

Long Island Explorium Reopening Plan 2020



Section I: Introduction

CDC, WHO, and New York State Guidance

The Explorium will utilize guidance from the Center for Disease Control and Prevention (CDC), World Health Organization (WHO), and New York State to create, implement, monitor, and revise its reopening plan with a focus on:

- Mandating the use of appropriate Personal Protective Equipment (PPE) by all guests and all staff.
- Maintaining recommended social distancing protocol.
- Providing ample facilities for handwashing and the use of sanitizer with an alcohol content of at least 60 percent.
- Minimizing points of contact that include recurrent handling of objects or touching of surfaces by multiple people and increasing the frequency of cleaning and disinfecting of objects and surfaces that are subject to repeated contact.
- Establishing safety precautions meeting New York State guidance for reopening.

Section II: Administrative Reopening

The Explorium has a dedicated staff of 1 full-time and 4 part-time employees whose commitment and passion for the museum and its guests are unwavering. Our museum guides have been put on pause until the Explorium reopens. With the receipt of the PPP funds in May, the Explorium was able to re-hire our valued museum guides in supporting roles at the Explorium. Throughout the museum's closure, all senior staff and educators have continued to be paid their regular salary and have been actively developing and delivering virtual programming to our guests, as well as preparing for the museum's reopening. All staff have been working from home since the implementation of NY on PAUSE.

- Staff returns on a limited basis beginning August 10th, with a focus on minimizing the number of individuals in the museum at the same time.
 - Staff that can work from home will continue to do so.
 - Staff that must report to the museum will work varied schedules to minimize overlap.
 - Staff in shared office spaces will not be scheduled to work at the same time and will completely disinfect their work area before and after each shift.
- Staff will be provided with Personal Protective Equipment (PPE) as needed and appropriate as follows:
 - Face masks
 - All staff will be provided with face coverings (masks) to be worn at all times when not in their assigned individual office.
 - Masks will be labeled with each staff member's name and stored in individual, clean plastic bags.
 - Hand sanitizer and disinfectant wipes
 - Hand sanitizer and disinfectant wipes have been placed in all common office spaces for use as needed. Staff also have access to the multiple sanitizing units in the museum's exhibit spaces.

- o Gloves
 - Gloves will be provided to all staff participating in sanitizing and cleaning public spaces and restrooms.
 - Staff will be discouraged from wearing gloves for other activities as best practice dictates frequent, thorough handwashing and/or hand sanitizer rather than using gloves.
- o All staff will receive training on the proper use of PPE online and/or immediately upon returning to work at the museum.
- Before each shift, staff will be required to self-certify that they:
 - o Do not currently have a fever (over 100.4 as verified by temperature check upon entry into the museum building) and have not had a fever in the past 24- hour period.
 - o Are not exhibiting symptoms of COVID-19 (fever, new cough, hard time breathing, sore throat not due to allergies, body aches, and new loss of taste or smell).
- Travel: Any museum-related travel will require advance approval from the Executive Director. All non-essential travel will be prohibited. All museum staff members will also be required to report any travel outside of the Long Island Region and may be required to self-isolate for 14 days.

During our reopening in Phase 4 of NYS Reopening, staff will be working on preparation of public spaces to welcome museum guests in a manner that supports social distancing and frequent hand cleaning to include items such as:

- o Installation of signage and floor markers to encourage social distancing.
- o Installation of physical barriers where social distancing is not possible between staff and guests or between staff members (i.e. admissions desk).
- o Finalizing and implementing exhibit-specific modifications including:
 - Revising traffic flow to allow for capacity management by exhibit.
 - Closing high contact and/or hard to clean interactives.
 - Developing cleaning and disinfecting checklists for each exhibit space.
- Social Distancing and minimizing of contact points
 - o Office staff schedules will be adjusted to decrease the number of individuals in one area at any one time. Those employees with jobs that can be successfully completed at home, will continue to do so.
 - o Meeting rooms will be closed with meetings continuing to be held virtually.
 - o Interior doors will be propped open where possible.
 - o Staff kitchen areas will be closed except for accessing the sink for hand washing.
- Staff will be instructed to contact Executive Director, Angeline Judex, to notify the museum if they receive a COVID-positive test result. The Executive Director will in turn notify Suffolk County Public Health and will proceed through the appropriate response outlined in Appendix B.

