



## **ISHS Maintenance Support Rebound Idaho – Phased Re-Opening Plans**

### **1. Phase I – May 1 – May 15 (Staff Only)**

- Maintenance team will continue to move forward with normal daily operations and safety for all sites
- Maintenance team will continue to perform PM's and any special requests for readiness of facilities
- Craftsman will continue to commute independently while traveling to sites
- Craftsman will continue staggered start time shifts
- Cleaning or painting of all outdoor amenities such as picnic tables before opening
- Cleaning of sand and dirt debris from exterior walks at each site
- Cleaning of cobwebs from exterior of buildings
- Repair sprinklers to keep a well-manicured site
- Help with emptying of trash receptacles and picking up debris for outdoor sites
- Make sure deep cleaning and sanitizing of facilities are completed with AQC
- Connect with each site to inventory and stock of supplies for increase of visitors
- Help secure sanitizing supplies to be available to staff
- Install sanitizing stations once product for the dispensers are available
- Help secure PPE for staff to be worn in public
- Order consumable cleaning and maintenance supplies for increased operations
- Continue with virtual communications and provide training
- Help other staff with set up of social distancing workstations
- Connect with Sites outside of Boise to confirm their needs of operation which may require travel
- Continue to work with DPW to move projects forward
- Communicate with staff any on-site contractors
- Make sure staff fleet vehicles are ready for travel
- Wear face masks while around public

### **2. Phase II – May 16 – 29 (10 visitors)**

### **3. Phase III – May 30 – June 12 (10 – 50 visitors)**

### **4. Phase IV – June 13 – 26 (50+ visitors)**

- Phase II, Phase III and Phase IV will essentially be the same as Phase I for the Maintenance team to continue to play a support role for the agency and continue with daily operations
- Help set up of any directional signage or stanchions to support social distancing and traffic control
- Help support any tours or events that require assistance from the maintenance team for set up
- Evaluate any guidance from Governor Brad Little to either relax or tighten restrictions



## **Development and Marketing Team Rebound Idaho - Phased Re-Opening**

Much of the marking, membership and volunteer activities will be dependent on what each site does during each of the scenarios – how many visitors are allowed on site, how tours are set up and managed, etc. – and how we can best support their needs. The actions and considerations below will be adapted accordingly.

### **The following actives will occur in all phases:**

- Add membership and donation requests to emails, website and social media posts
- Promote sites for “Member only” and “Members set it first” digital events at each sit
- Following Idaho Gives, send an email and hard copy donor appeal
- Raffle River Trip for summer 2021
- Regular communication with volunteers
- Cultivation calls to donors with the help of the Foundation.
- Continue pace of creating and posting digital resources
- Continue to seek oportunties for earned media coverage
- Staff will adhere to safety protocols in place at each site
- Continue weekly Comm/Dev meetings to maintain high quality and volume of digital content being produced.

### **Phase I May 1 – May 15**

1. Support promotion/media for Make Hunger History and limited opening access at Old Pen
2. Work with Old Pen, ISM and ISA to select “Member Only” hours/days for opening and provide marketing support for Senior hours and/or free admission for Health Care Workers as determined by the sites.
3. Support Old Pen in preparing volunteers to return for a soft May 16 opening ensuring proper training, PPE, and adherence to social distancing recommendations
4. Begin Volunteer activities (online book clubs, “professional development,” etc.) to maintain engagement until late June when they will be welcomed back to all sites
5. Design & implement monthly membership communications with member only &/or member first opportunities at each site.
6. Design & implement member only benefit page on website.
7. Research and (hopefully) implement “join now” membership button on ISM and OP ticketing and registration forms.

### **Phase 2 May 16-29**

1. Support Old Pen & ISM with messaging/promotion of soft opening
2. Prepare messaging for ISA’s “BY appointment only” opening in Phase 3
3. Begin discussions regarding charging for some digital content – results will be brought forward to other phases
4. Work with sites for special “donor” tours in Phase 4

### **Phase 3 May 30- June 12**

1. Continue to support Old Pen, ISM and ISA’s limited access messaging

2. Plan with sites for messaging, volunteer needs and member drives following completion of Phase 4.
3. Assess Xavier Riddle launch date at ISM
4. Outline plan for Volunteer appreciation party in August

**Phase 4 June 13-June 26**

1. Review events through year-end to determine marketing priorities
2. Prepare to launch membership drive at ISM
3. Determine if Wine, Eats and Artifacts should be an online event or in-person; if in-person is the size limited, etc.



## Rebound Idaho - Phased Re-Opening Plan

May 1, 2020

SHPO proposes to transition staff back to on-site work as community risk decreases and access to PPE and sanitation supplies increases. Given the nature of the SHPO portfolio of work, all teleworking staff have been able to maintain robust work. Additionally, though we are a public state office building, we have very little public visitation. Given these conditions, rapid return of all staff to on-site work is not critical. Staff listed in Phases 3 & 4 below is not fixed and may change depending on individual's level of comfort and issues regarding higher-risk family members.

