



Strategy for Reopening

expERIENCE Children's Museum

Revision Date: September 22, 2020

At the expERIENCE Children's Museum (Museum or ECM), we pride ourselves in providing a safe, clean and accessible environment. The information which follows is based on guidance from the Centers for Disease Control and Prevention (CDC), Association of Children's Museums (ACM), and the Pennsylvania Department of Health (PDH), and is subject to change as additional federal, state and local guidelines are released.

Our plan for reopening is a phased approach and initially ECM will not to return to pre-pandemic occupancy, will not resume pre-pandemic hours, and will not open all exhibits. As we move through the green phase the Museum will transition towards reducing restrictions; however, we must also be prepared for increased restrictions in response to an outbreak.

We are committed to upholding safety guidelines required to reduce the spread of COVID-19, which include: 1) physically distancing; 2) wearing face coverings; 3) washing and sanitizing hands; 4) cleaning and disinfecting surfaces; and 5) staying home if you are sick. Commitment to these actions will be required by all employees, visitors and guests if we are to reopen safely.

Contents

Section I: General Guidelines

| | |
|----------------------------------|---------|
| What we know about Covid-19..... | pg. 4 |
| Covid-19 and children..... | pg. 4 |
| Physical distancing..... | pg. 4-5 |
| Wearing face coverings..... | pg. 5-6 |
| Hand hygiene..... | pg. 6 |
| Disinfecting surfaces..... | pg. 6-7 |
| Staying home..... | pg. 7-8 |

Section II: Employee Guidelines

| | |
|--|-----------|
| Training..... | pg. 8 |
| Health screening..... | pg. 8 |
| Wearing gloves..... | pg. 8-9 |
| Procedures prior to and during work shift..... | pg. 9-10 |
| Responding to confirmed cases of COVID-19..... | pg. 10-11 |

Section III: Visitor Services Guidelines

| | |
|---------------------------------|------------|
| Front of house commitment..... | pg. 11 |
| Messaging..... | pg. 11 |
| Queuing..... | pg. 11 |
| Front of house circulation..... | pg. 11-12 |
| Monitored areas..... | pg. 12 |
| Entry/exit protocol..... | pg. 12 |
| Reentry protocol..... | pg. 12-13 |
| Transactions..... | pg. 13- 14 |

Evacuation procedures.....pg. 14

Reimbursements.....pg. 14

Visitor removal.....pg. 14

When to call a manager on duty.....pg. 14-15

Disinfecting and Sanitizing procedures.....pg. 15

Lost and found.....pg. 15

Disinfecting and Sanitizing Supplies.....pg. 17

APPENDIX A: Exhibit reopening guide.....pg. 18-31

APPENDIX B: Summer camp procedures.....pg. 31-32

APPENDIX D: Disinfecting and sanitizing procedures.....pg. 33-34

APPENDIX E: Bathroom cleaning procedures.....pg. 35

Section I General Guidelines

WHAT WE KNOW ABOUT COVID-19

COVID-19 is a highly contagious respiratory illness that can present life-threatening symptoms in certain individuals. Current information about symptoms can be found on the Centers of Disease Control and Prevention (CDC) website ([cdc.gov](https://www.cdc.gov)). It is thought to mainly spread through droplets expelled when an infected individual breathes, talks, coughs, or sneezes. In most instances of transmission, close contact is believed to be responsible for spreading the virus. Close contact is defined as being within 6-feet of another person for greater than 10 minutes. Although not believed to be a primary mode of transmission, COVID-19 can also spread when a person touches a surface on which droplets have settled and then touch their nose, mouth, or eyes. The virus can live on metal for five (5) hours and in the environment for one (1) hour. It does not live on food or in water.

Older adults and people with serious underlying medical conditions such as chronic lung disease or autoimmune diseases are at the highest risk of severe illness from COVID-19 and should therefore take extra precautions.

COVID-19 AND CHILDREN

Based on available evidence, children do not appear to be at a higher risk for COVID-19 than adults. While some children and infants have been sick with COVID-19, adults make up most of the known cases to date.

The symptoms of COVID-19 are similar in children and adults; however, symptoms can present as mild. Reported symptoms in children are similar to a cold and include fever, runny nose, and cough. Vomiting, diarrhea and headaches have also been reported. Not all children will have the same symptoms. Current information can be found on the CDC's webpage ([Caring for Children](https://www.cdc.gov/caringforchildren)).

PHYSICAL DISTANCING

Physical (social) distancing means keeping space between yourself and those who do not live in the same household with you. To that end, ECM has devised occupancy limitations based on its square footage (both the first and second floors) of 7,500 square feet of public space. In our first phase of reopening, we are limiting our occupancy to 75 guests (17% occupancy) at a time. Each

exhibit will also have its own posted occupancy limit and certain exhibits such as Airwaves will remain closed. Exhibit occupancy limits can be found in the Exhibit Reopening Guide.

Advanced registration through the ECM website will be required of both members and non-members for a timed session. Sessions will be two hours in length with an hour in between sessions for sanitizing, disinfecting and cleaning. Beginning on September 8, 2020 ECM will be open weekend only hours – Saturday for the three sessions and Sunday for two sessions.

Session times will include:

| (Saturdays) | (Sundays) |
|------------------|-------------------|
| 9:00am – 11:00am | ----- |
| 12:00pm – 2:00pm | 12:00-pm – 2:00pm |
| 3:00pm – 5:00pm | 3:00pm – 5:00pm |

Kid-friendly signage will be posted to encourage physical distancing and direct flow of traffic through the Museum and at exhibits. Occupancy limits will also be posted at exhibits, the elevator, and bathrooms to further encourage physical distancing. The appropriate space in each bathroom allows for half of the stalls to be in use and therefore half the stalls will be closed and only the hand free sinks will be accessible.

