

GLENSHEEN TOURS & RETAIL

(COVID-19 Business Preparedness Plan: Glensheen Tours & Retail Addendum)

Last edited 04/15/2021

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 Tours & Retail 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.

Tour Names: **Classic Tour, Full Mansion Tour, Grounds Admission**

Days: Daily

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

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 and grounds. One way traffic and social distancing is maintained inside the mansion.

Access: Guests looking to experience the Classic Tour, Full Mansion Tour or Grounds Admission may purchase tickets onsite or online (when available). Upon arrival, guests will be ticketed via one of these scenarios:

Tickets Purchased or Scanned Via Ticket House Window

- The ticket house has 3 parking-lot facing windows that can be accessed via the sidewalk. The ticket selling stations will be located in two of these windows. The ticket seller's workstations will be separated by more than 6 feet of distance from the other ticket seller. The window will provide a barrier between the ticket seller and guests with an opening at the bottom to facilitate the purchase.
- The ticketing line will be located on the sidewalk with cones instructing guests to remain 6 feet apart.

Tickets Purchased or Scanned Inside Ticket House

- Entrance to the building will be on the west side door. Exit from the building will be on the south (lakeside) side of the building.
- A sign outside of the building will inform guests that only ONE group is allowed inside the building at a time for ticketing. On average, most groups consist of 3 people. When the group exits the building using the south door, another group may enter the building using the west door.

- The ticketing line will be located outside the building on the sidewalk with cones instructing guests to remain 6 feet apart.
- There will be 2 ticketing workstations inside of the building, separated by more than 6 feet of distance. Plexiglass barriers will be mounted on the ticketing counter to provide a barrier between guests and ticket sellers.

After tickets are purchased or scanned at the ticket house, guests will be instructed to follow the white line to explore the Carriage House. The one way line via the Carriage House is marked with cones to encourage social distancing.

At the end of the line, there is an introductory video that guests must watch. After viewing, guests may proceed on their journey to the Mansion by following the blue line. During peak time frames, a Greeter is present at the video to ensure guests watch it as this ensures paced admissions into the mansion. The mansion self-guided tours have a one way traffic flow with many signs reminding guests to socially distance.

Capacity: Prior to COVID-19, the mansion had a previous max peak attendance of 250 people. The length of the video is chosen based on Minnesota's COVID-19 building capacity restrictions for indoor events.

On average, groups consist of 3 people.

Capacity Restriction	Paced entry lag time (video length)	Hourly Occupancy
25% of 250 = 62 people	3 minutes	20 groups of 3 people per hour = 60 people
50% of 250 = 125 people	2 minutes	30 groups of 3 people per hour = 90 people
75% of 250 = 187 people	1 minute	60 groups of 3 people per hour = 180 people
100% of 250 = 250 people	No video	Up to 250 people

As of April 2021, Indoor Event Capacity is restricted to 50% of 250 or 125 people. Therefore, the video length that aids in paced admissions will be no shorter than 2 minutes. This will ensure Mansion capacity is approximately 90 people per hour. The average guest views the mansion for less than 60 minutes.

Retail Offering: **Gift Shop**

Days: Daily

Location: Carriage House Carriage Room

Face coverings: Required while indoors.

What it is: Gift shop provided as a retail offering for Glensheen memorabilia.

Access: Guests seeking to visit the Gift Shop may enter the gift shop either before or after their tour.

- The gift shop will be located in the Carriage Room of the Carriage House. This is where the gift shop was located prior to the pandemic.
- The Carriage Room will be set up with merchandise displays that facilitate social distancing amongst patrons.
- Hand sanitizer will be provided at the entrance and point of purchase
- Signs reminding guests to maintain 6 feet of distance from others will be posted.
- The checkout line will be well marked with cones to encourage guests to wait, spaced 6 feet apart.
- Cashier station(s) will be separated by 6 feet from each other with a plexiglass barrier separating guests and cashier.
- Seating will not be provided in the gift shop. The expectation is that guests will limit their interaction in the space to reduce the risk of virus transmission.
- Entry and exit to the gift shop will be via the west breezeway doors. This entry and exit is shared with the one way exit for guests exploring the Carriage House horse stalls and cow stanchions.
- Cashiers will be on the lookout for bottleneck locations and seek ways to improve pedestrian flow through the shop.
- Cashiers will alert the Manager on Duty if the number of people in the store needs to be reduced to ensure 6 feet of social distancing between all workers, customers, and guests.

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 Outdoors'
- 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 entrance and 2) in prominent places.
 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

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. 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.
- C. Clean Team Employee:
 - 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>
- D. Gift Shop Cashier: Retail sales
- E. Ticketing Cashier: Tour sales
- F. Retail Breaker: Tour & Retail breaks
- G. Mansion Front Door: Monitor Mansion
- H. Mansion 3rd Floor Host: Monitor Mansion
- I. Mansion 3rd Floor Float: Monitor Mansion
- J. Hospitality Breaker: Monitor Mansion
- K. Additional employees as needed during periods of high visitor attendance

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:

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