Bergstrom-Mahler Museum of Glass Reopening Plan

Keeping guests, staff and volunteers safe is the number-one priority for the museum. This plan provides guidelines for protecting all of these groups. The museum intends to be proactive about compliance with this and will take definitive action to enforce the protocols listed. We have established this plan as it is not sufficient to just post signage requesting that guests maintain preventative behaviors or to anticipate that staff will be able to manage customer interactions in real time (e.g., by installing signage instructing visitors to comply with distancing but not utilizing visual cues or physical barriers to support compliance). Guests, staff and volunteers unwilling to follow these protocols will be not permitted to enter and/or will be asked to leave museum property. Phased reopening will allow us to evaluate our progress and adjust as needed.

Employee health and hygiene

- Temperature self-checks daily upon arrival.
- Employees who have a fever or other symptoms of COVID-19 will not be allowed to work.
- Maintain an adequate supply of paper goods, soap and hand sanitizer to allow proper hand hygiene among employees.
- Provide tissues for proper cough/sneeze etiquette and no-touch disposal receptacles.
- Use of masks required.

Clean and disinfect

- High customer contact areas such as doorknobs, buttons, touch screens and stair rails should be cleaned every two hours, or after each user if feasible.
- Bathrooms should be sanitized frequently-hourly depending on traffic.
- Disinfecting wipes should not be used to wipe more than one surface. Use one wipe per item or area.
- Guest touch locations such as kiosks or interactive displays should have disinfectant wipes provided nearby and hand sanitizer.
- Hand sanitizer stations

Face masks and cloth face coverings

- Guests, staff and volunteers will wear face masks or cloth face coverings.
- Ensure guests, staff and volunteers are wearing face coverings properly.
- Provide face masks for guests, staff and volunteers to use if they did not bring one, and provide adequate trash receptacles for disposing of used masks.
- Accommodations may be made for individuals who are unable to wear a mask.

Social distancing

- The capacity of customer-facing facilities should be reduced to ensure adequate social distancing if at all possible.
- Eliminate unnecessary physical contact between staff and visitors, and maintain social distancing with a six-foot distance between individuals whenever possible.
- Offer cashless and contactless transactions whenever possible.
- When exchanging paper and coin money, do not touch your face afterward. Ask customers to place cash on the counter rather than directly into your hand. Place money on the counter (not in hand) when providing change back to customers. Clean the counter after each customer at checkout.

- Add clear plastic barrier protection at the visitor service desk and shop with a pass-through opening to exchange items as necessary.
- Mark indoor corridors with directional tape to encourage one-way traffic flow and minimize interactions.
- Small spaces like galleries in the mansion, blue gallery, Mahler Collection should have maximum guidelines and directional traffic flow.
- Instruct visitors to maintain social distancing for the duration of their visit.
- Where possible, use physical barriers to discourage touching of displays, windows etc. (e.g., with tape on floor or roped-off areas).
- Disconnect public drinking fountains to eliminate use.

Additional customer protections

- Post signage at entrances to facilities with reminders that people experiencing COVID-19 symptoms should stay at home and requests that visitors maintain social distancing.
- Install sanitizing stations (with at least 60% alcohol if hand sanitizer is offered) at the entrance to your facility and at key locations throughout the facility where customers are likely to contact shared equipment.
    - Encourage customers to use them.
- Remove all unnecessary touch points, especially those that cannot be sanitized between uses. Examples include the use of pens to sign receipts or visitor logs (cashless and contactless transactions are recommended), benches, computer keyboards and shared equipment. Give away pens if necessary for signatures or customers use their own.
- Utilize disposable instead of reusable items whenever possible.
- Provide additional no-touch trash receptacles and increase trash pickup frequency to accommodate extra waste.
- Continue offering virtual experiences and curbside pickup of physical goods to accommodate all customers if possible.
- Do not allow visitors to bring activity items from home into the facility for sharing with others.
- Discourage users from coming into contact with other participants' equipment.
- Brochures and other physical materials should be secured or kept behind counters/desks to be provided on an as-needed basis.
- Remove chairs with fabric seating.

Programmed event guidelines

- Programmed events should be limited to 10 persons at a time in any given space, expanding to 50 people in Phase 2 of the Badger Bounce Back plan. Floor markings or chair placement should be used to encourage safe spacing of participants.
- Where possible, event attendance should be staggered to minimize overlap and reduce density of participants.
- Consider designating alternate offerings for at-risk populations.
- Gatherings should be invitation-only or include a process to collect participant lists, in case contact tracing becomes necessary.

Based on Wisconsin Economic Development Corporation information at https://wedc.org/reopen-guidelines/