

REOPENING PLAN

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Glazer
Children's
Museum





We know that children need **play** now more than ever. The past months have created fear, loss, and change for our children, and we know that play is a balm for the stress our families are under. As a vital part of this community, we are committed to serving the children of Tampa Bay and remain steadfast in our mission to provide a safe outlet for imagination and discovery. We are planning for a summer reopening on June 6, with summer camps beginning on June 8. Our team is excited to reopen in a safe way so we can provide much needed respite for families in Tampa Bay. We can't wait to see the smiling faces and hear the laughter of curious kids in the museum once again!

The following detailed reopening plan expands on our **ten years** of experience operating as a clean, safe, and fun museum. Those principles, **Clean**, **Safe**, and **Fun**, will continue to guide our operations as we prepare to welcome back our guests. Special thanks to Hillsborough County for reviewing this plan.

A handwritten signature in white ink, appearing to read 'Sarah Cole'.

Sarah Cole

President & CEO

► **Goal:**

To safely and gradually reopen the Glazer Children's Museum starting June 6, 2020.



► Guiding Principles:

We are guided by three principles:

CLEAN: Maintain heightened cleaning protocols

SAFE: Prioritize the safety of guests and staff

FUN: Preserve the guest experience as much as possible while staying safe

► Summary:

The Glazer Children's Museum recognizes the need for a measured, gradual approach to safely reopen. This comprehensive plan details the steps the museum has taken to ensure the health and safety of our guests and staff, including physical distancing, touchless interactions, PPE, and correct hygiene and handwashing. This plan also describes the operational modifications the museum has made. The museum will reopen to the public on June 6 at limited capacity and by reservation only. We will be closed on Mondays for deep cleaning, maintenance, and training. We are constantly monitoring the evolving situation and this plan is subject to change. This plan was reviewed by Hillsborough County. For the latest updates, please visit

GlazerMuseum.org/cleansafefun

Response to Pre-Opening Survey

We love bringing our 2 year old, and watching how his interests change from visit to visit. Can't wait to bring him back soon to play and learn.



Thanks for providing a fun space for our family to play!



We miss you! Looking forward to you being open.

► Guest and Staff Health:

The health and safety of our guests and staff is our top priority.

Physical Distancing: Guests and staff will be instructed to practice physical distancing by keeping at least six feet away from others who are not in their group. Signage throughout the museum and marks on the ground will prompt physical distancing. Seating areas and small exhibits where physical distancing are not possible will be limited to one group at a time. All exhibits and classrooms will have capacity limits using CDC guidelines and based on the specific size and layout of each space. Certain areas will be converted into one-way passages to maintain physical distance, including the museum entrance and exit, staircases, Main Street, and the Water's Journey Climber. Only education programs that encourage physical distancing will be offered.

Staying Home: Staff and guests will be instructed to stay home if they have a fever, cough, shortness of breath, or other known symptoms of COVID-19.

Guest Area Signage: Ample signage will be added throughout the museum to educate guests on safety and cleaning protocols, to remind guests to maintain physical distancing and practice proper handwashing, to normalize mask wearing, and for additional wayfinding.

Staff Area Signage: Signage will be posted in back-of-house staff areas to remind employees of cleaning and operational protocol as well as frequent and proper handwashing.

Hand Sanitizer: Hand sanitizer stations will be placed at the museum's entrance and throughout the facility with highly visible signage to make them easy to find.

Handwashing: Handwashing remains the best way to prevent germ spread. We ask that guests wash hands frequently during a museum visit. All museum staff are trained on correct and frequent handwashing. Staff are instructed to wash their hands, or use sanitizer when a sink is not available, every hour for 20 seconds, and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, smoking, eating, drinking and before or after starting a shift.

Guest Personal Protective Equipment: Guests ages 12 and older are required to wear masks that cover the nose and mouth. Masks are encouraged for guests ages 2-12. The Centers for Disease Control and Prevention (CDC) says face coverings should not be placed on young children under the age of 2.

Staff Personal Protective Equipment: The museum will provide masks for staff as part of the uniform, and additional PPE as needed for specific roles. All staff will be required to wear cloth masks when working with the public or in meetings. Staff may remove masks when alone in offices. The museum will also provide extra uniform shirts for staff to be able to change mid-day as needed. Staff will wear latex gloves while cleaning. Staff may choose to wear a transparent face shield during certain programs to allow children to see facial expressions, such as during storytime. Volunteers and vendors must also wear face masks while in the museum.

Check In: Transparent "sneeze guard" partitions and self-swipe credit card machines have been added to the Guests Services desk. Timed entry tickets can be purchased online at [GlazerMuseum.org](https://www.GlazerMuseum.org). Museum members will continue to get free admission but must reserve an entry time in advance. The museum will not be accepting cash payments and guests are encouraged to purchase in advance online. The museum map will be provided electronically via a scannable QR code. Admission will be available by reservation only.

Staff Symptom Screenings: All staff, volunteers, and vendors will enter the museum through a central point at the rear of the building. As they arrive their temperatures will be checked using touchless digital infrared thermometers and screened for respiratory symptoms. Anyone with symptoms or a temperature over 100.4°F will not be permitted entry and will only be permitted to return to work when:

- They have had no fever for at least three (3) days without taking medication to reduce fever during that time; AND
- Any respiratory symptoms (cough and shortness of breath) have improved; AND
- At least ten (10) days have passed since the symptoms began
- OR a doctor has given written permission for the employee to return to work

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[GlazerMuseum.org/cleansafefun](https://www.GlazerMuseum.org/cleansafefun)

Training: All staff will undergo mandatory Safety and Reopening Training and will sign an acknowledgement upon completing the training. Training will cover enhanced cleaning and safety protocol, physical distancing, operational modifications, and correct hygiene, handwashing, and PPE practices.

