Waukesha County Historical Society & Museum
Reopen & 2020 Operational Plan

WCHSM Re-opening & Operational Consideration

Safety and health are of primary concern for WCHSM’s resumed operation in the building. WCHSM is considered a non-essential business in the state of Wisconsin and closed under Safer at Home orders. The Badger Bounce Back plan provides a three-phase reopening schedule, identifying specific Gating Criteria and Core Responsibilities that determine the permissible operations.

- Gating Criteria are informed by metrics related to Symptoms, Cases, and Hospitals.
- Core Responsibilities are Testing, Tracing, and Tracking.

WCHSM will rely on guidance from Waukesha County Department of Health and Human Services to facilitate business responsibilities for Tracing and Tracking.

Employer Guidelines for all Phases

✓ All employers are encouraged to use federal, state, and local regulations and guidance, informed by best industry practices and the Wisconsin Economic Corporation, to develop and implement appropriate policies regarding:
- Physical distancing and protective equipment
- Temperature checks and symptom screening
- Testing, isolation, and contact tracing
- Sanitation
- Use and disinfection of common and high-traffic areas
- Business travel
- Other best practices

WCHSM Guidelines for all Phases

✓ Stay home if you are experiencing any symptoms or are at an increased risk of infection.
✓ Clean all works stations after use, track users at each station
✓ Provide non-medical PPE including: nitrile gloves, cotton masks, sanitizer products, and disinfectant wipes/spray to be kept in each work areas: Greeter Desk/Gift Shop; Education Center; Research Center; Exhibits; Offices; Collections Storage.
✓ Post signage at entryway, lobby/gift shop, hallways, and other areas reminding of best practices and health protocols.
✓ Provide floor markers for distancing
✓ Post and maintain record of work schedules to facilitate tracing of individuals in keeping with Tracing and Tracking responsibilities.
✓ Work with other building tenants and building management to ensure safe operations.

---

WCHSM Phased Reopen

WCHSM's reopening and operational plan will mirror the phased structure of Badger Bounce Back.

Phase 1 Partial Reopening.

Staff and Volunteers onsite. Public access limited three (3) days a week for scheduled/advance ticketed visitation. Interactive exhibit features and programming restricted. Research Center, Friday only, by appointment. Education programs continue Digital Resource project, and remote attendance.

Phase 2: Limited Operations.

Staff and Volunteers onsite. Wed-Sat. schedule resumed with encouraged advance ticketed admission. Interactive exhibit features and programming limited. Research Center Wednesday & Friday by appointment. Limited onsite education programs and or group tours. Resumption of limited Hands on History and exhibit interactives.

Phase 3: Full Operation

Staff and volunteers permitted to work on and offsite on behalf of WCHSM. No restrictions on admission to museum or research center. In-person education programs resumed. Continued best practices for cleaning schedules, and adapted hand-on experiences in Education Center and exhibit spaces.
<table>
<thead>
<tr>
<th>WCHSM Overview of Phased Reopening</th>
<th>Phase 1</th>
<th>Phase 2</th>
<th>Phase 3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staff &amp; Volunteers On Site</strong></td>
<td>Yes – limit to 10 people in the building, with physical distancing</td>
<td>Yes – with physical distancing. No high-volume volunteer days.</td>
<td>Yes – no restriction or distancing required.</td>
</tr>
<tr>
<td><strong>Museum Admissions</strong></td>
<td>Friday and Saturday’s only. 2-hour intervals for admission.</td>
<td>Wednesday – Saturday 2-hour intervals for admission</td>
<td>Yes, with best practices</td>
</tr>
<tr>
<td><strong>Huelsman Family Research Center</strong></td>
<td>By Appointment Wed. &amp; Friday</td>
<td>By appointment Wed &amp; Friday</td>
<td>Yes, no restrictions</td>
</tr>
<tr>
<td><strong>Waukesha State Bank Education Center</strong></td>
<td>Yes, with limited activities</td>
<td>Yes, with some resumed activities and best practices</td>
<td>Yes, with best practices</td>
</tr>
<tr>
<td><strong>Collections &amp; Archive Management</strong></td>
<td>Yes, with gloves &amp; mask</td>
<td>Yes, with gloves and mask</td>
<td>Yes, with gloves</td>
</tr>
<tr>
<td><strong>Groups (schools, scouts, clubs, tours, etc.)</strong></td>
<td>No</td>
<td>Yes, with restrictions</td>
<td>Yes, no restrictions</td>
</tr>
<tr>
<td><strong>Digital Experience</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Museum ToGo Classrooms</strong></td>
<td>No</td>
<td>No</td>
<td>Yes²</td>
</tr>
<tr>
<td><strong>Museum ToGo Adult Audiences</strong></td>
<td>No</td>
<td>No</td>
<td>Yes³</td>
</tr>
<tr>
<td><strong>Discovery Boxes</strong></td>
<td>No</td>
<td>No</td>
<td>Yes, with check-in cleaning</td>
</tr>
<tr>
<td><strong>Speaker Series &amp; History Club</strong></td>
<td>No</td>
<td>Yes⁴</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>History Tots &amp; Hands on History</strong></td>
<td>No</td>
<td>HoH, with best practices</td>
<td>Yes, both, with best practices.</td>
</tr>
</tbody>
</table>