WEARING FACE COVERINGS

Wearing face coverings is recommended for all individuals outside of the home when they are unable to consistently maintain 6-foot distance. This is an important part of PPE or personal protective equipment. Face coverings are intended to trap droplets leaving the wearer’s mouth and nose, reducing the risk of transmission regardless of whether the wearer is symptomatic of COVID-19 or not.

Face coverings also remind us to not touch faces. The CDC has guidance on how to make, wear, and care for face coverings. When not wearing a face covering, such as while eating, it is important to follow proper cough and sneeze etiquette by covering your nose and mouth with a tissue, or an elbow or shoulder if no tissue is available, followed immediately by hand washing.

The wearing of a face mask is required for all ECM employees, guests and visitors to the Museum and must be worn prior to entry to the Museum and throughout the day, except for

breaks and lunch. Visitors including children ages two (2) years and older are required to properly wear a face covering throughout their visit.

Staff working admission and the gift shop will also be required to wear a face shield provided by ECM. Face shields will be assigned to staff.

Disposable masks will be made available to visitors if they forget a face covering.

HAND HYGIENE

Washing your hand with soap and water for 20 seconds reduces your chances of contracting the virus. The CDC offers guidance on proper hand hygiene. If soap and water are not available, hand sanitizer containing at least 60% alcohol can be used. Touchless hand sanitizer stations will be available throughout the Museum with the addition of stations at the entrance, exit, and at each stairwell entrance. Additional kid-friendly hand washing signage will be installed as a reminder for frequent hand washing. Employees will be required to wash their hands or sanitize before the start of their shift, and every subsequent hour, before and after eating, and if touching face.

An announcement reminding guests to wash their hands and properly wear their face coverings will be made every hour. Disinfectant wipes will be available to clean the phone handle and buttons after every use.

DISINFECTING SURFACES

Regularly disinfecting shared and high touch surfaces with EPA-registered disinfectants, helps to prevent the transmission of droplets that may have settled on surfaces or transferred to commonly shared objects through touch.

All ECM employees have been trained extensively on proper cleaning and disinfecting procedures. ECM team members will continuously sanitize and disinfect with EPA-registered products with emphasis on high touch surfaces. Appendix D includes exhibit disinfecting and sanitizing protocols. Sanitizing and disinfecting practices will be documented every hour and ECM will maintain documentation logs for future reference.

Following guidance received from the Association of Children's Museum and American Alliance of Museums, the ECM Leadership team conducted a comprehensive evaluation of all

exhibits to identify and remove exhibit elements and components that could not be easily and or properly disinfected, such as the Dig Pit, Notion of Motion Car Station, and Airwaves.

In addition:

- Peterson’s Property Maintenance will clean all Museum carpets and bathrooms prior to opening.
- The HVAC system will receive an inspection and filter change before opening.
- The snack room will remain closed for eating.
- All drinking fountains will be covered until further notice.

STAYING HOME IF SICK OR REQUIRED TO ISOLATE/QUARANTINE

ECM will enforce a “Sick Person Policy” to provide a safe and healthy environment for all employees and visitors. **As a general rule, anyone too sick to attend work or school is considered too sick to visit the Museum.** At the time of ticket reservation, Museum guests will be asked a list of health screening questions and asked to agree to a code of conduct while visiting.

At the discretion of the Museum, ECM team members or visitors who appear sick may be asked to leave for the health and safety of others.

ECM team members will undergo a daily wellness screening. ECM management will maintain daily wellness screening documentation. The screening will include the following list of questions and a ‘no-contact’ thermal temperature check.

- Do you have a new cough that you cannot attribute to another health condition?
- Do you have a new shortness of breath that you cannot attribute to another health condition?
- Do you have any two of the following symptoms: Fever (greater than or equal to 100.4 F), chills, repeated shaking with chills, muscle pain, headache, sore throat or loss of taste or smell?
- Have you come into close contact (within 6 feet) with someone who has a laboratory-confirmed COVID-19 diagnosis in the past 14 days?

- Have you traveled out of state to an area that is in the yellow, red or a comparable phase or is currently experiencing an outbreak?

If anyone answers YES to ANY of the health screening questions, management will offer a list of healthcare resources for follow up treatment and require the individual to leave for the safety of others.

SECTION II – EMPLOYEE GUIDELINES

The Children’s Museum will not be accepting or scheduling volunteers at this time. All procedures and protocols outlined within this document are required to be followed by employees. Any employee not adhering to safety rules and policies will face disciplinary action.

TRAINING

ECM has taken extra steps to properly train employees as well as provide necessary training materials. All team members are required to wear face coverings and practice safe physical distancing of 6-feet. Employees checking in visitors or working the front desk and gift shop will also be required to wear a face shield, which will be assigned to staff. All ECM team members have been trained on proper sanitization and disinfecting procedures. The Museum will continue to follow CDC guidelines to ensure a healthy environment for all employees and visitors. All employees are committed to enforcing safe physical distance and proper wearing of face coverings. ECM team members have also been trained to follow OSHA’s Safety Data Sheet regulations while using EPA-registered sanitizers and disinfectants.

HEALTH SCREENING

All employees will receive daily temperature screening by a trained Manager on Duty using a ‘no-contact’ scanner thermometer. ECM management will maintain daily employee wellness screening documentation.

WEARING GLOVES

Gloves are not a substitute for regular hand washing and therefore will only be required while employees are disinfecting surfaces. Employees can choose to wear gloves, made available by ECM, while handling money or credit cards. If staff choose to wear gloves they must be removed properly and disposed of after every transaction. Employees will be required to wear gloves when handling sanitization and disinfectant chemicals.