▶ **Operational Modifications:**

We are making modifications to our operations to ensure physical distancing, allow adequate time for cleaning, and provide a safe and fun environment for our staff and guests.

Limited Capacity: While the current order from Governor DeSantis allows for museums to operate at 50% capacity, the Glazer Children's Museum will reopen on June 6 at 25% capacity and will increase to 50% when we feel safe and comfortable doing so. External group bookings will be limited to 100 people per day, max of 50 per organization. Groups must be in 10 person units and will follow a two hour time limit.

Timed Entry: Admission will be available by reservation only. Timed entry tickets can be purchased online at GlazerMuseum.org. Museum members will continue to get free admission but must reserve an entry time in advance.

Hours of Operation: The museum will now be closed on Mondays for deep cleaning, maintenance, and training. Operating hours on Tuesdays-Sunday will remain unchanged. The full operating hours are listed here:

Closed Monday | Tuesday-Friday 10am-5pm
Saturday 10am-6pm | Sunday 1-6pm

▶ **Amenities:**

Restrooms: The museum has installed flexible partitions between sinks and closed some urinals and/or stalls to achieve physical distancing.

Water Fountains: The museum has installed two new touchless water bottle refill stations. Drinking fountains will be closed.

Stroller Parking: An expanded stroller parking area will be provided near the lobby. Strollers should remain on Level 1 when possible to reduce the occupancy of the elevator and to prevent germ spread from stroller wheels.

Elevator and Stairs: The elevator will remain operational but guests who are able to take the stairs are strongly encouraged to do so. Staircases will be one-way, with one staircase designated as UP and the other as DOWN.

Subway: Our partners at Subway will reopen with enhanced cleaning protocols derived from a combination of Subway's corporate policies, the museum's safety protocol, and guidelines from government and health agencies.

▶ **Cleaning:**

CDC-Recommended Cleaning Products:

GCM will continue to source and use cleaning and disinfecting products that are recommended by the Centers for Disease Control and Prevention (CDC).

Prior to Reopening: The entire facility will undergo a deep clean including carpet extractions, high dusting, and electrostatic cleaning. Materials in classrooms and on the museum floor will be condensed to enable continuous cleaning throughout the day and we will maintain an inventory of each exhibit prop so they can be rotated on a schedule and as needed throughout the day.

Continuously:

High Touch Areas: Designated environmental staff will rotate throughout the day continuously monitoring and disinfecting high touch areas such as tabletops, countertops, buttons, magnet walls, benches, seats, handrails, elevator buttons, trash cans, doorknobs, light switches, and restrooms.

Exhibits: All props and manipulatives in each exhibit area will be removed and replaced with a fresh set four times during the day. After removing props the exhibit will be closed for a short period while staff clean and disinfect the space and then set out a fresh set of props. Initially these prop rotations are scheduled every 1.5 hours.

Daily: The entire museum will be cleaned and sanitized daily.

Weekly: The museum will undergo a facility-wide deep clean every Monday when it is closed to the public.

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► Exhibit Modifications:

High Touch & Some Small Exhibits Remain Closed:

Difficult to clean exhibits or those exhibits where it is impossible for guests to practice physical distancing will be closed initially. Closed exhibits include the Tugboat Tots ball pit, the Cruise Ship sandbox, Ocean Sandbox, the Drum Hut, the Japanese Pagoda, and the firepole in the Fire Station.

Props & Costumes Strategically Removed: All costumes, most plush toys, and items deemed high risk for children to put in their mouths will be removed.

Exhibits Open for One Family at a Time: Due to their limited square footage these exhibits will be clearly marked as open to only one family or small group at a time- Tugboat Tot seating area, Light Cloud, Bay News 9, Twinkle Stars Theater, The Vet Clinic, Painting with Light, The Dance Floor, and The Fire Truck.

Open Exhibits: KidsPort, Forts, the Farm, Publix, the Cafe, Water's Journey Climber, Wild Places, and ArtSmart will all be open with a smaller number of props and a capacity limit. All props will be rotated and exhibits will be disinfected four times per day.

► Summer Camp:

Physical Distancing: Our Camp Imagination class sizes will be capped based on the CDC's recommendations for physical distancing. The current CDC recommendation allows for groups of no more than ten in one location. Campers will stay with their own class of campers and practice physical distancing at all times, whether in the classroom or on the museum floor. We will not allow outside guests into the camp classrooms. All guest speakers will be virtual.

Health and Sanitation: All materials and the classrooms will be disinfected overnight. High-touch surfaces will be cleaned throughout the day. Upon arrival each day, campers will have their temperature checked using touchless digital infrared thermometers. Campers with a fever and/or who are exhibiting respiratory symptoms will be sent home. Each camper will be provided with the supplies they need for the day's activities and there will be no shared supplies. All campers will hand-carry their lunch in a disposable bag and no backpacks will be permitted - everything must be disposable. We will also incorporate frequent hand washing into the campers' routine.



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10 YEARS OF
play