² Dependent Wisconsin Department of Education and individual district decisions.
³ At the discretion of host site.
⁴ This program is at the discretion of the City of Waukesha Senior Coordinator.
Phase 1 Admissions Schedule. Limited attendance 10 people at a time. Possible advance registration/ticketing.

<table>
<thead>
<tr>
<th></th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>a.m.</td>
<td>p.m.</td>
<td>a.m.</td>
<td>p.m.</td>
</tr>
<tr>
<td>Museum</td>
<td>Closed</td>
<td>Closed</td>
<td>Closed</td>
<td>Open</td>
</tr>
<tr>
<td></td>
<td>a.m.</td>
<td>p.m.</td>
<td>a.m.</td>
<td>p.m.</td>
</tr>
<tr>
<td></td>
<td>1-4</td>
<td>9-1</td>
<td>1-4</td>
<td>1-4</td>
</tr>
<tr>
<td>Research Center</td>
<td>Closed</td>
<td>Closed</td>
<td>Closed</td>
<td>Closed</td>
</tr>
</tbody>
</table>

**ROUTINE CLEANING PROCESSES THROUGHOUT DAY**

**Museum Social Distancing and Health & Safety Considerations**
- Greeter Desk provided with hand sanitizer and disinfectant wipes. No touch payment system. Masks worn at desk.
- Exhibit Interactive Elements restricted or disabled. These include: Les Paul Guitar Wall & Toggle Switch on Legacy wall; Carpentry coloring & hand-on exploration station; Pioneer Room fur trade cabin and reading station; Agriculture exhibit wool carding station.
- Floor markers at recommended distancing intervals.
- Hand sanitizer stations at benches in central hallway and agriculture exhibit & Les Paul Exhibit, at the Dream Wall.

**Huelsman Family Research Center Library & Archives Social Distancing and Health & Safety Considerations**
- Separate shared working table in 2 segments. 1 for patrons and 1 for processing
- Hand sanitizer at sign in book; personal PPE (mask & gloves) for staff and volunteers.
- Archive storage rooms limited to single morning pull and then afternoon re-shelving.
- Library Stacks and card catalog limited to WCHSM staff & volunteers only.
- PC’s and other computer hardware cleaned after each session
Phase 2 Admission Schedule. Limited attendance 50 people at a time. Group tours by reservation only, case by case basis.

<table>
<thead>
<tr>
<th></th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>a.m.</td>
<td>p.m.</td>
<td>a.m.</td>
<td>p.m.</td>
</tr>
<tr>
<td>Museum</td>
<td>Open</td>
<td>Open</td>
<td>Open</td>
<td>Open</td>
</tr>
</tbody>
</table>

**ROUTE CLEANING PROCESSES THROUGHOUT DAY**

| Research Center | Open by appointment | Closed | Closed | Closed | Open by appointment | Closed | Closed | Closed |

**Museum Social Distancing & Health & Safety Considerations**

− Greeter Desk provided with hand sanitizer and disinfectant wipes. No touch payment system. Masks worn at desk.
− Exhibit Interactive Elements restricted or disabled. These include: Carpentry hand-on exploration station; Pioneer Room fur trade cabin and reading station; Agriculture exhibit wool carding station.
− Floor markers at recommended distancing intervals.
− Hand sanitizer stations at benches in central hallway, agriculture exhibit, and Les Paul at the Dream Wall.