PROCEDURES PRIOR TO AND DURING WORK SHIFT

All employees will be required to comply with the following procedures:

- Any employee that is able to work from home should continue to do so until further notice.
- Employees must store their personal belongings, take breaks and eat their lunch in the 2nd floor loft. Assigned lockers located in the loft will be available for staff to store their belongings. Lockers will not be shared.
- Employees will be required before each shift to answer a health screening questionnaire and to a ‘no-contact’ temperature check conducted by a Manager on Duty.
- If an employee answers in the affirmative to any of the health screening questions or if an employee’s temperature is measured equal or greater than 100.4 F, they will be sent home. Employees will be entitled to receive pay under the Families First Corona Relief Act (FFCRA).
 - **Emergency Paid Sick Leave Act (EPSLA)**

Under EPSLA, covered employers must provide to all employees (i.e. regardless of how long they have worked for the employer) up to two weeks (up to a maximum of 80 hours) of paid sick leave when the employee is unable to work or telework for any of the following reasons:

- The employee is subject to a federal, state, or local quarantine or isolation order related to COVID-19;
- The employee has been advised by a health care provider to self-quarantine related to COVID-19;
- The employee is experiencing COVID-19 symptoms and is seeking a medical diagnosis;
- The employee is caring for an individual subject to an order described in (1) or self-quarantine as described in (2);
- The employee is caring for a child whose school or place of care is closed (or childcare provider is unavailable) for reasons related to COVID-19; or
- The employee is experiencing any other substantially similar condition specified by the Secretary of Health and Human Services, in consultation with the Secretaries of Labor and Treasury.

For reasons (1), (2), or (3), employees taking leave shall be paid their regular rate up to \$511 per day or \$5,110 in the aggregate over a 2-week period.

For reasons (4) or (6), employees taking leave shall be paid at 2/3 their regular rate up to \$200 per day or \$2,000 in the aggregate over a 2-week period.

For reason (5), employees taking leave shall be paid at 2/3 their regular rate up to \$200 per day... however, note that, in addition to the two weeks of EPSLA, they may be entitled to up to 10 weeks of paid expanded family and medical leave under EFMLEA.

- Employees will keep a safe physical distance from each other while in the break room and will wash hands for twenty (20) seconds before the start of their shift, every hour, after breaks, at the end of their shift and anytime necessary such as when touching face, sneezing, or coughing.
- Employees will disinfect all radios, ECM phones, computer keyboards or any other handheld device immediately after each use and following disinfecting protocols.
- Employees are always required to wear face coverings prior to entering the Museum and should avoid touching their face, eyes, and mouth while on the Museum floor.
- Employees are NOT to use the visitor elevator. All employees are to use the stairs unless they are carrying heavy objects, have physical limitations, or are transporting objects on a cart, in which case they can send the objects and/or cart on the elevator.
- Employees must stagger breaks in allocated break room (second floor loft) and maintain a safe distance from others.
- Employees will NOT share food or utensils.
- Employees must clean and disinfect break room after every rest and meal break using prescribed disinfectants.

RESPONDING TO CONFIRMED CASES OF COVID-19

If an employee is confirmed to have been in close contact with someone infected by COVID-19 or themselves become infected with COVID-19 they should immediately notify their supervisor, who will notify the Erie County Department of Health. The employee will be provided with information regarding the sick policy, stay-at-home policy, and provisions of the CARES Act related to their sick leave. Any individual who tests positive for COVID-19 should isolate at home for no less than 14 days after symptoms begin. ECM employees that worked in close contact with the infected individual will be notified, encouraged to monitor their health, and report any concerns to their healthcare providers. ECM will determine areas the infected employee visited and will conduct thorough cleaning and disinfecting procedures following guidance from CDC, PA Department of Health and Erie County Department of Health.

Section III Visitor Services Guidelines

FRONT-OF-HOUSE COMMITMENT

Visitor Services team members will uphold and enforce the Museums guidelines to promote common safety and wellness standards during the reopening phase. Additionally, the Leadership Team will coordinate communications to promote confidence that ECM is a safe place for children and parents and a welcoming, vibrant, and inclusive environment where all are invited to engage in playful and educational experiences that ignite a lifelong love of learning.

MESSAGING

- Website – www.eriechildrensmuseum.org
- Social media channels
 - Facebook – <https://www.facebook.com/experiencechildrensmuseum>
 - Instagram – <https://www.instagram.com/eriekidsmuseum>
 - Twitter – <https://twitter.com/eriekidsmuseum>

QUEUING

The visitor services team will efficiently manage entry queuing by communicating the procedure as visitors enter the Museum, while also enforcing the 6-foot physical distance guideline and maintaining the welcoming and friendly demeanor visitors have come to expect from ECM staff.

The Museum will set stanchions outside, when necessary, to accommodate longer but less densely packed lines waiting to enter the Museum. Outside markers will be placed, indicating standing points. Line management will be enforced by ECM team members at the front entrance. Visitors will be queued in, maintaining a 6-foot physical distance. ECM team members will provide information about anticipated wait time and ingress procedure. Face covering requirements and hand sanitizing requirements will be communicated to all visitors upon entry.

FRONT-OF-HOUSE CIRCULATION

Front-of-house operational decisions will require a thoughtful balance during the Museum's reopening transition. Visitor Services team members are committed to safely circulating visitors in an efficient and effective manner ensuring the 6-foot physical distance is kept, while also managing crowd capacity. Staff at the entrance and front desk are required to wear a face shield in addition to their face coverings.

- Manager on duty will have the daily capacity report to determine if walk-up customers can be accepted.
- Session reservations will end at the start of every session.
- Guests can walk-in and purchase admission if capacity has not been met.

MONITORED AREAS

- Visitor services team members will monitor the Museum entrance to check in reservations, manage crowds, and expedite the line in an effective and efficient manner.
- Visitor services team members will monitor the exit and gift shop.
- ECM team members will be stationed on the first and second floor to implement physical distancing of 6-feet and face coverings as well as sanitizing and disinfecting high touch surfaces and rotating exhibit manipulatives. Floor graphics and signs will be placed to indicate standing positions, remind visitors to hand sanitize, and list exhibit capacity limits.
 - Note: Only one family is permitted to use the elevator at a time.

