

COVID-19 Response Plan

THE DISCOVERY'S OPERATIONS PLAN FOLLOWING THE STATE-MANDATED CLOSURE IN RESPONSE TO THE CORONAVIRUS (COVID-19) PANDEMIC

Opened to the public in 2011, the Terry Lee Wells Nevada Discovery Museum (The Discovery) remains committed to its mission to inspire by being the place to experience science. In keeping with our mission, and with the safety and health of our visitors, volunteers and staff in mind, The Discovery has created the following plan to reopen the museum to the public in stages, following the temporary closure on March 17, 2020 in response to the coronavirus (COVID-19) pandemic.

While enacting the COVID-19 Response Plan, The Discovery will remain responsive to guidelines from the Centers for Disease Control and Prevention (CDC), State of Nevada, and Washoe County Health District, as well as recommendations for best practices put forth by the Association of Science-Technology Centers (ASTC). The Discovery is pleased to make this document available to the public and to other ASTC affiliated organizations for use as they plan to reopen.

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COVID-19 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 for Disease Control and Prevention \(CDC\)](#) website. It is thought to mainly spread through droplets expelled when an infected individual breathes, talks, sings, 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.

Older adults and people with serious underlying medical conditions such as chronic lung disease 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, children with confirmed COVID-19 have generally shown mild symptoms. Reported symptoms in children are similar to a cold and include fever, runny nose, and cough. Vomiting and diarrhea have also been reported.

It's not yet known whether some children, such as those with special healthcare needs, may be at a higher risk for contracting Multisystem Inflammatory Syndrome in Children (MIS-C) associated with COVID-19. There is more to learn about how the disease affects children. MIS-C has been described as inflammation (swelling) across multiple body systems. Signs and symptoms of MIS-C include fever, abdominal and neck pain, vomiting and diarrhea, rash, and feeling tired. Not all children will have the same symptoms. Current information can be found on the CDC's webpage [Caring for Children](#).

Physical Distancing

Physical (social) distancing means keeping space between yourself and those who do not live in the same household as you. To that end, The Discovery has devised occupancy limitations based on our facility's 67,000 square feet. Occupancy limits are described on pages 10-11 of this plan.

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. 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 our 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 by thorough hand washing.

Proper Hand Hygiene

Washing your hands 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 and your hands are not visibly dirty, hand sanitizer containing at least 60% alcohol can be used. Touchless hand sanitizer stations are available throughout the museum, upon entry, outside of the restrooms, and prior to entry of certain galleries. Hand washing signage in both English and Spanish is posted in all of The Discovery's restrooms. Employees will be required to wash their hands before the start of their shift and every subsequent hour. All visitors and The Discovery's staff members are reminded to wash their hands before eating, as well as before and/or after touching their mouth, nose, or eyes.

Cleaning Shared Surfaces

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

All The Discovery team members have been trained extensively on proper cleaning and disinfecting procedures following [OSHA guidelines and safety precautions](#). Daily deep cleaning and sanitizing will take place after hours. Throughout the day, museum staff members will continuously disinfect with EPA-registered disinfectant (730 Peroxide Solution) with an emphasis on frequently touched surfaces.

While closed to the public, The Discovery's Education and Facilities teams conducted a comprehensive evaluation of all exhibits, which helped us identify and remove components that have parts that could not be easily cleaned and/or properly disinfected. During the closure the museum underwent a deep cleaning and disinfection. All designated food areas will remain closed and water fountains will be shut off until further notice.

Four Stages of Museum Reopening

The museum will reopen in stages dependent on our community reaching required benchmarks set by the U.S. Government and State of Nevada. The four stages listed below closely follow U.S. Government and CDC guidelines.

Stage I – Nevada meets the U.S. and State government’s Phase One gating criteria. Stage I allows for activity that maintains social distancing in groups no larger than 10 individuals. All staff, except for those responsible for maintaining the health and safety of museum visitors, will continue to work off-site. **No more than 100 visitors will be allowed in the building at one time. Visitors, staff and volunteers will be required to wear masks or face coverings while in the building as directed at the time of visit by the State of Nevada Governor’s directives and guidance documents.**

Stage II – Stage II allows for activity that maintains social distancing in groups no larger than 50 individuals. Employees who are pre-determined by The Discovery’s President/CEO will report to work on a rotating, pre-assigned schedule. All staff, except for those responsible for maintaining the health and safety of museum visitors, will continue to work off-site. **No more than 150 in the building at any one time. Visitors, staff and volunteers will be required to wear masks or face coverings while in the building as directed at the time of visit by the State of Nevada Governor’s directives and guidance documents.**

Stage III – Stage III allows for operation under limited social distancing practices in groups sized appropriately for the venue. Full staffing resumes, although vulnerable staff members and those with children at home may continue to work remotely with management approval. Visitors, staff and volunteers will be required to wear masks or face coverings while in the building as directed at the time of visit by the State of Nevada Governor’s directives and guidance documents.

