



ORLANDO SCIENCE CENTER

# REOPENING PLAN



EXPLORE.DISCOVER.TOGETHER.



Dear Friends,

For the last 65 years Orlando science center has been dedicated to serving you and bringing science learning to our community, and that will continue. Science is the key to addressing some of our country's greatest challenges, whether it's Americans returning to space or combatting a global pandemic. We recognize that inspiring science learning today will look different than it did prior to the pandemic. First and foremost, we are dedicated to a safe and gradual reopening that utilizes the principles of science to guide us.

Our team at Orlando Science Center is excited and ready to open our doors again on June 15 after being closed for the last three months. We have followed the direction of the CDC, and local and state governments so we can provide a high quality learning experience while always staying focused on health and safety. Changes have been made to exhibits to allow for social distancing, audience capacity has been greatly reduced, tickets will be available only online and entry times will be controlled. Face coverings and temperature checks will be required for visitors and staff and the number of hand sanitizing stations has significantly increased.

Opening the Science Center to visitors represents the second step of our comprehensive reopening strategy. Step one was reopening our summer camp program on June 1. Our summer camps have a long history of engaging young people with active science learning. Social interaction plays a critical role in learning and holding camp provides a high quality educational experience for campers as their caregivers return to work.

In addition to on site camps, we have also added virtual camps as an option. Prior to launching camp, we developed a health and safety plan with guidance from the American Camp Association and their CDC liaisons along with input from the Orlando Health Business Ready Initiative. With health and safety at the forefront, we limited class sizes to 10, and implemented temperature checks, mask wearing, and frequent hand sanitizing.

Seeing children return to Orlando Science Center reminded us that the best way we can serve our community will always be creating experiences that encourage people to explore and discover, learn and grow. The following detailed reopening plan is grounded in science and built on the data provided by the CDC to help mitigate exposure to COVID-19. It has been thoughtfully prepared by our team, who used it to create new operational procedures. When the time is right for you and those you love, please know that Orlando Science Center is here and ready to welcome you back.

Sincerely,  
JoAnn Newman  
President & CEO

## GOAL:

To safely reopen the Orlando Science Center in a limited capacity on June 15, 2020.

## VALUE STATEMENT:

Safety of our staff and guests is the highest priority.

## SUMMARY:

Orlando Science Center is ready to welcome visitors back through its doors, but recognizes that there must be a gradual measured approach, backed by guidance from the Centers for Disease Control and Prevention (CDC), local health organizations, and state and local government. This comprehensive plan details the steps and measures the museum has taken to ensure the health and safety of our guests and staff. Practicing social distancing, modified experiences, personal protective equipment (PPE), and proper hygiene and handwashing. Additionally, this plan outlines operational changes the museum has made.

Orlando Science Center will open to the public on Monday, June 15 at limited capacity and by reservation only. Moving forward, we will be closed on Wednesdays for deep cleaning, maintenance, and training and have reduced hours on Sunday from 12:00 to 5:00 p.m. Otherwise, our hours will be 10:00 a.m. to 5:00 p.m. This plan will evolve as the situation requires to provide the highest quality experience possible. **For updates, please visit [osc.org](https://www.osc.org).**

# GUEST AND STAFF HEALTH:



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

## **PHYSICAL DISTANCING:**

All staff and guests will need to practice safe physical distancing by keeping at least six feet apart from others who are not in their group or party. Reminder signage will be placed at all entrances to the museum, as well as entrances to all exhibit halls. Additionally, markers have been placed throughout the museum to help identify proper spacing. Small exhibit experiences where physical distancing is not possible will be limited to one party at a time. All exhibits will have capacity limits using CDC guidelines and based on the specific size and layout of each space.

## **STAYING HOME:**

Staff and guests who are experiencing a fever, cough, shortness of breath, or other known symptoms of COVID-19 are asked to stay home. If any guests are exhibiting symptoms or become sick while at Orlando Science Center, their entire party may be asked to leave and return when the person is feeling better.

