for 30 seconds when they arrive, after going to the restroom, before returning from break and before and after eating
- **Mask Policy**
  - Guest Services Employees are required to wear masks
  - Employees will either need to use disposable masks or wash any homemade masks in between shifts
- **Illness Policy**
  - Employees will be asked not to come to work if they are not feeling well
  - Employees will strictly follow guidance from the Health Department if there is exposure to someone with COVID-19
- **Wellness checks/Temperature Checks**
  - Employees will be checked for elevated temperatures daily
- **Gloves**
  - Employees interacting with touch points must wear gloves

- If employees do wear gloves, they will be required to wash hands immediately after removing gloves – at least every hour.
- **Phone Sanitizing and Time Clocks**
  - Employees will need to sanitize their phones when they arrive at work
  - Employees will sanitize the time clock before and after each use or use the online app

## **Guest Safety and Wellness**

- Masks will be required for guests initially (Policy will be re-evaluated often)
- At both Farm Country and Ashton Gardens, masks do not need to be worn once outdoors
- If a guest is visibly coughing or appears to be feverish or unwell, the Security Department will be contacted to further assess the situation
- Hand sanitizer and/or sanitizing wipes along with Health Safety Signage will be located throughout each Venue (thoughtfully placed at high touch areas) (extra garbage cans in these areas will be needed as well)
- Staff will be stationed strategically to help guests follow one-way direction

## **Touch Point Cleaning**

- A touch point cleaning checklist will be used to ensure regular disinfecting throughout each venue
  - Touch point cleaning duties will be split up by department at some venues.
  - Exhibit and prop sanitizing will be done according to Chad's level values and schedule
- A cleaning caddy with supplies and a clipboard will be provided at each venue for employees to take turns disinfecting touch points

## **Guest Counts and Ticket Sales**

- Limit the number of guests per hour (number will vary by venue and will be evaluated often)
  - Time ticketing or first come, first serve
- Front desk manager/supervisor will monitor the number of guests in the lobby and help to ensure social distancing.
- Online ticketing required and printed tickets not allowed

## **Lobby and Lines**

- Prop open inside sets of doors when possible to reduce touch points
- Vinyl floor stickers (make specific to each venue) 6 feet apart to create social distance in lines

- *Learning and Engagement* welcome guests at entry and make aware of new rules and what to expect (at 6')

## **Check-in Procedures**

- Fabricate plexi barriers
- Place credit card machines, and hand sanitizer on tables for guest use
- Guests hold membership cards and/or ID while employee scans (then we sanitize scanners between employees-this eliminates the possibility of guests touching scanners)
- All Guest Services employees will wear masks and/or face shields and gloves
- Hand Stamps will not be used
- Sanitize card machine in between each guest use
- Sanitize mouse and scanners in between each employee rotation
- Credit Cards transactions only (no cash)
- Use mouse instead of touchscreens (screens are difficult to clean often without damage)
- Hand sanitizer located at the front desk (bottles for guest use on tables and a separate container for employee use)

## **GENERAL SUPPLIES NEEDED** (for all 5 Venues)

### **Safety Department**

- Masks and/or Face Shields for Employees
- Gloves for Employees
- Contactless Digital Thermometers (one per venue?)

### **Facilities Department**

- Hand Sanitizer Bottles
- Free Standing Hand Sanitizer Stations
- Disinfecting Spray
- Sanitizing Wipes
- Sanitizing Wipe Dispensers
- Plastic Cleaning Totes (for Touch Point Cleaning Supplies and Lists)
- Paper Towels
- Cleaning Rags
- Extra Garbage bins for sanitizing wipes

## **Catering Department**

- Tables (to provide Social Distance at Front Desks)

## **Marketing Department**

- Vinyl Floor Stickers to promote Social Distancing
- General Safety and Wellness Signage (for placement at entrance/exit and at hand sanitizing stations and wipe stations)
- Exhibit closure signage
- Website and Social Media Content to communicate to our guests our new policies and procedures