Stage IV – All restrictions are lifted by the U.S. Government. Stage IV allows for resumption of all normal museum activities at pre-COVID-19 levels. All programs will operate at capacity with no restrictions. This stage will occur only with the complete reopening of pre-COVID-19 societal activity levels and in adherence with the CDC and the State of Nevada guidelines.

Staff and Volunteer Return to Work

The museum’s administrative staff will work both remotely and on-site during the closure and stages of reopening.

Stage I

- Essential employees will be pre-determined for on-site work.
- Remaining employees will continue to work remotely.
- Essential employees belonging to vulnerable populations will not be assigned on-site work through Stages I and II.
- Operations staff will be responsible for day-to-day tasks on-site.

Stage II

- Select employees will be determined for on-site work based on exhibit, visitor and business needs.
- Essential employees will continue to work on-site in pre-determined schedules.
- Remaining employees continue to work remotely.
- Essential employees belonging to vulnerable populations will not be assigned on-site work through Stages I and II.

Stage III

- All administrative employees will be assigned a staggered schedule for in-office activities to maintain ability to social distance and effectively sanitize work areas.
- Limited volunteer attendance in pre-approved shifts and duties focused on low-contact areas.

Stage IV

- All employees are back to work on-site.
- All volunteers are allowed back on-site.

All employees who require additional modifications to work schedule and duties will provide supervisors with an accommodation request for review and approval by their Supervisor, Human Resources Representative and President/CEO. All possible accommodations will be made as appropriate to promote safety of employees and their families.

Training

All employees will be required to complete required trainings before re-entering the building. Specific trainings on sanitation, hand washing and appropriate use of PPE will be required and new procedures formally acknowledged before entering Stage I of museum reopening. As stages of the reopening plan progress, additional trainings will be created and executed for employees and volunteers.

Travel Restrictions

Through Stage II, all non-essential travel will be avoided. If it is not possible to avoid travel, the employee will be required to self-quarantine for two weeks after returning home. If an employee chooses to travel for personal reasons, museum re-entry may not be permitted for 14 days after returning home. All travel outside of Washoe County must be reported to Human Resources during stages I and II of the COVID-19 Response Plan by filling out a Personal Travel Report form.

Family Care and Sick Time

Employees may require a modified schedule in order to care for family members who may remain quarantined or children who are without care during this time. Whenever possible, The Discovery will provide employees with the option to continue to work from home through Stage III. Supervisors of employees who require schedule accommodations will provide employees with modified responsibilities. Employees will still be required to meet essential job duties during this time.

Employees are prohibited from being in the museum while sick. Any employee experiencing illness other than COVID-19 will be required to use regular PTO hours submitted through ADP. Sick leave, specifically due to self-quarantine requirements related to a COVID-19 diagnosis or medical direction, will require Families First Corona Virus Response Act (FFCRA) sick time and must be coordinated through Human Resources.

In the event that an employee is sick with non-COVID-19 illness, or hasn't been diagnosed, that employee must remain home until they are symptom free without medication assistance for at least 72 hours. Additional paid and unpaid leave is addressed in the leave section of The Discovery's Employee Handbook.

Personal Protective Equipment (PPE)

Appropriate PPE will be worn by all employees based on their role and responsibilities, and as directed at the time of visit by the State of Nevada Governor's directives and guidance documents. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering The Discovery will be provided a mask and required to wear that mask while on property. Disposable gloves will be provided to employees whose responsibilities require them, including facilities employees and Visitor Services Representatives, as determined by management.

All visitors to The Discovery will be required to wear a mask or face covering while in the museum through Stage II of the COVID-19 Response Plan. Masks will be sold at cost, while supplies last, to visitors who did not arrive with one.

Social Distancing

Visitors will be advised to practice social (physical) distancing by standing at least six feet away from other groups of people not visiting with them while standing in admission lines, using elevators or moving around the museum. Visible markers will be placed on the ground indicating the distance of six feet of separation between guests in appropriate areas. Eating areas, exhibits and other physical layouts will be arranged to ensure appropriate distancing is possible. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from visitors and other employees whenever possible.

Employee Responsibility

Employee morning meetings will be conducted in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in administration corridors and gathering areas. Hand sanitizer will be available at each clock-in computer and employees will be required to sanitize their hands after clocking in. Employees are encouraged to use their own electronic devices to clock in whenever possible. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

All employees will be screened for elevated temperatures at the start of their shift. Any employee with a temperature of 100.4 degrees or higher will be sent to a secondary area for additional screening. If an employee is determined to have symptoms that could be attributed to COVID-19 they will be sent home for the day according to company policy.

