

# Imagination Station Operating Procedures

Science Center guidelines to stop the spread of  
COVID-19 and operate as a safe environment.





## Letter from Lori and the Leadership Team

The world is changing very quickly. Science is around us every day. COVID-19 is impacting our every movement in our daily lives. We want to provide a safe and engaging science center for our members, visitors and Team. We have been working very hard to review protocols and best practices to put into place in order to reopen our science center.

All of the information we used to prepare our guidelines and best practices are from a variety of resources, and information is ever-changing. We will do our best to keep this document current and update it as there are changes and advancements. Our guidelines align with the recommendations of the Centers for Disease Control and Prevention, World Health Organization, Restart Responsibly, State of Ohio and local health agencies.

The guidelines provide an overview of how the science center and Team will operate our programs and facility. We look forward to welcoming you back to Imagination Station.

### What has been done to reopen?

We've implemented many measures to promote a healthy environment.

- Cleaned and disinfected all workstations and learning worlds.
- Cleaned and disinfected all common spaces.
- Implemented new daily and weekly protocols for cleaning.
- Implemented new protocols including face mask recommendations and social distancing guidelines for all.
- Developed new orientation on COVID-19 for Team Members returning to work.
- Trained Team on new cleaning equipment and attraction safety procedures.
- Purchased new cleaning equipment.
- Installed new air handler and air purification system.
- Installed new UV lighting sanitization system in Water Works.
- Installed plexiglass dividers at all ticket, food service and retail spaces.
- Installed plexiglass dividers for workshops.

### Social Distancing (6 foot visuals)

- New signage in places throughout the building to show what 6 feet looks like.
- Social distancing floor markers in areas where lines may occur.

### Personal Protective Equipment

- Face mask are recommended for all unvaccinated guests over the age of 2.  
*Only exceptions are for children 2 and under and for those with a medical condition preventing them from wearing a face mask.*
- Disposable masks will be provided for visitors.
- Team will be wearing masks regardless of vaccination status to protect our guests who cannot be vaccinated.

### Hand Washing and Hand Sanitizing

- Messaging installed in bathrooms on the importance of washing hands correctly.
- Additional Hand Sanitizers added throughout the building.

### Team and Workspaces

- Daily health self-checks for all Team Members.
- Daily temperature checks for all Team Members.
- Workspaces set up for social distancing.
- Plexiglass dividers installed between workspaces.
- New full building HVAC and air purification system has been installed.
- Cleaning equipment and supplies provided for all Team Members.

**Be safe,  
and we wish you  
to all stay healthy.**

Imagination Station  
Leadership Team.

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# What is COVID-19?

Coronavirus Disease 2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. Imagination Station closed to the public on March 13, 2020 to help stop the spread of COVID-19.

## How is COVID-19 spread among individuals?

The virus is thought to spread mainly from person to person.

1. Between people in close contact, less than 6 feet for more than 15 minutes.
2. Through respiratory droplets produced when an individual with COVID-19 coughs, sneezes or speaks.
3. Individuals who are not showing symptoms can be contagious and spread the virus not knowing they are infected.

“People can be affected with the virus that causes COVID-19 through contact with contaminated surfaces and objects. However, evidence has demonstrated that the risk by this route of infection of transmission is actually low.”

*CDC Director Rochelle Walensky, M.D.*

*April 9, 2021*

Imagination Station is committed to following social distancing guidelines and best cleaning practices to aid in stopping the spread of COVID-19. An inherent risk of exposure to COVID-19 exists in any public place where individuals are present. According to the Centers for Disease Control and Prevention, senior citizens and visitors with underlying medical conditions are especially vulnerable. By visiting Imagination Station, visitors voluntarily assume all risks related to exposure to COVID-19.

# Operating Guidelines and Resources

## Guidelines

We are operating the science center following CDC recommendations, under all state and local guidelines, including all of Governor DeWine's Responsible Restart Ohio guidelines.

1. All Team members are required to wear face masks.
2. Please respect all of our guests by social distancing.
3. Daily enhanced cleaning protocols.

## Resources

We are committed to maintaining a clean and vibrant science center. Imagination Station has a wide range of resources. We are in constant contact to maintain the latest information and data on COVID-19 along with best practices to adapt to our protocols. Our plan was developed with information from the Association of Science and Technology Centers, Centers for Disease Control and Prevention, State of Ohio, and Lucas County Health Departments, ProMedica and Toledo Area Cultural Leaders.

