

REOPENING STRATEGY

June 17, 2020



SECTION I – General Guidelines

Social Distancing

Social distancing, also called “physical distancing,” means keeping space between yourself and other people outside of your home. The Discovery Center has devised occupancy limitations based on its square footage of 27,000 square feet. In the first phase of our reopening, we are limiting capacity to 75 guests at a time and remaining closed on Sundays and Mondays.

Advance reservations with three timed ticket entry periods will be sold online. Outdoor check in stations will be set up with marked 6’ queuing spots. Plexiglas shields have been installed at the front desk to further protect our visitors and team members. Kid-friendly signage will be placed at check in and throughout the museum to remind guests to socially distance.

Occupancy limits will be posted on every bathroom to ensure physical distancing between visitors. The appropriate space in each women’s bathroom allows for 4 visitors and the men's bathroom allows for 2 visitors at one time and 2 people in the family bathroom.

Wearing Face Coverings

Wearing face coverings is recommended by the CDC for all individuals outside the home. This is an important part of PPE or personal protective equipment. Wearing a cloth face covering that covers the nose and mouth will be required for all Discovery Center team members and individuals visiting the museum, including children ages four (4) years and older throughout the museum. Adult disposable face coverings that have been donated to the museum will be available to adults guests on a first come first serve basis. Disposable face coverings for children will be available for \$1 each in the gift shop. Signs are posted throughout the museum reminding visitors about required protocol.

Hand Hygiene

Washing your hands with soap and water for 20 seconds reduces your chances of contracting the virus. If soap and water are not available, hand sanitizer containing at least 60% alcohol can be used. Hand sanitizer stations will be available through the museum, upon entry, outside restrooms, and prior to entry of certain galleries. Kid-friendly hand washing signage is posted in all of Discovery Center’s restrooms. Employees will be required to wash their hands or sanitize before the start of their shift and every subsequent hour. All visitors and Discovery Center team members are reminded to wash their hands before eating, as well as before and/or after touching their mouth, nose, or eyes.

Cleaning Surfaces

Regularly cleaning shared surfaces with EPA-registered disinfectants, including bleach or cleaners containing at least 70% alcohol, helps prevent transmission from droplets that may have settled on surfaces or transferred to commonly shared objects through touch.

All Discovery Center team members have been trained extensively on proper cleaning and disinfecting procedures. There will be a 30 minute cleaning period between each timed admission period. Throughout the day, Discovery Center team members will continuously disinfect with cleaning wipes. Appendices include gallery-by-gallery cleaning protocols. Gloves will be provided should staff want to use them for cleaning.

The exhibit leadership team conducted an evaluation of all exhibits to identify and remove components that could not be easily cleaned and/or properly disinfected.

At close all exhibits and surfaces will be disinfected using Lysol/Clorox Wipes or Aerosol disinfectant spray. Staff are to use the exhibit cleaning list as a checklist.

Food will not be allowed in the building and water fountains will be closed until further notice.

Staying Home if Sick or Instructed to Isolate/Quarantine

Discovery Center enforces a Sick Person Policy to provide a safe and healthy environment for all of its visitors. As a general rule, anyone too sick to attend work or school is too sick to visit the museum. At the discretion of the museum, Discovery Center team members or visitors who appear sick may be asked to leave for the health and safety of others.

Discovery Center team members and visitors will undergo a daily wellness screening. Screening will include answering yes or no to the following questions and a thermal temperature check.

For the protection of our staff and the public, effective June 15, 2020, all employees reporting to work must certify that within the they have **not** experienced any of the following within 14 days:

- Cough
- Shortness of breath
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell
- Diarrhea
- Nausea or vomiting
- Come in close contact with someone diagnosed with COVID-19 in the last 14 days
- Traveled outside the middle Tennessee area

- Have a pending COVID-19 test for themselves or anyone in the household member

SECTION II – Employee, Intern & Volunteer Guidelines

Employee Training

Discovery Center has taken extra steps to properly train our employees. All Discovery Center employees will be required to wear face coverings at all times and practice safe physical distancing of 6-feet. All Discovery Center team members have been trained on proper cleaning and disinfecting procedures. All Discovery Center team members are committed to enforcing safe physical distancing and disposing of disposable face coverings in a proper manner. Staff is following the OSHA Safety Data Sheet regulations for disinfecting products.

