



Museum, Aquarium, Zoo Health and Safety Plan

Plan Submission Date: March 14, 2021

Tier: Red

Business Name: California Academy of Sciences

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Section 1: Evaluating and Documenting Maximum Capacity

Planned capacity should be 25% or less of maximum capacity). When establishing your planned capacity, you should evaluate how many square feet per person would be available. Consider whether this is consistent with [U.S. Fire Agency guidance](#).

Please provide your building capacity below:

Facility sq. footage	Maximum capacity	Typical capacity (guests and staff)	Planned capacity (guests and staff)
183,000 square feet, including the Academy’s East and West Garden	9,776	4,500	2,444
SME Staff Notes:			

How will you monitor and ensure you do not go over the planned capacity? (e.g. scheduled entry times or limiting visitor length of stay)

The Academy will reopen at no more than 25% capacity per local and state guidelines to promote physical distancing and reduce crowding. All guests, including members, will be required to reserve timed-entry tickets in advance, with entry times offered in 30-minute increments and a limited number of tickets available for each increment. This approach will encourage guests to space out visits throughout the day and allow Academy staff to accurately estimate occupancy at any given time.

Real-time monitoring will be used to count the guests exiting the building—reentry is not allowed. Our museum staff supervisors will also walk through open exhibits on a regular basis to prevent crowding in high-traffic areas.

As the Academy welcomes guests back into the museum, staff will be monitoring for problem areas— spaces where guests tend to get too close. Adjustments have been made to daily programming and museum flow to address these high-traffic areas.

To further discourage gatherings and promote physical distancing inside the museum, the Academy will no longer be scheduling public programs and demonstrations at specific times. Instead, we are shifting to a “pop-up” model where Academy staff will host physically distanced, exciting, educational mini- programs throughout the day on every floor, in the East and West Gardens, and on our Living Roof.

The proposed capacity must provide for enough space to allow social distancing (i.e., at least six feet of physical distance between individuals at all times). Note considerations below for the capacity of individual spaces or galleries and provide a means to ensure that the capacity is not exceeded.

In determining the building’s planned capacity, the Academy developed a model that plotted individual guests throughout the museum with a minimum distance of six feet between each guest or household group. This also allowed the Academy to examine the capacities of individual exhibit spaces. Leaders applied the Academy’s extensive experience managing the flow of museum guests to this model, where far fewer guests will be present as compared to pre-COVID visitation.

Section 2: Signage Requirements

When drafting this section of the plan, you should review the signage available on the City’s website here: <https://sf.gov/outreach-toolkit-coronavirus-covid-19>. Be sure to post a copy of your Social Distancing Protocol at each public entrance to the facility. Identify the best places to post signage that maximize patrons’ and personnel’s exposure to messaging. Think about all entrances to the facility, areas where people queue, common passageways, bathrooms, elevators and such when making your plan for signage.

Please check all that apply:

Description	Do you have this on-site?	If yes, how many?	Social distancing and mask requirements posted	Posted signs in multiple languages
Elevator	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	6/6	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
Stairways	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	4/10	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N
Public Entrances	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	1/0	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
Queuing Areas	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	1/0	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N

Transaction counters	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	3/1	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N
Restrooms	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	11/27	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N
Shared office areas and equipment	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	0/14	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N
Break rooms	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	0/5	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N

SME Staff Notes:

Describe additional areas:

Types of prominent Academy signage include: the required health screening protocol, capacity limits by area of museum, research-based COVID-19 factoids, physical distancing, and hand washing.

Locations of signage include: the Academy's public entrance, lobby, restrooms, elevators, hygiene stations, main thoroughfares, and floor decals throughout the museum. Foreign language signage is posted at the front entrance, lobby, and business reception.

A copy of the Academy's Social Distancing Protocol is posted at the front entrance of the facility.