## **SIGNAGE:**

Look for additional signage to communicate with guests about the new policies and protocols of the museum, for everyone's safety. Reminders about social distancing, face covering requirements, handwashing and sanitizer stations, occupancy limits, or closures of any specific exhibit space will all be communicated with onsite signage.

## **HAND SANITIZER:**

The Science Center has added over 30 new hand sanitizer stations to be readily available for guests and staff. They are placed in highly prominent and visible locations.

## **HANDWASHING:**

Handwashing is a highly effective way at preventing the spread of germs. Guests and staff are reminded through signage to wash their hands frequently during their visit or shift. All staff and guests should wash their hands, or use sanitizer when a sink is not available, every hour for 20 seconds. Additionally, you should wash your hands 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 3 and older are required to wear face coverings.

### **FACE COVERINGS MUST:**

- Fully cover the nose and mouth
- Fit snugly but comfortably against the side of the face
- Be secured with ties, ear loops, or headbands.

Based on guidance from health authorities, neck gaiters, open-chin triangle bandanas, and face coverings containing valves, holes, mesh, lace, or sheer material of any kind are not considered acceptable face coverings therefore prohibited.

The Centers for Disease Control and Prevention (CDC) says face covering should not be placed on young children under the age of 2. For information regarding reasonable accommodations, please contact Debra Gordon, Section 504/ADA/LEP Coordinator a minimum of 72 hours prior to scheduled visit at 407.514.2029 or email [dgordon@osc.org](mailto:dgordon@osc.org).

## **STAFF PERSONAL PROTECTIVE EQUIPMENT:**

The museum will provide face coverings for staff as part of the uniform if a staff member does not already have a face covering. The museum will also provide any additional PPE as needed for specific roles. All staff will be required to wear cloth face coverings when working with the public or in meetings. Staff may remove face coverings when not in public spaces and can properly socially distance from other employees. Staff will wear gloves while cleaning and all contractors and vendors must wear face coverings while in the museum.

## **CHECK-IN (GUESTS):**

Partitions and limited contact payment has been added to the Admissions Desk upon entry. Timed entry tickets will need to be purchased online at [osc.org](http://osc.org). Museum members will continue to get free admission to Orlando Science Center, but are required to reserve an entry time in advance. Additionally, the museum map will be available online, for use on personal handheld devices.

## **CHECK-IN (GROUPS):**

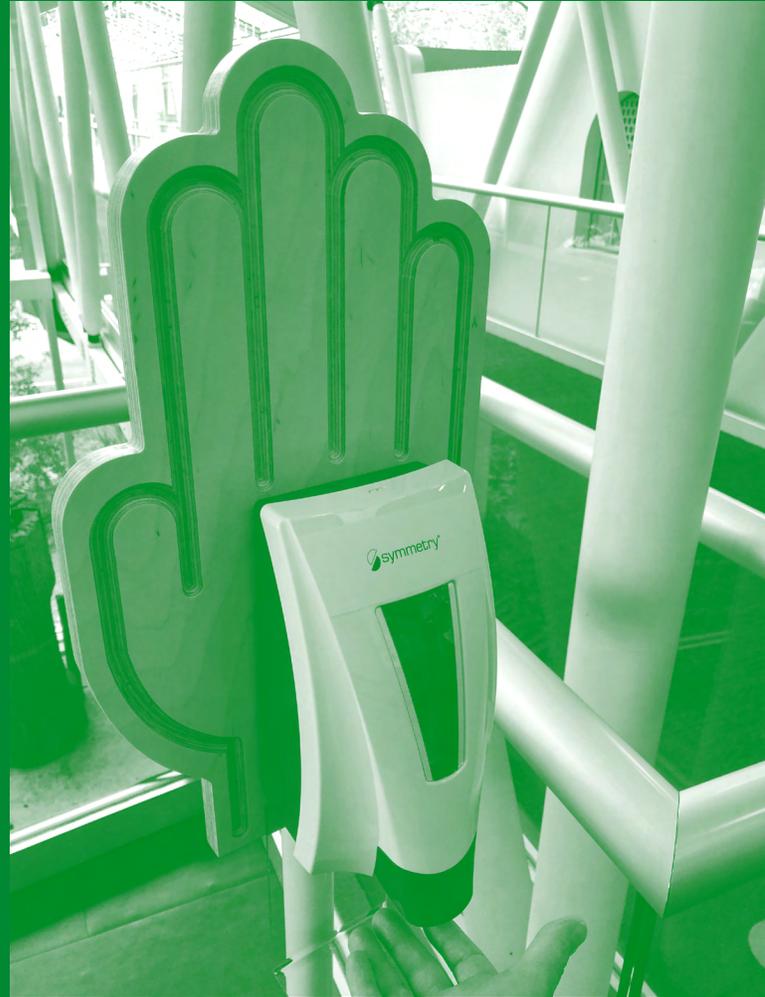
Group sales will be limited to 10% of total building capacity and group sizes will not exceed 10 person, including chaperones. Visitors will be screened for face coverings and temperature checks on arrival. The Hive: A Makerspace Presented by The Isaacs Family and KidsTown will not be scheduled with groups. No extended day for groups offered.

