

**The Works<sup>®</sup>**

Ohio Center for History, Art & Technology

**External**

09/15/2020

**THE WORKS: OHIO CENTER  
FOR HISTORY, ART & TECHNOLOGY**

# **REOPENING GUIDE**

**Reopening the Museum Responsibly  
to Visitors with Response to the  
COVID-19 Pandemic**

# WHAT IS COVID-19?

## COVID-19

Coronavirus Disease 2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. It has spread from China to many other countries around the world, including the United States. Due to the severity of COVID-19's international impacts and outbreak conditions—including those rising to the level of a pandemic—many aspects of daily life including travel, trade, tourism, food supplies, and financial markets have been impacted by this disease. It is important to continue educating the public and The Works Team about COVID-19 to understand the limitations each individual faces and to take precautionary measures seriously.

## Symptoms

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. These symptoms may appear 2-14 days after exposure to the virus and may include fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, fatigue, sore throat, nausea or vomiting, diarrhea, and loss of taste or smell.

## Transmission

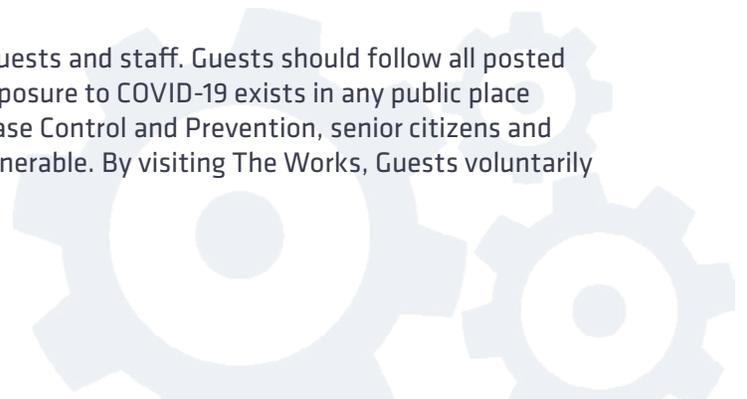
The virus is thought to spread mainly from person-to-person.

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs, sneezes or talks.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- Evidence suggests that infected people who are not showing symptoms, and therefore may not know that they are infected, can still spread COVID-19.

The virus is also thought to be spread from contact with contaminated surfaces or objects. It may be possible that a person can get COVID-19 by touching a surface or object contaminated with the virus and then touching their mouth, nose, or possibly their eyes. The virus that causes COVID-19 is spreading very easily and sustainably between people. Information from the ongoing COVID-19 pandemic suggests that this virus is spreading more efficiently than influenza, but not as efficiently as measles, which is highly contagious.

## Risks

Enhanced health and safety measures are being taken for Guests and staff. Guests should follow all posted instructions while visiting The Works. An inherent risk of exposure to COVID-19 exists in any public place where people are present. According to the Centers for Disease Control and Prevention, senior citizens and Guests with underlying medical conditions are especially vulnerable. By visiting The Works, Guests voluntarily assume all risks related to exposure to COVID-19.



# STATE GUIDELINES

## State Guidelines for Cultural Institutions

\*see addendum: Responsible RestartOhio: General Office, Consumer, Retail, Services, and Entertainment, and CDC Cleaning and Disinfecting Your Facility

## REQUIREMENTS FOR REOPENING THE WORKS

### Reopening Responsibly

Nothing is more important to The Works than the health and safety of our Guests and Team. The Works acutely understands the importance of maintaining a healthy and safe environment and the science behind COVID-19 transmission and prevention. The Works made a decision early in the COVID-19 crisis to only reopen to the public when it was safe to do so. The Works has closely aligned its reopening protocols with Ohio Governor DeWine's Responsible Restart Ohio Guidelines, COSI, and will follow best practices for museums. We have also carefully instituted new health and safety protocols within the Works campus and implemented ways for the Works staff and Guests to be together, while ensuring social distancing.

## PHASED REOPENING

### Phased Reopening Plan for The Works

- The Works has committed to reopening at an appropriate pace that ensures the safety of staff and Guests. Through a phased approach to reopening, The Works will slowly open in stages and test our policies and procedures to quickly pivot and make adjustments as needed.
- **The Works will reopen to the general public, members and reciprocal members on October 1, 2020. New hours of operation will be Thursday through Saturday, with two time blocks available for visits: 9 am to Noon and 1 pm to 4 pm each day the museum is open.**
- As part of a phased approach to reopening, The Works will limit person-to-person contact, monitor the number of visitors, and restrict or prohibit access to certain areas of the building.