Public Reopening

Section III: Museum Capacity and Ticket Sales

Capacity Planning

- The Long Island Explorium has 1200 square feet space in its exhibit areas. Operating at below the recommended CDC guidelines of 25% of our maximum occupancy of 50, we will be allowing not more than 6 guests plus 1 staff member at any one time during Stage 1 of the reopening plan.
- The Explorium will reopen to members only for private visits. (stage I of the plan) for a maximum of 6 guests plus 1 staff PER day. A total of 7 individuals at any one time. in number of guests

We will continue to monitor our progress in relationship to NY State guidelines and the museum's internal metrics to determine if any changes to our operating schedules and capacity requirements are appropriate and advisable.

Ticket Sales

- All visits, both members and general admission, must be reserved in advance via The Explorium's online ticketing system to allow for capacity management.
- Visits will be limited 90 min sessions per day during Stage 1 of our re-opening which will be limited to members only. The Explorium will be sanitized, cleaned and left untouched for the rest of the day to re-open the following day.
- During the ticket purchasing process, guests must opt-in to certify that:
 - On the date of their visit, no one in their party feels ill, has had a fever or cough in the past 14 days, has travelled to a virus hot spot, or been in close contact with anyone diagnosed with COVID-19.
 - All members of their party are visiting the museum voluntarily, understand that there is the potential to contract any virus while at the museum, and are in agreement that the museum will not be held liable should any member of their party get sick.

Guest-facing staff

In addition to the procedures that are described above, these additional provisions will be implemented for staff that are guest-facing:

- Staff will generally be scheduled to work only one of the guest sessions each day. If a staff member is working two consecutive sessions, they will be provided with a clean mask to wear during their second session.
- Staff will be discouraged from bringing personal items into the museum that require storage. Those that are unable to adhere to this request will be provided with an individual space separate from the public.
- Guest-facing staff will be required to social distance from their team members and guests.

Section IV: Public reopening stages

The Explorium's private re-opening plan is structured in stages spaced a MINIMUM of two weeks apart to mirror the state and federal reopening plans and coincide with one incubation period for the virus. The Explorium will re-open with Stage 1 restricted only to members. This provides for a tightly managed, controlled environment that allows for constant monitoring and evaluation of the effectiveness of the plan along with the ability to identify and remedy shortcomings promptly.

Transition to the next stage will be dependent upon:

- The museum's ability to continue to align operational procedures with current government mandates.
- All regional reopening metrics, as defined by New York State, being successfully achieved.
- Guest compliance with social distancing and use of face masks as measured by the percentage of guests (based on daily attendance) that guest services or security team members have to address for non-compliance.
- Rate of infection among staff compared to the rate of infection in the community.
- Net score from Visitor Response Satisfaction Surveys.

Private/ Members only (Stage I)

- Restricted to members only.
- Ensures guests are primarily from local area.
 - Guests are known to the museum and contact information is readily available if tracing is necessary.
- Guest access to exhibit spaces and restrooms only.

General Admission – Long Island Region only (Stage II)

- Member private admissions continue.
- General admission ticket sales open.
 - Limit ticket sales to guests of not more than 6 from Long Island only. Location will be verified during online ticket purchase via zip code.

General Admission (Stage III)

In consultation with local and state officials, evaluate if conditions allow for guests from outside the Long Island Region to visit the museum.

Section V: Admissions Process

The admissions process will be changed significantly to allow for social distancing and minimal contact. These changes include:

- Greeting guests outside the museum entrance to ensure they have pre-purchased their tickets, understand the requirement to wear a mask properly at all times when visiting the museum, and have completed the COVID self-certification survey on the day of.
- Closing the coat rack. Guests will be encouraged to leave their coats in their locked vehicles and to bring their own strollers and wheelchairs.
- Installing plexiglass panels at admissions desk to provide a physical barrier where space constraints prohibit social distancing of a full 6 feet.
- Applying physical markers on the floor to designate waiting areas 6 feet apart.
- Installation of a new ticketing and payment system that allows for a contactless admissions process.
 - All admissions tickets are pre-purchased and presented visually to allow for scanning through the plexiglass barrier and eliminate handling of paper tickets.
 - Monetary transactions during the admissions process will be minimal. Those that are required will be credit only with the point-of-sale system being reconfigured to eliminate the need for museum staff to handle a guest's physical card. Guests needing to access keys on the payment device will be asked to utilize the stylus provided, and hosts will disinfect the stylus after each use.