Imagination Station COVID-19 FAQ

<https://www.imaginationstationtoledo.org/visit/covid-19-information/frequently-asked-questions/>

World Health Organization

<https://www.who.int/>

Centers for Disease Control and Prevention

<https://www.cdc.gov/>

Ohio Department of Health

<https://coronavirus.ohio.gov/wps/portal/gov/covid-19/responsible-restart-ohio/>

Lucas County Health Department

<https://lucascountyhealth.com/>

# What Members & Visitors Should Expect

We look forward to seeing visitors in our facility. All visitors are asked to comply with and respect the COVID-19 guidelines to help stop the spread of this virus. If visitors fail to follow the guidelines, we will ask them to leave the facility and consider visiting another time.

## Changes in the Imagination Station experience

Imagination Station's Team is dedicated to providing a powerful learning experience. This will be done a bit differently under our COVID-19 guidelines.



All unvaccinated visitors over the age of 2 are encouraged to wear a face mask and Team will be required to wear a face mask.

*Visitors 2 years and younger are not required to wear a mask.*



Social Distancing for everyone will be in place; you will find new signage and floor dots to encourage distancing from others outside your group.



All visitors will be asked to use hand sanitizer before entering the facility. You will also find numerous hand sanitizing stations throughout the building.

- The capacity of our facility has been reduced to maintain social distancing for our visitors.
- The Simulator Theater will be limited to one family or social group at a time and will be cleaned immediately following every experience.
- Enhanced cleaning procedures for the learning worlds and facilities are in place.
- Electrostatic sprayers have been purchased to clean high touch locations daily.
- An ultraviolet disinfecting system has been installed in Water Works.
- A new HVAC and air purification system has been installed.
- Barry Bagels is a new food service option for our visitors. It is located at the front entrance of the science center.
- The Atomic Café is under renovation and temporarily closed.

# Ways to Experience the Science Center

Imagination Station is dedicated to providing science education for our entire community. A few options for you to experience Imagination Station include:

## Online Experiences

- **Virtual Tinkering Workshops**  
Embrace your creativity using the engineering design process to create something that is all your own.
- **Virtual Birthday Parties**  
Enjoy an exclusive party with one of our Extreme Scientists and two super messy slimy activities.
- **Virtual Homeschool Workshops**  
Each monthly session covers a variety of topics that encourage exploration and discovery with a little bit of messy science along the way.
- **Virtual Field Trips**  
Utilizing exhibits in the science center, students will explore fascinating science topics with an Extreme Scientist as their guide.
- **Virtual Workshops on Wheels**  
An Extreme Scientist will video conference with your classroom starting with a science demonstration and then guide students through an entire workshop.
- **Virtual Extreme Science Demonstrations**  
These demonstrations explore fundamental science concepts with an exciting, extreme twist.

## On-site Private and Intimate Experiences

- **Little KIDSPACE Workshops**  
With capacity limited, you will experience a socially distanced story time, craft time and free play rolled into a two-hour experience!  
Register at <https://www.imaginationstationtoledo.org/programs-events/programs/kidspace-workshops/> or call 419-244-2674 ext.123
- **Think Tank Workshops**  
Embrace your creativity using the engineering design process to create something that is all your own.  
Register at <https://www.imaginationstationtoledo.org/programs-events/programs/think-tank-workshops/> or call 419-244-2674 ext.123
- **KeyBank Discovery Theater**  
With capacity limited to ensure social distancing, enjoy your favorite film or video game in our large format immersive theater.  
Fill out the information request form at <https://www.imaginationstationtoledo.org/visit/rentals/> or contact Caitlin Sullivan at 419-244-2674 ext.122
- **Other private rentals**  
Fill out the information request form at <https://www.imaginationstationtoledo.org/visit/rentals/> or contact Caitlin Sullivan at 419-244-2674 ext.122

# Team Member Screening Guidelines

All Team Members are required to complete a self-health screening before reporting to work. Each Team Member should take their temperature and screen for symptoms and exposure before arrival.

Team Members are asked not to report to work if experiencing any symptoms.

All Team Members will undergo a temperature check before entering the science center.

If a Team Member becomes ill at work, they will be sent home immediately.

If a Team Member is diagnosed by a medical professional with COVID-19, they must notify Human Resources within 24 hours. We are required to report all positive cases to the Lucas County Health Department. Team Members who have had contact with the infected person will be notified of potential exposure and should self-quarantine if they are not yet fully vaccinated.

