



COVID-19 Mitigation Plan
Alaska SeaLife Center
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Section 1. Staff Health

- a. This section applies to all staff, including volunteers, interns, WTC gift shop staff, and contractors.
- b. Staff must enter the Center only by the door nearest to the security office and must use their own fob each time they enter. Staff may use all available exits.
- c. Upon the start of a work shift, all staff must confirm that they are not experiencing symptoms and must complete and initial the Daily Screening Log. Instructions for check-in have been clearly communicated to staff by email and video training.
- d. If a staff member has marked “no” to all questions on the Daily Screening Log, they may proceed with their scheduled work shift.
- e. If a staff member is at the Center and starts to feel sick or experience symptoms, they are to go home immediately and contact their supervisor once at home.
- f. Symptomatic or ill staff may not report to work. If any questions are marked “yes,” the employee must go home, notify their supervisor immediately and follow the guidelines in Appendix A. No employee displaying symptoms of COVID-19 will provide services to customers. No person may report to work within seventy-two (72) hours of exhibiting a fever.
- g. Daily Screening Logs will be submitted to Chief Operating Officer daily for review and record retention.
- h. Should employees feel uncomfortable working due to underlying health conditions, or other risk factors, they are encouraged to notify their supervisor or Human Resources as soon as possible. The Alaska SeaLife Center will work with high risk employees to make reasonable accommodations.
- i. Health and hygiene reminders will be posted throughout the property reminding staff of the appropriate way to wear, handle and dispose of masks, use gloves (in positions deemed appropriate by medical experts), wash hands, contain a sneeze and to avoid touching their faces and other surfaces.
- j. Staff must practice distancing by staying at least six feet away from other individuals not in their household while at the Center.
- k. During public hours, staff should avoid being in visitor areas unless required for their job and must follow the one-way route through visitor areas shown in Appendix B.
- l. Staff will be required to use restrooms in the behind the scenes and office areas and will not be allowed to use public restrooms.

Section 2. Visitor Admissions

- a. Online transactions will be required during the initial opening phase except for those guests that are eligible for complimentary or membership admission. After the initial phase, in-person credit card transactions will be considered. If in-person transactions take place, guests will swipe their own credit cards and handle receipts. All items will be sanitized between guests.
- b. Admissions tickets will be sold for specific entrance times to ensure that visitor attendance does not exceed the limits of state mandates. Guests will gain entrance by indicating that they have tickets with a staff member at the door. Guests will then be checked in at the ticketing counter and given information on how to tour the building following one-way markers. Once in-person transactions are allowed, guests without pre-purchased tickets will be allowed in to purchase tickets at the ticketing counter. If there is

capacity in the building at the time of purchase, they will tour the Center at that time. If there are not available tickets for the current entrance time, guests would purchase tickets for a future entrance time and would then leave the building and return at their ticket time.

- c. Members will be able to reserve free tickets online. In order to gain entry, members with online tickets will indicate that they have secured tickets with a staff member at the door. Members will then be checked in at the ticketing counter and given information on how to tour the building following one-way marker. Members will be able to secure free tickets for timed entrance periods in-person with ID subject to availability. If there is capacity in the building at the time of check-in, they will tour the Center at that time. If there are not available tickets for the current entrance time, members would secure free tickets for a future entrance time and would then leave the building and return at their ticket time. Memberships can be sold and renewed in-person through credit card transactions, when in-person transactions are allowed.
- d. Guests who are eligible for complimentary admission will be unable to secure tickets online. They will have the option to secure tickets by phone or email in advance or at the ticketing counter. Guests receiving complimentary admission would show proof of eligibility to a staff member at the door. They would then check-in at the ticketing and gain entrance as space is available. They would place any complimentary tickets in a tray which would then be deposited into a designated drawer by the cashier.
- e. Staff wishing to visit the public areas of the Center with family members will need to reserve a date and time by sending an email to Shannon Wolf.
- f. When in-person transactions are allowed, the receipt printer will be configured so that the guest will be the only person handling the receipt. A different pen will be provided for each guest. The signature copy of credit card receipts will be placed into a tray. The cashier will take the tray and slide the receipt into the designated drawer. All items will be sanitized after each transaction.
- g. Active screening questions regarding the symptoms of COVID-19, will be asked upon entry. Any person exhibiting or experiencing the following symptoms will be asked to stay home: fever, cough, shortness of breath or difficulty breathing, chills, diminished sense of taste or smell, diarrhea, fatigue, headache, muscle/joint aches, nausea, rash, rigors, runny nose, sore throat or excess sputum production.
- h. A sneeze guard has been placed in front of the ticketing station.

