A Letter from our Executive Director

Over the last four months, we have witnessed a shift in thinking that will affect an entire generation of children. Imagine the perspective on the pandemic from the eyes of a 5 year old, a 10 year old, a young teen. Change in how children can learn is a big driver to that perception. To put it in an adult perspective, how do you learn to drive a car if you can’t touch the steering wheel, shifter, or brake pedals?

As part of the education and cultural community of Tulsa, Discovery Lab has tried to recognize the vital importance in this shift in learning and has pivoted to produce digital and remote content, as well as hands-on kits for children to continue to drive this learning at home. However, the museum also has a conviction to provide a safe place for children and families to engage during this time, and has made the decision to reopen according to the guidelines contained in this document.

The decision to reopen in a gradual, phased plan was formulated with a reliance on known science surrounding the COVID-19 pandemic, as well as following the guidance of the Tulsa Health Department and the Centers for Disease Control and Prevention. The resulting document will outline the protocol and procedures for our visitors and for the museum to provide a safe and engaging environment for our families. With that said, we look forward to welcoming the community back to Discovery Lab to play and learn together!

Raymond J. Vanderven
Executive Summary

Discovery Lab is proposing the protocol for a gradual, phased reopening of the museum.

The following plan outlines the steps the museum has taken to prepare for the safety of its staff and guests, as well as the expectations for the conduct of our visitors, including physical distancing, mask policies (encouraged for ages 2 to 8 and required for patrons 9 and older), and correct hygiene and handwashing. Operationally, the museum will be closed on Monday mornings for deep cleaning, as well as from noon to 1:30 each day.

A limited visitor capacity has been set and **ticketing will only be available online**.

Discovery Lab will continue to monitor the situation as it develops and make operational and safety decisions in the best interest of its staff and guests.
Guest and Staff Health and Safety

The health and safety of our guests, staff, and volunteers are our priority. Guests, staff, and volunteers are asked to stay home if they feel unwell, have a cough, fever, shortness of breath, other known COVID-19 symptom, or if they have had symptoms within the 48 hours prior to their shift or planned visit.

Physical Distancing:

• Staff and guests are asked to practice physical distancing by keeping at least six feet away from others who are not in their group. Signage throughout the museum will prompt physical distancing.
• Classroom, birthday, and rental capacities have been decreased according to CDC guidelines and are based on the specific size and layout of each space.

Hand Sanitizer and Handwashing:

• Hand sanitizer stations are at the entrance to both halls of the museum and sporadically placed throughout the facility with highly visible signage.
• Handwashing remains the best way to prevent germ spread. We ask that guests wash hands frequently during a museum visit. All museum staff are trained on correct and frequent handwashing and are instructed to wash their hands, or use sanitizer when a sink is not available, frequently for 20 seconds, and after using the restroom, sneezing, touching the face, blowing the nose, cleaning, eating, drinking, and before starting a shift.
Guest and Staff Health and Safety

Continued...

Guest and Staff Personal Protective Equipment:

- Guests ages 9 and older are required to wear masks that cover the nose and mouth in the museum. Masks are encouraged for guests ages 2 to 8. The Centers for Disease Control and Prevention (CDC) says face coverings should not be placed on young children under the age of 2. Gaiters and handkerchief coverings will not be allowed. If you have a condition that precludes wearing a mask, for your safety and the safety of others, please consider postponing your visit to Discovery Lab as masks are required for entrance.

- In accordance with CDC recommendations, Discovery Lab will issue masks for staff and volunteers as part of the uniform and require the use of face coverings in accordance with local mandates and CDC protocol. Staff may remove masks when alone in offices. Staff will have the option of wearing protective gloves while cleaning.

- Vendors must also wear face masks in the museum.

- Approved masks will be provided to staff.

Staff Symptom Screenings:

- All staff will enter the museum through a central point at the rear of the building.

- Volunteers and vendors will enter through the front door and use the contactless thermal imaging at the front desk and sign in.

- Anyone exhibiting symptoms will not be permitted entry and will only be permitted to return to work when: they have had no fever for at least 24 hours without taking medication to reduce fever during that time; AND any respiratory symptoms (cough and shortness of breath) have improved; AND at least ten (10) days have passed since the symptoms began OR a doctor has given written permission for the employee to return to work.
Operational Changes

Discovery Lab is adopting a phased approach to reopening. The first phase requires some operational changes for our staff and guest health and safety.

Limited Capacity:
• According to the phased reopening by the City of Tulsa, Discovery Lab will reopen with a limited capacity set based on the size of Discovery Lab and the number of people who can visit maintaining physical distancing.

Timed Entry:
• Tickets will not be available for walk-in purchase during Phase 1.
• Timed entry tickets must be purchased online at www.discoverylab.org. Visitors may arrive and leave anytime during the selected time frame — 9:30–12:00 for morning session tickets and 1:30–4:00 for afternoon session tickets depending on the day of the scheduled visit.
• Due to limited space, tickets purchased are not transferable to another time slot and are not refundable.

Check In:
• Upon entry, guests will step in front of a contactless thermal screening system to indicate temperature.
• Transparent partitions and self-swipe credit card machines have been added to the ticketing desk.
• Physical distancing cues will indicate spacing for the line entering the museum.
Operational Changes

Continued...

Members:
• Museum members will continue to receive free admission but must reserve an entry time in advance online. You must create a Discovery Lab log-in through the tickets page and sign in before purchasing to receive member perks. The purchase tickets/reserve tickets button anywhere on the website will direct you to log-in as a member and will credit your purchase up to the number of individuals your membership allows.
• Entry tickets must be reserved online to attend Members Only time on Mondays from 1:30 to 4:00.

Birthday Parties & Rentals:
• Discovery Lab is open for birthdays and rentals.
• Birthdays are available for purchase for your child and up to 9 additional guests and can be scheduled Tuesdays through Sundays.
• For private, after-hours rentals, please contact reservations@discoverylab.org.

Hours of Operation
Members Only Monday
1:30 to 4:00

Tuesday - Thursday:
9:30 to 12:00

Friday - Saturday:
9:30 to 12:00 | 1:30 - 4:00

The museum will be closed from 12:00 to 1:30 for cleaning between entry periods.

Sunday:
1:30 to 4:00