Section 3: Ensure Personnel and Patrons wear face coverings at all times, unless specifically exempted

Please check all that apply

Offer free face coverings	Social distancing and mask requirements placed on website	Social distancing and mask requirements posted in multiple languages?	Do you confirm to have reviewed, and would notify personnel and patrons of mask requirements?	Modified duties for exempt personnel
<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N

SME Staff Notes:

Academy patrons: Face coverings are required for all guests ages 3 and up, as well as all Academy staff, volunteers, contractors, and partners, and must be worn at all times except when actively eating or drinking. Guests will be asked to ensure everyone in their party brings their own face covering. If guests do not have one, they may purchase a mask at the door, and Academy staff will have a limited supply of free single-use masks to hand out to guests at the front entrance if needed. Guests will be informed about the mask requirement on the Academy's website, in the confirmation emails they receive after they purchase tickets or make a reservation to visit, and via prominent onsite signage when they arrive.

Academy personnel and vendors: Academy staff are required to wear masks consistent with public health orders. Staff have been informed about the requirement to wear masks during a mandatory reorientation process that includes detailed health and safety protocols for COVID-19. Staff are encouraged to bring their own compliant masks, and spares are available from the security department. For employees who are unable to comply with the face covering orders, the Academy will engage in the interactive process with individuals to consider an accommodation. Accommodations take into consideration the needs of the staff member as well as

the health and safety of others in the facility. Staff who unreasonably refuse to wear a mask will not be permitted in the facility and will be subject to discipline.

The Academy’s vendors, including the onsite restaurant and retail vendors, are also required to comply with applicable face covering orders. Academy leaders who manage relationships with vendors have communicated Academy-specific COVID-19 protocols that are applicable to those vendors. Vendors are required to comply with health orders that are specific to their industry.

Section 4: Ticketing Booths and Payment Systems

Describe how your ticketing booths will protect the personnel working at them and patrons visiting as well as how you will use these systems to ensure you remain at the capacity you discussed above.

The Academy is asking all guests, including members, to make a reservation online in advance of their visit. This will help us manage guest flow and capacity inside the museum, minimize crowding at our main entrance, and reduce face-to-face interactions between guests and staff.

When guests make their reservations online, they will be asked to acknowledge the health screening questions they will be required to answer before entering the building. If anyone in the party can answer “yes” to any of the questions on the day of the visit, the Academy staff will help guests reschedule their visit for a later date. Guests who answer “no” to all three questions will be able to scan their own tickets at the door before entering the building for a contactless entry. COVID related health and safety information in foreign languages is available via links to the websites of health authorities.

The ticket window will be open only for limited transactions that require exceptions or in-person validation, such as the Museums for All program, by which the Academy will continue to offer \$3 Daytime Admission tickets to EBT, WIC, Lifeline Pass, and Medi-Cal cardholders. These tickets are not available online at this time; guests must present their card at the ticket window to purchase their \$3 tickets. There will be only one staff member in the box office at any given time, to allow for appropriate distancing in the work space. The box office is an enclosed space and guests are separated from the staff by a permanent window.

Please check all that apply

Online payment	On-site payment	Contactless payment system	Hand sanitizer available	Health and Safety requirements posted in multiple languages	Install Plexiglas at ticket counter between patrons and personnel
✓ Y <input type="checkbox"/> N	✓ Y <input type="checkbox"/> N				
SME Staff Notes:					

Section 5: Personnel Safety Precautions

In this section, discuss the regulations you are implementing to protect your personnel. You should also indicate that a copy of this health and safety plan will be provided to each member of your personnel.

Academy staff who can work remotely after reopening will continue to do so, while those whose work requires them to be in the building—such as animal care biologists, engineering staff, and custodial staff— will be subject to the same daily health self-screening questions as guests. These staff members will also practice physical distancing in all back-of-house areas and follow rigorous safety protocols to protect guests, animals, and one another.