Employees are responsible for sanitizing their workstations at the end of each shift and during shift changes.

Cleaning and Sanitation

The Museum will use cleaning products and protocols which meet the established EPA guidelines and are approved for use against viruses, bacteria, fungus and other airborne and blood borne pathogens.

- **Hand sanitizer** – Hand sanitizer dispensers, touchless whenever possible, will be placed at key visitor and employee entrances and contact areas such as lobby, reception areas, elevator doors, and meeting areas. Employees and visitors will be encouraged to use sanitizer regularly when hand washing isn't available.

Cleaning and Sanitation (cont.)

- **Exhibit sanitation** – Exhibits will be closed on a rotating basis throughout the day and thoroughly sanitized. Manipulatives within exhibitions that are not essential to the experience will be temporarily removed.
- **Hand washing** – Correct hygiene and frequent hand washing with soap is vital to help combat the spread of disease. All Discovery employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20 seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, eating, drinking, entering and leaving the museum floor, going on break, and before and after their shift.
- **Public spaces and communal areas** – The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, admissions desk counters, elevators and elevator buttons, door handles, public bathrooms, stair handrails, exhibits, and seating areas.
- **Administration area** – The frequency of cleaning and sanitizing will also increase in high traffic administration areas with an emphasis on the conference rooms, employee entrances, employee restrooms, cubicles and employee kitchen.
- **Shared equipment** – Shared tools and equipment will be sanitized before, during, and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, cleaning equipment, keys, and all other direct contact items used throughout the museum. The use of shared food and beverage equipment in the museum (including shared coffee brewers, water fountains, and appliances) will be discontinued until Stage III is reached.

Visitor Health and Safety

The health and safety of our visitors is at the forefront of our planning. To ensure and maintain health and safety protocols, visitors will be asked to complete a series of screening questions to measure personal health and to strongly encourage visitors to refrain from visiting the museum if they are sick. Visitors will be required to wear masks or face coverings while in the building as directed at the time of visit by the State of Nevada Governor's directives and guidance documents.

Sick Visitor Protocols

Our employees will be given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the Washoe County Health District. We will be ready to provide support to our visitors. Employees are instructed to stay home if they do not feel well and are instructed to contact a Supervisor if they notice a coworker or visitor with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and visitors who are exhibiting any of the symptoms of COVID-19 while at the museum are instructed to immediately notify their Supervisor (employees) or Visitor Services Staff (visitors). If we are alerted to a presumptive case of COVID-19 at the museum, we will work with the Washoe County Health District to follow the appropriate actions.

General Admission and Exhibit Spaces

Stage	Guidelines
Pre-opening	<ul style="list-style-type: none"> • Plexiglass partitions installed at admissions and Museum Store desks • PPE supplies purchased and stocked • Employee training on proper use of PPE and effective disinfection practices will be completed
Stage I	<ul style="list-style-type: none"> • General admission open to the public on Saturday and Sundays only • Museum space open to internal camps only Monday-Friday • Capacity of the museum set to 100 people at any given time • Signage placed throughout museum reminding of social distancing rules and set capacity for each space including floor prompts • Increase of signage encouraging healthy hygiene practices while in museum • Screening questions at admissions desk to ensure ill visitors are not visiting museum • Changes to admission process to limit cash handling and maintain physical distance between VSRs and visitors. • Closure of individual galleries on a rotating schedule to sanitize and clean during museum hours. • Face coverings required for both staff and visitors while on the property
Stage II	<ul style="list-style-type: none"> • Capacity of the museum to expand to 150 people at any given time • Reassessment of ability to be open to both the public and camps during weekly schedule • Screening questions at admissions desk to ensure ill visitors are not visiting museum • Face coverings required for both staff and visitors while on property
Stage III	<ul style="list-style-type: none"> • Allows for reopening of public spaces and programs following CDC recommendations for social distancing and with attendance limitations adjusted to meet social distancing protocols • Face coverings for staff and visitors encouraged while on the property • Small group of pre-determined volunteers welcomed back into programming spaces
Stage IV	<ul style="list-style-type: none"> • Resumption of all normal museum activities at pre-COVID-19 levels

School Field Trips, Birthday Parties and Facility Rentals

Stage	Guidelines
<p>Stage I</p>	<ul style="list-style-type: none"> • Field trips and large group visits will be suspended during the week while Camp Discovery is in session • Group visits will be permitted only for groups now larger than 10 people, and only if museum capacity allows • Birthday parties will be suspended during Stage I • Museum rentals will be suspended during Stage I
<p>Stage II</p>	<ul style="list-style-type: none"> • Field trips and large group visits will be suspended during the week while Camp Discovery is in session • Group visits will be permitted only for groups now larger than 10 people, and only if museum capacity allows • Birthday parties will be suspended during Stage II • Museum rentals will be suspended during Stage II
<p>Stage III</p>	<ul style="list-style-type: none"> • Allows for reopening of some public programs following CDC recommendations for social distancing and with attendance limitations adjusted to meet social distancing protocols at that time
<p>Stage IV</p>	<ul style="list-style-type: none"> • Resumption of all normal museum activities at pre-COVID-19 levels