## **STAFF TEMPERATURE CHECKS & SYMPTOM SCREENINGS:**

All staff, volunteers, and vendors will enter the museum through a central point. As they arrive, their temperatures will be checked using touchless digital infrared thermometers. In addition, they will complete a self-screening for COVID-19 symptoms prior to coming to work. Anyone with symptoms or a temperature over 100°F will not be permitted entry and will only be permitted to return to work when cleared by Human Resources.

## **TRAINING:**

All staff will receive guidance informed by CDC and Orlando Health's Business Ready Initiative, which will cover enhanced cleaning and safety protocols, physical distancing, operational modifications, correct hygiene, handwashing, and PPE practices.



# MODIFICATIONS TO OUR OPERATIONS:

In order to provide the safest environment possible the Science Center must make modifications to our operations to ensure proper social distancing and to allow adequate time for cleaning.



## LIMITED CAPACITY:

The current state order from the Governor's office allows for museums to operate at 50% capacity, the Orlando Science Center will reopen on June 15 at 25% capacity, and will only consider 50% when we feel it is safe to do so.

## TIMED ENTRY:

Admission will be available online by reservation only. Timed ticketing can be purchased online at [osc.org](http://osc.org). Museum members will continue to get free admission, but must reserve an entry time in advance.

## HOURS OF OPERATION:

The Science Center will be closed on Wednesdays

for deep cleaning, maintenance, and training with reduced hours on Sunday and no extended hours.

## OPERATING HOURS:

**Monday – Tuesday:** 10:00 a.m. – 5:00 p.m.

**Closed Wednesday**

**Thursday – Saturday:** 10:00 a.m. – 5:00 p.m.

**Sunday:** 12:00 p.m. – 5:00 p.m.

## GUEST TEMPERATURE CHECKS:

All guests will be instructed to have their temperature checked with a touchless infrared thermometer prior to entry into the Science Center. If any individual within a party registers a temperature over a 100°F, the individual and their party will not be able to enter the museum that day.

# FOOD SERVICE:

## THE COFFEE SPOT:

Now Open with Reduced Hours

### CLEANING/DISINFECTING:

- Wipe down all common touch surfaces using Clorox cleaning solution.
- Hand Washing between every cashier transaction before making coffee.
- Wipe down drink cooler every morning and consistently throughout the day. Consistently wipe down counter space throughout the day.

### STAFF TRAINING:

- Staff training regarding plexiglass sneeze guard; face coverings, hand washing, gloves, following CDC guidelines for using cleaning solution on surfaces.
- Training for guidelines regarding beverage service and cashier transactions.