ENTRY/EXIT PROTOCOLS

- Plexiglas will be installed at the front desk in front of the POS system.
- Sanitizer mats will be installed at the entrance and exit for employees and visitors to clean off their shoes and stroller wheels.
- The use of credit cards will be encouraged.
- Ticket reservation on ECM website – Online ticket reservations will be available and required for members, non-members and Museums for All visitors.
- Visitors, both members and non-members, that purchase online reservations must present reservation along with identification by:
 - Presenting their e-ticket on their phone at check-in
 - Presenting their print-out of reservation
- Team members should avoid touching visitor phones, paper printed reservations, or IDs. If at any time a Museum team member touches these objects, they must sanitize immediately after.
- All visitors, member and non-members, will be required to read and accept the health policy and code of conduct at time of reservation.
- All visitors will be reminded that their reservation is for a 2-hour session time. They will need to exit the Museum at the completion of their session and are required to use hand sanitizer before entering and when exiting the Museum.

REENTRY PROTOCOLS

- Museum visitors will NOT be allowed to exit the Museum and re-enter. If a visitor exits the Museum to retrieve something from their vehicle, or for any other reason, they must inform the employee at the exit and the visitor will be instructed of the re-entry process.
- ECM visitor services team members will make sure visitors are not gone longer than twenty (20) minutes
- If a visitor is gone longer than twenty (20) minutes they will not be allowed to re-enter the museum.

- Exceptions to this rule will be determined by the Manager on Duty on a case-by-case basis. Otherwise, once a visitor leaves, they will not be allowed to re-enter the Museum under any circumstances.

TRANSACTIONS: STEP-BY-STEP PROCEDURES

WALK UP CUSTOMER TRANSACTIONS

If customer is purchasing tickets as a walk-in customer using cash or credit card, the visitors will be accommodated on a first-come, first-served basis in order to control the maximum capacity of visitors in the Museum at any given time.

- The visitor must read and agree to the health policy and code of conduct.
- Any pens used by visitors will be disinfected after each use.

GIFT SHOP TRANSACTIONS

- Only one family will be allowed to shop and check out merchandise in the gift shop at a time.
- The Museum will not accept returns at this time.
- Team members are required to wear an assigned face shield at the front desk and while checking out merchandise at the gift shop.
- If the customer is paying with a credit card, the visitor will hand the credit card to the team member for manual entry. At no time will the visitor be required to touch a keypad or sign their name.
- Cashier will hand sanitize and will disinfect counter, computer screen, computer keyboard and credit card machine after every transaction.

MEMBERSHIP TRANSACTIONS

- Cashier will hand clipboard with one (1) membership form and one pen to the visitor
- Cashier will verify visitors form of ID
- When visitor has completed the membership application, they will pass back the clipboard with the application. Pens must be disinfected after each use.
- Cashier will place the completed membership application in the sanitized file box
- Cashier will process the membership transaction by payment as described in gift shop transactions above
- Cashier will hand sanitize and will disinfect counter, computer screen, computer keyboard, credit card machine and clipboard after every transaction

EVACUATION PROCEDURES

All evacuation procedures will follow current guidelines of the Museum. The need for physical distancing creates a significant challenge when planning to evacuate all visitors during an emergency. However, all areas throughout the Museum can accommodate unrelated visitors to egress in a safe manner, according to the maximum capacity allowable. ECM is dedicated to the safety of all visitors and will take the extra steps to ensure all visitors remain safe during evacuation. If there is a clear and imminent danger requiring an emergency evacuation, moving visitor away from hazards will take precedence over maintaining physical distancing.

REIMBURSEMENT

Manager on duty will address all requested refunds.

Below is a list of reasons to reimburse or provide a complimentary pass to visitors:

- If at any time a visitor feels uncomfortable being around another guest that is coughing, sneezing, or not adhering the Museum's policy of wearing proper face coverings.

VISITOR REMOVAL FROM PREMISES

Removal from the premises – It is the Museums mission to provide a family-friendly environment. The Museum does not allow or condone the use of foul language or crude misbehavior towards any visitor or employee. Any visitor who behaves inappropriately or violates the Museum's policies and procedures will be asked to leave. The leadership team can aid in the visitor's removal if needed. Below are reasons and procedures on the removal of a visitor from the Museum's premises:

- Visitor becomes verbally or physically confrontational
- Visitor becomes hostile, aggressive, or violent
- Visitor refuses to wear proper face coverings while in the Museum (exception is an individual who has a health condition preventing them from wearing a mask)
- Visitor presents with a fever equal to or greater than 100.4 F
- Visitor refuses to follow the Museum's policies and procedures

WHEN TO CALL A MANAGER ON DUTY

Team members should use a radio to call for a manager on duty for assistance if:

- a visitor needs to be removed from the Museum
- a visitor becomes confrontational and makes an employee feel threatened
- there is any immediate threat to any employee or another visitor
- if there is a hostile situation that needs control management
- if an altercation breaks out and help is needed to aid in the break-up and removal of whoever was involved in the altercation
- a visitor brings a weapon or any illegal substances to the Museum

Note: If at any time there is a threat requiring the need to call authorities, the Manager on Duty will either call 911 or hit the panic button.

DISINFECTANT AND SANITIZING PROCEDURES

During the COVID-19 pandemic, the ECM common areas, all operating workplaces and high touch surfaces will be sanitized and disinfected frequently throughout the day. Detailed cleaning, sanitizing, and disinfectant procedures can be found in Appendix D.