**Huelsman Family Research Center Library & Archives Social Distancing and Health & Safety Considerations**

− Separate shared working table in 2 segments. 1 for patrons and 1 for processing
− Hand sanitizer at sign in book; personal PPE (mask) when interacting with patrons.
− Archive storage rooms limited to single morning pull and then afternoon re-shelving. With gloves.
− Library Stacks and card catalog limited to WCHSM staff & volunteers only.
− PC’s and other computer hardware cleaned after each session
Phase 3 Admission Schedule. Resumed open visitation and group tours with best practices.

<table>
<thead>
<tr>
<th></th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>a.m.</td>
<td>p.m.</td>
<td>a.m.</td>
<td>p.m.</td>
</tr>
<tr>
<td>Museum</td>
<td>Open</td>
<td>Open</td>
<td>Open</td>
<td>Open</td>
</tr>
</tbody>
</table>

ROUTINE CLEANING PROCESSES THROUGHOUT DAY – on the hour

| Research Center      | Open by appointment | Closed | Closed | Closed | Open by appointment | Closed | Closed | Closed |

Exhibit Distancing & Health & Safety Considerations

- Greeter Desk provided with hand sanitizer and disinfectant wipes. No touch payment system. Masks worn at desk.
- Exhibit Interactive Elements re-introduced, with best practice adaptations.
- Floor markers at recommended distancing intervals.
- Hand sanitizer stations at benches in central hallway and agriculture exhibit.

Huelsman Family Research Center Library & Archives Social Distancing and Health & Safety Considerations

- Separate shared working table in 2 segments. 1 for patrons and 1 for processing
- Archive storage rooms limited to single morning pull and then afternoon re-shelving. With best practices for collections care.
- Library Stacks and card catalog limited to WCHSM staff & volunteers only.
- PC’s and other computer hardware cleaned after each session
### Phase 1: Staff & Volunteers in Building

Indicated by number of individuals and shift morning (8:30-noon) or afternoon (1 – 4:30).

<table>
<thead>
<tr>
<th></th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Greeters</strong></td>
<td></td>
<td></td>
<td>1/afternoon</td>
<td>1/afternoon</td>
<td>1/morning 1/afternoon</td>
</tr>
<tr>
<td><strong>Research Center</strong></td>
<td>1/morning</td>
<td>5/morning</td>
<td></td>
<td>3/morning</td>
<td></td>
</tr>
<tr>
<td><strong>Education Center</strong></td>
<td>n/a</td>
<td>1/afternoon</td>
<td>n/a</td>
<td>n/a</td>
<td>1/morning</td>
</tr>
<tr>
<td><strong>Collections &amp; Exhibits</strong></td>
<td>1/afternoon</td>
<td></td>
<td>2/morning 1/afternoon</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Staff</strong></td>
<td>1/all day 1/afternoon</td>
<td>2/all day</td>
<td>2/all day</td>
<td>2/all day</td>
<td>2/all day</td>
</tr>
</tbody>
</table>

### Phase 2: Staff & Volunteers in Building

Indicated by number of individuals and shift a.m. (8:30-noon) or p.m. (1 – 4:30).