All Team Members must wear a face mask and practice all COVID-19 guidelines for hand washing, face masks and social distancing while delivering to the public.

All Team member workspaces are to be 6 feet from other Team Members.



## Face masks are vital.

Masks are a simple barrier to help prevent your respiratory droplets from reaching others. Studies show that masks reduce the spray of droplets when worn over the nose and mouth. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>



## Hand washing and Hand Sanitizing are vital.

Washing hands with soap and water properly and using hand sanitizer with at least 60% alcohol is essential. Please wash your hands frequently and avoid touching your face. Please use hand sanitizer when soap and water is not easily available.



## Social Distancing is vital.

All Team and visitors are asked to maintain 6 feet from other individuals, not in their immediate family.



## What does 6 feet look like?

- Bill Nye is 6 feet tall
- 16 Holy Toledough donuts
- Average length of an alligator
- 2 Golden Retrievers nose to tail
- 3 Louisville Slugger bats tip to handle



## Team Member Self Screening

Team Members must perform daily symptom assessments. The screening consists of checking for symptoms and potential exposure. All Team Members have been presented with a self-screening checklist when returning to work in the building.

### Symptoms:

#### High-Risk Symptoms:

- New cough
- New difficulty breathing
- New shortness of breath
- New loss of taste or smell

#### Low-Risk Symptoms:

- Congestion or runny nose
- Muscle or body aches
- Nausea or vomiting
- Fatigue
- Sore throat
- Fever
- Chills
- Headache
- Diarrhea

All Team Members will have their temperature taken prior to entering the science center. Anyone with a temperature of 100.4 degrees or higher will not be allowed into the facility.

All Team Members are required to wear a face mask.

### What to do if you are experiencing a symptom?

If you are experiencing one of the listed symptoms and you have no known COVID-19 positive exposure, you should not report to work and should contact your supervisor immediately.

### What to do if you are exposed to COVID-19?

If you have been exposed to COVID-19, you should not report to work and should contact your supervisor immediately unless you are fully vaccinated. You do not need to quarantine unless you are exhibiting symptoms.

## Definitions:

### Self-Quarantine

Separating someone who might have been exposed to COVID-19 away from others.

### Self-Isolation

Separating someone who is ill from healthy people. If you are exhibiting symptoms, you should self-isolate at home and avoid others in your home as much as possible.

### Exposure

Within six feet for 15 minutes or longer (cumulatively) with an infected individual. Note: Multi-day cumulative exposure would be the total exposure during potential infectious period (48 hours prior to test or symptom onset up until the moment of last exposure). *As defined by the Lucas County Health Department*

### Recovery

At least 10 days from onset of symptoms, no fever for at least 24 hours without fever reducing medicine and improvement of symptoms.

### Fully Vaccinated

You are considered fully vaccinated two weeks after your second dose of the Moderna or Pfizer vaccine or two weeks after your shot for the one dose Johnson & Johnson vaccine.

# Vendor Screening Guidelines

All vendors must perform daily symptom assessments. The screening consists of checking for symptoms and potential exposure.

## Symptoms:

### High-Risk Symptoms:

- New cough
- New difficulty breathing
- New shortness of breath
- New loss of taste or smell

### Low-Risk Symptoms:

- Congestion or runny nose
- Muscle or body aches
- Nausea or vomiting
- Fatigue
- Sore throat
- Fever
- Chills
- Headache
- Diarrhea

All vendors will have their temperature taken prior to entering the science center. Anyone with a temperature of 100.4 degrees or higher will not be allowed into the facility.

All vendors are recommended to wear a face mask.

# Face Mask Guidelines

## Team Members and Vendors

Masks are required at all times in Imagination Station while in public spaces or shared workspaces. Masks should be constructed with two or more layers and should fit over both your nose and mouth and be able to be secured under your chin. Based on CDC recommendations gaiters, scarves, bandanas and face shields are not recommended. Imagination Station is asking all Team Members not to wear gaiters, scarves, bandanas or face shields. Additionally, masks with exhalation valves or vents are not allowed.

## Members and Visitors

Masks are recommended for all unvaccinated members and visitors entering Imagination Station. If a guest arrives at the science center without a face mask, one will be provided at the visitor service desk.

- Wear masks with two or more layers to stop the spread of COVID-19.
- Wear the mask over your nose and mouth and secure it under your chin.
- Masks should be worn by visitors five years and older.
- Masks should NOT be worn by children younger than two, visitors who have trouble breathing or visitors who cannot remove the mask without assistance.
- CDC does not recommend the use of gaiters or face shields. Evaluation of these face covers is on-going, but effectiveness is unknown at this time.