Temperature Screening

Any employee or visitor that presents with a fever greater than or equal to 100.4° F after a secondary screening will be denied entry.

Wearing Gloves

Gloves are not a substitute for regular hand washing and should only be used if deemed necessary. Employees will be given a choice to wear gloves while cleaning. Gloves should be disposed of as soon as they are used for their purpose.



Prior to Work Shift

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

- Employees will be required to submit, via online form, their daily health screening where they will answer a screening questionnaire and record their temperature for the day.
- After submission, if an employee answers affirmative to any of the screening questions or an employee's temperature is measured at or above 100.4° F, they will be sent an email saying they are not to report to work. Otherwise, they will receive an email saying they are safe to report to work.
- Upon entering the museum, Employees must wash or sanitize their hands and will gather necessary materials at the front desk before taking their posts. Necessary materials include face coverings, disinfected radios, earpieces, etc. Employees should follow disinfecting protocols for radios, phones, or any object placed near their mouth or nose.
- Employees will be required to wear proper face coverings at all times and are to avoid touching their face, eyes, and mouth while on the museum floor.

During a Work Shift

- Employees will keep a safe physical distance from each other while in any break areas and will wash their hands for twenty (20) seconds before returning to the floor of the museum.
- Employees will stagger work hours and breaks in allocated locations and maintain safe distance from others.
- Employees are to avoid sharing food or utensils.
- Employees will maintain all areas by cleaning up after themselves following every rest and meal break using disinfecting wipes.
- Any employee that does not adhere to these safety rules and protocols will face disciplinary action.

Responding to Confirmed Cases of COVID-19

If an employee of Discovery Center is confirmed to be infected with COVID-19, their supervisor should immediately notify HR, who will notify the Rutherford County Department of Health. HR will provide the appropriate paperwork and instruct the Discovery Center employee about the organization's 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 10 days and follow the instruction of the Tennessee Department of Health.

If an employee is confirmed to have COVID-19, HR will inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Close contacts (within 6' for 10 minutes or more) are required to self-quarantine for 14 days from the time of their last contact with the infected



individual. Fellow employees will be encouraged to monitor their health and report any concerns to their healthcare provider. Discovery Center will determine areas the infected employee visited and conduct thorough cleaning procedures.

Section III – Visitor Services Guidelines

Front of House Commitment

Discovery Center employees will uphold and enforce the museum's guidelines to promote common safety and wellness standards during the reopening phase. Discovery Center will coordinate communications to promote confidence that Discovery Center is a safe place for children and parents in a welcoming, vibrant, and inclusive environment.

Messaging

- Website: www.exploredc.org
- Social Media Channels – Facebook, Twitter, Instagram
- Ticket purchasing on Discovery Center's website – Online ticket purchases will be available and required. Cash will be discouraged at this time.
- When visitors purchase tickets online, they will be able to show proof of purchase by either:
 - o Presenting their e-ticket on their phone to the check in station,
 - o Presenting their print-out of purchased tickets, or
 - o Providing a confirmation number or purchased tickets.

In addition, an initial box affirming that the visitor has read and agrees to comply with the museum's rules and regulations will be required during the online process. The above options reduce the rise of spreading COVID-19 by eliminating physical contact.

Queuing

Discovery Center staff will efficiently manage entry queueing by communicating the procedures as visitors arrive while enforcing the 6-foot physical distance guidelines and maintaining a friendly and welcoming demeanor.

The museum will set check-in stations outside weather permitting. Outside markers will be placed, indicating standing points. Visitors will be queued in maintaining a 6-foot physical distance.

Face covering requirements will be communicated to visitors upon entry.

Disability accommodations will be in place for visitors who need assistance.

Entry Protocols

- As the check-in stations will be in front of the entry doors, doors will be propped open during check in to lessen the use of door handles.
- Employees stationed at check in – there will be two (2) employees stationed at each check in point of entry.
 - Employee One will ensure 6-foot distance in the queue as well as reminding guests of face covering requirements.
 - Employee Two will guide the visitors one-by-one through the temperature scanning.
 - High Temperature Protocol – if any visitor presents with a temperature at or above 100.4° F, they will be asked to step across the sanitization mats and enter the Little room to await a second assessment.
 - If after the secondary temperature reading the visitor still presents with a fever, the visitor will be asked to leave. If family members would like to stay, they can as long as they do not present with a fever or other known symptoms.
 - If tickets were purchased online, they will either be refunded or exchanged for a different date.
- Museum Entry – once the visitors have had their temperature scanned, they will be directed inside to walk across the sanitization mats and asked to sanitize their hands at the hand sanitizing station.
- Re-Entry Rule – the museum will NOT allow re-entry. Exceptions to this rule will be determined by the leadership team on a case-by-case basis.