## Example of one venue's plan to enact the protocols

### BUTTERFLY BIOSPHERE RE-OPENING PLAN

| <b>PLAN OF ACTION</b>  | <b>WHAT IS NEEDED</b>   |
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| <p><b>LOBBY</b></p> <ul style="list-style-type: none"> <li>● Prop open inside entrance and exit doors</li> <li>● Vinyl Floor Stickers (Butterflies) placed 6 ft apart in the line area</li> <li>● Guest Health and Safety Sign</li> <li>● Manager/supervisor will watch the number of guests in the lobby area and extend the line outside as needed.</li> </ul>   | <p><b>LOBBY SUPPLIES</b></p> <ul style="list-style-type: none"> <li>● Vinyl Floor Butterfly Stickers (<b>Marketing Department</b>)</li> <li>● Health and Safety Sign (<b>Marketing Department</b>)</li> <li>● Stanchions</li> </ul>   |
| <p><b>FRONT DESK</b></p> <ul style="list-style-type: none"> <li>● Install plexi barriers</li> <li>● Place Credit Card machines, maps and bottles of hand sanitizer on tables for guest use</li> <li>● Sanitize credit card machines between each guest use</li> <li>● Sanitize mouse, scanners, and keyboards in between each employee rotation</li> <li>● Only open two tills (one on each end) to increase social distance between guests and employees.</li> <li>● No hand stamp use</li> <li>● Employees use mouse instead of touch screens (screens are difficult to clean without damage)</li> <li>● Employee use hand sanitizer bottle on the back counter</li> <li>● All guest service employees will wear masks and/or face shields and gloves</li> </ul> | <p><b>FRONT DESK SUPPLIES</b></p> <ul style="list-style-type: none"> <li>● Plexi barriers (<b>Facilities Department</b>)</li> <li>● Hand sanitizer: 3 large pump bottles (<b>Facilities Department</b>)</li> <li>● Sanitizing spray (<b>Facilities Department</b>)</li> <li>● Sanitizing wipes (<b>Facilities Department</b>)</li> <li>● Masks for employees (<b>Safety Department</b>)</li> <li>● Gloves for employees (<b>Safety Department</b>)</li> </ul> |
| <p><b>GIFT SHOP</b></p> <ul style="list-style-type: none"> <li>● Hand Sanitizer Station and Sign at the gift shop entrance</li> <li>● Sanitize credit card machine in between guests</li> </ul>  | <p><b>GIFT SHOP SUPPLIES</b></p> <ul style="list-style-type: none"> <li>● Freestanding Hand Sanitizer Station and Sign (Sign could be separate or together with hand sanitizer station. Needs to be a general health</li> </ul>   |

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| <ul style="list-style-type: none"> <li>● Sanitize the scanner and keyboards in between employee rotations</li> </ul> <p><b>GIFT SHOP (continued)</b></p>   | <p>and safety sign asking guests to minimize the amount of touching in the gift shops) (<b>Facilities Department</b>)</p> <ul style="list-style-type: none"> <li>● Hand Sanitizer Pump Bottle (<b>Facilities Department</b>)</li> <li>● Masks for employees (<b>Safety Department</b>)</li> <li>● Gloves for employees (<b>Safety Department</b>)</li> <li>● Sanitizing Wipes (<b>Facilities Department</b>)</li> <li>● Sanitizing Spray (<b>Facilities Department</b>)</li> </ul>                         |
| <p><b>DISCOVERY ZONE</b></p> <ul style="list-style-type: none"> <li>● Touch Points by both Guest Services Team and the Learning and Engagement Team</li> <li>● Learning and Engagement team will disinfect Exhibit related touch points and Guest Services will disinfect all other touch points. **See Butterfly Biosphere Touch Point Cleaning List at the end of this document</li> <li>● Create a list of exhibits in the Discovery Zone and rate them by guest use and the amount of touch involved (this is currently in progress and will be discussed at our inter-department butterfly meeting)</li> <li>● Place wipe dispensers at either central locations or at heavily used/touched exhibits</li> <li>● Possibility of altering some exhibits to require less touch (currently in process by Exhibits Department and Matt will report on this at next meeting)</li> <li>● Possible rotation schedule of exhibits that are open at once to necessitate proper cleaning.</li> </ul> | <p><b>DISCOVERY ZONE SUPPLIES</b></p> <ul style="list-style-type: none"> <li>● Sanitizing Spray (<b>Facilities Department</b>)</li> <li>● Paper Towels (<b>Facilities Department</b>)</li> <li>● Sanitizing Wipes (<b>Facilities Department</b>)</li> <li>● Sanitizing Wipe Dispensers (<b>Facilities Department</b>)</li> <li>● Exhibit cleaning protocols (<b>Exhibits</b>)</li> <li>● Exhibit Closed Signs (<b>Marketing</b>)</li> <li>● Stanchions (<b>Facilities, Exhibits Department</b>)</li> </ul> |
| <p><b>BEE CLASSROOM</b></p> <ul style="list-style-type: none"> <li>● As discussed at our inter-department butterfly meeting and depending on State recommendations when we open, the Bee Classrooms will remain closed. There are many</li> </ul>  | <p><b>BEE CLASSROOM SUPPLIES</b></p> <ul style="list-style-type: none"> <li>● Sign explaining closure (<b>Marketing Department</b>)</li> </ul>   |