# RETURNING TO THE MUSEUM

## Enhanced Cleaning Practices and Procedures

- The Works always strives for exceptional cleanliness. This practice will continue and increase during the current time of the pandemic.
- Along with our efforts to maintain a safe and clean environment, The Works is placing added hand-sanitizing stations for Guest use at areas throughout the museum.

In addition to these guidelines, increased sanitization of high-touch surfaces will be in effect until further notice. This includes the following locations and processes:

- Hands-on exhibits and loose parts that people touch often and more frequently;
- The Gear Shop and Guest Services desks as well as their equipment;
- Door handles, handrails, elevator buttons,
- Bathrooms (handles, sinks and counters, faucets, stall door latches, towel dispenser);
- Increasing the number of available hand sanitizing stations throughout the building;
- Keeping soap, sanitizer, and paper towels stocked;
- Continuing to communicate sanitization plan to staff and the public.

## Admission to the Museum

- **Guests will need to purchase online timed tickets prior to their visit. The bar code on the ticket must be produced (in print or on a mobile device) upon arrival.** Staff will scan ticket bar code as guests enter.
- **Help us follow the science of disease prevention by protecting yourself and others. It is highly recommended that guests fully review museum guidelines before planning a visit.**
- While on-site, guests are asked to **follow posted signage and floor markings.**
- **Guests are encouraged to bring bottled water.** (Drinking fountains will not be available.)
- **Food and drink (other than water) are not permitted inside the museum at this time.** Guests are asked to eat meals and snacks off-site.
- Shoppers are able to visit The Works Gear Shop at no charge, and do not need an admission ticket in order to shop at The Works.



The Works will follow recommended guidelines from the Centers for Disease Control and Prevention (CDC), state and local health departments, and best practices for museums. We will closely align with COSI's Reopening Guide.

# IMPORTANT CHANGES FOR GUESTS

The Works reopens on October 1, 2020. We are committed to reopening in a manner that ensures the safety of Works staff and our valued Members and Guests. When Guests return, they will notice The Works has made a number of very important changes for their health and safety that include:



ADVANCE TICKET  
PURCHASE

- In advance of a visit, Members and Guests will need to **reserve a timed admission ticket online before arriving at the museum.** This will ensure adequate space inside The Works for social distancing. Ticket bar codes will be scanned upon arrival. *Tickets are not refunded for no-shows, but can be moved to a different date if visitors call ahead to reschedule.*



FACE COVERING  
REQUIRED | 8+

- All Works Team Members and all Works Guests **8 years of age and older are required to wear face coverings** while visiting The Works. Masks are available at Guest Services if needed.



HAND SANITIZER  
STATIONS

- Signage to **encourage social distancing and proper hygiene** as recommended by the Centers for Disease Control will be posted throughout the Works campus.

- All Guests will be encouraged to **utilize hand sanitizer stations** as they enter the building.



ENHANCED  
CLEANING

- Hand sanitizer stations and other cleaning stations have also been placed throughout The Works near high-touch surfaces and hands-on exhibits.

- **Enhanced cleaning and disinfection protocols have been put in place** to ensure the The Works building and interactive exhibitions remain as clean as possible.



CLOSED EXHIBIT  
AREAS

- Due to new restrictions and cleaning requirements, some Works experiences may be currently closed including:

- Bernoulli Blower
- Robotics & Coding
- Telephones in the Communications Exhibition Area
- Drinking Fountains (**Guests are encouraged to bring their own bottled water**)

# PHYSICAL DISTANCING, CLEANLINESS & HYGIENE

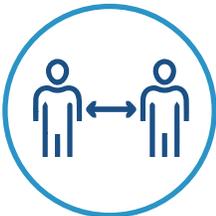
## Recommended & Required Cleanliness & Hygiene Guidelines