- Start of day cleaning procedures – Before the opening of the Museum, every employee will be assigned an area to monitor, sanitize and disinfect. All sanitizers and disinfectants effective against COVID-19 will be properly labeled. Routine cleaning and disinfection procedures appropriate for COVID-19 will be used per OSHA guidelines.
 - Use cleaners and water to pre-clean surfaces
 - Directly after, apply an EPA-registered disinfectant to frequently touched surfaces and objects.
 - All sanitizer and disinfectant contact times will be followed
- Ongoing cleaning procedures – Throughout the day ECM employees will complete ongoing sanitization and disinfecting according to the following schedule:
 - Radios will be disinfected at the end of every shift.
 - Cashiers will disinfect phone after every use.
 - Cashiers will immediately disinfect any surface that has been exposed to a visitor's cough or sneeze.
 - Cashiers will sanitize cash wrap hourly
 - Cashiers will sanitize keyboards, scanners, touch screens hourly
 - Cashiers will sanitize drawer handles and seat
 - Cashiers will disinfect cash wrap, keyboards, scanners, touch screens, drawer handles, and seat at the end of every session
 - Cashiers will wash hands every hour (at a minimum) and when changing shifts

LOST AND FOUND PROCEDURES

Lost and found items will only be held until the end-of-day and will then be disposed of.

- All team members will wear gloves when handling lost and found items
- Lost and found bin will be disinfected at the end of every shift
- Valuable items (phones, credit cards, money, etc.) will be given to the manager on duty

DISINFECTANT, SANITIZING AND CLEANING SUPPLIES

DISINFECTANTS

- Disinfectants will be used for the end of session cleaning, end of day cleaning, and floor mopping.
- Disinfectants can be used in a both fogger machine and spray bottles.
- Disinfectants require a 10-minute wait-time with no wiping.

MAXIM Neutral Disinfectant DS 402

Maxim Neutral Disinfectant Solution is a 1:1 solution (example: 4 ounces of water and 4 ounces of chemical)

Signet Neutral Disinfectant DS 1

Signet Neutral Disinfectant DS 1 Solution is 1 ounce of water to 1/2 gallon (64 ounces) of chemical

SANITIZERS

- Sanitizers will be used for high touch surface and hourly sanitization.
- Sanitizers can be used in spray bottles and in sink/tub for soaking items.
- Sanitizers require a 1-minute wait-time with no wiping.

XK2 Signet Sanitizer (food grade)

Nu-FOAM Sanitizing Tabs

Nu-FOAM Sanitizing solution is: 1 tablet to 1 ½ gallons of water

ADDITIONAL CLEANING SUPPLIES

Dawn Dish Soap

Lysol Toilet Bowl Cleaner

Lysol disinfecting wipes and spray

Microfiber towels

Signet Hard surface glass and multi-surface cleaner

APPENDIX A – EXHIBIT REOPENING GUIDE

First Floor – Explore Floor

WINDMILL

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- High touch surfaces include the wheel and hose handle
- Sanitize high touch surfaces every hour
- Disinfect high touch surfaces at the end of each session

Exhibit Signage

- 1 family capacity

AMAZING AIRWAVES: CLOSED

KODO FLIGHT LAB

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- High touch surfaces include the tops of the piece, the tube and the sides of the tube
- Sanitize high touch surfaces every hour
- Disinfect high touch surfaces at the end of each session
- Disinfect the scarves at the end of the session with the spray disinfectant

Exhibit Signage

- 1 family capacity

WATER TABLE

Exhibit Capacity: 6 individuals

Exhibit Disinfectant Procedures

- High touch surfaces include buttons, railings, manipulatives
- Sanitize high touch surfaces
- All manipulatives switched every hour and disinfected at the end of the session
- Remove the smocks

Exhibit Signage

- Signage – 6 individual capacity, floor standing signage

PAINT WITH WATER

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- High touch surfaces include the paint brushes
- Switch out brushes every hour and disinfect all brushes at the end of each session
- Use brominated water only

Exhibit Signage

- 1 family capacity

SNACK ROOM: CLOSED FOR EATING

CONVERT TO COAT ROOM/STROLLER PARKING AREA ONLY

Exhibit Capacity: 6 individuals

Exhibit Disinfectant Procedures

- High touch surfaces include tables, hangers and coat racks
- Disinfect high touch surfaces after each use
- Remove chairs from the space
- Disinfect and mop the floor using the Signet Neutral Disinfectant when cleaning

Exhibit Signage

- 6 individual capacity
- No eating in the space

BATHROOMS

Exhibit Capacity: 3 individuals or 1 single family (reduce bathroom capacity in half)

Exhibit Disinfectant Procedures

- Cover two urinals and close half the bathroom stalls
- Only use touchless sinks (turn water off to the sinks with handles)
- Provide wipes for the baby changing table
- Cover the drinking fountains
- Remove donation dinosaurs outside of the bathroom

- Sanitize all surfaces and seating outside of the bathroom every hour and disinfect at the end of every session

Exhibit Signage

- 3 individual or 1 family capacity
- Proper hand washing reminders

WATER WORKS

Exhibit Capacity: 6 individuals

Exhibit Disinfectant Procedures

- High touch surfaces include fishing poles, fish ledge, crank, door handles, boat wheel, boat seat and edges, dock poles and railing
- Sanitize high touch surfaces every hour and disinfect at the end of every session
- Remove all other manipulatives
- Cover the portholes

Exhibit Signage

- Signage – 6 individual capacity, floor standing signage

WORD BANK: CLOSED

Remove the word bank lists and replace with signage for families to ask a team member for a word bank.

