



MMCM Reopening Plan – Frequently Asked Questions

1. Why are you requiring guests 2+ to wear masks? This is challenging for my family.

MMCM is following recommendations from the Centers for Disease Control (CDC) as a best practice for slowing or reducing risk of virus transmission while interacting in public settings.

“...CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies) especially in areas of significant community-based transmission.”

Source: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html>

As a family-focused organization, we understand there are many obstacles to successfully wearing masks--especially for young children. However, this is one of several steps we are taking to help ensure the safest experience possible for all. We also understand that this presents a hardship for young children, those with sensory disorders, the hearing impaired, and many others who rely on facial expressions, gestures, lip reading, and more to fully recognize faces, play comfortably, and effectively communicate. Additionally, we recognize there are certain medical conditions that may prevent you from wearing a mask.

If this requirement presents a barrier to your family, we are sincerely sorry. However, until we are able lift this procedure based on CDC guidelines for public spaces, we feel it's the safest choice at this time and we ask that you visit our museum at a later date when you are able to wear a mask or when our policy has changed.

2. What if my child cannot wear a mask?

Guests or young children unable to wear a mask over their nose and mouth will be allowed to wear a clear face shield or other face covering. Unfortunately, if absolutely no type of face covering is able to be worn, we are sincerely sorry and ask that you visit us another day when you are able or when our policy has changed.

3. What happens if my child's mask gets wet or dirty during our visit?

We have a supply of MMCM masks available for purchase in The Tinkery for \$5 or you may visit the Walgreens or Family Dollar located next to our museum to purchase a new mask.

4. How are you handling membership extensions due to your closure?

All membership accounts that were active during the month of March 2020 will automatically be extended to accommodate for the time lost due to our temporary closure.

Memberships will be automatically updated in our system. There is nothing you need to do! For specific inquiries about your membership, please contact receptionist@michildrensmuseum.org or give us a call at 989-399-6626.

5. Why don't you allow food onsite for the time being?

There are several reasons we are temporarily removing our onsite snack and beverage options, as well as asking guests to enjoy any snacks before entering the building:

- Our vending areas are a high-contact space we feel presents additional risk to guests
- Our policy requires masks be worn and guests would have to remove masks to snack.
- Our team will be heavily focused on ensuring our exhibits and components are continuously being disinfected, and may not have the bandwidth to ensure all snacking areas are thoroughly disinfected between each use.

Despite these reasons, we also know families need the ability to enjoy a snack during their visit. Therefore, we encourage guests to bring their own snacks to enjoy in their vehicle or before entering the building.

Guests will have access to our touch-free bottle-filling water station located near the restrooms and guests can use their own bottles from home.

6. How is Water, Water Everywhere being cleaned?

MMCM treats the water within this exhibit. Additionally, the water is drained, tubs thoroughly disinfected, and refilled each week. All other surfaces and components are disinfected throughout the day.

"There is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools, hot tubs, or water playgrounds. Additionally, proper operation of these aquatic venues and disinfection of the water (with chlorine or bromine) should inactivate the virus."
Reference: [CDC.gov](https://www.cdc.gov).

7. Why are you limiting capacity and how did you calculate this number?

In order to support our team and guests through a safe transition to re-opening, our team has decided to take our 25% capacity and halve it. This equates to 50 persons in the museum at one time. In time, we will re-evaluate our capacity and adjust accordingly.

8. What are you doing to ensure staff are healthy?

All staff members are required to complete a health screening and temperature check prior to entering the building. Staff will wear masks when at work and on the gallery floor and are instructed to frequently wash their hands.

9. Why are you open to members only during the first two weeks of your reopening?

We made the decision to reduce our capacity to less than 25% to ensure visitors can safely social distance and reduce the overall risk of attending the museum. By opening to our members only, we are able to provide them first access to our museum galleries, gain initial feedback on our reopening plan, and say thank you for sticking by our side during the past several months.

10. Will I be able to shop The Tinkery?

Yes! The Tinkery will be open but capacity is limited to one group/family at a time.

11. Will I be able to schedule a birthday party once you reopen?

Unfortunately, due to our already limited capacity, we will not be renting rooms for birthday parties at this time. Once capacity limits increase, the CDC increases the capacity for indoor gatherings, and our staff feels safe and comfortable to do so, we will resume scheduling birthday parties. MMCM will make an announcement when these changes go into effect.

Wait, I have a question that I didn't see listed here. What should I do?

We know these are confusing times. Please don't hesitate to give us a call at 989-399-6626 and let us know any other questions you may have.

Thank you for your understanding and patience. We look forward to welcoming you back to MMCM!