PUTTING OUR GUESTS AND STAFF FIRST WHEN IT COMES TO SAFETY!

MOSI REOPENING PLAN

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MOSI KEEP DISCOVERING
Target opening date for venue - Week of May 25th, 2020

• All guest facing staff will be required to wear face masks until further notice.
• Staff will have option for PPE face shield.
• Entry / Exit doors to the venue will be propped open to avoid an “every guest touch point”.
• All staff members will have temperatures taken with another staff member present. Staff with a temperature over 100.4 degrees will be sent home immediately and not permitted back to work without (2) negative COVID-19 tests.

Target % capacity for venue

• 50% indoor attendance capacity – Does not include the open air Science Park.

Departmental Post COVID-19 Plans

GUEST SERVICES

Staffing

In an effort to reduce employee-to-employee interactions and employee-to-guest interactions, the Guest Services office will be staffed by no more than two leads, with the exception of Wednesday which will allow three leads. The Wednesday exception will be specified for supervisory planning and updates between the Director of Guest Services, the Guest Services Supervisor, and the Reservations Coordinator. The Lead Guest Services Associate will be updated the following day. One onsite lead will be the designated Floor Supervisor, handling day-to-day operations and providing direction, assistance, and support to the Visitor Services Associates; the second lead will be the designated Reservations Supervisor, answering/returning phone calls and serving as a back-up lead to the Floor Supervisor. The offsite lead will be the designated Reservationist, handling all email inquiries, bookings, and providing support as directed by the Reservations Supervisor.
CLEANING/PROTECTION
The onsite lead team will follow social distancing guidelines both in the office and on the floor. Wearing masks and gloves will be mandatory while on the floor and recommended in the office. Painters tape will be used to designate standing areas per social distancing guidelines. The lead team will do a thorough cleaning twice a day, once mid-day and once before closing. All door handles, surfaces, and office supplies will be sanitized with a disinfecting wipe or with a disinfecting spray and rag to include but not limited to desks, keyboards, phones, computer mice, phones, pens, scissors, staplers, etc. The carpet will be misted with sanitizing spray and vacuumed. Lead team members should avoid sharing work spaces or office supplies. If work spaces or supplies are shared between employees, they should be sanitized immediately after use. Any trash from food and beverages should be disposed of in a trash receptacles located inside of the Welcome Center. Personal trashcans should be emptied at the end of the day in the recycle bins or dumpster located outside of the Loading Dock.

FRONT DESK/DOOR ATTENDANT
Staffing
There will be one Visitor Services Associate staffed at the front desk and one Visitor Services Associate staffed at the front doors per day. The VEA staffing the front desk will process ticket transactions, process refunds, check-in groups, assist guests, and handle all guest inquiries and concerns. The Visitor Services Associate staffed at the front doors will monitor capacities by clicking guests in and out. If numbers are close to maximum capacity, the VEA will alert the Floor Lead to discuss next steps. In addition, the VEA will assist guests as needed and serve as the breaker for lunches. Shift times for the front VEAs will be 9:15AM-5:15PM with a 30 minute lunch break.

CLEANING/PROTECTION
The front VEAs will follow social distancing guidelines. Wearing masks and gloves will be mandatory. Painters tape will be used to designate standing areas per social distancing guidelines. Installing sneeze guards at the front desk will provide additional protection to both guests and VEAs. Individual sneeze guards installed at Stations 1 & 3 and long sneeze guards at the exposed sides. Consuming food at the front desk or at the front door is not permitted; one reusable water bottle or disposable bottle with a tight fitting lid is allowed. The VEAs will do a thorough cleaning twice a day, once mid-day (as time allows) and once before closing. All door handles, surfaces, and office supplies will be sanitized with a disinfecting wipe or with a disinfecting spray and rag to include but not limited to railings, stanchions, desks, keyboards, phones, computer mice, phones, pens, scissors, staplers, etc. The front desk VEA will regularly do a light cleaning of surfaces and stanchions as time allows throughout the day. VEAs should avoid sharing work spaces or office supplies. If work spaces or supplies are shared between employees, they should be sanitized immediately after use. Personal trashcans should be emptied at the end of the day by requesting assistance from the custodial team. The same VEAs will be scheduled on the same days weekly to avoid employee-to-employee contact as much as possible.
VR SIMULATOR

Staffing
There will be one Visitor Services Associate staffed at the VR Simulator per day. The VR Simulator VEA will process transactions and refunds for the VR simulator and operate the ride. Shift times for the front VEAs will be 9:15AM-5:15PM with a 30 minute lunch.