Section VI: Social distancing and hand cleaning for guests during their visit

- All medically able guests are required to properly wear a mask at all times while visiting the museum. Guests who do not comply with this requirement will have one pleasant reminder from museum staff followed by a second warning that they will be unable to continue their visit if they do not comply. If a guest is in non-compliance on a second occasion, senior Museum manager in charge will be contacted to escort the guest out of the museum.
 - The Explorium realizes that not all guests are medically able to wear a mask that complies with this mandate and empowers its staff to make minimal exceptions to this requirement on a case-by-case basis.
- Signage will be placed throughout the museum to remind and encourage all guests to maintain social distancing and practice good hand cleaning hygiene.
- Individual exhibit activities that do not allow for social distancing (message center, rice boat) and/or are difficult to clean will be closed to guests.
- The number of chairs at activity tables will be decreased to allow space for social distancing while participating in seated experiences.
- Guests will be reminded by staff as they enter and exit individual exhibits to utilize hand sanitizer or wash their hands with soap and water frequently throughout their visit.
- Guests interested in participating in activities in our Maker Space will have the opportunity to work on a unique project each day. All necessary supplies will be provided. Items that are to be reused eg. scissors, glue sticks, by guests another time will be quarantined for a week after use before being re-used the following week.

Section VII: Cleaning and disinfectant practices

Below is an outline of cleaning practices that will occur while guests are visiting the museum, as well as the two times or more daily cleaning that will occur when guests are not in the museum. Enhanced cleaning protocols can be found in Appendix A. A cleaning log of all the below areas including date, time, and scope of cleaning will be kept by the Museum Manager.

- In-session cleaning (while guests are visiting the museum)
 - Hosts will encourage guests arriving before starting their visit and leaving each exhibit to use the hand sanitizer provided.
 - Hosts will spray and wipe high-touch areas in each exhibit thoroughly after each guest session.

- Daily cleaning (when the museum is closed to guests)
 - The museum will be deep cleaned and disinfected in a manner consistent with CDC guidelines when the museum closes after each guest session. As a result, the museum will be deep cleaned once each day after the end of each private visit. Each exhibit will have a cleaning checklist specific to the interactives and manipulatives unique to that space and will include the following processes:
 - Plastic manipulatives will be quarantined for a week.
 - Consistent with our daily cleaning routine, all surfaces in the restrooms will be sprayed with a disinfecting spray. Toilets and sinks will receive additional cleaning including disinfecting touchable surfaces and toilet bowls.
 - All touchable surfaces such as tables, railings, and individual exhibit components will be disinfected with CDC-approved disinfectant spray

Section VIII: Isolation

All staff and managers at the museum are familiar with basic first aid and are called to respond to both guest and staff incidents of illness or injury. We will also notify the staff at the Village Center, in the event that additional support is needed. While the museum is open, staff will respond to concerns about suspected COVID-19. Front-line staff will be trained to contact the Museum Manager on-call immediately rather than interacting with the guest themselves.

To minimize the interaction of the individual with anyone else in the museum, the individual exhibiting symptoms of the virus will be isolated on the back outdoor patio, weather permitting. If the outdoor patio is not conducive to isolation, the individual will be brought upstairs to the conference room. Once a course of action is determined, an ambulance will be called and/ or the individual will be escorted out of the museum. An incident report will be completed to note the individual's name and contact information, and the individual will be provided with a staff member's business card for follow up. Following this incident, the back patio or the conference room will be immediately closed until staff can clean and disinfect the room.

Section IX: Exhibits consideration for reopening

- Exhibit components
 - Each individual component within an exhibit was categorized by ease of cleaning and frequency of contact by multiple guests. Components that were deemed more difficult to clean and subject to contact more frequently were analyzed to determine if any modifications could be taken to make the interactive easier to clean and/or decrease the number of contacts. Components for which no effective modifications were available will be closed when the museum reopens to guests.
- Cleaning checklists and procedures
 - A cleaning and disinfecting checklist was developed for each exhibit to detail how to clean and disinfect various components both during and between guest sessions, along with the materials needed to complete each process.