### MODIFICATIONS TO THE SERVICE EXPERIENCE:

- All Baristas will be wearing face coverings.
- There will be only one person behind the counter serving at a time.
- Plexiglass sneeze guard installed between Barista and customers.
- Constant cleaning of counter surfaces.
- Sugar and napkin stations moved to behind the counter for Barista to dispense for customers to reduce exposure.
- Floor marked to encourage social distancing.
- Refillable cups and bottle warming will no longer be accommodated.
- OPERATING HOURS:  
**Monday – Tuesday:** 10:00 a.m. – 3:45 p.m.  
**Closed Wednesday**  
**Thursday – Saturday:** 10:00 a.m. – 3:45 p.m.  
**Sunday:** 12:00 p.m. – 4:15 p.m.

## 4 RIVERS CATERING:

### CLEANING/DISINFECTING:

- Cleaning will follow CDC Guidelines on frequency of disinfecting and cleaning dining area (tables, seating, drink machines, counters, etc): every hour using an approved CDC EPA listed cleaner.

- 2 - Additional Public Hand Sanitizer Stations have been added.
- 1 - Additional Hand Sanitation added back of house for employees.

### STAFF TRAINING:

- All staff will wear face coverings and receive proper training.
- The food area will be cleaned and disinfected continuously throughout the day.
- Tables and chairs will be cleaned and disinfected after each customer.

### MODIFICATIONS TO THE DINING EXPERIENCE:

- Distribution of cups, lids, condiments will be dispensed from behind the counter.
- Reduced seating capacity for social distancing
- Plexiglass will be installed at the cash register areas with access to slide through food.
- Floors marked to show appropriate social distancing.
- OPERATING HOURS:  
**Monday – Tuesday:** 11:00 a.m. – 2:00 p.m.  
**Closed Wednesday**  
**Thursday – Saturday:** 11:00 a.m. – 2:00 p.m.  
**Sunday:** 12:00 p.m. – 3:00 p.m.

# AMENITIES:

## RESTROOMS:

Certain sinks have been disabled to promote physical distancing in the restrooms.

## WATER FOUNTAINS:

The Science Center has installed two new touchless water bottle filling stations on Level 2 and Level 4. Drinking fountains will be closed.

## ELEVATORS:

Elevators will remain operational but guests who are able to use the stairs are encouraged to do so. The elevator will be limited to one party at a time.

# RETAIL:

## THE SCIENCE STORE:

A modified experience has been designed to keep visitors safe and distant while shopping for their favorite OSC memorabilia.

### CLEANING/DISINFECTING:

- Installation of Floor Hand Sanitizer Station
- Using an approved CDC EPA listed disinfectant to disinfect common touch surfaces, counters, shelves, tables will be consistently cleaned throughout the day.
- Surfaces will have a thorough cleaning for the start of each day.
- Employees will be given hand-washing breaks.
- Retail area will be cleaned hourly.
- Gloves worn at the cash register and frequently changed.
- Purchasing will be suggested by card to avoid cash transactions.

### STAFF TRAINING:

- Face coverings worn by staff.
- They will be providing directions to staff on how to clean and disinfect their area.
- Hourly checklist for cleaning to ensure they do not miss cleaning sessions.

### MODIFICATIONS TO THE RETAIL EXPERIENCE:

- Hands-on Demos removed.
- Markers have been placed on the floor to promote social distancing.
- Employee movement on the floor for customer assistance modified for social distancing.

### OPERATING HOURS:

**Monday – Tuesday:** 11:00 a.m. – 4:00 p.m.

**Closed Wednesday**

**Thursday – Saturday:** 11:00 a.m. – 4:00 p.m.

**Sunday:** 12:00 p.m. – 4:00 p.m.



# CLEANING:

## CDC-RECOMMENDED CLEANING PRODUCTS:

The Science Center will continue to source and use cleaning and disinfecting products that are recommended by the CDC.

## PRIOR TO REOPENING:

The entire facility will undergo a deep cleaning and sanitizing of all high-touch surfaces. High-touch pieces and consumables used with exhibits will be reduced to make continuous cleaning more efficient. An inventory will be maintained to ensure each piece is rotated on a schedule to ensure clean pieces are available on the exhibit floor throughout the day.

