These procedures are intended to maximize guest, staff and vendor safety in light of the COVID-19 pandemic. Procedures have been developed in accordance with directives provided by the Office of the Governor of the State of Nevada, guidelines set forth by the Southern Nevada Health District (SNHD), Centers for Disease Control (CDC), and other hospitality and industry guidelines. The procedures are subject to change and will be regularly reviewed for effectiveness, compliance with regulatory guidance, and best practices.
To our friends and family,

The past several months have been nothing short of incredibly challenging, with each of us affected by a health and economic crisis of a magnitude once unthinkable. Sadly, for many people, it has been a time of profound hardship and loss. In our organization, this has offered sobering perspective and a sharp reminder of what is most important to us.

Since opening in 2012, our Museum has welcomed over 2.5 million guests, and we have operated every day with an insatiable desire to be the very best at what we do. We exist to deliver value to the public, advancing our mission by preserving history, fostering discourse, and providing truly one-of-a-kind experiences. Fundamentally, this means we are in service to others. With that comes a hierarchy of obligations we must fulfill, with the health and safety of our guests and employees rising above all else. Nothing is more essential.

During the closure, our team has been working unceasingly, with singular focus: creating a museum environment that carefully considers personal well-being within the new realities of public engagement. To this end, we have applied the very same high standards that have guided the creation of our exhibits, programs, and other guest amenities. We eagerly anticipate your next visit - and when you do return, there are a number of changes you can expect to find as a result of our enhanced safety procedures. Below are a few items I want to highlight.

- We are limiting Museum entry to 25% of fire code capacity.
- The frequency of deep sanitizing occurring after-hours will be dramatically increased. The process and disinfectants used will be certified by a hospital grade cleaning service. Throughout the day, you will observe staff diligently cleaning, with an emphasis on frequent contact surfaces.
- UV light sterilization will be used on any equipment, such as audio tour devices, that will be handled for prolonged periods by guests. This process is non-toxic, environmentally friendly, and highly effective in eliminating bacteria and viruses.
- Advance reservations with timed tickets, purchased online or over the phone, will be strongly encouraged to allow minimal wait times. This is especially important to ensure guest parties will be separated by at least six feet within queuing areas.
• We will employ a wellness check process for all individuals entering the building to reduce the likelihood of preventable exposure. This will include temperature checks with no-contact scanners for all employees, volunteers, vendors, and guests.

• All individuals will be required to wear face masks for the duration of their time inside the Museum, with exceptions made only at management discretion in situations where sufficient alternative precautions are possible, and while eating or drinking in designated locations.

• Guests may also opt for complimentary disposable paper masks, gloves and the use of a stylus or finger cot for manipulating touchscreens.

• Exhibits throughout the Museum have been reconfigured and modified to better manage guest flow and to reduce physical handling.

• Seating in The Underground will be decreased to 25% of fire code capacity and with a minimum of six feet separation between tables. Single-use and downloadable QR code menus and other table service precautions will minimize contact.

• Our HVAC system has been thoroughly cleaned and upgraded. Air within the Museum will be exchanged at least twelve times an hour. HEPA filters have been added to the Speakeasy space to address droplet-sized airborne particulates.

All of these modifications were thoughtfully evaluated in concert with guidelines set forth by the Southern Nevada Health District, Centers for Disease Control, and other industry specific best practices. This document offers more information regarding the various improvements described above. In addition, all personnel of The Mob Museum have been provided with a much more detailed operational plan, along with necessary training, so you can be confident that we have executed a course of action that prioritizes the health and safety of you and your loved ones.

Jonathan Ullman
President & CEO, The Mob Museum
I. SAFETY ENHANCEMENTS TO THE PHYSICAL ENVIRONMENT

The Mob Museum has made modifications to its physical environment and exhibit layout in accordance with State and local directives, CDC and Southern Nevada Health District recommendations, and other industry specific best practices to ensure the health and safety of our guests and staff. These changes include, but are not limited to, steps to improve guest flow, reduce density of people gathering, minimize touching of exhibits, and improve air quality, as follows:

CAPACITY MANAGEMENT

• The Mob Museum has implemented timed ticketing with advance reservations strongly encouraged in accordance with best practice recommendations to ensure appropriate capacity levels for proper social distancing of 6’ between parties.

• The Museum has limited entry of its normal operating capabilities, and various exhibit spaces to – 25% of fire code capacity – to promote better guest flow and physical separation.

• Reduced density in interactive exhibit spaces such as the Courtroom, the Crime Lab, Stanley W. Ekstrom Foundation Use of Force Exhibition and Training Experience, Distillery Tour, and Speakeasy.

• High-density exhibit areas have been reconfigured to provide guests with 6’ of space between their own group and the next guest party.

