

STEPS TO STAYING Safe



THE RALPH C. WILSON, JR.
CHILDREN'S MUSEUM

Reopening Health and Safety Plan

E&M's utmost priority in reopening is the health and safety of our guests, staff, and volunteers.

To accomplish this goal and maintain the conditions of compliance we will initiate an aggressive and proactive process of continuous testing and improvement of our currently in place "new normal" policies and procedures.

We will also be following our guiding principles of safety, plan approval by our stakeholders, and asking ourselves an important question at this vital point in time "Just because we can open should we open?"

In addition to the advice and recommendations from state and local government,

we received guidance and best practices from the Association of Children's Museums (ACM), Museum Association of NY (MANY), Centers for Disease Control and Prevention (CDC), International Association of Amusement Parks and Attractions (IAAPA), along with several business and cultural partners, museum sponsors, and our advisory task force.

These unprecedented and difficult times certainly have us all adapting and preparing for a thoughtful and safe reopening, we will adjust our business practices to the new reality of living with COVID for some time to come but we will also remain true to our Explore and More Mission "To provide the best-in-class play experiences where all children, families and the community can explore, learn, and develop together."



Our state of the art 43,000 square foot four story Canalside facility



Built on the historic footprint of the terminus of the Erie Canal, the all-new Explore & More – The Ralph C. Wilson, Jr. Children’s Museum sits at the crossroads between canals and bridges that have become year-round community destinations on the city’s waterfront at Canalside. This totally unique location makes it the perfect place to learn about the region’s roots as an innovative port at the turn of the century, while using hands-on play to spark the imagination of the next generation of great minds.

Dating back to 2007, Explore & More became the first organization to offer children’s programming at Canalside. The early partnership and forty-year lease with the Erie Canal Harbor Development Corporation (ECHDC) led to Explore & More being selected as the anchor attraction on Buffalo’s revitalized waterfront – a year-round draw for residents and tourists to ignite children’s imagination, economic development and community partnerships.



In addition to the children's museum the facility is currently home to the Buffalo Store and the Low Bridge Café.

The following plan is being developed and filed in addition to completion of the NY FORWARD BUSINESS RE-OPENING SAFETY PLAN TEMPLATE distributed by NYS and the Department of Health. Explore and More, in conjunction with Employer Services Corporation has also developed a dedicated Coronavirus (Covid-19) Health and Safety Policy for employees.

Questions regarding our reopening plan should be addressed to jsilvis@exploreandmore.org

Health, Safety and Social Distancing

Process and Procedure Changes

- ▶ On line self-screening process before visiting.
- ▶ Timed ticketing for admission and to allow for contact tracing.
- ▶ Safety health surveying of guests before facility entry.
- ▶ Stanchion set up for social distancing in lobby queuing lines.
- ▶ Front desk reorganization.
- ▶ Contactless check in process.
- ▶ Additional signage throughout museum for transparent communication.
- ▶ FAQ updates on-line and phone system.
- ▶ Private rentals by special reservation only until further notice.
- ▶ No unaccompanied adult passes until further notice.
- ▶ No public pass through of our lobby area.
- ▶ Loitering prohibited in lobby area.
- ▶ Density control measures through reduced and limited museum capacity.
- ▶ Lockers will be temporarily off line although coat racks will be available.
- ▶ Development of new routines, maintenance, and scheduling.
- ▶ Enhanced safety measures throughout the facility.

Guest and Staff Safety

- ▶ Plexiglass shields installed at admission registers and other select areas to comply with social distancing measures.
- ▶ Additional signage to promote and encourage social distancing, regular hand washing, and desired traffic flow.
- ▶ Touch less automatic open/close sensor operated entrance doors to lobby.
- ▶ Educating staff and volunteers on cleaning and safety protocols and procedures.
- ▶ Temperature and wellness checks on all staff and volunteers before start of shift.
- ▶ Staff and volunteers will not report for work if feeling ill or presenting any symptoms of the Covid -19 virus.
- ▶ PPE – masks and/or nitrile or latex gloves will be provided to staff and volunteers as needed.
- ▶ Deliveries only accepted by security personnel or operations department.
- ▶ Scraper mats outside and rugs inside to wipe shoes on, regularly cleaned and sanitized by an off site contracted service company.
- ▶ EPA approved cleaning and disinfectant solutions.
- ▶ Hand sanitizer stations available in several locations throughout museum.
- ▶ Step N Wash restroom stools for assisting child hand washing.

