

# GLENSHEEN DAYTIME & EVENING CHRISTMAS OFFERINGS

(COVID-19 Business Preparedness Plan: Glensheen Christmas Offerings Addendum)

Last edited 01/07/2021

During a Glensheen Christmas offering, all considerations outlined in [Glensheen's Sunrise Plan 'COVID-19 Business Preparedness Plan'](#) must be followed in addition to the requirements listed in this Glensheen Daytime & Evening Christmas Offering Addendum.

## Posting Location of the Plan

- This plan will be posted in the Carriage House Kitchen. This plan is to be reviewed by all leadership, staff, and volunteers.

## Daytime Tour Name(s): **General Admission Tour & Full Mansion Tour**

Days: Saturdays & Sundays beginning January 16, 2021

Location: Mansion, Carriage House + Glensheen's 12-acre grounds

Timeframe: 9:00AM - 4:30PM

Face coverings: Required while indoors. Required outdoors when navigating pathways as 6 feet of distance may be difficult to maintain with 2-way traffic on outdoor pathways.

What it is: Self-guided, tours of the mansion. One way traffic and social distancing is maintained inside the mansion.

Access: Guests looking to experience General Admission or Full Mansion Tour may purchase tickets onsite. Upon arrival, guests will proceed to the Carriage House for ticketing. The line via the Carriage House is marked with cones to encourage social distancing. During peak time frames, additional greeters are also present to remind guests to social distance.

At the end of the line, there is a 3 minute introductory video that guests must watch. After viewing, guests proceed to ticketing and then begin their walk to the mansion. The 3 minute video spaces out guests to ensure social distancing and ensure capacity restrictions are followed in the mansion. On average, most groups consist of 3 people. Separated by every 3 minutes, 20 groups may enter the mansion per hour. 20 groups x avg. 3 people per group = 60 people per hour. The entry system ensures the mansion capacity does not exceed 62 people.

Tour Capacity: The mansion has had a previous max peak attendance of 250 people. 25% of 250 = 62 people. **The General Admission and Full Mansion Tour entry system maintains an average of 60 people per hour.**

## Evening Tour Name: **Candlelight Tour**

Nights: TBD, coming February 2021

Location: Mansion, Carriage House + Glensheen's 12-acre grounds

Timeframe: TBD

Face coverings: Required while indoors. Required outdoors when navigating pathways as 6 feet of distance may be difficult to maintain with 2-way traffic on outdoor pathways.

What it is: Self-guided, evening tour of the mansion decorated for Christmas. Mansion spaces viewed are the same as the General Admission spaces. One way traffic and social distancing is maintained inside the mansion. Candlelight Tour tickets also include entry into the Spirit of the Lights at the conclusion of the mansion tour.

Access: Guests looking to experience the Candlelight Tour may either pre-purchase their ticket online or purchase tickets onsite. Upon arrival, a parking lot gate attendant, as needed, will direct Candlelight guests to the Carriage House for ticketing. The line via the Carriage House is marked with cones to encourage social distancing. During peak time frames, additional greeters are also present to remind guests to social distance. 3x3 campfires will be dispersed in the outside line to keep guests warm during peak time frames.

At the end of the line, there is a 3 minute introductory video that guests must watch. After viewing, guests proceed to ticketing and then begin their walk to the mansion. The 3 minute video spaces out guests to ensure social distancing and ensure capacity restrictions are followed in the mansion. On average, most groups consist of 3 people. Separated by every 3 minutes, 20 groups may enter the mansion per hour.  $20 \text{ groups} \times \text{avg. } 3 \text{ people per group} = 60 \text{ people per hour}$ . The entry system ensures the mansion capacity does not exceed 62 people.

Tour Capacity: The mansion has had a previous max peak attendance of 250 people.  $25\% \text{ of } 250 = 62 \text{ people}$ . **The Candlelight Tour entry system maintains an average of 60 people per hour.**

## Evening Tour Name: **Spirit of the Lights**

Nights: TBD, coming February 2021

Location: Glensheen's 12-acre grounds

Timeframe: TBD

Face coverings: Required outdoors when navigating pathways as 6 feet of distance may be difficult to maintain with 2-way traffic on outdoor pathways.

What it is: Self-guided outdoor light display exhibited on the grounds of Glensheen.