All staff and volunteers have been provided detailed health and plans, and are required to review and acknowledge those protocols as part of a return-to-work process. In addition to written FAQs for staff that address the applicable work-related COVID-19 protocols, staff are required to review a video on Academy museum operations during COVID-19 as well as an Academy specific health and safety video produced for staff, volunteers and vendors.

Please check all that apply

Health and Safety requirements posted in common areas	Provide mask and additional cleaning supplies on-site	Contactless payment systems available	Hand sanitizer and soap available	Personnel can maintain social distancing	Manage shared spaces and equipment
✓ Y <input type="checkbox"/> N	✓ Y <input type="checkbox"/> N	✓ Y <input type="checkbox"/> N	✓ Y <input type="checkbox"/> N	✓ Y <input type="checkbox"/> N	✓ Y <input type="checkbox"/> N

Staff Protection

Please Describe Where Staff May NOT be able to “social distance” (keep 6 feet away) from patrons, visitors, or coworkers, and what protective measures will be taken:

Location and/or Activity	Protective Measures
Some animal care functions taking place back of house or when public is not present	Strict PPE requirements, minimize time spent when unable to maintain social distance.
Exhibit set-up & maintenance	Same protective measures as above.
SME Staff Notes:	

Section 6: HVAC Systems (Ventilation Worksheet)

Increasing air flow is important to increasing safety in indoor spaces. All Indoor Museums must comply with Section 4.i of the Stay-Safer-At-Home Order by reviewing SFDPH’s guidance for

improved ventilation available at: <https://www.sfchcp.org/COVID-ventilation>. Check which of the following elements of the ventilation guidance you will implement:

1. **How is ventilation provided in facility (check all applicable)?**
 - ✓ a) windows
 - ✓ b) individual ventilation systems (*serves only one room or area*)
 - ✓ c) building ventilation system (*serves multiple entire facility or large section*)
2. **For rooms with windows, please describe how “flow through” ventilation is achieved:**

The open office areas have both operable windows and forced ventilation. Flow-through is achieved by the return air ducts that are part of the forced ventilation system. Most areas have forced ventilation except for the L1 public floor. This large space uses a green building design where air is passively pulled up through the piazza roof by convection, and fresh air enters into the building through the east and west terrace louvers. We did discuss exhaust fans for the public floor, but ultimately it was not recommended because the space is so large.
3. **For rooms with mechanical ventilation (1b & 1c above) can the fans be run continuously or are they controlled by a thermostat or building control system?**
 - ✓ continuous
 - controlled
4. **For rooms with mechanical ventilation (1b & 1c above) is air recirculated?**
 - ✓ No (We are using 100% outside air when occupied.)
 - yes
5. **For rooms with ventilation systems which recirculate air (i.e. yes answer on #4), please describe the filters (MERV ratings, etc.) the recirculated air is run thorough:**

This question is not applicable, none of our systems recirculate while occupied.
6. **Please describe all changes made in response to COVID-19 to improve ventilation, maximizing fresh air and reducing recirculated air.**
 - Reducing the use of recirculated air and using 100% outside air whenever possible
 - Purging of spaces with outside air before and after occupancy
 - Securing windows that negatively impact central HVAC airflow
7. **Are you planning to use any kind of portable air filters?**
 - no
 - ✓ yes, describe: For added protection we have small portable HEPA filters in some office and public areas where the rooms are small and people are present.

Provide additional description of the building ventilation and relevant details about elements you are implementing to ensure optimal air flow.

- Use of MERV-13 air filters with an increase in changing frequency
- Use of portable high-efficiency air filters in some back-of-house areas
- Use of ultraviolet germicidal irradiation (UVGI) in some areas

Section 7: Food and Beverage concessions

Dining may be allowed by the [Stay Safer at Home Health Order C19-07](#) and in compliance with [Health Officer Directive 2020-16](#), as each may be amended from time to time.

