



Reopening Plan for the Terre Haute Children's Museum (THCM) during the COVID-19 Pandemic

All policies and practices will align with recommendations from the CDC, ISDH and VCHD. In addition, THCM will follow the guidelines outlined in the Indiana Back on Track plan issued by Gov. Holcomb in April 2020. Other policies and procedures will be based on best practices from research and collaboration with museums located in the Wabash Valley, Association of Science and Technology Centers (ASTC), and the American Alliance of Museums (AAM).

The health and safety of our community, guests, staff and volunteers is our top priority. All procedures and policies are subject to change as local, state, and national guidelines are updated.

Our goal is to offer the safest and best experience to those visiting and working at the Terre Haute Children's Museum while fulfilling our mission to enrich our children's lives through the exploration of science and technology.

TIMELINE

- The THCM staff will continue to work from home until May 31, 2020. This is with the exception of the maintenance team who will work in tandem at the Museum on Monday and Friday from 10 a.m. to 6 p.m. If they are working within 6 feet of each other, they will wear proper PPE.
- The majority of the team will return to working at the Museum on June 1. This time will be used to prepare the facility for reopening, STEM Play Pack organization, and 100 Men Who Cook prep (moved to a virtual event).
- Our hope is to open the Museum to the public the week of June 14, in accordance with the Governor's plan. However, this date is fluid as we assess the situation in the Museum and within the community regarding COVID-19 cases. It is possible the opening will take place later in June. We will open at 50% capacity until July 3. The Museum will be open to the public Thursday – Saturday from 9 a.m. to 5 p.m. and Sunday from noon to 5 p.m. This will be the proposed schedule for several months; possibly until the end of 2020.

OPERATIONS

- All cleaning procedures will be evaluated.
 - Our first step is to hire a professional cleaning company. We have partnered with PuroClean to sanitize the entire museum, free of charge, once a week for 2-3 weeks. Following those cleanings, a price will be set to continue the cleaning service.
 - Current cleaning procedures will be compared to the updated guidelines from the CDC. The frequency of cleaning will also be evaluated. We will purchase additional hand sanitizer station, this time on mobile kiosks, giving us the versatility to move them to key areas as necessary.
 - We are currently researching a new sprayer product to efficiently clean toys and large spaces (Clorox T360) - backordered so timeline uncertain if we purchase.
 - Exhibits will be cleaned before the Museum opens each day. Additional staff will also be on the floor to clean while guests are in the building. A final wipe down of all exhibits will happen at the end of each day. The cleaning checklist will include wiping down tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens, vending machines, etc.
 - “Yuck Buckets” with signage will be placed around the exhibit floor for toys that have been handled by guests or touched the floor.
 - We will limit amount of loose toys on facility floor (ie: food in the grocery store) and will rotate two sets (ie: a set for each day or a morning set and afternoon set).
 - Some exhibits will be permanently closed (ie: pig/piglets) while others will be modified (ie: vet clinic) until proper cleaning can be identified.
 - Bathrooms will be cleaned hourly.
 - Increased signage will be placed inside and outside of the bathrooms for handwashing and hand sanitizer best practices.
 - Water fountains will be closed indefinitely.

- Key messages will be shared with our staff and guests via updated signage. These include
 - “If you’re sick, please visit another day.”
 - Social distancing decals will be placed on the floor.
 - Updated handwashing signs in the restrooms.

- The guest experience upon re-opening will change. Guests will be required to pre-purchase tickets online. This will limit the handling on money/credit cards and offer the opportunity to accrue personal information of our guests. If guests are not able to purchase tickets online before they visit or when they enter the Museum, a ticket will be sold to them at the front desk. We’re taking a wait-and-see approach in terms of timed-tickets.

- The Guest Experience Team members at the Desk would change their narrative to include language like “is anyone in your party not feeling well?” This is a better alternative to taking temperatures of guests.

- Masks will not be mandatory for guests, but they will be encouraged. If guests do not have a mask, they can purchase one for \$1 at the front desk.
- Two shields will be installed at the front desk to serve as a barrier between our staff and our guests.
- Investigate asking health related questions to those visiting the building.
- Floor markings at front entrance, front desk, bathrooms, exhibit areas, etc. will be installed to show appropriate social distance. Floor marking will be fun and incorporate science or THCM themes.
- Add additional space between the tables and chairs by the snack bar.
- Put up signs to encourage only one family at a time in the elevator and encourage people to take the stairs for exercise and less exposure.
- We have dubbed a secondary implementation of Museum procedures as a “Phase II.” This includes the operations of the Snack Bar, birthday parties, field trips and Ropes Challenge Course. These areas create different opportunities for the organization and are things we don’t want to focus our energy on in Phase I.

EDUCATION & PROGRAMMING

- During the remainder of 2020 and into 2021, the programs and services offered by the Education Department will have to be reimagined. Based on the Governor’s plan to reopen the state of Indiana, we have proposed the following for our programs. We will also work in collaboration with other children’s/science museums in Indiana and Illinois to share ideas and curriculum to make program development more efficient and cost-effective.