FACE COVERING  
REQUIRED | 8+



WASH HANDS  
OFTEN



SOCIAL DISTANCING

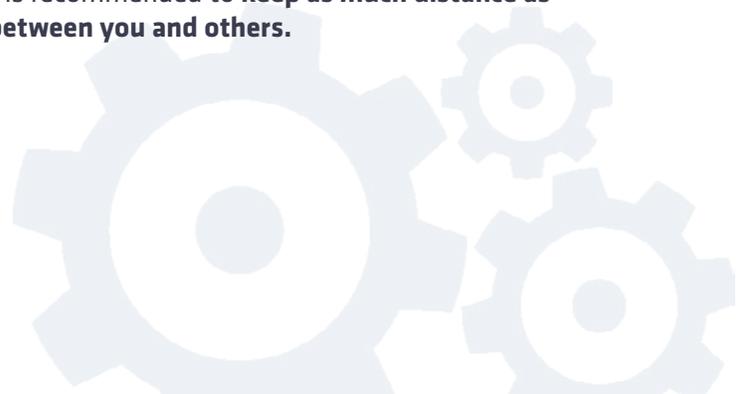


USAGE OF  
HAND SANITIZER



COVER COUGH  
WITH ELBOW

- All Guests, Contractors, Volunteers, and Works Team members must **practice good hand hygiene and wear a face covering** while at The Works
- **Washing hands properly with soap and water** is the most effective means of good hand hygiene, followed by proper use of a hand sanitizer with at least 60% alcohol
  - Proper use of hand sanitizer will kill the virus that causes COVID-19 but is not effective in killing all germ types
  - Hand sanitizer may be less effective if hands are greasy or soiled
- There are many additional things you can do throughout the day that will offer more protection for you and others:
  - Be sure to **wash hands more frequently, avoid touching face, practice good respiratory etiquette** by coughing or sneezing into your elbow rather than into the air,
  - **Wear a cloth face covering** while at the museum to help protect against the spread of the virus
  - Practice recommended **social distancing** to the greatest extent possible – “Farther is Safer,”
  - You will see new **hand-sanitizing stations** throughout the building – we recommend using these frequently;
  - Social distancing faces unique challenges in the hospitality sector – it is recommended to **keep as much distance as possible between you and others.**



# GEAR SHOP, SCIDOME & GLASSBLOWING

## Gear Shop

- We are trying to provide a positive shopping experience while accommodating social distancing and other procedures designed to keep you and our staff safe.
- **We ask that our customers and staff members practice social distancing** and stay at least six feet apart at all times. Social distancing graphics and taped markers will be placed on the floor as a reminder to guests.
- To facilitate social distancing, **we are limiting the number of customers in the store** at any one time. At times we may ask guests to temporarily wait outside the store at designated locations until adequate space is available for all customers.
- We ask that guests **limit their touching of items in the shop**. We have placed bins in the Gear Shop for guests to leave items that have been touched but not purchased. This allows for airing, sanitizing and restocking by staff.
- We have adopted checkout and payment procedures that are as contactless as possible. We encourage visitors to pay by credit or debit card. Plexi shields have been placed at our registers, and we will alter operations to limit physical contact.
- Guests are invited to purchase glass pieces from our new [Works Glass Studio Etsy shop](#), available for online purchases.

## SciDome Shows

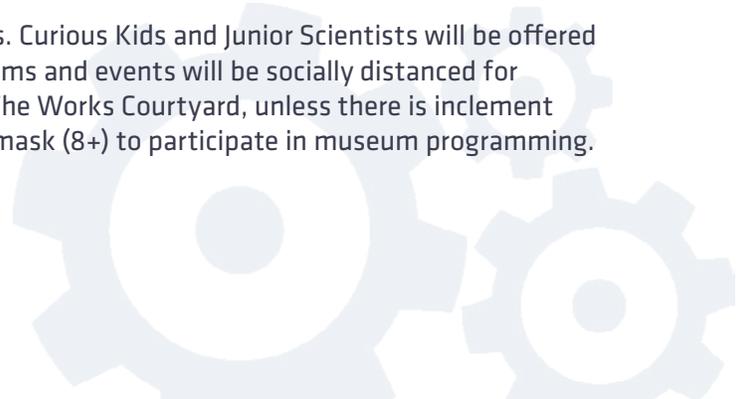
SciDome shows will be available during each open period, however seating will be limited to accommodate social distancing protocols. Seating zones will be marked with glow in the dark tape and cleaned between shows. Seating for SciDome shows will be on a first-come, first-served basis. No tickets will be required.

## Glassblowing Demonstrations

Glassblowing demonstrations will be available during each open period, however seating will be limited and available on a first-come, first-served basis to accommodate social distancing protocols. Seating and observing zones will be marked with tape and cleaned between demonstrations.

## In-person Programs & Events

Some programs and events will be offered on a limited basis. Curious Kids and Junior Scientists will be offered Thursdays and Fridays, respectively. These and other programs and events will be socially distanced for safety and will generally be held in outdoor spaces such as The Works Courtyard, unless there is inclement weather. Please follow Works safety guidelines and wear a mask (8+) to participate in museum programming.





*We enrich people's lives by  
providing interactive opportunities  
that inspire creativity and learning.*