CAVE

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- High touch surfaces include lanterns, lantern table, slide stair handrail, slide, slide upper platform, inner cave glass cases
- Sanitize high touch surfaces every hour and disinfect at the end of a session
- Remove all other table manipulatives
- Block the smaller entrance
- Remove the dig pits
- Designate a one way in and one way out of the cave

Exhibit Signage

- Signage – 1 family capacity, one way in and one way out

CAVE CHALK ART

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- High touch surfaces include chalk spinners, chalk pieces
- LIGHTLY spray the chalk spinners at the end of the session with the disinfectant

Exhibit Signage

- Signage – 1 family capacity, one way in and one way out

ELEVATOR

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- High touch surfaces include buttons, doors, railing, and bench
- High touch surfaces are sanitized every hour and disinfected at the end of every session

Exhibit Signage

- Capacity – 1 family at a time

STAIRWELL

Exhibit Capacity: NA

Exhibit Disinfectant Procedures

- High touch surfaces include doors and stair handrails
- Prop open stairwell doors when possible
- Sanitize high touch surface every hour and disinfect at the end of every session

Exhibit Signage: NA

Second Floor – Imagination Floor

AIR ROCKET

Exhibit Capacity: 1 family per side

Exhibit Disinfectant Procedures

- High touch surfaces include stools, counter, cranks and stage benches
- Sanitize high touch surfaces every hour and disinfect at the end of every session
- All manipulatives switched every hour and disinfected at the end of the session

Exhibit Signage

- Capacity – 1 family per side, please wipe cranks with Lysol wipes after use

STAGE

Exhibit Capacity: NA

Exhibit Disinfectant Procedures

- Remove all stage manipulatives
- High touch surfaces include organ keys, organ chair and stage railings
- Sanitize high touch surfaces every hour and disinfect at the end of each session

Exhibit Signage: NA

NOTION OF MOTION

Exhibit Capacity: 1 family per station

Exhibit Disinfectant Procedures

- Space out rebound, car track and the roller coaster station
- High touch surfaces include tables and manipulatives
- Sanitize high touch surfaces every hour and disinfect at the end of every session
- Manipulatives include, balls, roller coaster track, Legos, air hockey pucks
- All manipulatives switched every hour and disinfected at the end of the session
- Air hockey pucks just wiped down at the end of the session

Exhibit Signage

- Capacity – 1 family per station

GROCERY STORE

Exhibit Capacity: 2 families (or maximum 6 people)

Exhibit Disinfectant Procedures:

- Remove the following: aprons, frozen organic bags, table plates, all bakery items, cheese, pineapple, eggs, waffle, cantaloupe, sushi, corn, shredded wheat, frosted flakes, raisins, coffee mugs, shopping baskets, shopping bags
- High touch surfaces include keyboard, scanner, check-out belt, table, chairs, shelves, groceries, all shelved items, window and door frames
- Sanitize checkout station after every family
- Sanitize all high touch surfaces every hour and disinfect at the end of every session
- Remove all extra carts with the exception of 4 carts
- One way in and one way out; families enter from stage side and exit through old town
- **Staff closes off the grocery store after two families enter using the stanchion pull**
- **Staff is stationed at checkout and sanitizes all groceries after checkout and returns them to the shelves before the next families are permitted to enter.**

Exhibit Signage

- Capacity – 2 families, groceries, carts and check out station must be sanitized after every use

DONATOS PIZZA SHOP

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- Remove aprons, hot mitt, books, timecards, and pizza boxes
- High touch surfaces include counter, telephone, chair, keyboard, window and door frames, oven
- Sanitize all high touch surfaces every hour and disinfect at the end of each session
- All manipulatives switched every hour and disinfected at the end of the session

Exhibit Signage

- Capacity – 1 family

BANK

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- Remove all manipulatives except 50 pieces of laminated money
- High touch surfaces include money, change it up, money memory, counters, keyboard, phone, window and door frames
- Sanitize all high touch surfaces every hour and disinfect at the end of every session

Exhibit Signage

- Capacity – 1 family

DR. OFFICE

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- High touch surfaces include handles of the operation game, operation game pieces, window and door frames, x-ray sheets and x-ray button
- Sanitize high touch surfaces every hour and disinfect at the end of every session

Exhibit Signage

- Capacity – 1 family

TRAIN

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- High touch surfaces include the train buttons, train switches, train table, train manipulatives
- Sanitize all high touch surfaces every hour and disinfect at the end of every session
- Move train building tables in front of the large GE train
- All manipulatives switched every hour and disinfected at the end of the session

Exhibit Signage

- Capacity – 1 family

IMAGINATION PLAYGROUND: CLOSED

- Remove the blue blocks into the loft area

NURSERY

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- Remove baby stroller
- High touch surfaces include baby dolls, baby bassinets, table, rocking chair, changing tables, baby scale
- Sanitize all high touch surfaces every hour and disinfect at the end of every session
- All manipulatives switched every hour and disinfected at the end of the session

Exhibit Signage

- Capacity – 1 family

WAFFLE BLOCKS

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- High touch surfaces include blocks and block shelves
- Sanitize all high touch surfaces every hour and disinfect at the end of every session

Exhibit Signage

- Capacity – 1 family

THE BIG PIANO

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- Sweep off piano with broom
- High touch surfaces – cards with music, shelf around piano
- Sanitize high touch surfaces every hour, disinfect at the end of the session.
- DO NOT SPRAY DISINFECTANT OR SANITIZER ON THE PIANO ITSELF
- If needed, spray on microfiber rag and wipe off

Exhibit Signage

- Capacity one family at a time

Basement – Creativity Floor

OPEN STUDIO

Exhibit Capacity: 1 family per table

Exhibit Disinfectant Procedures

- High touch surfaces include tables, chairs, markers and trays.
- Sanitize all high touch surfaces every hour and disinfect at the end of every session
- Replace any paper and items as needed

Exhibit Signage

- Capacity – 1 family per station

CONNECT FOUR GAME/GRAVITY WALL

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- Remove half of the pieces for the gravity wall and place in the fish closet.
- High touch surfaces include game form, game pieces, yellow and blue pieces, golf ball
- Sanitize all high touch surfaces every hour and disinfect at the end of every session

Exhibit Signage

- None

PUZZLE TABLES/BLOCK TABLE

Exhibit Capacity: 1 family per table

Exhibit Disinfectant Procedures

- High touch surfaces include puzzle pieces, tabletop, bench top
- Sanitize all high touch surfaces every hour and disinfect at the end of every session

