



**COVID-19 Emergency  
Operational Plans for Phased Reopening**

All phases of this plan are in accordance with the Governor’s Executive Orders, ADOA Guidance, CDC guidance and subject to budget capacity.

**Objectives**

1. Health and safety of staff, volunteers and visitors
2. Security and preservation of facilities and collections
3. Sustained agency leadership during all all Phases of emergency
4. Sustained administrative functions for duration of emergency
5. Retainment and maximum utilization of of personnel throughout the emergency
6. Continued engagement with members and audiences through digital means throughout the emergency
7. Financial viability through identification of alternate revenue sources

**Current State**

- All facilities and grounds are closed to the public
- Employees continue telework and weekly reports of accomplishments
- Facilities staff continue maintenance and repairs, and perform deep cleaning of buildings
- No employee travel permitted
- All teams continue development and delivery of digital content
- Membership continues development and delivery of “members-only” content and communication
- Aggressively pursue alternate revenue sources - grants, donations, other
- Library and Archives continues to provide virtual research and reference services on a limited basis

**Phase 1 - Prepare for Reopening**

Action	Owner(s)
<p>a) Develop phased return-to work plan, based on ADOA guidelines, by site</p> <ul style="list-style-type: none"> <li>- Following guidance from Governor’s office &amp; ADOA, employees will return to work</li> <li>- Decisions regarding alternate work schedules will be made on an individual basis, between the employee and supervisor</li> </ul>	Leadership
<p>b) Develop social distancing, Personal Protective Equipment (PPE), health and safety protocols for staff to return to work</p> <ul style="list-style-type: none"> <li>- Site specific, extra focus on common work spaces and surfaces, elevators</li> <li>- Include site specific plan for breakroom use, shared copier use, etc.</li> <li>- Include sanitary methods for AHC staff and visitors to check in/out daily at/near the front desk. Log must be easily accessible in case of emergency, and at the end of day to know who is in the building.</li> <li>- Install removable floor signage to route guest traffic as needed</li> </ul>	HR/ADOA/ Leadership/ Guest Experience/ Facilities
<p>c) Procure necessary cleaning and sanitizing supplies and PPE</p> <ul style="list-style-type: none"> <li>- (Target: Rolling 6-mo supply)</li> <li>- Once open, monitor cleaning supplies usage and develop daily/weekly needs projections to ensure sufficient inventory               <ul style="list-style-type: none"> <li>- Spreadsheet created; inventory tracked and updated daily</li> </ul> </li> </ul>	Procurement/ Facilities
<p>d) Develop plan for managing visitor traffic flow to ensure social distancing guidelines.</p> <ul style="list-style-type: none"> <li>- Visitors and guests are encouraged, not required, to use PPE (masks), except for Library &amp; Archives, where PPE is required</li> <li>- Phase 2 - AHM &amp; AHC - 20 maximum at one time</li> <li>- Phase 3 - AHM &amp; AHC - 40 maximum at one time</li> <li>- Phase 4 - TBD</li> </ul>	GuestExperience
<p>e) Determine event/group tour capacity and protocols for all sites - may require contract cancellations, rescheduling or other adjustments. Recommendations as follows, subject to state and local directives.</p> <ul style="list-style-type: none"> <li>- Phase 2 - 20 people max gathering - Encourage use of PPE</li> <li>- Phase 3 - 40 people max gathering - Encourage use of PPE</li> <li>- Phase 4 - TBD</li> </ul>	Leadership