SOCIAL DISTANCING

• Guests will be encouraged to practice social distancing upon entry into the building, as guest parties will space themselves out in queue on designated spots 6’ apart to await temperature checks, and be granted entry when there is room in the lobby to accommodate their party.

• The Museum has added signage throughout the building to remind guests of capacity limitations and social distancing guidelines, in addition to floor decals to reinforce the 6’ space considerations.

REDUCTION IN TOUCHPOINTS

• Advanced online ticket sales are encouraged to reduce transaction times between guests and staff.

• Credit card readers have been relocated to enable guest processing, minimizing contact between guests and staff.
I. SAFETY ENHANCEMENTS TO THE PHYSICAL ENVIRONMENT

- Guests may opt for stylus pens or a finger cot upon admission for use on touch screens. No-touch activation panels have been added to speakers throughout the exhibit areas so that guests may continue to enjoy an immersive, world-class museum experience while protecting their own health and safety.
- Doors in public spaces will remain open where appropriate to minimize guest contact.

HVAC UPDATES

- Air exchange will occur 12 times per hour.
- New HEPA filters have been added to improve circulation in The Underground, providing 90-95% efficiency for filtering particles between 3 and 10 microns.
- Outside airflow has been optimized and the Museum’s systems will take in the maximum amount of fresh air.
- Elevator fans will run at 100% to increase airflow.
II. NEW PRECAUTIONS FOR GUEST ENGAGEMENT

The Museum has taken additional precautions to reduce the risk of preventable exposure and guests can expect to encounter the following changes on their next visit:

TEMPERATURE CHECKS
• The Museum employs a “wellness check” procedure in accordance with CDC and SNHD guidelines to ensure that all those being offered general admission or working in support of our operations do not present a preventable risk to others. Individuals registering a temperature of 100.4° or higher will not be permitted to enter.
• Wellness checks include a brief interview asking questions surrounding guest health and a no-contact temperature scan. All guests, employees, volunteers, and vendors will be subject to the same wellness check. Individuals responding “yes” to screening questions will not be permitted to enter.
• Staff members have received training on how to properly and safely conduct the wellness interview and temperature check. Guests who are denied entry as a result of wellness screening will be provided with refunds and information for those individuals seeking healthcare providers will be available.

PERSONAL PROTECTIVE EQUIPMENT (PPE)
• All employees, volunteers and on-site vendors will receive masks as part of their uniform, which must be worn for the duration of their shift. Gloves will be made available for optional staff use, but are required in certain roles. Other employee-owned PPE may be permitted, such as transparent face shields and/or protective eyewear. Employees, volunteers and on-site vendors are instructed to discuss any additional PPE needs with their immediate supervisor.
• Additionally, all individuals entering The Mob Museum must wear a mask while in the building. Disposable masks will be provided to guests and vendors without their own appropriate face covering.
• Children under 2 years of age and individuals with certain medical conditions will be exempt from this policy. The Museum will have face shields available for those guests and visitors who are unable to wear a mask.
II. NEW PRECAUTIONS FOR GUEST ENGAGEMENT

HAND SANITIZER
• Automatic, touchless dispensers are located in key areas throughout the Museum for guest and employee use, including elevator landings.

HAND WASHING STATIONS
• Portable hand washing stations have been added in the key areas to facilitate more frequent hand washing.

SIGNAGE
• Signage is posted throughout the Museum building (both digital and physical) with reminders regarding the availability of masks, gloves, and hand sanitizer for guests.
• Placards and floor decals will reiterate social distancing guidelines within the exhibit spaces.
• Public restrooms will feature signage outlining proper handwashing procedures.

CASE NOTIFICATION
• The Mob Museum will follow appropriate recommended actions and work with the Southern Nevada Health District to ensure proper cleaning procedures and notification if alerted to a presumptive case of COVID-19.
The frequency of deep sanitizing occurring after-hours has been dramatically increased. The process and disinfectants used is performed by a hospital grade cleaning service. Throughout the day, you will observe staff diligently cleaning, with an emphasis on frequent contact surfaces.