Exhibit Signage

- Capacity – 1 family per table

LEARN WITH LIGHT

Exhibit Capacity: 1 family per station

Exhibit Disinfectant Procedures

- High touch surfaces include tables and all manipulatives
- Divided manipulatives in half and replace once a session, in the fish closet
- Sanitize all high touch surfaces every hour and disinfect at the end of every session

Exhibit Signage

- Capacity – 1 family in area

BABY GARDEN

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- High touch surfaces include all padded surfaces, ground mats, climbing pieces, walker
- Sanitize all high touch surfaces after family use and disinfect at the end of every session
- Mats will get moved, and bottoms disinfected weekly

Exhibit Signage

- Capacity – 1 family in area

ACHIEVEMENT CENTER WALL

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- High touch surfaces include all areas of wall
- Sanitize all high touch surfaces after family use and disinfect at the end of every session
- Holes covered for the reach in sensory area

Exhibit Signage

- NA

KODO MAGNET WALL

Exhibit Capacity: 1 family

Exhibit Disinfectant Procedures

- High touch surfaces include all pieces that come off of the magnet wall as well as the wall itself.

- Sanitize all high touch surfaces hourly and disinfect at the end of the session.
- NOTE: DO NOT SOAK WITH DISINFECTANT, SPRAY LIGHTLY AND WIPE OFF AFTER 10 MINUTES. Lay magnet pieces on carpet to disinfect. Replace when dry

Exhibit Signage

- NA

Outdoor Classroom

DISCOVERY CORNER

Exhibit Capacity: 2 families per station

Exhibit Disinfectant Procedures

- Cart of manipulatives is placed outside in the outdoor classroom.
- High touch surfaces include music mallets, paint containers, benches, door handles
- Sanitize all high touch surfaces every hour and disinfect at the end of every session
- Dirty items are placed in blue buckets so staff can clean and disinfect at the end of session.
- Baby wipes are left for the guests if needed.

Exhibit Signage

- Capacity – 2 families per station

APPENDIX D: DISINFECTING, SANITIZING AND CLEANING PROCEDURES

Throughout each session, the Museum staff will be using the following products to sanitize, disinfect, and clean both high touch surfaces, museum manipulatives, and permanent exhibit pieces.

SANITIZING

- The Museum will be using the Nu-FOAM Sanitizing Tab Solution and the XK2 Signet Sanitizer during the sanitation process
- Sanitizers will be used for high touch surfaces at each exhibit throughout the open session time period, with a minimum of sanitization once per hour
- Sanitizers can be used in spray bottles and in sink/tub for soaking items
- Sanitizers require a 1-minute wait-time for activation with no need to wipe off
- Items may be wiped if after 1 minute the items still appears wet
- Wiping will be done with the microfiber cloths only as microfiber has the ability to trap bacteria and eliminate germs on surfaces.

DISINFECTING

- The Museum will be using MAXIM Neutral Disinfectants for the end of session cleaning, end of day cleaning, and floor mopping.
 - During the end of session cleaning, the Museum staff will pull all manipulatives from their assigned exhibit and will place all manipulatives into a bucket for disinfecting.
 - The museum staff will check all manipulatives for safety and for cleanliness. If items appear dirty, they will be pulled for washing during the disinfectant process.
 - The staff will then liberally spray or submerge into a disinfectant solution the manipulatives and wait for 10 minutes.
 - Museum staff will also disinfect all high touch surfaces and permanent exhibit pieces by spraying disinfectant and waiting the appropriate 10 minutes before wiping.
- Disinfectants can be used in both a fogger machine and spray bottles.
- Disinfectants require a 10-minute wait-time.
- Disinfected items will be able to be wiped off with a microfiber cloth if after the 10-minute wait time the item appears to be wet.
- Wiping will be done with the microfiber cloths only as microfiber has the ability to trap bacteria and eliminate germs on surfaces.

CLEANING

- The museum will be using Dawn dish soap and water for all cleaning applications.
- When items are cleaned with dish soap, the items will be submersed in a bucket of a dawn/water solution. Then items will be scrubbed and then rinsed.
- If able, the staff will let items air dry. However, if necessary, items will be dried with a microfiber cloth.

APPENDIX B: Summer Camp Safety Procedures

COVID-19 CONSIDERATION

The ExpERIENCE Children's Museum is committed to the health and safety of our guests. As we embark on an unprecedented camp season, it is our top priority to continue mitigating the risk of the spread of COVID-19 while also recognizing the need to safely return to activities, promoting both the physical and mental wellbeing of the children we serve.

The following considerations have been implemented in our summer camp 2020 plan to ensure a healthy and safe camp environment for all campers, their families and our staff.

- All staff has been thoroughly trained on both CDC and PA Department of Health guidelines as to maintain a healthy and safe environment. 1. Please visit <https://www.cdc.gov/coronavirus/2019-ncov/community/schoolschildcare/summer-camps.html> and <https://www.governor.pa.gov/wpcontent/uploads/2020/05/20200522-Department-of-Health-2020-SummerProgram-FAQ.pdf> for a complete list of guidelines.
- Camp pick up and drop off will remain contact-less and be held outside of the physical museum, at 420 French Street. 1. A staff member will be present for both drop off and pick up at a marked, designated outdoor area. ▪ Caregivers will not be permitted to enter the museum.
- All caregivers and staff will self-report daily regarding symptoms (fever, cough, or shortness of breath) of COVID-19. 1. All screenings will be documented. 2. A staff member or child who becomes sick with COVID-19 symptoms, tests positive for COVID-19, or has been exposed to someone with a confirmed or suspected case will not be permitted to attend camp. ▪ Should a camper or staff member exhibit symptoms of COVID-19 during the camp day, an area of isolation will be designated before departure. ▪ All additional camp members and staff will be notified immediately. ▪ CDC protocols for cleaning and disinfecting after any suspected or confirmed case of COVID-19 will be observed.
- Camp capacity has been reduced by 50%.
- Our entire creativity floor (basement level) is being reserved for camp participants and camp staff only, no exceptions. 1. All activities, eating, and bathroom breaks will take place in this designated area, in order to keep public guests and campers separated. ▪ First and second floor play will take place before the museum is open to the public and then sanitized before opening to general guests. ▪ Discovery Corner will be reserved for outdoor play each afternoon for campers and staff only, no exceptions.
- Camps will include the same group members and staff each day, in full, that the camp is held, significantly limiting the number of individuals campers interact with.