Evacuation Procedures

All evacuation procedures will follow the 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. Discovery Center is committed to the safety of all visitors and will take the extra steps to ensure all visitors remain safe during evacuation. If there is not a clear and imminent danger requiring an emergency evacuation, moving visitors away from the hazard will take precedence of maintaining physical distance.

Face Coverings for Purchase

The museum will provide 1 adult mask for free should a guest need it while supplies last. Disposable child size facemasks will be available for \$1.

Refunds

Reasons staff may refund or exchange tickets:

- If at any time a visitor feels uncomfortable being around another guest that is coughing, sneezing, or not adhering to the museum's policy of wearing proper face coverings;
- Visitors purchased tickets online, but realized they must have face coverings and refused to purchase face coverings from Discovery Center.

Visitor Removal from the Premises

- Removal from the Premises – It is the museum's 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 visitors who behaves inappropriately or violates the museum's policies and procedures will be asked to leave. Below are reasons and procedures on the removal of a visitor from the Museum's premises:
 - o Visitor becomes verbally or physically confrontational;
 - o Visitor becomes hostile, aggressive, or violent;
 - o Visitor refuses to wear proper face coverings while in the museum;
 - o Visitor presents with a fever greater than or equal to 100°F;
 - o Visitor refuses to purchase a replacement face covering; or
 - o Visitors refuses to adhere to the museum's policies and procedures.

Visitor with Suspected Symptoms or Confirmed Case

Suspected Case

1. Put a mask on the individual if not already wearing one.
2. Put in an isolation area (Little Room) until the family group can exit the building.
3. Any staff member staying with visitors needs to wear a face mask and a face shield.
4. Discovery Center does not need to report to the health department.

Confirmed Case Occurs

1. Should a confirmed case be contact traced back to Discovery Center, the museum will close out of abundance of caution. Discovery Center leadership team will talk through proper cleaning with staff at the Tennessee Department of Health and determine the length of closure.
2. The Discovery Center will be proactive in messaging to the public when the visitor attended.

When to Call for Backup and the Authorities

- Front Desk staff are to contact the Director of Grants & Membership Development for back up and Playologists are to contact the Director of Education for backup should the need arise.
- Note – At any time, if a staff member feels there is a threat requiring the need to call authorities, the panic button will be pressed.

Processing Transactions

Advanced Sales

- Visitors will have printed ticket or e-ticket available
- If they do not have either of those, the visitor can provide an Order Number from their confirmation email
- If, at any time during the transaction, an employee has come into contact with the visitor's phone or paper ticket, the cashier will hand sanitize before processing next transaction.

Walk-Ins (when allowed)

- Staff will enter (or add) the visitors name, email and zip code in Altru. Then, they will enter the number of admission tickets, total the transaction, and select Email Receipt
- If the visitor is paying with a credit card, staff need to duplicate the order on the tablet designated for Square. The visitor will then use the Square Contactless Reader and, once approved, the staff member will mark the transaction paid with "Other" and then "Square" to complete in Altru. The receipt will be emailed to the visitor.
- If the visitor is paying with cash, staff must enter cash amount, email receipt or no receipt on the register touchscreen before taking cash from the visitor
- Staff will hand sanitize before touching anything else at the register

Processing Membership Transactions

- Staff will verbally take all information from the visitor.
- Staff will enter the info into Altru.
- Staff will process the transaction by payment type specified above
- Staff will print and distribute membership card to visitor
- Staff will hand sanitize before processing next transaction

Birthdays/Rentals

- Host parents are asked to send the electronic waiver to all other adults to fill out online and submit before the party.
- Staff will look up each adult to ensure an electronic waiver has been completed.
 - If a waiver has not been completed, guests will be directed to the website to complete this waiver before entry.

Processing Retail Transactions

- Staff will sanitize their hands before each transaction.
- Scan each item, only using manual entry when needed.
- If processing a credit card, staff need to duplicate the order on the tablet designated for Square. The visitor will then use the Square Contactless Reader and, once approved in Square, the staff member will mark the No receipt button on the Altru transaction and pay with "Other" and then "Square" to complete.
- If the visitor is paying with cash, the staff must enter cash, amount, email receipt or no receipt on the register before taking cash from the visitors. The staff will hand back the appropriate change and hand sanitize before touching anything else at the register.