Section 3. Public Safety

- a. Visitors will be advised to practice distancing by standing at least six feet away from other individuals not traveling with them while standing in lines or moving around the Center.
- b. “One way” signs and six-foot separation floor markers will be placed at the entrance, in the lobby, and in public galleries to encourage one-way traffic and social distancing.
- c. Entering guests will have access to the public restrooms on the second floor and exiting guests and gift store customers will be permitted to use the first floor public restrooms.
- d. All customers over the age of two are required to wear face masks at all times in the ASLC. Exempt from this requirement are those experiencing difficulty breathing or who are unconscious, incapacitated or otherwise unable to remove the mask without assistance. Staff members will be trained on how to approach and communicate the mask requirement to visitors who may enter the ASLC with a mask on and then take it off.

- e. Hand sanitizer will be provided at both the entrance and exit of the ASLC, at the top of the escalator, in Rocky Coast, and Underwater Viewing. Social distancing signs will be placed by all hand sanitizing stations to discourage use by more than one person or one family at a time.
- f. Exhibits containing water features with acrylic and glass viewing areas will have signage to discourage touching the acrylic and glass and reminding guests of safe practices.
- g. The boat and touch tank will remain closed during the initial opening to protect guests and staff from close contact. The Rotating Research exhibit room, Octopus Grotto, and Seabird Aviary will have limited access and include clear guidance signage for entry.
- h. The Haul-Out Café will remain closed during the initial opening.
- i. Water fountains will be closed; water bottle filling stations will remain available as they are touch-free.
- j. Public restroom doors to remain open to avoid contact.
- k. Limited tables, chairs, and benches will be available in the café area or the public portions of the galleries to discourage visitors gathering in these areas

Section 4. Workplace Protective Measures

- a. This section applies to all staff, including volunteers, interns, WTC gift shop staff, and contractors.
- b. All staff must receive a copy of this mitigation plan and must acknowledge in writing that they received and read this mitigation plan.
- c. Staff are required to wear face coverings or masks at all times when working at the Center, with three limited exceptions:
 - by themselves in an enclosed space with all doors closed and locked
 - outdoors and maintaining a separation of fifteen feet to all other people
 - in a situation where a mask would create a safety hazard
- d. Alaska SeaLife Center staff who are able to work remotely will continue to do so. Work locations will be addressed on a departmental basis and will be approved by both the Chief Operating Officer and President and CEO.
- e. All staff meetings will be conducted via email, phone or online platform such as Zoom. If an in-person staff meeting is required, it will be conducted in small groups of less than ten where social distancing of at least six feet is possible.
- f. Training of staff will be conducted one on one with a supervisor or peer and both parties shall maintain a six-foot distance or conducted via our online training system, Google Hangouts, or Zoom.
- g. Elevator capacity is one staff member. The only exception is the mammal curatorial elevator, with a capacity of four as long as those staff maintain six feet of safe distancing, wear a face mask, and refrain from talking.
- h. Vehicle capacity is one staff member. The only exception is for staff who are part of the same household.
- i. These staff areas have limited capacities that must be observed at all times:
 - Staff break room (near security) (2)
 - Admin kitchen (1)
 - Executive kitchen (1)
 - Café kitchen (2)
 - Veterinary clinic (2) (unless required otherwise for veterinary procedure)
 - Rehab office (2)

- Rehab kitchen (1)
 - Staff bathrooms (1) (sign posted)
 - Behind ticketing counter (2)
 - Bear Mountain Conference Room (12)
 - Discovery Classroom (4)
 - Dunham Conference Room (6) (3 seated on the north side of the table and 3 seated against the south windows)
 - Central Lab (4 in the main lab plus 1 in each office)
 - Other full-sized laboratories (1 per bay)
 - Shannon/Deanna office #250 (3)
 - Two-person offices and cubicles (2 if six-foot separation can be maintained otherwise reduced to 1)
 - One-person offices and cubicles (1)
 - Education area (4)
 - Chiswell area (2)
 - Mammal office (3)
 - Donna/Caryn office #205 (2)
 - CEO office (2)
- j. Employees are required to wash hands with soap and water frequently on all hand surfaces for at least twenty seconds total. When soap and water are not available, employees may use hand sanitizer containing at least 60% alcohol.
- k. Employees must cover their mouth and nose with a tissue when they cough or sneeze or they may use the inside of their elbow. Used tissues must be thrown in the trash, and hands must be immediately washed with soap and water per the above hand-washing standards.
- l. Employees are urged to avoid touching eyes, mouth or nose with unwashed hands.
- m. Employees must not share phones, computers, radios, or other electronics unless necessary. Those who share computers or phones must sanitize phones, keyboards, computer mouse etc. before and after use with Clorox wipes while supplies last or with a prepared bleach solution and paper towels.

