The Greensboro Science Center (GSC) has served our community for over 60 years. Tens of millions of visitors have walked through our doors, experienced innovative science programs and enjoyed our ever-growing collection of diverse and endangered species. We have earned local, state and national trust as one of only fourteen institutions nationwide to be accredited by both the AZA (Association of Zoos and Aquariums) and the AAM (American Alliance of Museums). We love our community and the positive impact that our vision, mission and talented team creates through science-based tourism and science education.

On March 14, 2020, in tandem with global health initiatives due to COVID-19, the GSC temporarily closed to visitors. As a nonprofit institution that is 86% self-funded through admissions, memberships, programs, retail and events, closing our doors has seriously impacted our operating budget. But, we recognize that we are not alone. If nature teaches us anything, facing adversity is the key to survival. We have kept our full team intact. The impeccable care we provide for our animals has not missed a beat. And, about half of our expansion projects are still under construction. Are we nervous about the future? You bet! But, our full staff, board of directors, volunteers, donors and city partners are committed to making sure that science, innovative new attractions and positive city growth help our entire community rebound… leaving the sad impact of COVID-19 in the rearview mirror of history.

In most cities, stay-home-home orders have now been lifted. Phased plans for getting “back to normal” are moving forward. Greensboro is no exception. Like everyone, the GSC team has developed intricate plans to slowly and safely reopen and responsibly bring citizens and tourists back into our community.
The information provided in our GSC SAFETY IN FOCUS booklet includes:

- **THE GUEST EXPERIENCE** – WHAT TO EXPECT DURING THE REOPENING PROCESS
- **STAFF SAFETY AND RESPONSIBILITIES** – WHAT OUR TEAM IS DOING FOR THE PROTECTION OF ALL
- **ANIMAL CARE AND SAFETY** – RULES AND MEASURES FOR PROTECTING OUR ANIMAL FRIENDS
- **ALREADY MEETING STANDARDS** – HOW ACCREDITATION HAS PREPARED THE GSC FOR CRISIS MANAGEMENT
- **REFERENCE** - ADOPTION OF AAM RECOMMENDATIONS FOR REOPENING, DIRECTIONAL PLAN, SIGNAGE SAMPLES

As a community, our collective health and safety is EVERYTHING! Your GSC team understands this and is committed to reopening, rebuilding and reinforcing where we were before COVID-19 hit – Helping to lead Greensboro’s renaissance in the arts, science and cultural tourism.
THE GUEST EXPERIENCE
WHAT TO EXPECT DURING THE REOPENING PROCESS

The GSC reopened with modified operations and elevated safety procedures to members on June 15, 2020 and to the general public on June 17, 2020.

**STAFF PREPARATION AND TRAINING**
All staff will be required to read and sign off on the GSC’s Staff, Animal and Guest Safety Guidelines. These guidelines will be discussed in an all staff pre-opening Zoom meeting. Area supervisors will reiterate all required guidelines on a regular basis.

**LIMITED CAPACITY FOR PUBLIC SAFETY**
The GSC will limit the number of guests in the aquarium, museum and zoo and restrict attendance to a percentage of average capacity based on current state and local guidelines. The GSC will strongly encourage online ticket sales and minimal contact transactions for admission. Additionally, the GSC reserves the right to set aside days or specific operational hours for GSC members or vulnerable members of our community.

**DIRECTIONAL PLAN FOR GUEST FLOW**
Guests will follow directional signage and honor physical barriers designed to promote safe, single one way direction and consistent movement throughout the GSC property. A separate entrance and exit will be provided for all areas.

**PHYSICAL DISTANCING**
Guests and staff will be REQUIRED to practice physical distancing by standing at least six feet away from other individuals not traveling with them while moving around the property. Visual markers will be placed around the GSC and additional staff will be assigned to areas of potential concentration (such as queue lines) to supervise compliance. Groups will be limited in size based on current state guidelines.

**PERSONAL PROTECTIVE EQUIPMENT**
Every guest entering the GSC will be required to wear a face covering in compliance with Governor Cooper’s Executive Order. Every staff member will be required to wear a face mask unless isolated in a private office or approved contained space.

Appropriate PPE will be worn by all staff members based on their job responsibilities and in adherence to state or local regulations and guidance.
### Hand Sanitizer Availability

Hand sanitizer dispensers, touchless whenever possible, will be placed at the GSC entrance and at key public contact areas.

### Cleaning of Public Areas

Cleaning and sanitizing frequency has been increased in all public spaces with an emphasis on high contact surfaces and railings. The GSC uses cleaning products and protocols which meet federal guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. The GSC is working with vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE. Additionally, drinking fountains will be closed.

### Meerkat Cafe

The Meerkat Cafe will follow current state and local guidelines limiting capacity. Outdoor seating and takeout orders will be emphasized and encouraged. Seating layouts will be adjusted to allow for a minimum of six feet between each party of guests. Protective Plexiglas screens will be installed at cash registers.

