

ready  
set PLAY!

Port Discovery Children's Museum  
**REOPENING PLAN**





We are smiling from ear to ear (behind our masks, of course!) as we welcome you and your family back to the Port Discovery Children's Museum you know and love – now with new measures in place to keep you safe.

We know that children need play more than ever. Play is not only the very best way children learn, but also how children cope with stress, stimulate their curiosity, and understand how the world works.

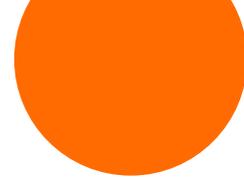
The following plan expands on our 20+ years of experience operating as a safe, smart space for children, families and caregivers to play, learn and explore. As we reopen, we're implementing a variety of new procedures to ensure a safe visit for your family – including required advance ticketing, significantly limited capacity, mandatory face coverings for all staff and all visitors ages 2+, leveled up cleaning and disinfecting practices, one-way directional experiences, and a variety of updates to the Museum experience to encourage physical distancing and reduce the spread of germs.

Please review the following plan for more information about our plans for a safe, measured and gradual reopening that will be exciting, fun and safe for all. As we reopen, we will learn and adjust along the way. Please check back ahead of visiting for the most up-to-date information on Port Discovery's operations.

While we hope to see you in person again soon, we'll also continue to offer Virtual Learning for students and groups along with At Home Play activities, programs, videos and more!

Special Thanks to the Baltimore City Health Department for their assistance reviewing this plan.

# GUEST & STAFF HEALTH



## Staff Training

All staff are required to undergo mandatory Safety and Reopening Training and sign an acknowledgement upon completing the training. Training covers enhanced cleaning and disinfecting procedures, physical distancing, operational modifications, and correct hygiene, handwashing, and PPE practices.

## 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. All exhibits and areas 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 and staircases. In addition, we will encourage a one-way flow on each floor of the Museum. Only education programs that encourage physical distancing will be offered.

## Required Waivers & Health Screenings

Port Discovery Children's Museum works to provide a safe and healthy environment for all guests. As part of our effort to create this environment, we ask staff and guests to avoid visiting the Museum when sick or showing signs of illness, or if you've recently been exposed to anyone with COVID-19 like symptoms or a positive COVID-19 test result. Upon purchasing or reserving tickets, guests will be required to sign waivers regarding your responsibilities as a visitor, and regarding what the Museum is doing to keep you safe. Upon entry, all guests will be required to complete a health questionnaire. Staff and Museum vendors are also required to complete health screenings before entering the Museum.

## Guest 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 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

Touchless 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. In addition, touchless hand sanitizer stations will be placed at the entrance to each exhibit area. Guests are required to sanitize their hands prior to entering and after exiting each exhibit area. Guests are strongly encouraged to sanitize hands after touching objects, and throughout their visit to the Museum.

## Handwashing

Handwashing remains the best way to prevent germ spread. We ask that guests wash hands frequently during a museum visit. We strongly recommend that all guests engage in frequent handwashing throughout their visit to the Museum. 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

Face coverings are required for all guests ages 2 and older unless not advised due to a medical condition as outlined by the CDC. We understand that mask breaks may be necessary, but they will not be permitted within the Museum. If a guest needs a “mask break,” they will be required to exit the Museum and will be permitted to re-enter the Museum with masks in place. A proof of purchase/receipt will also be needed to re-enter the Museum.

Guests who have medical issues that may prohibit them from wearing a mask should call the Museum prior to purchasing tickets. Guests with accessibility needs (OR disabilities) may fall into this category as well. The Museum will work with these guests to provide a reasonable accommodation. To alleviate concern for all visitors, we will provide stickers to those with medical/accessibility issues who cannot wear a mask.

## 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 use during mid-day as needed. Staff will wear latex gloves while cleaning. Volunteers and vendors must also wear face masks while in the museum.

## Staff Symptom Screenings

All staff, volunteers, and vendors will enter the museum through a central point. As they arrive, they will be required to complete a daily health screening questionnaire. Anyone who reports symptoms will not be permitted entry and will only be permitted to return to work after following specific protocol.