Camp Discovery

Stage	Guidelines
Pre-opening	<ul style="list-style-type: none"> • Camp materials will be purchased and organized by one individual following social distancing and wearing PPE
Stage I	<ul style="list-style-type: none"> • Camp staff training will be held virtually • Camp staff will receive specific training on items previously mentioned in this document under health and wellness and cleaning and sanitation • Camps will be in the building without public visitation Monday-Friday • Maximum Camp Discovery enrollment will be 24 students and camps will be distributed throughout the entire museum to increase distancing • Kindergarten camps will require full-day enrollment and half-day camps will be eliminated to minimize the number of campers and caregivers connected to the program • Museum staff will be checking in campers directly from their vehicles to eliminate caregivers coming into the museum. • Caregiver and camper temperatures will be taken at their vehicles before campers enter the museum. • Camp staff will follow health and wellness guidelines outlined above • Campers will be encouraged to wear face masks • Camp curriculum will include age-appropriate information about COVID-19 and the importance of hygiene activities • Camp travel and field trips including going to Plumas park will be suspended • Camp guest speakers will attend camps virtually
Stage II	<ul style="list-style-type: none"> • Reassessment of ability to be open to both the public and Camp Discovery Monday through Friday • Maximum Camp Discovery enrollment will be 24 students and camps will be distributed throughout the entire museum to increase distancing • Kindergarten camps will require full-day enrollment and half-day camps will be eliminated to minimize the number of campers and caregivers connected to the program • We are modifying camp drop-off and pick-up to eliminate caregivers coming into the museum • Caregiver and camper temperatures will be taken at their vehicles before campers enter the museum • Camp staff will follow health and wellness guidelines outlined above. • Campers will be encouraged to wear face masks • Camp curriculum will include age-appropriate information about COVID-19 and the importance of hygiene activities • Camp travel and field trips including going to Plumas park will be suspended • Camp guest speakers will attend camps virtually

Camp Discovery (cont.)

Stage	Guidelines
<p>Stage III</p>	<ul style="list-style-type: none"> • Reassessment of ability to be open to both the public and camps during weekly schedule • Maximum Camp Discovery enrollment will be 24 students and camps will be distributed throughout the entire museum to increase distancing of students • Kindergarten camps will require full-day enrollment and half-day camps will be eliminated to minimize the number of campers and caregivers connected to the program • We are modifying camp drop-off and pick-up to eliminate caregivers coming into the museum • Caregiver and camper temperatures will be taken at their vehicles before campers enter the museum • Camp staff will follow health and wellness guidelines outlined above. • Campers will be encouraged to wear face masks • Camp curriculum will include age-appropriate information about COVID-19 and the importance of hygiene activities • Camp travel and field trips including going to Plumas park will be suspended. • Camp guest speakers will attend camps virtually
<p>Stage IV</p>	<ul style="list-style-type: none"> • Resumption of all normal museum activities at pre-COVID-19 levels

Museum Store

Stage	Guidelines
<p>Pre-opening</p>	<ul style="list-style-type: none"> • Plexiglass partitions installed at Museum Store check-out desk • Sanitation stations set up at entrance to Museum Store space • Re-organization of store displays to allow for social distancing
<p>Stage I</p>	<ul style="list-style-type: none"> • Store capacity set to five individuals at one time • Removal of store merchandise that is unable to be sanitized including plush items • Visitor Service Representatives will handle all merchandise for customers to limit touch points within store
<p>Stage II</p>	<ul style="list-style-type: none"> • Store capacity set to five individuals at one time • Continued removal of store merchandise that is unable to be sanitized • Continued handling of merchandise by staff only to limit contamination within store
<p>Stage III</p>	<ul style="list-style-type: none"> • Allows for reopening of the Museum Store following CDC recommendations for social distancing and with limitations adjusted to meet social distancing protocols and best practices at that time
<p>Stage IV</p>	<ul style="list-style-type: none"> • Resumption of all normal museum activities at pre-COVID-19 levels

Repeat of Closure/Quarantine

The Discovery will closely follow recommendations and revert to any level of quarantine and/or closure as required until further notice.

The State of Nevada has put measures in place to protect the health and safety of the state workforce and the public. These measures include the creation of a Nevada Health Response Medical Advisory Team, which will provide guidance and recommendations on social distancing and other effective ways to address the spread of COVID-19. As new guidance continues to come from the CDC, the Medical Advisory Team will work with local health districts and top medical professionals to review and provide recommendations.