



## PROPOSED REOPENING PLAN

(May 13, 2020)

The Charles H. Coolidge National Medal of Honor Heritage Center proposes to reopen its facility at 2 West Aquarium Way, Suite 140 on Friday, May 22, 2020 in a manner consistent with Executive Order 35 issued by Tennessee Governor Bill Lee and in accordance with to the following protocols:

### Schedule:

1. The Heritage Center will re-open its facility to coincide with Memorial Day weekend. The first day will be Friday, May 22, 2020, and visitors will be limited to those who have a Heritage Center membership. We will then open to the public on Saturday, May 23, 2020.
2. The facility will be open to the public according to the following schedule:

Monday-Wednesday, Friday and Saturday	10:00 am - 6:00 pm
Thursday	10:00 am - 8:30 pm
Sunday	1:00 pm-5:00 pm

### Cleanliness:

1. The facility has been professionally treated with an antimicrobial coating certified to prevent the existence and transmission of a variety of disease-related organisms. Reapplications will be performed as needed.
2. The facility will be thoroughly cleaned and disinfected on a regular basis by a professional cleaning service.
3. All surfaces that may be touched by visitors will be cleaned and disinfected by staff and volunteers at two-hour intervals or more frequently as needed.

### Personal Safety:

1. All staff members and volunteers will be checked for elevated temperature every morning when they arrive. Anyone who tests positive for an elevated temperature or manifests any symptoms related to COVID-19 will be immediately sent home.
2. Any potential visitors who demonstrate any symptoms related to COVID-19 will be refused admission to the facility.
3. All staff and volunteers will wear masks while on duty.
4. Masks will be offered to all visitors who wish to wear one.
5. Hand sanitizing stations have been installed in multiple locations throughout the facility.

**Tour Experience:**

1. Timed tickets will be sold online to promote proper social distancing.
2. Visitors will enter the facility through a well-marked entrance door in the lobby and depart through another door on the opposite side of the lobby, thus maintaining proper social distancing.
3. A maximum of ten (10) visitors will be allowed to enter the facility during each fifteen (15) minute interval. This will allow a maximum of forty (40) visitors per hour or a maximum of 280 visitors during a typical eight-hour day.
4. The self-guided tour will follow an established and well-marked, one-way path through the exhibits, thus eliminating the possibility of return traffic.
5. The exhibits have been divided into ten (10) chronological sections, each of which allow for use by a maximum of ten (10) visitors maintaining the proper six (6) feet of social distancing from one another.
6. Several short-range beacons are being installed in the exhibit gallery to allow visitors to receive high-quality, touch-free interpretation on their own telephones.
7. Staff members and volunteers located in the galleries will assist visitors in maintaining the required social distancing during their tour experience.

**Events:**

1. All special events and on-site group educational activities involving more than ten (10) individuals have been suspended until the Hamilton County Health Department deems it safe to resume such activities.
2. All rental events involving more than ten (10) individuals have been suspended until the Hamilton County Health Department deems it safe to resume such activities.

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