### **Stage 1: May 1-May 15**

SHPO staff remain largely teleworking (robust-work continues remotely)

- Existing 30% of staff on-site

### **State 2: May 16-May 29**

Begin phased transition/return to on-site work as community risk diminishes

- 50% of staff on-site
- Shannon and Cassie\* first to return to office to enable access to SQL server\*\*

### **Stage 3: May 30-June 12**

- Continue phased transition/return to on-site work as community risk diminishes
- 70% of staff on-site
- Chris and Matt return to office

### **Stage 4: June 13-June 26**

- Continue phased transition/return to on-site work as community risk diminishes
- 100% of staff on-site
- Pete, Lindsay, and Ashley return to office

\* Presumes sneeze guard/shield installed in Cassie's work area; Cassie does not return until sneeze guard is in place.

\*\* Shannon and Cassie only return to on-site work once new laptops are procured. The nature of their work necessitated that these staff take their desktop computers home to work remotely. New laptops with equivalent capabilities are being ordered, but we don't want Shannon and Cassie to return to the office until those devices arrive so that if the State necessitates moving backward in stage, they won't need to return their desktops to the office, then take them home again. The goal is to minimize moving of desktop computers in order to minimize potential for breakage.



## Rebound Idaho-Phased Re-Opening

*This is a draft plan for the gradual re-opening of the Museum based on the Rebound plan provided by the Governor. We will do everything we can to support all staff and provide a safe workplace for all. This is all subject to change with new guidance, so we will adapt as we go along! More details for Phase 3 and 4 will be developed after we go through Phase 2.*

### PHASE 1

- Museum remain closed/services remain ongoing
- Continue scheduling staff in Museum in limited numbers based on business need until:
  - Workstations are adequate for staff to return. Enlist help from Facility Maintenance team and ITS to relocate at two desks from Education office to Education Classroom (Wednesday, May 13<sup>th</sup>)
  - PPE is procured for staff and volunteers
- Please work with your supervisor to determine when you will return to the Museum and what your schedule will be.
- Highly encourage all staff to wear masks when in spaces with other staff or visitors.
- Core Team returns to facility to prep for re-opening (Week of May 11-15) Some items that will be addressed and investigated:
  - Establish "Pathways" through Museum to guide visitors
  - Investigate alterations needed throughout Museum for safety
  - Establish sanitization processes for when we do open, ensure staff is trained to implement.
  - Establish set block scheduling time and consistent maximum visitors.
  - Identify locations for hand sanitizer dispensers
  - Identify locations for social distancing signage
- Continued telecommuting staff have robust work, continue communication with supervisors.
- By May 15<sup>th</sup>, all collections telecommuting projects will need to be wrapped up in anticipation for returning to the facility.
- Continue virtual programming development.
- All on-site educational and public programming canceled.
- Make any changes needed for feasibility of next phase.

### PHASE 2 – May 15 – 29 (10 visitors in group)

- Museum re-opens to visitors with all staff having adequate PPE and following all guidance provided.
- Starting Monday May 18th until May 22<sup>nd</sup> we will open to Members Only in limited numbers.
- Starting Saturday May 23<sup>rd</sup>, we will begin allowing general public visitation in limited numbers.
  - Weekend of May 29<sup>th</sup>- 31<sup>st</sup> we will offer a half-off discount for those at the Front Line (Service, Healthcare, First Responders)
- Starting Tuesday May 26<sup>th</sup>, start weekly 9am-10am senior (60+) hours.
- We anticipate functioning with our regular hours, M-Saturday 10am-5pm, Sunday 12pm-5pm
- Online ticketing will be implemented as with limited visitors at once. Approximately 20 visitors per hour will be our max, with encouraging different groups of visitors to explore the Museum in different directions.
- Staff will be placed in the Museum to help traffic flow and open doors when needed.
- Staff will assist in sanitizing throughout the day, and our janitorial returns to their normal schedule.
- We will highly encourage all staff and visitors to wear cloth masks when in public places. DHR is providing each ISHS staff person 2 masks. You may also wear your own if you are more comfortable. There will also be disposable masks at the Front Desk for those visitors who do not have a mask but would like one.
- There will be no cash exchange at the Front Desk for admission or M Store purchases, and no collateral at the Front Desk (fliers, etc.)
- Work with rental program. Evaluate the feasible capacity for rentals in later Phases. Identify other options (extending rentals into classroom and Pioneer Village in addition to Idaho Room? Etc.)
- There will be signage throughout the Museum encouraging social distancing.
- Some exhibits may be closed for the health and safety of staff and visitors.
- All staff should be reporting to their pre-pandemic schedules.
- Any staff who is still telecommuting must send a new workplan to their supervisor and Museum Administrator before May 16<sup>th</sup>.
- Continue virtual educational, members only, and public programming.
- Staff will be trained and informed with all changes before opening.
- Make any changes needed for feasibility of next phase.