### Retail Gift Shop

Guest occupancy limits and appropriate physical distancing at our indoor retail spaces will be supervised by a staff member. Protective Plexiglas screens will be installed at cash registers.

### Specific Cleaning and Sanitizing Protocol

Cash registers, phones, workstations, hard surfaces, handles and frequently touched surfaces will be sanitized frequently throughout each workday. Strollers, wheelchairs and wagons will be sanitized before and after each rental.
THE GREENSBORO SCIENCE CENTER WILL COMPLY WITH ALL STATE AND FEDERAL REQUIREMENTS REGARDING COVID-19.

The carousel will open with access to 21 figures of the 56 available. The rideable figures will be identified to allow for proper social distancing throughout the ride.

The carousel building’s doors will be raised during operation in order to facilitate adequate air flow and ensure that the space is open, rather than enclosed.

Individuals and groups waiting to board the carousel will be spaced six feet apart around the outside of the carousel railing; these six-foot increments will be marked to ensure that social distance is maintained.

There will be 128 feet of stanchions surrounding this rider queue, ensuring guests who are not queued to ride can maintain proper social distancing while waiting or watching.

All carousel visitors will follow a one-way path for queuing, spectating, and exiting.

Following each ride, a GSC team member will clean all active figures with a sanitizing mixture. Benches and railings will be cleaned and sanitized frequently throughout the day.

Face masks must be worn in accordance with the governor’s mandate.

Touchless hand sanitizer dispensers will be available for guest use.
GROUP VISIT EXPERIENCE
COVID-19 SAFETY MODIFICATIONS

Your cooperation enables us to remain open and to offer fun, educational experiences to our community. Thank you for your support.

NEW GROUP VISIT GUIDELINES

Groups must maintain a 1:10 adult to child ratio throughout their visit.
Face masks are required per state guidelines.
Group visits are available Monday-Friday.
Groups must divide into sub-groups on site in order to adhere to state mandates and CDC recommendations.

LIMITED CAPACITY FOR PUBLIC SAFETY

Group sizes will be limited to support appropriate physical distancing and to adhere to state group recommendations.
A limited number of individuals may enter each half hour. Entry will be staggered to assist with physical distancing.

DIRECTIONAL PLAN FOR GUEST FLOW

Group members will follow directional signage and honor physical barriers designed to promote safe, one-way and consistent movement throughout the GSC.

PROCEDURAL UPDATES

Visit request forms must be completed online to reserve a visit.
Reservations must be paid one week prior to the visit date or at the time of booking if visiting in the same week.
Groups must comply with current NC state mandates and CDC recommendations related to COVID-19.

SPECIFIC CLEANING AND SANITIZING PROTOCOL

Group members must remain in sub-groups of 1 adult per 10 children (or a maximum of 25 individuals) for the duration of their visit.
Sub-groups must remain 6’ from one another and from other GSC guests.
SKYWILD opened with modified operations and elevated safety procedures to members on June 17, 2020.

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**HYGIENE AND PPE**

- Face masks are required in compliance with Governor Cooper’s Executive Order. Guests are encouraged to wash their hands before and after interacting with high-touch surfaces.
- A hand wash station and hand sanitizer will be available on site for use before and after your adventure.

**LIMITED CAPACITY FOR PUBLIC SAFETY**

- Group sizes will be limited to support appropriate physical distancing and to adhere to state group recommendations.
- Group reservations will be limited based on schedule and capacity changes.
- Advance reservations are encouraged. Walk-up reservations will be based on availability.

**CLEANING AND SANITIZING PROTOCOLS**

- Technical equipment provided, including harnesses, helmets and supplied gloves, will be sanitized between uses. Staff will regularly clean and disinfect high-touch surfaces at the check-in office and grounds leading to the course.

**PROCEDURAL UPDATES**

- Fill out the waiver online before arriving for your adventure. QR codes and links will be provided so waivers can be filled out on personal devices on site. New, unused gloves will be offered for purchase and may be used on return visits.

**PHYSICAL DISTANCING**

- Platforms on SKYWILD are limited to members of the same party. Due to the nature of our activity, social distancing will not be possible at all times. We highly encourage guests to distance themselves from others outside of their own group while on the course.
To reduce the chance of aerosolizing animal waste, body fluids etc., wherever possible, dry cleaning should be utilized. Place footbaths in all appropriate areas, and actively use them. The proper cleaning and disinfecting of food bowls, enrichment items and tools is imperative. Frequently sanitize all high contact areas and communal spaces. Be cognizant of your colleagues.

Guidance on areas of congregation will be provided through Leadership Team representatives and will change based on CDC recommendations and the current state of COVID in our community. Staff should be respectful of coworkers by not entering into office spaces without consent, as people have varying levels of risk or concern regarding exposure and social distancing may not be possible in some spaces.