<table>
<thead>
<tr>
<th></th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Greeters</strong></td>
<td></td>
<td>1/morning 1/afternoon</td>
<td>1/morning 1/afternoon</td>
<td>1/morning 1/afternoon</td>
<td></td>
</tr>
<tr>
<td><strong>Research Center</strong></td>
<td>1/afternoon</td>
<td>5/morning</td>
<td></td>
<td>3/morning</td>
<td></td>
</tr>
<tr>
<td><strong>Education Center</strong></td>
<td>n/a</td>
<td>1/morning</td>
<td>n/a</td>
<td>n/a</td>
<td>1/morning</td>
</tr>
<tr>
<td><strong>Collections &amp; Exhibits</strong></td>
<td>1/afternoon</td>
<td></td>
<td>2/morning 1/afternoon</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Staff</strong></td>
<td>2/all day</td>
<td>2/all day</td>
<td>2/all day</td>
<td>2/all day</td>
<td>2/all day</td>
</tr>
</tbody>
</table>
Best Practices for WCHSM Public Areas

Greeter Desk & Gift Shop

✓ Disinfectant wipes/spray, gloves, masks, and hand sanitizer will be at the desk at all times.
✓ Customer counter cleaned after each patron.
✓ Gift Shop displays should be wiped down before opening, during routine daily cleanings, and at the end of each day.
✓ Greeter Desk equipment cleaned after each shift. Including PC, mouse, keyboard, drawer handles.
✓ Greeters will each be provided an individual 1-gallon zip-top bag to keep their badge, pens, or other dedicated supplies for their personal use.

NEW Admissions & Gift No Touch Payments
Greeters should wear gloves or have a disinfectant wipe available throughout every transaction.

Cash Transactions will be conducted using a tray system – akin to going to a restaurant and placing your payment in a book or on a tray. There will be 2 separate trays: one for customers to be placed on the raised counter and one for our greeters kept on the desk level. Ask customers to place cash onto the customer tray, verify the amount, and then count back any required changed onto the greeter tray. Take the tray with the customer payment and then place the tray with chance on the raised counter.

Credit Card Transactions once you have entered the payment amount into the card reader place the device on the customer counter and ask for them to complete the transaction. Wipe the card reader down after each use with wipes/disinfectant spray.

NEW Gift Shop Set up & Operations
Display cases will be kept closed and displays will be reduced to individual samples/examples of products.

Cases will receive signage indicating relevant product information including:

Product name, description, and cost.
T-shirt sizing available
Book titles listed with authors

Signage will ask customers only retrieve an item once they have decided on a purchase.

Items touched but not purchased should be pulled off the shelves, disinfected, and/or held in inventory for a period of 1-week.
Cleaning Schedules

Phases 1 & 2

Museum & Exhibits:
- ✓ Cleaned each morning, during the noon hour (Phase 1) or on the hour (Phase 2) and each afternoon.
- ✓ Cases and text panels wiped down
- ✓ Benches disinfected
- ✓ Sanitizer stations refilled as needed
- ✓ Floors swept and/or dry mopped throughout the day. Wet mopped at the end of the day.

Research Center:
- ✓ Cleaned after use by volunteers or patrons.
- ✓ Vacuumed at the end of each day
- ✓ Patron chairs and tables disinfected before opening, after visits, and at the end of the day.
- ✓ Work stations disinfected after volunteer use, including drawer handles, keyboard, monitors, PC mouse, scanners, towers, printer.

Bathrooms
- ✓ Disinfected before opening, during the noon hour (Phase 1) or on the hour (Phase 2) and each afternoon.
- ✓ Changing stations provided with disinfectant wipes and additional patron signage for proper use and cleaning
- ✓ All handles and doors wiped/sprayed with disinfectant
- ✓ Seats sprayed with disinfectant
- ✓ In stall sanitary bins disinfected

Offices & Break Room
- ✓ Communal mugs removed until Phase 3.
- ✓ Mask and gloves should be worn when accessing food.
- ✓ Tables will be separated to allow safe distancing.
- ✓ Hand sanitizer and disinfectant wipes/spray will be kept on the counter for use.
- ✓ Individuals should use gloves or wipe down all surfaces after using the space.
High-Touch, Deep Clean Areas

WCHSM must ensure staff, volunteers, and patrons a safe and healthy space. Additional consideration to the following areas should be made during routine cleaning processes:

- Door knobs and handles
- Stair Rails
- Elevator Buttons
- Bathroom surfaces
- Water Fountains
- Registration/Information
- Stanchions
- Exhibits
- Seating areas
- Interactive screens
- Hand sanitizer stations
- Museum store

---