Programs	Stage 4 June 14	Stage 5 July 4	2020-21 School Year
Science at Home Video Social Media Postings	Continue but focus on how to use exhibits at museum		Continue as augmentation to school curriculum
Everyday Science Club Virtual Camp - replaces Camp and Learning Labs	Live for two half hours for 10-50 families; will start slowly to see if there is an audience, 1-2 times per week; test with children previously registered for camp	Daily if demand warrants on weekdays - live twice for two half hours for 30-50 families	Weekly - Live for two half hours for 30-50 families

Museum in the Park	Offer at 8-9 parks around Vigo County, once a week initially and more where audience demand supports it, Mon-Weds	Offer at same 8-9 parks around Vigo County, once a week or more where audience demand supports it, Mon-Weds.	
Tot Time/Baby Explorer	On hold	Tot Time virtual ½ hour; Baby Explorer on hold.	Tot Time: In person, limit to 10 families in theater; each family has their own table and supplies; 1 hr. long; Baby Explorer TBD
Special Programs - Fairy Tale Faire; Train Day; DDD, New Year's Noon; MSN; 10 year Party	Virtual, combination of live and pre-recorded	Timed Tickets restricting numbers and design programs to social distance; possible multiple days	Timed Tickets restricting numbers and design programs to social distance; possible multiple days
Hands-on Science	Moves to demos in exhibits once a day while museum is open if visitor satisfaction is affected by exhibit alterations for safety	Demos 3-4 times per day in exhibits, if crowds and demand warrant	Demos 3-4 times per day in exhibits, on busiest days
Library Programs	Virtual, both live and pre-recorded programs at Illinois and Indiana libraries	Virtual, both live and pre-recorded programs at Illinois and Indiana libraries	
Schools			Outreach programs to classrooms; Virtual programs to compliment curriculum; Social Distanced Class at museum if not full day in school
STEM Play Packs	Distribution to 1000 families		

HUMAN RESOURCES

- Employees who are able to work from home will be given that option. All employees who would like to work from home must receive approval from their director first.
- We will offer the Emergency Paid Sick Leave (EPSL) and Emergency FMLA (EFMLA) as required by the Families First Coronavirus Response Act. Outside of that, we will not offer additional paid sick time for part time employees.
 - We have already issued policies and procedures for the EPSL and EFMLA. Payroll is set up to track the leave, so we are eligible to receive the tax credits if an employee takes the leave.
- We will take temperatures of employees each day. We will follow guidance from the CDC, ADA, and EEOC. We have created a policy and have purchased a thermometer.
- Employees who are sick and/or have a temperature of 100.4 or higher will not be allowed to work and will be asked to stay home until they are fever free without medicine for 72-hours.
- Staff will be required to wear appropriate PPE. The Workplace Safety Statement in the Employee Handbook requires employees wear any necessary PPE. We will need to educate our staff on wearing masks. We will print posters demonstrating proper mask wearing from the CDC and hang in the office, breakroom, etc. This will be in addition to the handwashing signage from the CDC.
- Our staff members will be asked to help guests maintain social distancing. Our team will be trained in how to do this appropriately. Our volunteers will not be asked to monitor social distancing, but may ask guests to spread out if they feel comfortable.
- Staff will be asked to maintain a 6 foot distance from other staff members and Museum guests.
- Staff will not share office space for the time being. Those sharing office spaces will either work from home or stagger shifts so there is no overlap in the office. If staggering shifts, employees will be responsible for disinfecting the office between shifts. Or temporarily allow someone to work in the Red/Yellow Room or Theater.
- Assign part-time staff and volunteers without desks a specific locker that they are the only ones to use.
- Other shared spaces, including the Admissions Desk, will require frequent disinfecting.

MARKETING & PUBLIC RELATIONS

- Work in conjunction with local Wabash Valley museums to reopen during the same timeframe. Send a joint press release announcing openings. In addition, work together to create a social media campaign encouraging guests to visit the local museums.
- Update signage at the Museum indicating importance of wearing PPE and social distancing.

- Update the website with our reopening plan, new hours and requirements for visiting the Museum.
- Create a mini-campaign for social media announcing our reopening.
- Send email to members letting them know our reopening plans and include the reopening plan.
- Key messages will include:
 - What we are doing to protect our guests and what guests need to do to protect the THCM team.
 - Cleaning procedures
 - Programming plan
 - Your friends and neighbors are visiting
- Encourage visitors to post reviews on Facebook, Google, Yelp, TripAdvisor affirming our cleaning and their comfort level?
- Be purposeful about marking places as selfie or photo opps to make it easy for people to share that they are visiting the museum.

FINANCE

- Adjust 2019 balance sheet to reflect a loss of 15, 25 and 50% of revenue for 2020.
- Plan for 100 Men Who Cook to move to a virtual platform in June 2020.
- Work with Director of Operations and Director of Education to appropriately staff Museum through 2020.
- Hiring freeze until 2021.
- Programs must cover all direct expenses, and ideally some indirect, and will be assessed monthly to determine if they should continue or be replaced with something else. Exceptions may be made for those deemed to have a strategic importance for other reasons.