Please check all that apply

Indoor dining	Outdoor dining	Food allowed	Beverages allowed	Health and Safety requirements posted	Safety signs posted in multiple languages
<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N			

SME Staff Notes:

In the space below, highlight how you will meet requirements. Don't forget to think about how the goods will be sold, where they will be consumed, and how you will ensure people are seated while consuming the food or beverages.

The Academy Cafe will be open, serving family-friendly grab- and-go food and beverage options. To maximize health and safety, diners will follow a one-way route through the food service area, tables, condiment stations, and food prep areas will be disinfected regularly, plexiglass partitions will be installed at all points of sale, and all seating will be moved outdoors and placed six feet apart in our West Garden.

All food and drink must be consumed outside in the East Garden or West Garden. We've added more tables and chairs outside, which will be cleaned and disinfected regularly. Guests will be asked to keep their masks on except when actively eating or drinking, and limit each table or bench to one party.

If you are considering food or beverage concessions, note the indoor and outdoor capacities for dining and briefly describe how they are calculated.

As noted above, all food and drink must be consumed outside. The maximum capacity for the East Garden is 1,240 and the maximum capacity for the West Garden is 2,135. Based upon the greatly reduced overall guest capacity for the museum under this plan, the Academy can achieve social distancing for guests who eat and drink in the gardens. This was successfully demonstrated when the Academy was open in the fall of 2020.

Section 8: Retail

When outlining your plans for your retail space, keep in mind that you will need to meet the requirements in [Health Officer Directive 2020-17](#) regarding indoor retail. Consider removing

shopping baskets or create a cleaning protocol ensuring they are sterilized between each use.

Please check all that apply

Hand sanitizer available	Customer can touch merchandise	Contactless payment system	Social distancing requirements posted	Health and Safety signs posted in multiple languages
<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N			
SME Staff Notes:				

Consider how you will reduce instances of touching items, protect cashiers from getting too close to customers and describe any space redesign to ensure social distancing can be maintained by patrons while shopping.

The Academy Store on L1 will be open, although hours may vary. The shopping experience will also be modified for patron and personnel safety: Guests will be assisted by store associates to minimize contact with merchandise. The Academy’s retail vendor will be complying with Health Officer Directive No. 17 in the operation of the onsite stores. Cashier stations have also been modified to allow for social distancing between shoppers and employees.

Section 9: Social Distancing in Elevator, Escalators and Stairways

Describe or detail additional policies applicable to elevators, escalators and stairs serving as access to, from and within the facility.

Elevators will be available, but we ask that guests use the stairs whenever possible to reserve elevators for those who need them. We’re asking guests to stick to one household group per elevator. Signage reflecting this messaging will be posted by the elevators.

Please check all that apply

Have on site: <input checked="" type="checkbox"/> Elevator					<input checked="" type="checkbox"/> Stairways		<input type="checkbox"/> Escalator	
Limit capacity in elevators	Encourage personnel to use stairways where visible	Hand sanitizer is available	Face covering requirements posted	Health and Safety signs posted in multiple languages				
<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N				
SME Staff Notes:								

Section 10: Monitoring and Limiting Patrons to Ensure Physical Distancing between members of Different Households attendant

For this section, outline what interventions you will be making in the parts of your facility where crowding can typically occur. Options include signage, ropes and stanchions, floor markings and metering attendance for specific portions of your facility

The Academy’s reopening plan takes into account areas of the museum where guests have previously gathered to enjoy exhibits and employs strategies to ensure physical distancing. Stanchions, floor markers, and verbal instructions will all be utilized to distance guests from one another and from staff members.

Due to the unique layout and limited capacity of Osher Rainforest and the Shake House earthquake simulator, entry into these two exhibits is by timed reservation only. This will help us manage capacity, ensure physical distancing, and allow enough time for cleaning and disinfection between groups of guests.

Upon arriving at the Academy, guests will be able to scan a QR code (displayed on signs in the lobby) with their smartphone and select an entry time for those two exhibits. Party size will be limited to eight. Guests will receive a text message confirming their reservation and entry time.