Unless there is an essential need and you are cleared to be in an animal support area, please do not enter these areas.

The GSC Leadership Team will maintain ongoing communication with staff members and will ensure proper PPE, sanitation and social distancing procedures are being followed and updated per the latest expert/medical guidance.

Our response to this unprecedented situation will continue to evolve as new information becomes available. The Leadership Team meets daily and will work to address any new challenges that may arise. Staff members are encouraged to bring any questions or concerns to a member of this team.
ANIMAL CARE AND SAFETY
RULES AND MEASURES TO PROTECT OUR ANIMAL FRIENDS
COMPILED BY SAM YOUNG, DVM

The GSC reopened with modified operations and elevated safety procedures to members on June 15, 2020 and to the general public on June 17, 2020.

COLLECTION ANIMAL SAFETY

As has been reported in numerous peer-reviewed scientific journals and highlighted by the CDC and WHO, COVID-19 (SARS-CoV-2 virus) is transmissible from humans to multiple animal species, some of which we have representatives of at the GSC. Because of this, the GSC has and will continue to take strict precautionary actions to prevent such a spread. Many of these practices were already in place, prior to this outbreak, to prevent other zoonotic and zooanthroponotic disease concerns.

The current species at the GSC considered most “at risk” in this COVID-19 outbreak include:

- Non-human primates: Javan Gibbons, Howler Monkeys, Golden Lion Tamarins, Titi Monkeys
- Prosimians: Ring-tailed Lemurs, Red Ruffed Lemurs
- Felines: Sumatran Tigers, Fishing Cats, Domestic Cats
- Mustelids: Domestic Ferrets, Asian Small Clawed Otters
- Canines: Maned Wolves

The species listed above have all shown the ability to contract the virus, some naturally and some experimentally, or are related to species meeting these criteria. All animals that have tested positive have fared significantly better than their human counterparts and there have been no reports of ‘significant’ disease or mortalities associated with the COVID-19 virus to date. There have also been no reports of transmission of the virus from infected animals back to humans.
ANIMAL CARE AND SAFETY

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OUR SAFETY MEASURES

At the GSC, we are hedging on the side of caution in the event zoonotic transmission is possible. The following steps are the actions we are taking to protect our animals, our staff and the visiting public:

- All keeper staff are required to wear masks at all times.
- Keeper staff are required to wear gloves during animal diet preparation, enclosure cleaning/disinfection, direct contact.
- Eye protection is to be worn during cleaning and disinfection of primate holding areas and exhibits.
- Keeper traffic has been limited and/or rerouted in and around “at risk” animal exhibits and holding spaces and foot baths/foot disinfectant spray are in place in some of these locations including tiger and primate holding areas.
- Direct contact with “at risk” animal species is prohibited or at least dramatically reduced.
- All animal educational programs involving direct animal contact have been canceled.
- All animal encounters and behind-the-scenes tours have been canceled.
- Hand washing and hand sanitizer usage throughout the day is highly encouraged.
- Any staff member exhibiting signs of illness should refer to the Staff Health paragraph in the Staff Safety and Responsibilities section of this guide.
- Any collection animal with known contact with an infected individual that begins to show clinical signs associated with the COVID-19 (SARS-CoV-2) virus will be isolated, tested and treated as per the recommendations of state animal health officials, the USDA, NVSL and the CDC.

As more and more information becomes available, our veterinary and animal care teams are continuously reviewing and revising these protocols to better protect the health and welfare of our animal collection.
The GSC is NC’s Only AZA and AAM Accredited Institution

The GSC is NC’s only dually accredited science destination through both the AZA (Association of Zoos and Aquariums) and AAM (American Alliance of Museums). Both AZA and AAM represent the industry gold standard in all aspects of operations, including: (1) staff, guest and animal safety, (2) training in zoonotic disease transmission, (3) animal care and welfare, (4) veterinary care for all species, (5) facility care and maintenance, (6) visitor services and an additional eighteen sets of standards covering administration, finance, master planning, conservation, research, staffing and more.

Accreditation standards are DAILY standards ensuring that all employees, board members and volunteers are trained and/or up-to-speed regarding comprehensive attraction management.
The GSC is using the AAM Recommendations, as set forth in the link below, to form our reopening plan. Additionally, the GSC is in daily contact with our peers at AZA and AAM facilities in order to incorporate the most effective practices as this situation continues to develop. It is our commitment to observe and adapt procedures, as needed, so that we can provide the safest experience for our guests, staff and animals.

https://www.aam-us.org/programs/about-museums/preparing-to-reopen/
Please stay 4 ring-tailed lemurs away from other groups.

Please keep 6 ft (or 1 giant anteater) between groups.