# OPERATIONAL MODIFICATIONS

## Hours of Operation

Port Discovery is modifying its days and hours of operation to allow for lower capacity, physical distancing, and additional cleaning between sessions. Admission for visitors and members is by reservation/advance tickets only.

Our most up-to-date hours of operation can be found on our website at:

<https://www.portdiscovery.org/hours-admission-discounts>

Please note that days and hours of operation may be adjusted as we monitor how things are working.

## Advance Entry Tickets & Waivers

To manage visitor admission and Museum capacity, tickets will be available using advance ticketing. All tickets, including member admission, must be reserved in advance by visiting [PortDiscovery.org](https://www.portdiscovery.org). Online purchase fees have been eliminated, and Museum members will continue to receive free admission. For assistance or to use special passes and coupons, tickets may also be reserved by calling the Box Office at 410-864-2744.

A waiver outlining the museum’s guidelines and guests’ responsibilities will be included in the purchasing process. This is to ensure that the modifications made by the museum to reduce the spread of COVID-19 are fully understood. Upon completion of the online sale, a confirmation will be sent to the email address provided with a copy of the waiver and several helpful links, including a link to a video to prepare guests for their visit and to ensure guests are aware of the museum’s sick policy.

## Limited Capacity

Museum capacity will be significantly reduced to comply with local and state regulations. In addition, Museum exhibits will also have capacity limits to help encourage physical distancing. Guests will see signage outside of each exhibit area and be asked to adhere to signage regarding capacity requirements.

## Cleaning & Disinfecting

We've leveled up our already robust cleaning practices at the Museum. Staff will be cleaning and disinfecting before, during, and after your visit. While you are here, you'll notice staff members cleaning and disinfecting exhibits, surfaces, toys, and more. You'll also notice Dirty Toy Bins throughout the Museum for your use. High traffic areas and objects will be sprayed with electrostatic sprayers before, during, and after your visit. Loose parts and manipulatives in each exhibit will be removed and replaced with a fresh set at the beginning of each play session. Additional deep cleaning will take place while the Museum is closed to the public. For more information on what we are doing to level up our cleaning and disinfecting practices, explore our Reopening Plan, Cleaning Procedures, and FAQs about Reopening.

## Museum Entry & Check In

The Museum has made modifications to the Museum entryways, lobby and check-in experience in order to create a low-contact experience for all guests. Updates include:

- **One Way Entrance/Exit & Line Queuing:** Guests will be directed to one way entry and exit doors. Signage will be visible at eye level and on the floor to direct physical distanced line queuing. Transparent plexiglass "sneeze guard" partitions and self-swipe credit card machines have been added to the Box Office desk.
- **Ticket Scanning:** To make entry as low-contact as possible, visitors will be encouraged to have their printed or mobile tickets ready for scanning upon entering the Museum.
- **Guest Health Screening:** At the Box Office check in (and prior to entering the main Museum area), guests will be required to complete a short health screening questionnaire in accordance with the Museum's sick policy. If any guest answers in the affirmative of the questions in the health screening, the museum will extend the tickets for the guests to return at a later date.
- **Cash Transactions:** The Museum will strongly discourage cash payments and instead strongly encourage credit/debit card transactions at the Box Office.
- **Museum Map:** The museum map will be provided electronically at [www.PortDiscovery.org/map](http://www.PortDiscovery.org/map).

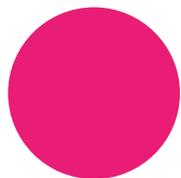
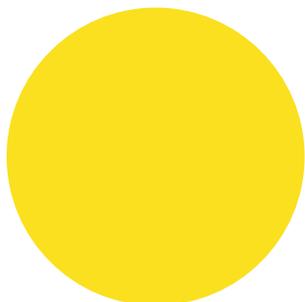
## Traffic Flow & Physical Distancing

In an effort to help manage traffic patterns in the Museum, all guests will be directed to explore each floor in a counter clockwise manner. Signage will be present to assist with this traffic flow.

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.

## Exhibit Capacity

All exhibits and areas 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 and staircases.