Proper Face Covering Retrieval

Retrieving Face Coverings for Visitors – Cashiers will follow the steps below when retrieving face coverings for visitors:

- Cashier will sanitize their hands
- Pull the face covering out of the box by the ear loop
- Hand the face covering to the visitor
- Immediately sanitize hands again

Cleaning Procedures

During the COVID-19 pandemic, Discovery Center common areas and all operating workplaces will increase cleaning and other housekeeping practices in our facility while it remains open through the day.

- Prior to opening and at close all surfaces and interactives will be disinfected. During opening times while guests are present in the building, interactives and surfaces will be wiped down as often as possible post use as able with the staffing.
- During our 30 minute reset period, many manipulatives will be switched for a “clean” set in addition to surfaces and interactives will be disinfected.

Lost and Found Procedures

- All staff are encouraged to wear gloves when handling lost and found items and will wash or sanitize their hands before doing anything else.

Camp Communicable Disease Plan (CDP)

Pre-Camp

1. Ask Camper/Staff arrive Healthy
2. Collect and Review Health History
3. Describe Health Screening Process for staff and families before arrival
4. Evaluate/order supply of protective equipment: masks, face/eye shields.
5. Conduct Health Screenings for both staff and campers that includes screening for communicable disease
6. Identify the CDP Team responsible for critical services & conduct training prior to start of camp.
7. Staff should report to any camper experiencing fever, nausea, vomiting, diarrhea or abdominal pain to the Director of Education. The Director of Education will call the parents and report to CDP Team

8. Camper and 2 staff members are to wait in the Little Room. Staff members are to wear face shields while accompanying the camper.
9. Require doctor's note for returning to camp
10. Orientate and train staff to illness reducing strategies
11. Test pending is not allowed to attend

During Camp

1. Maintain access to resources
2. Conduct Health Screenings for both staff and campers that includes screening for communicable disease

Suspected Case Occurs

1. Put a mask on the individual if not already wearing one.
2. Put in isolation area (Little Room) - staff staying with camper need to have masks and face shields
3. Communicate with parents for pick up and isolate camper
4. Don't need to report to health department

Confirmed Case Occurs

1. Notify other parents in that camp
2. Out of abundance of caution, shut down and clean. Discovery Center leadership team can talk through proper cleaning with staff at the Tennessee Department of Health.

Recovery/Mitigation

1. CDP Team Evaluation - Provide critical incident debriefing. Review all operational activities to determine effectiveness and identify potentials for change; update policy/procedures.
2. Documentation - Confirm completion of documentation by all required individuals – family spokesperson(s), Education Director, CFO, CEO, insurance carrier.
3. Debrief Camp & facilitate return to routine camp practices. - Listen to experiences of all staff who wish to provide feedback.
4. Update/revise staff, parent and camper materials to more effectively address CDP.

Appendices:

Precautions and Waiver Questionnaire

Due to the COVID-19 pandemic, the Discovery Center takes the following special measures for any visitors beginning June 15:

1. All visitors 4 and older must wear masks within the museum and undergo temperature checks before entering the museum: For health and safety reasons, Discovery Center requires that visitors 4 and older wear masks when they go to the museum, and reserves the final right to refuse entry to anyone who does not wear a mask or has a temperature above 100.4°F. Masks will be available for purchase at a nominal fee.

2. Reservations Required: All attendees must make a reservation before the visit. Visitors who have not made a reservation will not be admitted. Reservations must be made through the website at www.explorethcdc.org.

3. Fixed admission periods: Discovery Center will allow 3 fixed admission periods per day, each period is 1.5 hours. Available time slots are 9:30 am - 11:00 am (members only), 11:30 am - 1:00 pm (paid/general admission), 1:30 pm - 3:00 pm (paid/general admission). Members who wish to purchase tickets during a paid general admission session can email info@explorethcdc.org to accommodate their request.

4. The total number of people allowed for each session is 75: To ensure a sufficient safety distance between visitors, only 75 visitors can be admitted in each session.