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| <p>areas that would need to be disinfected regularly (costumes, magnifying glasses, plastic insets, books etc.)</p>  |   |
| <p><b>COSTA RICA CLIMBER</b></p> <ul style="list-style-type: none"> <li>● CRC will remain closed until playgrounds are allowed again</li> </ul>  | <p><b>COSTA RICA CLIMBER SUPPLIES</b></p> <ul style="list-style-type: none"> <li>● Sign explaining Closure (<b>Marketing Department</b>)</li> <li>● Website will need to be updated to notify guests that this area will not be open (<b>Marketing Department</b>)</li> </ul>   |
| <p><b>CONSERVATORY</b></p> <ul style="list-style-type: none"> <li>● discourage our guests from touching and holding the butterflies (to prevent the spread of illness)</li> <li>● The Learning and Engagement Team will sanitize touch points hourly in the conservatory</li> <li>● The Exit doors and mirrors will be cleaned hourly by the Guest Services Team</li> <li>● We will not use Butterfly Guides or magnifying lenses in order to reduce touch points</li> </ul>   | <p><b>CONSERVATORY SUPPLIES</b></p> <ul style="list-style-type: none"> <li>● Change the entrance video to reflect new conservatory rules (no touching of butterflies and social distancing polity) (<b>Marketing Department</b>)</li> <li>● Signs in the conservatory about new conservatory rules (<b>Marketing Department</b>)</li> <li>● Disinfecting Spray (<b>Facilities Department</b>)</li> <li>● Paper Towels (<b>Facilities Department</b>)</li> <li>● Glass cleaner (<b>Facilities Department</b>)</li> <li>● Disinfecting Wipes (<b>Facilities Department</b>)</li> </ul>  |
| <p><b>CONSERVATORY ENTRANCE/EXIT VESTIBULE</b></p> <ul style="list-style-type: none"> <li>● Vinyl floor stickers (butterflies) 6 ft apart leading to both the conservatory entrance and exit</li> <li>● Only one family/group will be allowed in the entrance and exit at a time</li> <li>● In order to maintain social distance and keep employees and guests safe, guests will be checked visually (using revised exit script) before entering the exit vestibule.</li> <li>● Guests will then enter the exit vestibule, one family/group at a time and then they will check themselves in the mirrors (following instructions either given by audio or on signs)</li> </ul> | <p><b>CONSERVATORY ENTRANCE/EXIT VESTIBULE SUPPLIES</b></p> <ul style="list-style-type: none"> <li>● Alter the entrance video to reflect the temporary changes (no butterfly touching, only one family/group in the entrance and exit, social distance inside the conservatory)(<b>Marketing Department</b>)</li> <li>● Sign for entrance vestibule door stating the policy of one family/group at a time (<b>Marketing Department</b>)</li> <li>● New exit vestibule pre-check script (<b>Entomology Department</b>)</li> <li>● Audio speakers inside vestibule that will play instructions to exiting guests and/or a sign with instructions inside the exit vestibule (<b>Facilities and/or Marketing Department</b>)</li> </ul> |