Appendix A: Enhanced Procedures

Surface Cleaning

- Enhanced surface cleaning at 2:30 pm and 4 pm during Public Hour days (noon on Wednesdays). During times of reduced hours and reduced capacity with private groups only, this will be done at the end of each group's visit.
- This means that we clean the following in addition to the normal procedures:
 - All door handles and knobs (including the gate outside)
 - All exposed table and shelf surfaces
 - All commonly touched surfaces of the rice boat
 - Railing in the back
 - Ship wheel and its table
 - Maker space table, top of shelves, cabinet fronts, drawer fronts
 - Message center surfaces: writing area, buckets and sides of cabins where people regularly put their hands
 - Chairs and stools: back and seat
 - Kitchen surfaces, faucet, cabinet doors
 - Bathroom faucets, soap dispenser, toilet flusher and lid, koala handle
- Clean after use:
 - Tablets
- Only use cleaning products on the NYS Approved Cleaning Products list for coronavirus - all the spray bottles in the bathroom are approved so use any of these
- Change cleaning cloth often, i.e. use many for just one round of enhanced surface cleaning

Food Consumption

- During the beginning of reopening Summer 2020 no food will be served or eaten in the museum

Keeping the Air Clean

- Turn on both air purifiers at the start of each shift and turn off at the end of the day
- Open windows and doors as much as the weather conditions permit

Personal Precautions

- Don't touch your face while working
- Follow established guidelines from CDC, NYS Health Department. Stay home if sick

Appendix B: Museum procedures for confirmed case of COVID-19 in the museum

- a. Guest-facing staff
 - i. Prior to returning to work, staff will be agreeing to notify Museum Manager if they receive a COVID-19 positive test. Upon notification, the museum will report this information to Suffolk County Public Health. The employee may return to work after completing a 14-day self-quarantine and submitting a COVID negative test result.
 - ii. Confirm most recent shift that employee was in the museum.
 - iii. Determine primary location(s) of employee during shift.
 - iv. Determine number of “deep cleans” the museum has been through since employee was on premise. Per CDC guidelines, if more than 7 days have passed since the infected person was in the museum, additional cleaning and disinfection is not necessary.
 - v. Clean all back-of-house areas that employee may have touched prior to next shift (break room, lockers, gallery managers office, etc.). Security cameras are in use throughout the museum, in all public areas. These cameras can be used to track employee movement and aid with tracing.
 - vi. Without disclosing identity, notify all museum staff that an employee has tested positive for COVID-19. Encourage everyone to monitor for symptoms and strongly encourage testing for any staff member who the museum determines to have been in direct contact with the positive employee.
 - 1. Staff tracing and notification to be completed by COVID-19 task force.
 - 2. Staff will be provided information on where to obtain a COVID-19 test.
 - vii. If required, provide guest contact information to Suffolk County for guests who were in the museum during applicable shifts.
 - viii. Have media statement drafted and on hold should we be asked to comment.
- b. Other administrative staff
 - i. Prior to returning to work, staff will be agreeing to notify the Executive Director if they receive a COVID-19 positive test. Upon notification, the museum will report this information to Suffolk County Public Health. Employee may return to work after completing a 14-day self-quarantine and submitting a COVID negative test result.
 - ii. Confirm most recent time that employee was in the museum.
 - iii. Determine primary location(s) of employee during time at museum.

- iv. Determine number of times employee office has been cleaned since last interaction. Per CDC guidelines, if more than 7 days have passed since the infected person was in the museum, additional cleaning and disinfection is not necessary.
- v. Clean all back-of-house areas that employee may have touched (restroom, kitchen, door handles, light switches, stairwells, elevators, etc.).
- vi. Without disclosing identity, notify all museum staff that an employee has tested positive for COVID-19. Encourage everyone to monitor for symptoms and strongly encourage testing for any staff member who the museum determines to have been in direct contact with positive employee.
 - 1. Staff tracing and notification to be completed by COVID-19 task force.
 - 2. Staff will be provided information on where to obtain a COVID-19 test.
- vii. If required, provide guest contact information to Suffolk County for guests who were in the museum during applicable shifts.
- viii. Have media statement drafted and on hold should we be asked to comment.

c. Guest

- i. Upon notification, the Executive Director will report applicable information to Suffolk County Public Health.
- ii. Confirm time(s) guest was in museum.
- iii. Determine number of “deep cleans” the museum has been through since guest was on premise.
- iv. Determine need for additional “deep cleans”. Per CDC guidelines, if more than 7 days have passed since the infected person was in the museum, additional cleaning and disinfection is not necessary.
- v. Without disclosing identity, notify all museum staff that a guest has tested positive for COVID-19. Encourage everyone to monitor for symptoms and strongly encourage testing for any guest-facing staff member.
 - 1. Guest tracing and notification to be completed by COVID-19 task force.
 - 2. Staff will be provided information on where to obtain a COVID-19 test.
- vi. If required, provide guest contact information to Suffolk County for guests who were in the museum at the same time as infected guest.
- vii. Have media statement drafted and on hold should we be asked to comment.