# Facility Cleaning and Safety Enhancements

Imagination Station already had a wide range of cleaning protocols and processes in place to maintain a clean facility for everyone. We have enhanced our normal policies in conjunction with the guidelines from the CDC.

All public areas will be cleaned and disinfected daily and with increased frequency based on visitation.

Electrostatic disinfectant sprayers have been added to our daily cleaning procedures. This includes two electrostatic sanitizers and twelve individual hand held sprayers for deep cleaning and regular sanitizing.

All learning worlds will be cleaned daily. Visitors will find clean and dirty bins to dispose of materials in Little KIDSPACE and IDEA Lab.

A new ultraviolet water sanitization system has been installed in Water Works and in the Wet Lab in Little KIDSPACE.

# Visitor Service Guidelines

The front desk and counters in the Science2Go store will be cleaned after each transaction.

All visitors are asked to maintain six feet from other visitors not in their party when visiting the science center. Dots have been placed on the floor to help with keeping six feet apart in high traffic locations.

Our restrooms will be open to the public. You will find the hand dryers have been replaced with paper towel dispensers. We do ask for everyone to practice social distancing in the bathrooms and limit the number of people in the bathroom at one time.

Our Team will be monitoring and cleaning throughout the entire day to address all high touch areas. High touch areas include, but are not limited to door handles, hand railings and elevator buttons.

## **Ticketing and Membership FAQ's**

### **Do I need to purchase tickets in advance, or can I buy on-site?**

You can do both. Visitors can purchase in advance at [imaginationstationtoledo.org](http://imaginationstationtoledo.org), or you can buy your tickets on-site. It is preferred that you pay with a credit card or debit card on site, but it is not required.

### **If I purchased a ticket for an event that was canceled, do I get a refund?**

If you have purchased a ticket for an event that has been canceled, we will work with you to either issue a refund or we will give you a credit towards a future event.

### **Will my membership be extended while you were closed due to COVID-19, or did I lose the months?**

Yes. Current members will receive the amount of months remaining on their memberships at the time of our temporary closure when we reopen. Any membership purchased while we were temporarily closed will not begin until we reopen, so you will be able to use your membership for a full 12 months.

### **Will I receive a new membership card with my new expiration date?**

Yes. We will be sending new membership cards out in the mail with the updated date. You can continue to use your old membership card until you receive the new one as updated expiration dates will be tracked in our computer system.

### **Are there any virtual opportunities for members?**

Yes. Members receive free Just Tinkering kits. The activity changes monthly and members can request their free kit online.

### **Please contact:**

Aubry Hall, Membership Manager  
[ahall@istscience.org](mailto:ahall@istscience.org)  
419-244-2674 ext.173

## Dining Options at Imagination Station

You will find some new changes with food service at the science center.

### Barry Bagels

Located at the front of the science center on Summit Street.

Learn more about Barry Bagels hours and menu offerings here:

<https://www.imaginationstationtoledo.org/visit/barry-bagels/>

### The Satellite Station

Featuring refreshments for your visit and enjoyment in the new KeyBank Discovery Theater or designated dining areas.

### Vending Machines

Located on the lower level near the Atomic Café for a quick snack.

### The Atomic Café

Is currently closed for renovation.

All eating and drinking is to be done in approved locations as we ask that there is no eating or drinking on the exhibit floor.

## Seating

Seating will be provided in the following locations:

- Barry Bagels
- Atomic Café dining area
- Exploration Center
- Outside – weather permitting.

We recommend that masks be removed only while sitting at a table.

*The dining guidelines are approved by the Lucas County Health Department and State of Ohio.*

# Off-Site Delivery Expectations

For all outreach programming:

- All Teams and participants will be required to wear masks.
- Set up is 10 feet from students/guests.
- Temperature checks are required of students.
- If possible, use of the gymnasium or outdoor preferred. If in a classroom, student capacity should be 50% off room size requirements.
- School or Organization needs to contact the science center if anyone prior to or after an event is diagnosed with COVID-19 within two weeks.
- If a program is canceled, the options are to do a virtual program or reschedule for another date.

The science center will follow all state guidelines in Ohio and Michigan. We will also be reviewing state and county positive test rates. State guidelines and high positive test rates for COVID-19 could impact an on-site visit.

The Imagination Station van will need to be cleaned and wiped down internally after each use. Hand sanitizer and gloves should be kept in the vehicle.