- The procurement of UV light sterilization wands designed to kill virus particles, as well as disinfecting wipes and EPA-approved sanitizer solution to disinfect guest amenities and high-touch areas. This includes pens, audio tours, wheelchairs, styli, and any other items of which a guest might take possession prior to use.
- Housekeeping staffing levels have been increased and task lists updated for the hourly disinfection of commonly touched surfaces. This includes elevator buttons, stairwell handrails, door handles and doorknobs, sink handles, benches, trash receptacle touchpoints, light switches, and interactive exhibit touch screens. Housekeeping will also disinfect commonly touched items in the employee areas, including the breakroom table, microwave, refrigerator handle, door handles/knobs, lockers, and time clocks.
- Down time increased between guest groups in interactive experiences to ensure proper cleaning and disinfecting of surfaces.
- Benches and other guest seating has been exchanged for those made of more easily sanitized materials.
- With an increase in handwashing and sanitization, housekeeping staff will also ensure soap dispensers and paper towel dispensers in restrooms are well stocked, and confirm that hand sanitizer stations have available product when completing building walks.
IV. INCREASED STAFF AND VENDOR RESPONSIBILITIES

Employees, Volunteers, and Vendors will play a lead role in assisting in new safety measures designed to protect the health and well-being of all visitors and staff. New protocols include:

COVID-19 TRAINING

• All employees and volunteers will receive comprehensive training on these new policies and procedures related to COVID-19, with a particular focus on our teams with frequent guest contact – including Guest Services, Security, Food & Beverage, and Housekeeping.

SHIFT WORK

• Employees, volunteers, on-site vendors (housekeeping, security, retail) will receive a non-invasive temperature screening and be asked a series of questions about their general health before being cleared to work for the day.

• Employees, volunteers and on-site vendors experiencing any symptoms of illness (including fever, coughing, shortness of breath, and body aches) have been asked to remain at home. Employees and volunteers exhibiting indication of illness upon their arrival or during their shift will be sent home and asked to provide medical clearance before returning to work. Other vendors (such as maintenance or delivery personnel) will be subject to assessment.

• Employee and volunteer arrival times and schedules will be staggered to allow for proper social distancing in employee areas and during pre-shift meetings.

• Employees and volunteers are asked to keep proper distancing with one another and with respect to guests in and around the building at all times (to the extent practical).

VULNERABLE INDIVIDUALS

• Staff/volunteers/on-site vendors who are in vulnerable populations according to CDC or governmental guidelines (65 and over, underlying medical conditions) will not be permitted to work in public-facing capacities or roles where strict adherence to social distancing protocols is difficult.
IV. INCREASED STAFF AND VENDOR RESPONSIBILITIES

HAND WASHING

• Proper hygiene and frequent handwashing will be required of all staff, volunteers and on-site vendors. Individuals shall wash their hands for 20 seconds every 60 minutes and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the Museum floors, going on break, and before/after a shift.

• Portable handwashing sinks have been positioned in key areas in the Museum to facilitate this procedure.

BACK OF HOUSE & EMPLOYEE AREAS

• All staff members will participate in cleaning protocols, disinfecting items used in the course of their shift. This includes common areas such as the breakroom and time clock. Employees are instructed to disinfect their work areas at the start and end of their shifts and those working in operational roles will assist in the cleaning and disinfecting of public areas.

• When practical, deliveries will be received on the loading dock to limit delivery personnel entering the building and Museum staff will receive, check, disinfect, and store items once they arrive.

• Signage in employee areas provide staff with instruction on the proper way to wear, handle, and dispose of masks, use gloves, wash hands, and sneeze or cough.
V. CONSIDERATIONS FOR SPECIAL OPERATIONS

GROUPS
• The Mob Museum welcomes groups in accordance with the capacity guidelines outlined above and in compliance with government regulations limiting the number of individuals permitted. All group visitors will be subject to the same health check requirements and receive PPE upon their arrival.

PUBLIC PROGRAMS & EVENTS
• Programs and events will be scheduled and executed in accordance with CDC and SNHD guidelines, as well as industry specific best practices. Limitations on guest count and capacity restrictions will inform bookings and all program and event attendees will be subject to the same health check requirements and receive PPE upon their arrival.

SPEAKEASY
• Per Governor’s order, The Underground Speakeasy will continue to employ all SNHD guidelines with respect to safe food handling in conjunction with the agency’s new COVID-19 recommendations in relation to restaurant operations.
• The Speakeasy has reduced seating capacity, with 6’ spacing between tables and barstools, consistent with the Governor’s order. Signage related to capacity limits has been posted at each entrance.
• Single-use and downloadable QR code menus and other table service precautions will minimize contact.
• Whiskey-dispensing machines will be temporarily out of service.
• Signage has been placed around the venue to encourage guests to limit their visit to 60 minutes, maintain social distancing, and employ proper mask use.
• Food service has been suspended.

ACCESSIBILITY
• The Mob Museum features handicapped parking, an accessibility lift in the front of the building, three family restrooms, and elevators to assist guests traveling between floors.
• The Museum will continue to offer audio guides in various languages and all multimedia displays are closed-captioned.
• Complimentary wheelchairs remain available for guest use and ample seating is positioned throughout the exhibit areas.
• All items will be routinely sanitized for each guest’s use to ensure cleanliness.
For more information on our evolving commitment to safety and for updates to our procedures, please visit themobmuseum.org