<p>f) Develop guidelines for Library and Archives research patrons - capacity and protocols Phase 2 - Max 4 people at one time by appointment only, and require PPE - gloves and masks - at all times Phase 3 - TBD Phase 4 - TBD</p>	Leadership
<p>g) Develop pre-sale ticketing protocols and tools - Create on-line ticketing capability in Agile - Recommend guests pre-purchase tickets online</p>	Guest Experience
<p>h) Develop protocols and means for touchless/low-touch transactions - Guest access to credit card machine, no signature required - Encourage guests to use credit or debit cards instead of cash - If they use cash, Guest Experience staff will have gloves and sanitizer for protection</p>	Guest Experience
<p>i) Develop plan for safe return of volunteers and interns at each site - All Phases - Limited volunteers based on business needs. Subject to volunteer completion of required training, review of workbook with supervisor and assignment of specific duties and schedules. Require waiver of liability.</p>	AHS HR
<p>j) Library and Archives assess fee schedule and determine adjustments</p>	Bill/L&A team
<p>k) Create visitor guidance/signage/communications - Need to source and purchase appropriate outdoor signage (sandwich, free-standing metal frame, etc.) - Will need to outsource sign printing (Office Depot, etc)</p>	MCRE/Facilities
<p>l) Aggressively pursue and promote revenue-based initiatives, including grants</p>	All
<p>m) Prepare plan for launch of exhibitions upon reopening</p>	David/MCRE
<p>n) Develop comprehensive communication plan for all staff, constituencies (boards, support groups, volunteers, certified historical institutions), members and email subscribers</p>	MCRE
<p>o) Develop marketing strategy for all sites for reopening</p>	MCRE
<p>p) Reassess and modify advertising plan for FY20-21 - Shift to primarily digital media for nimbleness and targeted reach</p>	Debbie/Tawn

q) Develop “members-only” reopening perks for each site. This includes offering a “preview” members-only day for the first day open.	Shelley
r) Turn off and cover all Drinking Fountains and request visitors bring their own water. Bottled water can be available at the front desk for donation or sale.	Guest Experience

**Phase 2 - Limited Reopening**

Action	Owner(s)
a) Open Arizona History Museum and Arizona Heritage Center <ul style="list-style-type: none"> <li>- Maximum of 20 guests in museum galleries at one time</li> <li>- PPE highly recommended, subject to social distancing and CDC guidelines</li> <li>- Museum stores remain closed - or - Guest Services to develop plan for Museum stores to be open and ensure public/staff safety (See guest services plan.)</li> <li>- Consider opening an hour early at each site to accommodate vulnerable populations. Would require additional staffing.</li> </ul>	Guest Experience
b) Open Sanguinetti and Pioneer grounds to the public at no charge; museums remain closed	Guest Experience
c) Continued closure of non-AHS owned facilities - Ft. Lowell, Downtown History Museum, Riordan	Leadership
d) The decision to open AHS owned facilities operated by other entities (Brown House, Strawberry Schoolhouse, Sosa Carillo, Douglas Williams) is the purview of the respective lessees.	N/A
e) Allow Library and Archives patrons and researchers to resume access to facilities <ul style="list-style-type: none"> <li>- 4-person maximum, by appointment only</li> <li>- Required use of masks and gloves and social distancing guidelines</li> </ul>	L & A
f) Limit public hours at sites per availability of staff and volunteers	Leadership
g) Employees return to work according to predetermined schedule <ul style="list-style-type: none"> <li>- Use of PPE required in public/common areas, following social distancing guidelines (Some state provided PPE, as available. Employees encouraged to supplement with their own.)</li> </ul>	Leadership

<p>h) Provide training to employees regarding reopening protocols, health and safety guidelines, proper use of PPE.</p> <ul style="list-style-type: none"> <li>○ Break rooms are limited to 1 person at a time</li> <li>○ Each person is responsible for cleaning/sanitizing surfaces touched (refrigerator door, microwave, countertop)</li> <li>○ Exploring securing PPE with a clear window for mouth for educators and others who work with hearing-impaired team members.</li> <li>○ In large multi-stall restrooms, staff and guests are expected to follow social distancing guidelines and hand-washing protocols.</li> <li>○ Staff to be trained on proper PPE usage and handwashing techniques by qualified staff (Dennis &amp; Elyssa, with support and training materials from Mel)</li> </ul>	<p>Guest Experience/HR/Facilities</p>
<p>i) Resume group tours and events in open facilities</p> <ul style="list-style-type: none"> <li>- Limit number of people to 20</li> <li>- Encourage use of PPE, follow social distancing guidelines</li> <li>- Explore purchase of headset with <a href="#">mini voice amplifier</a> to assist with managing groups</li> </ul>	<p>Education/ Events</p>
<p>j) Effective July 31: Limited number of volunteers as dictated by business needs. Subject to completion of required training, review of workbook with supervisor and assignment of specific duties and schedules. Require waiver of liability.</p>	<p>AHS HR</p>
<p>k) Effective July 31: Interns - Limited number of interns as dictated by business needs. Subject to completion of required training, review of workbook with supervisor and assignment of specific duties and schedules. Require waiver of liability.</p>	<p>AHS HR</p>
<p>l) Limit temporary hire personnel/hours to provide coverage for visitors. Must be approved in advance, subject to budget availability, or outside funding sources. Temporary workers are subject to the same safety protocols as staff.</p>	<p>AHS HR</p>
<p>m) Limit non-essential travel to one person per vehicle</p>	<p>All</p>
<p>n) Post signage in and around facilities - directional, social distancing and health and safety reminders</p> <ul style="list-style-type: none"> <li>- Purchase and install removable floor decals (6 ft markers and directional arrows)</li> </ul>	<p>MCRE/Facilities</p>
<p>o) As available, order and install additional sanitizing dispensers/wipes for public and staff use. Station at each museum entrance, restroom doors and have custodians fill as part of normal duties.</p>	<p>Procurement/ Facilities</p>