CLEANING/PROTECTION

The VR Simulator VEA will follow social distancing guidelines as much as possible with slightly modified VR operations to avoid physical contact with guests. Wearing masks and gloves will be mandatory. Painters tape will be used to designate standing areas per social distancing guidelines. Consuming food at the front desk or at the front door is not permitted; one reusable water bottle or disposable bottle with a tight fitting lid is allowed. VR Simulator VEAs will no longer place and remove headsets on guests’ heads and faces. Guests will be encouraged to place and remove headsets themselves and assist their children. The VR Simulator VEA will only assist with small children, ADA guests, or guests that are having trouble in general. Only Seats 1 & 4 will be operational to encourage social distancing unless there is a small family or group of friends that request to ride together. Headsets will be sanitized after every use as per usual protocol. Additionally, each seat and the handrail will be sanitized after every use. The VEAs will do a thorough cleaning twice a day, once mid-day (as time allows) and once before closing. All railings, surfaces, and office supplies will be sanitized with a disinfecting wipe or with a disinfecting spray and rag to include but not limited to railings, stanchions, desk, keyboard, phone computer mice, phones, pens, etc. The VR Simulator VEA will regularly do a light cleaning of surfaces, railings, and stanchions as time allows throughout the day. VEAs should avoid sharing work spaces or office supplies. If work spaces or supplies are shared between employees, they should be sanitized immediately after use. The VR trashcan should be emptied at the end of the day by requesting assistance from the custodial team.
**IDEA ZONE**

**Staffing**

In order to maintain the practice of social distancing while still engaging MOSI guests with hands-on activities, IdeaZone will establish a series of guidelines:

- Five reserved activity stations will be set up to maximize the space between guests. Each will accommodate a family or small group of four guests for a timed interval.
- Signage/visual aids/barriers will be used to encourage and reinforce social distancing and etiquette. A marked entry/exit pathway will be established as depicted by green arrows.
- Community supplies will be avoided when possible. Activities requiring tools and non-consumable supplies will be maintained in kits. Kits will be disinfected before returning to rotation.
- IdeaZone will close for 30 minutes each day at 1:30 p.m. for midday cleaning.
- IdeaZone staff will wear gloves and face coverings while interacting with guests.
Additional considerations

- MOSI has installed sneeze guards at the front desk.
- Sanitizing spray and sanitizing wipes provided to the Guest Services office and front desk.
- Receipt dispensing unit will be positioned outside of sneeze guard eliminating having to touch and hand to guest.
- 6’ Social Distancing signs will be installed at various location in the venue and by exhibits.
- Marking “waiting areas” for next use of exhibit
- Designated times of 11 am, 1 pm and 3 pm, MOSI staff will participate in an “all hands on deck” deep cleaning of exhibit items and spaces.

MOSI Education Program Safety Plan

MOSI is following the Center for Disease Control (CDC) guidelines for COVID-19 and will implement the following safety measures for MOSI Education Programs including Summer Science Camp. We will continue to monitor government and CDC guidelines and make adjustments as needed.

Education Staff:

- All summer camp staff will attend mandatory Safety Training that will include health information about proper hygiene such as washing hands, avoiding touching one’s face and social distancing.
- As employees arrive for work their temperatures will be checked utilizing a contactless digital thermometer. Anyone displaying a temperature over 100.4 degrees Fahrenheit will be directed to seek appropriate medical care and will not be allowed to work until cleared by a medical professional.
Cleaning Procedures:

- MOSI utilizes cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses and bacteria.
- The frequency of cleaning and sanitizing has been increased in the Summer Camp Area.
- Shared equipment will be sanitized before and after each use.
- Tables, phones, hard surfaces, handles, play equipment and frequently touched surfaces will be sanitized at the beginning, in the middle and at the end of the camp day.

Summer Camp Procedures

- Parents will not need leave their car for drop off. They can pull up through the circle and a MOSI employee will check your child in.
- Monday paperwork will include a form verifying the child has no temperature or symptoms of illness and has not traveled within the past 14 days.
- Parents will not be allowed in the camp classrooms.
- All food must be brought from home, and no sharing will be allowed.
- Lunch will be outside at picnic tables in the covered area. Only 4 campers per table will be allowed to maintain safe distances.
- Lunch groups will be staggered.
- Frequent hand washing will be incorporated into the daily routine of each camper.
- Sharing of objects will be discouraged.
- Campers and staff will be advised to practice physical distancing by standing at least six feet away from others.
- Signage will be posted reminding employees, parents and campers of distancing guidelines.
- Hand Sanitizer dispensers will be placed throughout MOSI Summer Camp classrooms.