- No outside guests for special performances will be scheduled.
- All camp staff is required to wear cloth face coverings during indoor, but not outdoor, summer camp operations.
- A cloth face covering will be provided for each camper and is highly recommended, especially indoors.
- Seating will be spaced at least 6ft. apart, and campers will maintain the same seating assignment throughout the week.
- No materials will be shared amongst campers – each camper will be assigned a set of tools (scissors, markers, crayons, etc.)
- Packed brown bag lunches, labeled disposable water bottles, and snacks must be provided by the family – the museum will not distribute food or drink.
 1. Disposable food service items (baggies, utensils, dishes, etc.) are highly recommended.
 2. All Campers will have a designated space for their personal belongings – these items should include a brown bag lunch and snack as well as a labeled disposable water bottle. No toys, electronics or personal items of this nature will be permitted.
- Sunscreen must be applied prior to drop off.
- All campers must practice proper handwashing upon entry of the museum, before and after eating, during restroom breaks and frequently throughout the day.
- Soap, hand sanitizer, paper towels, tissues, disinfectant wipes and no touch trash cans will be adequately supplied and utilized.
- Museum staff will continually clean and disinfect frequently touched surfaces.
- Museum staff will continually clean and disinfect frequently touched surfaces.

APPENDIX D: DISINFECTING, SANITIZING AND CLEANING PROCEDURES

Throughout each session, the Museum staff will be using the following products to sanitize, disinfect, and clean both high touch surfaces, museum manipulatives, and permanent exhibit pieces.

SANITIZING

- The Museum will be using the Nu-FOAM Sanitizing Tab Solution and the XK2 Signet Sanitizer during the sanitation process
- Sanitizers will be used for high touch surfaces at each exhibit throughout the open session time period, with a minimum of sanitization once per hour
- Sanitizers can be used in spray bottles and in sink/tub for soaking items
- Sanitizers require a 1-minute wait-time for activation with no need to wipe off
- Items may be wiped if after 1 minute the items still appears wet
- Wiping will be done with the microfiber cloths only as microfiber has the ability to trap bacteria and eliminate germs on surfaces.

DISINFECTING

- The Museum will be using MAXIM Neutral Disinfectants for the end of session cleaning, end of day cleaning, and floor mopping.
 - During the end of session cleaning, the Museum staff will pull all manipulatives from their assigned exhibit and will place all manipulatives into a bucket for disinfecting.
 - The museum staff will check all manipulatives for safety and for cleanliness. If items appear dirty, they will be pulled for washing during the disinfectant process.
 - The staff will then liberally spray or submerge into a disinfectant solution the manipulatives and wait for 10 minutes.
 - Museum staff will also disinfect all high touch surfaces and permanent exhibit pieces by spraying disinfectant and waiting the appropriate 10 minutes before wiping.
- Disinfectants can be used in both a fogger machine and spray bottles.
- Disinfectants require a 10-minute wait-time.
- Disinfected items will be able to be wiped off with a microfiber cloth if after the 10-minute wait time the item appears to be wet.
- Wiping will be done with the microfiber cloths only as microfiber has the ability to trap bacteria and eliminate germs on surfaces.

CLEANING

- The museum will be using Dawn dish soap and water for all cleaning applications.

- When items are cleaned with dish soap, the items will be submersed in a bucket of a dawn/water solution. Then items will be scrubbed and then rinsed.
- If able, the staff will let items air dry. However, if necessary, items will be dried with a microfiber cloth.

APPENDIX E: BATHROOM CLEANING PROCEDURES

In order to maintain the safety of all guests attending the Museum, the staff will be sanitizing, disinfecting, and cleaning the bathroom throughout the course of the day. Staff will wear gloves throughout the cleaning process with gloves being disposed of in the proper manner.

During each session, the bathrooms will be sanitized with the Nu-Foam sanitizing solution as well as the XK2 Signet Hard Surface Sanitizer.

HOURLY

- High touch surfaces such as the sink basins, the soap dispensers, the door handles and the toilet and urinal handles will be sanitized hourly.
- Toilet paper receptacles in the bathroom and the stalls will be checked and emptied as needed.
- Sanitizer and towels will be left in the restrooms near the baby changing areas with signage to encourage guests to sanitize the area upon completion of use. In addition, it will be sanitized hourly.

SESSION CHANGE

- High touch surfaces will be disinfected with the MAXIM Neutral Disinfectant or the Signet Neutral Disinfectant. The solution will be sprayed on all the bathroom surfaces and will be allowed to air dry for 10 minutes.
- Toilet Paper, hand towels, and trash receptacles will also be disinfected with the above solution.
- Mirrors will be checked and cleaned with the Signet Glass and Hard Surface Cleaner and paper towels.

END OF DAY

- Floors in bathrooms will be swept.
- High touch surfaces will be disinfected with the MAXIM Neutral Disinfectant or the Signet Neutral Disinfectant. The solution will be sprayed on all the bathroom surfaces and will be allowed to air dry for 10 minutes.
- Lysol toilet bowl cleaner will be placed in each bowl or urinal and left for 10 minutes to ensure proper disinfection, scrubbing if necessary.
- Neutral Disinfectant and warm water solution will be placed in the mop bucket and the floors in each restroom will be mopped with a water change after each restroom to eliminate cross contamination of the areas.