p) Continue daily cleaning and sanitizing per individual site plan	Facilities
q) Continue digital programming initiatives per plan	All
r) Deliver planned communications (Thank you, “We’re Open”, etc)	MCRE
s) Continue delivery of membership engagement initiative	Membership
t) Continue implementation of marketing plan	MCRE

**Phase 3 - Partial reopening and addition of limited on-site events and programming**

Action	Owner(s)
a) Expand visitation to Arizona History Museum and Arizona Heritage Center <ul style="list-style-type: none"> <li>- 40 people in museum galleries at one time</li> <li>- PPE required, social distancing and CDC guidelines followed</li> <li>- Gift stores reopen, with modifications (i.e. Display one of each stuffed animal instead of all inventory, etc.)</li> </ul>	Leadership
<ul style="list-style-type: none"> <li>- Provide training to employees regarding reopening protocols, health and safety guidelines, proper use of PPE. quarters. Guest Experience may recommend alternate maximum with detailed plan for managing traffic and ensuring social distancing</li> <li>- Curriculum received for Communicable Disease Prevention</li> <li>- PPE is recommended due to tight passageways such as hallways less than 3 ft wide</li> </ul>	Guest Experience/ HR/Facilities
b) Return to full hours of operation for opened facilities	Leadership
c) Delay reopening of sites not owned by AHS - Ft. Lowell, Downtown History Museum, Riordan) until AHS-owned sites are at full capacity.	Leadership
d) Allow Library and Archives patrons and researchers to resume access to facilities in AHM and AHC. (Cline Library controls access to Flagstaff collections) <ul style="list-style-type: none"> <li>- By appointment only</li> <li>- Required use of masks and gloves and social distancing guidelines</li> </ul>	L & A

e) Resume group tours and events - Limit number of people to 40	Education/ Events
f) Evaluate work-from-home alternative schedules and made adjustments as needed - Decisions will be made on an individual case-by-case basis between employee and supervisor, unless otherwise mandated	Leadership/ ADOA/ AHS HR
g) July 31: Limited number of volunteers as dictated by business needs. Subject to completion of required training, review of workbook with supervisor and assignment of specific duties and schedules. Require waiver of liability.	AHS HR
h) July 31: Interns - Limited number of interns as dictated by business needs. Subject to completion of required training, review of workbook with supervisor and assignment of specific duties and schedules. Require waiver of liability.	AHS HR
J) Continue daily cleaning and sanitizing	Facilities
k) Travel allowed with two people in each vehicle, using PPE	All
l) Continue digital programming initiatives, membership engagement initiatives per plan	All
m) Adjust and post signage to reflect changes in hours, etc.	MCRE/Facilities
n) Deliver planned communications (Thank you, "We're Open", etc)	MCRE

#### Phase 4 - Full Reopen

Action	Owner(s)
<b>See Phase 3</b>	
a) Continue to deliver digital programming	All
b) Prioritize virtual services/programs versus on-site events	Leadership
c) Limit visitation numbers - continue on-line ticketing as preferred ticketing method (as opposed to walk-in)	Leadership

d) Re-evaluate large-scale events and external rental program	Leadership
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**See Guest Services detailed plan for Reopening**

**See Rental Program and Museum Events detailed plan for Reopening**