Household groups will be admitted to these spaces one group at a time, allowing for sufficient distancing between the groups while visiting those spaces.

Please check all that apply

Social distancing and mask requirements posted	Floor markings, ropes & stanchions	Services staff/security guard on-site	Health and Safety requirements posted	Safety signs posted in multiple languages
✓Y <input type="checkbox"/> N	✓Y <input type="checkbox"/> N	✓Y <input type="checkbox"/> N	✓Y <input type="checkbox"/> N	✓Y <input type="checkbox"/> N
SME Staff Notes:				

Section 11: Path of Travel through the Establishment and Wayfinding Signage

Implement a clear and consistent wayfinding program, including floor markings and iconographic signage. Place signs or markings on the floors to outline physical distancing guidelines. As much as possible, establish one-way path of travel through the facility to facilitate distancing. Stairwells and narrow passageways should be designated for one-way (up or down) movement if possible.

In addition to limiting attendance, requiring masks, and promoting physical distancing, we've established some new "rules of the road" to help guests navigate the museum with plenty of (masked) breathing room. This includes:

- Regulating the quantity and pace of guests through certain spaces to promote physical distancing
- Creating clearly marked one-way paths through areas like the Amazon Flooded Forest Tunnel and Academy Store
- Installing prominent signage, floor decals, and other visual aids to remind guests to stay 6 feet apart at all times

We also have language on our Academy website (www.calacademy.org/reopening) that encourages guests to be mindful of their surroundings during their visit. Read an excerpt of this information, below.

"We'll also need your help to keep traffic moving smoothly and safely. During your visit, please remember to:

- Be patient. Academy staff may ask you to wait for other groups to exit before entering certain spaces.
- Be polite and stay to the right. Please yield to faster groups and let people pass on your left whenever possible.
- Resist the urge to run. We know it'll be hard for kids to contain their excitement, but please do your best to encourage little ones to slow down."

Please check all that apply

Social distancing requirements posted	Floor markings and place signs	Establish one-way path of travel*	Health and Safety requirements posted	Safety Signs posted in multiple languages
<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N
SME Staff Notes: *One-way paths of travel are established where possible.				

Section 12: Plans for Preventing Patrons from Gathering in a Space

Patrons should be kept moving through the exhibition spaces and the facility at all times. In this section, describe how you will achieve this.

From physical-distancing decals on the floor to frequent announcements over our PA system to eye-catching signage throughout the museum, guests will never be too far from friendly reminders to watch their distance. Should the need arise, Academy staff will be on hand to politely remind guests to maintain physical distancing.

To discourage gatherings and promote physical distancing inside the museum, we will no longer be scheduling public programs and demonstrations at specific times. Instead, we are shifting to a “pop-up” model where Academy staff will host physically distanced, exciting, educational mini-programs throughout the day on every floor, in the East and West Gardens, and on our Living Roof.

Please check all that apply

Social distancing and mask requirements posted	Floor markings, and other visual cues	Services staff/security guard on-site	Health and Safety requirements posted	Safety signs posted in multiple languages
✓Y <input type="checkbox"/> N	✓Y <input type="checkbox"/> N	✓Y <input type="checkbox"/> N	✓Y <input type="checkbox"/> N	✓Y <input type="checkbox"/> N
SME Staff Notes:				

Auditoriums, as well as common area gathering places such as meeting rooms and lounge areas must remain closed. List below the areas of your facility which will remain closed to the public.

Morrison Planetarium, Naturalist Center, Curiosity Grove, Discovery Tidepool will remain closed for the time being.

Section 13: Sanitation for Restrooms (Cleaning & Disinfection Worksheet)

Discuss how you will ensure that public and employee restrooms will be frequently and thoroughly cleaned, and fully stocked with soap and hand towels throughout the day. Identify what cleaning and disinfection products will be used and how they will be applied.