## AMENITIES

### Restrooms

Restrooms on the Museum's first and second floors feature touchless technology, including touchless hand soap dispensers, touchless water faucets, and touchless paper towel dispensers. All hand dryers will be turned off and foot pulls have been installed on restroom doors.

Restrooms on the Museum's third floor do not feature touchless technology at this time.

### Water Fountains

Water fountains have been turned off, however touchless water bottle fillers will be available for use. Water can be purchased from the vending machines in the Pier.

### Eating Area

Port Discovery's designated food area, The Pier, will be open for guest use for snacks and drinks only with wipes provided for guests to wipe down their table before and after eating. Eating areas will be arranged and signage used to encourage physical distancing. Food and beverages (with the exception of water and formula) will be strictly prohibited in Museum exhibits/areas beyond The Pier.

### Stroller Parking

Stroller Parking Strollers will continue to be welcomed at Port Discovery. We ask that you keep strollers with you during your visit, with the exception of the Tot Trails and Wonders of Water Exhibits. Guests can also use their stroller(s) throughout the Museum. For comfort of all guests, please be mindful of size/encourage umbrella strollers.

### Elevator & Stairs

Guests will be encouraged to share the elevator only with visitors within their family/group. One-way directional travel will be encouraged on stairways.

### Lockers

Free lockers will be available on a first-come, first-served basis. Guests will be directed to use provided wipes to clean surfaces before and after use.



## CLEANING

### Cleaning Products

Port Discovery Children's Museum will continue to source and use cleaning and disinfecting products that are recommended by the Centers for Disease Control and Prevention (CDC). For additional details on cleaning or products and practices, visit <https://www.portdiscovery.org/cleaning>.

### Cleaning Prior to Reopening

Prior to reopening, Port Discovery Children's Museum underwent a deep clean with products that are both EPA recommended and certified disinfectants for use COVID-19. All cleaning procedures closely follow CDC updates and recommendations that reduce the spread of germs. Port Discovery staff 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 with electrostatic spray disinfection which kills viruses, bacterial, and mold.

In addition, all plush and fabric toys have been removed from the floor as per the CDC's recommended guidelines.

The Museum continues to offer toys and manipulatives for use by guests. In order to minimize the spread of germs, Port Discovery has created multiple sets of all our toys and manipulatives for all of our exhibits. The Museum will regularly clean, remove, and replace manipulatives from the floor to help minimize the spread of germs.

## Continuous Cleaning

Once open, continuous cleaning will take place throughout the Museum. Exhibits and surfaces will be disinfected periodically throughout your visit, and additional cleaning and disinfecting will take place during non-public hours.

- **High Touch Areas:** Throughout the day employees will disinfect, focusing on frequently touched surfaces.
- **Exhibits:** A variety of modifications have been made to exhibits, including the removal of all plush and fabric toys, in order to help minimize the spread of germs. In addition, all manipulatives in each exhibit area will be removed and replaced with a fresh set on a rotation throughout the day.
- **Daily Cleaning:** Daily cleaning will occur during your visit after hours with electrostatic spray disinfection

## EXHIBIT MODIFICATIONS

### Props & Costumes Strategically Removed

A variety of modifications have been made to exhibits, including the removal of all plush and fabric toys and costumes, in order to help minimize the spread of germs. In addition, all manipulatives in each exhibit area will be removed and replaced with a fresh set on a rotation throughout the day.

### Exhibit Capacity

In accordance with Baltimore City restrictions and in an effort to promote physical distancing, Port Discovery Children's Museum will reopen with a reduced capacity. In addition, capacity limits have been established for each exhibit area.

At the entrance to each exhibit area will be located a sanitizing station that includes a touchless hand sanitizer dispenser and signage stating the capacity for that specific exhibit.

Guests will be asked to return to the exhibit at a later time if the exhibit appears to be at or nearing the posted capacity.

### Open Exhibits

This is subject to change at any time. Exhibits may be closed for short periods of time during your visit for cleaning/disinfecting. The Museum may also close spaces/exhibits at their discretion.