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Guest and Staff Safety *(continued)*

- ▶ Seating areas evaluated and spread out for effective social distancing.
- ▶ Taking every option to reduce unnecessary touch points (e.g., propping open stairwell doors)
- ▶ Touchless sensor operated toilets, sinks, and lighting.
- ▶ Hand towels are multi fold, one touch and disposable by consumer.
- ▶ Tissues and sanitizing wipes available on each floor in specific locations.
- ▶ HVAC - additional facility air turns utilizing fresh outside air.
- ▶ Vacuum cleaners equipped with HEPA air filtration.
- ▶ Limited capacity elevator use (e.g., one family at a time)
- ▶ Continue to aggressively clean and sanitize throughout open hours.
- ▶ Full clean, sanitize, and disinfect facility and exhibits after hours.
- ▶ Additional custodial supplies and PPE products in stock.
- ▶ Unblocking of all windows to allow UV light penetration into facility for natural virus disinfection.
- ▶ Drinking fountain coolers taken off line.

Exhibit Safety

- ▶ Installation of YUK bags for toys to be placed in that need sanitizing.
- ▶ Portable hand sanitizer dispensers placed at water table, must use before and after water table play.
- ▶ Regular cleaning and sanitizing of commonly used and touched surfaces.
- ▶ Removing carpets, blankets, and manipulatives from family care areas.
- ▶ Taking exhibits off-line that don't meet social distancing requirements.
- ▶ Imposing time limits at popular exhibit areas.
- ▶ Timed rotation and replacement of cleaned and sanitized consumables.
- ▶ Rapid close and clean of an exhibit during slow times.
- ▶ More use of disposable consumables (e.g., crayons – use and keep).
- ▶ No limited area space usage (e.g., art studio or cooking studio).
- ▶ Continue virtual programming and camps.
- ▶ Utilize outdoor outreach programs (e.g., Terrace or Canalside).
- ▶ Manage and maintain visitor flow throughout, one-way traffic where applicable.
- ▶ Cross training staff since reopening will consist of smaller team.
- ▶ Water tables have and utilize a built in filtration and fully automatic chemical and UV light sanitizing system.
- ▶ Exhibits closed to the general public during days with group tours.
- ▶ 3' x 5' colored mats for around water table to designate areas of play and maintain social distancing.

Phased Re-Opening Plan

1 Resume Construction Operations – (NYS Phase 1): May 25th or as local regulations permit

- ▶ ECHDC/LeChase open punch list items
 - ▶ E&M to do list and CW exhibit infrastructure
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2 Staff Training – (NYS Phase 4): Date TBD as local regulations permit

- ▶ 5 Days (Mon – Fri 8:30am to 5:00pm)
 - ▶ Review of Policies and Procedures
 - ▶ Practical Hands on Exercises and Activities
 - ▶ Final Cleaning and Set Up
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3 Soft Open – Member Preference Days: July 8-July 19

- ▶ Reduced days and hours (Wed – Sat 9:30am to 3:30pm)
 - ▶ 2 Daily sessions (9:30am to 12pm and 1pm to 3:30pm)
 - ▶ 2 Week trial period prior to general public opening
 - ▶ Capacity limited to **15% Occupancy**
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4 Public Open: July 15

- ▶ Reduced days and hours (Wed – Sun 9:30am to 3:30pm)
 - ▶ 2 Week period prior to full opening
 - ▶ Online Reservation Timed ticketing
 - ▶ Increased capacity **20% Occupancy**
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5 Full Open: August 5

- ▶ Expanded hours/days TBD
 - ▶ Limited capacity TBD
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Contingency Emergency Response/Disaster Plan

In the event of a staff person or guest testing positive with the virus, a second outbreak of the virus, or another extenuating circumstance that could possibly cause a temporary shutdown or immediate closure of the facility.

- ▶ Isolate employee/guest, get appropriate medical attention, remove person from facility immediately. Quarantine anyone in close contact for 14 days.
- ▶ Notify Department of Health
- ▶ Communicate to staff
- ▶ Close facility if necessary (temporarily or permanently)
- ▶ Select staff work remotely
- ▶ Full cleaning and sanitizing of facility.