Access: Upon arrival, guests will show their pre-purchased ticket to the attendant stationed at the parking lot gate, as needed. Spirit of the Light guests will be directed to continue down the path and will NOT be routed through the Carriage House.

Guests looking to experience the Spirit of the Lights without a mansion tour will be required to make an advanced reservation. Reservations are made by purchasing tickets in advance via glensheen.org. Ticketing will be conducted using the group system. Each ticket will be valid for an individual group of up to 10 people. 1 ticket will be sold every 5 minutes. The capacity per hour of this sales system is 12 - 120 people.

Tour Capacity: **The Spirit of the Lights entry system allows for 12-120 people per hour.**

### **Additional Offerings & COVID-19 Response**

#### A. Entrance:

- i. Post self screening questionnaire  
<https://www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf>
- ii. Post 'Occupancy Limit: 250 people'
- iii. Post notice regarding face coverings.
- iv. Post social distancing instructions to remain 6 feet away from other individuals.
- v. Provide sanitization stations in at least two locations 1) at event entrance and 2) in prominent places at event.
  1. Sanitization stations must include:
    - a. Sanitizer, tissue, masks, small garbage bin.
    - b. Hand washing sign (choose one with hand sanitizer):  
<https://www.health.state.mn.us/people/handhygiene/materials.html>  
<https://www.health.state.mn.us/people/handhygiene/clean/howrub.pdf>
    - c. Cover your cough sign:  
<https://www.health.state.mn.us/people/cyc/index.html>

#### B. Free Self-Guided Grounds Tours via App

- a. Downloadable app to individual phones, contactless experience

#### C. Chairs, tables, and benches dispersed across 12 acres

#### D. Campfires

- a. 3x3 fires spread out along beach (much more than 6 feet apart) to space out visitors
- b. 3x3 fires may also be positioned sporadically outside the Carriage House line for warmth.
- c. 3x3 fires must be 25 feet from buildings/trees, etc.

### **Staffing Requirements & Responsibilities:**

#### A. Manager on Duty:

- a. Evaluate traffic patterns to reduce crowding at entrances and common areas.

- b. Ensure compliance with Glensheen COVID-19 Preparedness Plan and applicable Addendums
- B. Gate Greeter, as needed:
  - a. Welcome guests.
    - i. Instruct Spirit of the Light guests to proceed to outdoor exhibit (verify date on pre purchased ticket).
    - ii. Instruct Candlelight guests to proceed to the ticketing line in Carriage House.
- C. Carriage House Greeter, as needed:
  - a. Thank guests for coming. Remind guests to maintain 6 feet of distance by standing next to a cone in line.
- D. Carriage House Video Greeter, as needed:
  - a. Thank guests for coming. Instruct guests to watch the introductory video. Signs fulfill this role when a video greeter is not present.
- E. Two Clean Team Employees:
  - a. Responsible for regular disinfecting portable bathrooms and outdoor high touch surfaces according to Glensheen Clean Team Checklist:  
<https://docs.google.com/document/d/1qcDKKSTLceUW24nzzfqHCzCAOZpQ6U73jaQotdz2Qns/edit?usp=sharing>
  - b. Monitoring campfires, as needed
- F. Gift Shop Cashier: Retail sales
- G. Ticketing Cashier: Tour sales
- H. Retail Breaker: Tour & Retail breaks
- I. Mansion Front Door: Monitor Mansion
- J. Mansion 3rd Floor Host: Monitor Mansion
- K. Mansion 3rd Floor Float: Monitor Mansion
- L. Hospitality Breaker: Monitor Mansion

### **Glensheen Mask Policy**

- A. Effective July 1, all University of Minnesota Duluth students, faculty, staff, and visitors are required to use an appropriate face covering at all times when in any enclosed or indoor space on University campuses, with the following exceptions as they pertain to Glensheen events:
  - a. When eating or drinking; however, physical distancing must be practiced.
  - b. If you require accommodations for health or disability reasons, guests should contact UMD [Disability Resources](#)
  - c. An individual with a religious accommodation through Equal Opportunity and Affirmative Action.
- B. Glensheen (Outdoors) - Face coverings are strongly encouraged while outdoors on campus grounds, but are not required unless a physical distance of six feet is difficult to maintain.
- C. Please note, cloth face coverings are not a substitute for maintaining physical distance of 6 feet from other people outside of your household.

### **Contact Information:**

**Plan Administrator**

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