Section 5. Cleaning and Sanitizing Protocols

- a. All sanitation will be carried out using an approved COVID-19 disinfectant per the CDC disinfectant list.
- b. The Center is working with vendors, distribution partners and suppliers to ensure an uninterrupted supply of cleaning products and necessary PPE.
- c. Sanitation stations will be provided for cleaning areas of the building, divided into zones, to ensure hourly cleaning and sanitizing of touch-points.
- d. Daily prior to Center opening, cleaning and disinfecting of common areas/restrooms will be completed.
- e. During Center open times, all touchpoints in public areas, including but not limited to, admissions partition, admissions counter, metal stair railings, identified exhibit touch points, hand washing stations, hand sanitizer stations and bottles, light switches, elevator buttons, restroom door handles, restroom faucets and toilet handles will be sanitized and disinfected hourly by a designated and pre-assigned staff member.
- f. Daily after Center closing, CDC-recommended cleaning and disinfecting procedures will be conducted in all restrooms, high-touch points, tables, chairs, benches, and railings.
- g. Once a week, a complete cleaning of the Center will be completed by assigned staff.

Section 6. Volunteers

- a. Volunteers must comply with all requirements of staff listed in this mitigation plan.
- b. Volunteers may be onsite in staff areas only when scheduled for a shift.
- c. Volunteers must be able to be responsible for their own personal safety and the safety of other staff and visitors.
- d. Volunteers can only be scheduled for shifts after a needs and risk assessment and approval by the Chief Operating Officer.
- e. Volunteers reporting for a pre-approved duty must either be met by a designated staff member at the entrance or report to Security to be connected to this designated staff member.
- f. Volunteers wishing to visit the public areas of the Center outside of their scheduled volunteer shifts will need to reserve a date and time by sending an email to Shannon Wolf.

Section 7. Workplace Visitors

- a. Workplace visitors must follow the same procedures as staff upon arrival, including entry near security and health screening.
- b. Security will radio the department for an escort for the visitor.
- c. Workplace visitors must follow staff safety protocols in most cases, including but not limited to wearing masks, maintaining six-foot social distancing, and room capacity limits. Workplace visitors are not required to receive a copy of this mitigation plan unless requested.

Section 8. Discovery Gift Shop

- a. The Discovery Gift Shop is operated by Wildlife Trading Company (WTC). WTC must develop their own mitigation plan specific to the State of Alaska requirements for Retail stores.
- b. The Alaska SeaLife Center may put additional requirements on WTC regarding store operations.
- c. In the initial phase of opening, it will not be possible for customers to visit the gift shop without an admission ticket.

APPENDIX A

COVID-19 Policies and Procedures for Alaska SeaLife Center Employees

To ensure the Alaska SeaLife Center follows the U.S. Centers for Disease Control (CDC) recommendations with respect to the COVID-19 outbreak, we have established the following internal policies and procedures

- Given concerns about COVID-19, staff must stay at home if they are feeling ill, to avoid placing their coworkers at risk. The employee should also seek medical advice to determine whether or not testing for COVID-19 is required.
- Staff experiencing symptoms that could potentially be associated with COVID-19 are directed to disclose this to their immediate supervisor and, if on the premises, go home immediately and start a 14-day self-quarantine. The employee should also seek medical advice and advise their immediate supervisor of the diagnosis upon testing. If you are tested for COVID-19, you should notify your immediate supervisor of the diagnosis.
- If you have been potentially exposed to COVID-19 you must immediately contact your supervisor and advise him/her of the potential exposure and self-quarantine (stay home) for 14 days. You should also seek medical advice and advise your immediate supervisor of the diagnosis if you are tested.
- Exposure is generally considered being in close contact. Close contact includes:
 - Living in the same household as a sick person with COVID-19
 - Caring for a sick person with COVID-19
 - Being within 6 feet of a sick person with COVID-19 for about 10 minutes (e.g., giving a car ride to someone you don't live with)
 - Being in direct contact with secretions from a sick person with COVID-19 (e.g., being coughed on, kissing, sharing utensils, etc.)
 - Letting someone take up residency in your home who is unable to self-quarantine in your home. In other words, you cannot provide separate living quarters to ensure no cross contamination.
- Upon the notification by an employee to their supervisor of COVID-19 exposure or potential exposure, it will be the responsibility of the supervisor to immediately notify the Human Resource Senior Manager, Director or Acting Director, and the COO, along with the respective department director.

APPENDIX B Visitor Route Maps