5. Set cleaning sessions each day: There will be thirty minutes of cleaning time after each session and continuous cleaning during every admission period. (Link to cleaning messaging)

6. You Understand Your Risk. The Discovery Center is committed to the mutual safety of its employees, agents, and guests. However, the Discovery Center is not a healthcare company and its officers, employees and contractors cannot determine guarantee your safety while visiting the museum. It is up to you to determine whether the risk of Covid-19 outweighs the benefits of visiting the Discovery Center at this time. Therefore, you acknowledge that you are solely responsible for making the decision to visit the museum at a time when social distancing is recommended by the healthcare and/or governmental authorities.

7. Assumption of Risk. You further acknowledge and understand that The Discovery Center is not responsible for, and cannot adequately evaluate the present health conditions or health risks of the persons entering the museum. Covid-19 can be spread by persons showing no symptoms of illness. You are assuming all risks of exposure or infection from Covid-19 for you and each member of your household that result from your visit to The Discovery Center.

CERTIFICATION:

- NO ONE in my party has traveled outside of the United States in the last 90 days.



- NO ONE in my party has been in contact with anyone confirmed to have COVID-19 in the last 14 days.
- NO ONE in my party is experiencing any of the following symptoms:
 - Cough
 - Shortness of breath
 - Fever of 100.4 or above
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - New loss of taste or smell
 - Nausea or vomiting
 - Diarrhea

WAIVER:

- Because the Discovery Center is open for use by other individuals, I, on behalf of myself, my children, and everyone in my party, recognize that by utilizing the museum, we are at risk of contracting COVID-19. With full awareness and appreciation of the risks involved, we hereby release, indemnify, and hold harmless Discovery Center, its directors and officers, employees, and volunteers of its activities from any and all claims, causes of actions, and liabilities related to COVID-19 and arising from or in any way connected with our visit to Discovery Center.

By electronically signing my name below, I certify that ALL statements above apply to every individual in my reservation, including myself. I also agree to assume all risks associated with our visit to The Discovery Center, and fully release and waive any and all claims against the Discovery Center, its agents and employees.

F.A.Q.

Walk Up Guests

Q: "May I go into the museum?"

A: "We are currently only accepting guests who have pre purchased tickets. You are more than welcome to do this online at exploretedc.org!"

Q: "May I purchase a ticket now?"

A: "If you would like to go online and purchase tickets for this time or the next, you may do so while supplies last. You may make your purchase and then get in line again to be screened."

Q: "Why can't I just pay you for a ticket?"

A: "We are utilizing a touchless payment system only at this time, for the safety of our guests and staff."

Q: "Can I just look around real quick?"

A: "I apologize, but all guests in the building must have tickets and a temperature screening before entering."

From Guests that have purchased tickets

Q: "Why can't I get more time in the museum?"

A: "In order to ensure the safety of our guests and staff, we close the museum in order to do a complete sanitization of the facility. We apologize for any inconvenience that this may cause."

Q: "Why are some of the exhibits closed?"

A: "We have decided to remove some exhibits that are either highly touch based, or too difficult to effectively sanitize. This is done in order to reduce the risk of contamination for both our guests and staff."

Q: "Why do I have to wear a mask?"

A: "Discovery Center is enforcing this policy based on the CDC's guidelines that have been posted online. All guests who are four and older must wear a mask **that covers the nose and mouth** while in the museum."

Q: "What if I don't have a mask?"

A: "Discovery Center has a limited number of masks available for guests who either do not have a mask or left theirs at home. Children's masks are available for \$1 inside"

Q: "Why are you charging for children's masks but not adults?"

A: "Adult masks were donated by our Health Department, and we are offering children's masks at cost for only \$1."

Q: "What if I don't want to wear a mask?"

A: “We are following recommendations based on the best science (CDC) available at this time. Our physicians and medical experts have advised Discovery Center that it is safer for all - staff and guests included - if masks are worn while inside the building.”

Fever

Q: “Are the staff screened as well?”

A: “In addition to being tested for COVID-19 prior to work, our staff have their temperature checked every morning, and are asked to go home if they exhibit any symptoms of the virus.”

Q: “Why are the water fountains covered up.”

A: “Even in normal circumstances, water fountains can be a huge source of bacteria and viruses. Furthermore, guests will be removing their masks in order to drink from the fountains.”

Q: “Why can we not eat in the museum?”

A: “Eating in the museum requires removal of the mask, which is prohibited.”

Q: “Are there any aggressive cleaners used in the museum?”

A: “Heavy duty aerosol cleaners will not be used while guests are in the buildings.”