Shared Surfaces:

Description	Frequency Cleaned	Who Will Clean	Cleaning Products	Cleaning Methods Used
<i>Type of surface</i>	<i>Hourly, twice a day, daily, etc.</i>	<i>Custodian, Staff, etc.</i>	<i>Type</i>	<i>Prepackaged wipes, spray bottle and towels, foggers, etc.</i>
Toilets	Three times a day with hourly spot checks.	Custodian	All Purpose Disinfectant	Spray bottles and towels, foggers as needed.
Sinks, counters, and handrails	Daily with hourly rounds	Custodian	All Purpose Disinfectant	Spray bottles and towels
Floors	Daily with hourly rounds	Custodian	All Purpose Disinfectant	Mop

Cleaning/Disinfection Products:

	Product Name	Product Mfg.	EPA Registration #	Active Ingredient(s)	Signal Word	Application Method
			<i>See bottom of back label "EPA Reg No #####-##"</i>		<i>"Danger", "Warning" or "Caution" on front of label</i>	<i>Spray bottle & paper towel wipe, prewetted towels, foggers, etc.</i>
1.	Non-acid Disinfectant	Diversey	70627-67	Octyl decyl dimethyl ammonium chloride Dioctyl dimethyl ammonium chloride Didecyl dimethyl ammonium chloride Alkyl dimethyl benzyl ammonium chloride	Danger	Spray bottle and towels
2.	Purell Wipes	Purell	8001-54-5	Benzalkonium chloride	Warning	Wipes
3.	Lysol Wipes	Lysol	777-114	Alkyl dimethyl benzyl ammonium chloride	Caution	Wipes
4.	Hand Sanitizer	Clean Freak	n/a	Ethyl Alcohol Antiseptic	Danger	Automatic dispenser

SME Staff Notes:

If applicable, explain what measures you will take to ensure adequate ventilation is maintained in restrooms.

See section on HVAC and ventilation.

Section 14: Tours and Audio Self-Tour Equipment

Docent guided tours are not permitted at this time. Self-guided tours are allowed, but audio equipment must be cleaned and disinfected between each use.

Please check all that apply

Audio self-tour available	Content available for download	Social distance can be maintained	Hand sanitizer available	Health and Safety requirements posted	Safety signs posted in multiple languages
<input type="checkbox"/> Y <input checked="" type="checkbox"/> N	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N			
SME Staff Notes:					

Discuss how you will safely facilitate the rental, and cleaning of audio equipment.

The Academy will not be hosting indoor or back-of-house tours. The Academy is offering an outdoor guided tour experience for a reduced number of participants, without the use of headsets or other shared equipment. The tour guide will maintain at least 6 feet of distance from guests for the entire duration of the tour, and ensure that guests adhere to physical distancing requirements and other safety measures. Physical distancing will be enforced during outdoor guided tour experiences. The tour guide will also maintain at least six feet of distance from the group for the entire duration of the tour.

Section 15: Sanitation for High-Touch Surfaces and Areas

Identify high touch surfaces and establish a frequency of cleaning. Identify what cleaning and disinfection products will be used as well as how and by whom they will be applied.

High-touch surfaces like exhibits, restrooms, railings, and seating areas will be cleaned and disinfected frequently throughout the day per CDC guidelines, and the entire building will be cleaned and disinfected every evening after closing. To further reduce risk, some hands-on exhibit elements will be unavailable.