- Museum continues online ticketing and limited number of visitors that enter (based on the success of Phase 2 – anticipating 30 per hour, blocking times for pre-booked educational programs. )
- Continue Tuesday 9-10am senior specific hour.
- Continue virtual programs, members only programs, educational programming.
- Allow pre-registered educational groups of no more than 25 (splitting between classroom and Museum)
- There will be signage throughout the Museum encouraging social distancing.
- Some exhibits may be closed for the health and safety of staff and visitors.
- We will highly encourage all staff and visitors to wear cloth masks when in public places.
- Make informed decision about the feasibility of current facility rental contracts in the next phase
- Begin marketing virtual summer camps and fall educational programs.
- All telecommuters must plan to return to the facility by June 13<sup>th</sup>.
- Make any changes for feasibility of phase 4.

#### PHASE 4 - June 13 – 26 (50+ visitors)

- Continue addressing guidance and implementing into Museum operations, allowing 50 visitors per 1.5 hour and blocking time for pre-booked educational programs.
- Some exhibits may be closed for the health and safety of staff and visitors.
- Make informed decision about feasibility of current facility rental contracts in the next phase.
- Launch virtual summer camp (5 weeks)
- Implement new guidelines for rental program moving forward.
- Continue all implemented cleaning procedures.
- Continue the bulk of public and educational programming virtually, with the addition of curbside kits.
- All staff returns back to their facility (no later than June 13<sup>th</sup>).
- Make plan for inviting volunteers back after June 26<sup>th</sup>.
- Make any changes for feasibility for after June 26<sup>th</sup>.



## Rebound Idaho-Phased Re-Opening

***Entering the next phase presumes we are cleared to do so through guidance by the Governor of Idaho***

### **Phase I – May 1 – May 15 (Staff Only)**

1. Closed to the public
2. Inventory cleaning supplies, order masks for all staff and volunteers, gloves for front desk staff
3. All staff phased back on site (the most staff at one time is 6 spread throughout the 4 acre site)
4. Cleaning prep will include complete wipe down of open areas, sanitizing stations installed/available, sneeze guards installed
5. Purchase and prepare enough cleaning supplies for 90 days in stock
6. Check ability to sell masks to the public (not required to wear but highly encouraged)
7. Prepare Versai for online admission sales (with set times, limited capacity for guided/self-guided tours)
8. Update policies and site rules to reflect capacity, cleaning and social distancing standards for both the public (publish by May 9 on website and social media) and staff/volunteers
9. Promotion/media for Make Hunger History and limited opening access
10. Selection of "Member Only" hours/days for opening, with consideration for special Senior hours and/or free admission for Health Care Workers.
11. All staff and volunteers updated/trained on policies, procedures and requested for May 15 opening and subsequent tours and program assistance
12. Volunteers invited to return and assist for kick off event and limited access opening in Phase II (Required to adhere to all staff safety standards). Vulnerable groups will be encouraged to stay at home.
13. Previously planned upcoming events will be evaluated to ensure they can be done in accordance with the new rules and guidelines for social distancing and safety. Some will be canceled or postponed if they cannot proceed within the new rules.
14. Evaluate the next phase for viability.



## **Phase II – May 16 – 29 (10 visitors)**

1. Masks provided to and worn by all employees.
2. Kick off the “Make Hunger History” event May 15 – May 18 (10am-5pm)
3. Limited access opening - Members Only May 22 – May 25 (10am-5pm), self-guided with staff and volunteers on-hand throughout the site to answer questions. No more than 50 people per hour.
4. Admissions will be online, advanced register. An employee properly outfitted with PPE will assist walk-in customers outside the main entrance.
5. Some exhibits may remain closed based on staff/volunteer availability and safety concerns.
6. All staff should be reporting to their pre-pandemic hours, unless otherwise medically advised.
7. Cleaning and safety standards are conducted and monitored hourly at minimum.
8. Member only access will occur at specific dates and/or times
9. Evaluate the next phase for viability

## **Phase III – May 30 – June 12 (10 – 50 visitors)**

1. Reservations taken in advance as well as in person.
2. Masks required for front desk personnel, encouraged but not required for exhibit hosts, site patrol and other roving staff.
3. Limited access opening (10am-5pm) - Special promotions, May 29 - June 1 Seniors, Health Care Workers, First Responders, Grocery Workers ½ priced. Special Dennis Day May 30 (presentations for those who bring pet food) No more than 50 people per hour.
4. Limited regular visitation June 5 – 8 and 12 (10am-5pm, self-guided). No more than 50 people per hour.
5. All available exhibits should be open unless staff shortages due to social restrictions, medical conditions limits availability.
6. Evaluate the next phase for viability

## **Phase IV – June 13 – 26 (50+ visitors)**

1. Limited access to 100 people per hour. (10am-5pm)
2. Evaluate all upcoming events and the next six months of business operations for viability.