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| <p><b>CRITTER ENCOUNTER PROGRAM</b></p> <ul style="list-style-type: none"> <li>● Critter Encounter program will no longer be structured as a show where people gather. Instead, at certain times, there will be a Learning and Engagement employee who will utilize a handheld microscope (Exhibits Department has these available) to give guests an up-close view of our bugs displayed on a monitor</li> <li>● During Critter encounter times, individual groups will have the opportunity to observe</li> <li>● Lines on vinyl floor butterflies to maintain social distance</li> </ul> | <p><b>CRITTER ENCOUNTER PROGRAM SUPPLIES</b></p> <ul style="list-style-type: none"> <li>● Handheld microscopes (<b>Exhibits Department</b>)</li> <li>● Vinyl floor butterflies 6 ft apart (<b>Marketing Department</b>)</li> <li>● Signs with updated information detailing new format (<b>Marketing Department</b>)</li> <li>● Website will need to be updated with new format (<b>Marketing Department</b>)</li> </ul> |
| <p><b>BUTTERFLY RELEASE PROGRAM</b></p> <ul style="list-style-type: none"> <li>● Butterfly Release will focus on individual groups releasing butterflies while other groups are waiting in line on vinyl butterfly floor markings to maintain social distance</li> <li>● The time will be extended from 30 minutes to an hour in order to facilitate the groups individually</li> <li>● The cups used for the butterfly release will be disinfected after use (by Entomology Department)</li> </ul>   | <p><b>BUTTERFLY RELEASE PROGRAM</b></p> <ul style="list-style-type: none"> <li>● Vinyl floor butterflies to promote social distance while waiting to release butterflies (<b>Marketing Department</b>)</li> </ul>  |

# Plan and procedures for re-opening

Developed by: **Chad Gehring, MFA, CPSI | Director of Exhibitions, Thanksgiving Point Institute**

**Goal:** Enter your institutions guiding statement for re-opening plans

## **General prevention of transmission policies and procedures for staff members**

- Personal hygiene
  - All staff members **MUST** wash hands with soap for 30 seconds when they arrive, after going to the restroom, before returning from break and before and after eating.
- PPE
  - Staff members are required to wear a mask when they are working in any of the indoor gallery spaces that are open to the public.
  - Masks can either be disposable or re-usable if washed between shifts.
  - Neoprene gloves will be available for use as needed.
- Stay at home
  - Staff members will be asked to stay home if they are not feeling well or,
  - Strictly follow guidance from the Health Department if there has been exposure to someone with a confirmed case of COVID-19.
  - Staff who are in high risk categories can decide when they can start back to work with no risk to their employment.
- Personal and general use touch points
  - Time clocks will be sanitized before and after each use.
  - Personal phones and shop computer equipment will be sanitized daily.

## **General practices for prevention of transmission in public spaces**

- This is where you develop a list of the practices that you will follow do varying degrees within different areas of your institution. Examples might include:
- Surface sanitization
  - Hard surface - any non-porous surface (i.e. metal, plastic, vinyl, glass) which is likely to have been touched by TPI team member or guest. A.K.A. Touch points
  - Non-hard surface – any unattached porous materials (i.e. plush toys, foam blocks, fabric costumes) that are regularly touched or handled by guests or staff
- Encourage physical distancing verbally or through signage
- PPE (face mask)
- Hygiene (hand washing and hand sanitizing)
- Changes to typical exhibit conditions

## **Application levels of general practices for public spaces**

Each level defines to what extent the general practices will be implemented

- Level 0
  - Typically, an outdoor space
  - No special treatment will be given to hard or non-hard surfaces
  - Signage encouraging 6 ft distancing between individuals or family groups
  - Staff members follow general policies and procedures – Masks are optional
  - No changes to exhibit conditions
- Level 1
  - Hard and non-hard surfaces are sanitized daily
  - Signage and verbal encouraging 6 ft distancing between individuals or family groups
  - Staff members follow general policies and procedures
  - Signage to encourage guests to wash hands and wear masks
  - Hand sanitizing station(s) are available
  - No changes to exhibit conditions
- Level 2
  - Hard and non-hard surfaces are sanitized twice daily (or every 4 hours)
  - Signage encouraging 6 ft distancing between individuals or family groups
  - Staff members follow general policies and procedures
  - Signage to encourage guests to wash hands and wear masks
  - Loose hands-on manipulative items reduced
  - Some hands-on activities closed
- Level 3
  - Hard surfaces are sanitized hourly
  - Non-hard surfaces are sanitized every 2 hours
  - Signage encouraging 6 ft distancing between individuals or family groups
  - Staff members follow general policies and procedures
  - Signage to encourage guests to wash hands and wear masks
  - Loose hands-on manipulative items reduced or removed
  - Hands-on activities or those which are difficult to clean are closed
- Level 4
  - Gallery is closed to the public – appropriate measures will be taken to restrict access to these areas (i.e. locked doors, stanchions, caution tape or rope, custom barriers)