Please check all that apply

Shared office surfaces and equipment	Doorhandles /railings/hard surfaces	Wiped and cleaned surfaces frequently	Hand sanitizer and cleaning supplies available	Health and Safety requirements posted
<input checked="" type="checkbox"/> Y <input type="checkbox"/> N				

Cleaning/Disinfection Products:

Description	Frequency Cleaned	Who Will Clean	Cleaning Products	Cleaning Methods Used
<i>Type</i>	<i>Hourly, twice a day, daily, etc.</i>	<i>e.g. Custodian, Staff, Volunteer</i>	<i>Type</i>	<i>Prepackaged wipes, spray bottle and towels, foggers, etc.</i>
Handrails	Twice daily with hourly rounds	Custodian	All Purpose Disinfectant	Spray bottles and towels
Chairs & Seating	Twice daily with hourly rounds	Custodian	All Purpose Disinfectant	Spray bottles and towels
Doorknobs	Twice daily with hourly rounds	Custodian	All Purpose Disinfectant	Spray bottles and towels
SME Staff Notes:				

Section 16: Interactive Exhibits

Interactive exhibits that can be modified to remove touching may remain open along with passive interactive exhibits that have a touchable element for foreign language presentation, or accessibility purposes such as initiating audio/video.

Please check all that apply

Interactive Exhibits Available	Interactive Displays and Controls	Modified Interactive Exhibits	Hand Sanitizer Available	Health and Safety Requirements Posted	Safety Signs Posted in Multiple Languages
<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N				

Interactive Displays & Controls

Description	Frequency Cleaned	Who Will Clean	Cleaning Products	Cleaning Methods Used
<i>Type</i>	<i>e.g. Hourly, twice a day, daily</i>	<i>e.g. Custodian, Staff, Volunteer</i>	<i>Type</i>	<i>e.g. Prepackaged wipes, spray bottle and towels, foggers</i>
Rainforest Doors	Cleaned between uses	Public Floor Staff	All Purpose Disinfectant	Spray bottle and towels
Earthquake Simulator	Cleaned between uses	Public Floor Staff	All Purpose Disinfectant	Spray bottle and towels
Exhibit panels, buttons, and handrails	Daily with hourly rotations	Public Floor Staff	All Purpose Disinfectant	Spray bottle and towels

Interactive exhibits that cannot be modified to remove touching should be closed. Explain which interactive exhibits will remain open, what modifications will be made, and describe cleaning plan for the touch surfaces.

The Academy’s Chief of Science, Dr. Shannon Bennett—a virologist in emerging infectious diseases— assessed the Academy’s exhibit interactives including those involving touch as well as other experiences to minimize any risk, or a perception of risk, for COVID-19 transmission. The main modes of transmission considered included 1) transmission by surface contamination, and 2) exchanging infected droplets through direct contact (larger drops) or aerosol (microscopic droplets).

As a result of this assessment, interactives in Academy exhibits were either eliminated or retained if they played a role in accessibility of the exhibit and represented (or could be modified to represent) a low- intensity interaction, similar to the action of pushing an elevator button. Retained interactives could not involve guests' faces, require any exertion, promote clustering, or require guests to remain in an enclosed space with people outside their household group. The remaining interactives include simple touch experiences that are optional except for accessibility, are robust to frequent surface decontamination, are accompanied by adjacent hand sanitizers plus reminders to wash hands frequently, and/or can be engaged with by using an instrument instead of fingers.

Visitor touch interaction with exhibits is effectively limited to multilingual accessibility and accessibility for those with visual impairment. The amount of physical interaction that visitors will have with such an exhibit is similar to opening a door or riding an elevator. And like our doors and elevators, our exhibits will have hand sanitizer stations nearby in addition to a high frequency of cleaning by staff.

The Garden Eel pop up, Rainforest butterfly viewers, and the Fog Room are all closed. The following methods are used to make exhibits view-only: new signage for formerly touchable specimens, touch- activated videos are set to auto-loop, and our Bee Vision monitor has been made stationary. The following exhibits are “use-your-own”: Drawing Station (use your own pencil), Fog Stories (listen on your own device), and Color Visualizer (use your own object to pluck strings). The Dance Interactive and Redwood Ascent are now limited to one household group at a time. Many of the remaining flipbooks provide multilingual access by delivering translated content.