# CONTINUOUS CLEANING:

## HIGH TOUCH AREAS:

Our janitorial team and highly dedicated staff will rotate throughout the day continuously monitoring and disinfecting high touch areas such as railings, tabletops, buttons, benches, trash cans, door handles, and restrooms.

## EXHIBITS:

Some exhibit spaces may undergo routine shutdowns to provide for a more rigorous cleaning and disinfecting while the building is open to the public. For example, the Orange Grove in KidsTown will close for cleaning each day at 12:00 p.m. and 2:00 p.m. for 30 minutes.

## DAILY:

The entire museum will be cleaned and sanitized daily.

## WEEKLY:

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

# MODIFICATIONS TO THE VISITOR EXPERIENCE:



## **THEATERS:**

The Dr. Phillips CineDome and Digital Adventure Theater will operate at 50% capacity. High-touch surfaces will be disinfected between shows. There will be a limited number of films offered. The Digital Adventure Theater will only be offering 2D movies at this time.

## **HIGH TOUCH & DIFFICULT SOCIAL DISTANCING EXHIBITS REMAIN CLOSED:**

Difficult to clean exhibits or those exhibits where it is impossible for guests to practice social distancing will be closed initially. These include Isaacs Family ClimbTime (KidsTown), The Factory in the Orange Grove (the back portion of the Orange Grove), Jurassic Ridge (DinoDigs), Dr. Dare's Lab, Flight Lab, and Hurricane Simulator (Our Planet), Pulley Chairs (Kinetic Zone). Additional sanitizing stations have been added to accommodate guests who have touched or engaged with high-touch pieces.

## **EXHIBITS OPEN FOR ONE PARTY AT A TIME:**

Due to their limited square footage, or challenges with social distancing, some exhibit experiences are available for only one party at a time. This includes the smaller dig pit stations in DinoDigs, and Adaptation Station in NatureWorks. Staff will direct guests when experiences are available.

## **OPEN EXHIBITS:**

KidsTown, Our Planet, DinoDigs, NatureWorks, The Hive: A Makerspace, Fusion: A STEAM Gallery, and Kinetic Zone will all be open with a few exhibit modifications, including smaller amounts of manipulatives and a capacity limit. All high-touch pieces will be rotated and exhibits will be disinfected three times per day.

## **STAFFING IN EXHIBITS:**

Programming staff will be present in each exhibit hall facilitating the experience for our guests and providing additional cleaning and sanitizing. They will be available to assist with any questions.



# A NOTE FOR CAREGIVERS:

Please keep in mind that popular areas in KidsTown, such as the Orange Grove, will have reduced capacities. We encourage caregivers to focus conversations with your children about returning to Orlando Science Center for the overall experience, rather than about visiting one particular area or playing with a specific exhibit piece.

When visiting KidsTown specifically, we ask that guests take a walk around the entire area to identify available activities before stopping. In order to provide a quality experience for everyone, please keep time in KidsTown activity areas, such as Toddler Town, to ten minutes and then rotate to a new location.

## CONCLUSION:

Our organization is more than just a building in Orlando's Loch Haven Park. We are a community of passionate individuals dedicated to *inspiring science learning for life*. Orlando Science Center has been in this community since 1955 and we aren't going anywhere.

Our team has worked very hard to prepare the building for you. We are ready to deliver high quality informal learning experiences while following the recommended safety guidelines from the CDC, state and local governments. We are excited to once again be able to personally connect with curious learners and explorers of all ages.

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*An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the CDC, senior citizens and visitors with underlying medical conditions are especially vulnerable. By visiting the Orlando Science Center you voluntarily assume all risks related to exposure to COVID-19. We cannot guarantee you will not be exposed during your visit. We appreciate your cooperation during this unprecedented time.*



**ORLANDO SCIENCE CENTER**

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