SME Staff Notes:

Section 17: Office Space

All Personnel are encouraged to remain home and telework. Personnel whose responsibilities are essential to the operations of the museum/aquarium/zoo, and cannot be done remotely (e.g. art handlers, security) may work in offices. Everyone else must continue to work remotely. The Workplace Safety Monitor must designate which staff are permitted to work onsite based on this criteria.

Please check all that apply

Telecommute available	Staff/Safety monitor on-site	Personnel follows social distancing protocols	Hand sanitizer available	Health and Safety requirements posted	Safety signs posted in multiple languages
✓ Y <input type="checkbox"/> N	✓ Y <input type="checkbox"/> N	✓ Y <input type="checkbox"/> N	✓ Y <input type="checkbox"/> N	✓ Y <input type="checkbox"/> N	✓ Y <input type="checkbox"/> N

What measures will be put in place to decrease the risk of virus transmission for on-site personnel?

Upon the reopening of the museum, the Academy will not resume office operations. Access to office areas has been limited to employees who need to be onsite for the conduct of minimum basic operations as defined in the health orders. In advance of reopening, only those staff members needed to reopen the museum and conduct guest operations are permitted access to the office spaces, and only to the extent those employees need to use the office spaces to perform their jobs.

Detailed site plans that include a health screening process, distancing of workstations, mask-wearing guidance, hygiene protocols, and room-specific occupancy limits have been provided to staff who are authorized to work onsite. The Academy’s senior leaders, in consultation with the Workplace Safety Monitor, approve all site visits and onsite work.

Academy staff who can work remotely after reopening will continue to do so, while those whose work requires them to be in the building—such as animal care biologists, engineering staff, and custodial staff— will be subject to the same daily health self-screening as guests. These staff members will also practice physical distancing in all back-of-house areas and follow rigorous safety protocols to protect guests, animals, and one another.

Address all relevant provisions of [Health Officer Directive No. 2020-18](#) regarding offices. (To the extent this response includes a discussion of internal operations concerning staffing levels and schedules, it may be addressed in a confidential addendum to the plan that is submitted to SFDPH, but not made available to the public.)

See above.

SME Staff Notes:

Food Service (Environmental Health) Elements Go Here

Safety Practices

1. Personal Protective Equipment (masks, gloves, etc.) will be required for all team members
2. Guests required to wear masks inside server areas and cashier stations (masks can be removed when guests are seated at dining tables actively eating and drinking)
3. Hand sanitizer will be available throughout dining and server areas for guests and employees
4. Visible sanitation and regular cleaning practices throughout the preparation and service periods
5. Thorough sanitizing of each dining table and surrounding area between guest dining
6. Defined traffic flow patterns with floor decals inside server areas
7. Outdoor dining only; indoor dining will remain closed until further notice
8. Socially distanced outdoor dining tables with a maximum table seating capacity of six
9. Contactless payment options whenever possible
10. Sanitize café stations throughout the service period

Service style

1. Eliminate all self-service items (buffets, soda fountains, etc.)
2. Expand prepackaged Grab & Go and single-serve made-to-order menu items
3. Individually packaged and disposable products where possible, non-disposable / packaged service wares will be handed to guests and not communally picked up

Food Service team members

1. Dedicated entrance and screening point
2. Daily Arrival Temperature Check
3. Complete Medical Checklist on arrival for each shift

4. Issue applicable PPE at the commencement of each shift
5. Revise time-keeping procedure to have a “no-touch” time clock
6. All team members will attend a mandatory training session on new COVID-19 related processes before starting work
7. A Sanitation “Captain” will be assigned on each shift to ensure that all protocols are followed, and health and safety remain top of mind
8. Increased auditing and accountability

Coordinator Use Only:
<input type="checkbox"/> (1) Met Requirements
<input type="checkbox"/> (2) Some Met/Need Info
<input type="checkbox"/> (3) Not adequate