

War in the Pacific National Historical Visitor Center Management Plan

Updated February 22, 2021

This Visitor Center Management Plan lays out protocol and procedures for initial re-opening of the Visitor Center (VC) of the War in the Pacific National Historical Park (WAPA) to the public.

Days and Hours of Operation: Soft opening is planned for the first week of March. Officially announced opening date will be the following week. Initially the VC will be open to public on Tuesdays, Thursdays and Saturdays. The hours of operation will be 9:00 am to 4:00 pm.

Staffing: Two (2) NPS staff and one PHP bookstore employee per day will be on duty to manage VC operations. The PHP employee will run the cash register at the front desk while the NPS staff member will be in the lobby area meeting, greeting, and directing visitors. The second NPS staff member will be in the in the back office available to go to the lobby upon request. All staff members will disinfect the front desk surface areas between rotations and/or as needed. (e.g. lunch or bathroom breaks). All staff will be trained to adhere to social distancing guidelines and will be required to wear protective masks.

Visitor Center and Auditorium Capacity: The total number of people allowed (including staff) inside the VC will be 50 (less than 30% of the total allowed capacity of 155 established by Fire Department). The total number of visitors allowed in the auditorium will be 18 (less than 30% of the total allowed capacity of 55 established by Fire Department).

Visitor Center Entrance and Exit: A hand sanitizer will be placed by the main entrance so that it is visible to staff members at the front desk. Visitors will be encouraged to sanitize their hands when entering the VC. When necessary to prevent two-way traffic of visitors entering and exiting through the main double doors, the side door leading to the parking area will be utilized for exit.

Auditorium Usage: Chairs inside the auditorium will be placed at 6 feet apart. To minimize two-way traffic of visitors in and out of the auditorium, one of the two entrances to the auditorium will be marked "Entrance", the other "Exit". Between consecutive showings of the park documentary the rear double doors at the back of the auditorium as well as the entrance and exit doors will be kept open for at least 5 (five) minutes to allow thorough ventilation of the auditorium.

Signage: Signage in multiple languages promoting social distancing, wearing of protective masks, washing/disinfecting hands will be posted by the entrance to the VC, inside the bulletin board, at the front desk, on the restroom doors, inside the restrooms, by the water dispenser.

Restrooms: Restrooms will be deep-cleaned and sanitized once a day. VC staff will monitor and adjust cleaning frequency as needed. One stall in the women's restroom and one stall in men's restrooms will be designated for staff only. Staff stalls will be off limits to the public.

Exhibits: High touch areas inside the VC will be disinfected at least twice a day, or after large group visits. Staff will wear masks and disposable gloves when cleaning and disinfecting high touch areas. Visitors willing to explore "push button" or "touch-screen" exhibits will be provided with disinfected stylus pens. The stylus pens will be collected and immediately disinfected after use by visitors using a 70% or more alcohol solution. Listening station exhibits containing handsets and headsets will be off limits to visitors.

Front Desk Operations: Plexiglass barriers have been installed across the entire length of the front desk. Staff will stand behind the barrier to safely interact with visitors as needed. All telephones, computers, and other equipment used by staff will be disinfected before use by another staff member. All attempts will be made to limit the number of persons touching the same equipment and surfaces throughout the duration of a workday. All equipment and surfaces at the front desk will be disinfected at the end and at the beginning of a new shift and as needed. Hand sanitizers and spare face masks will be available to staff at the front desk at all times.

Bookstore Operations: Pacific Historic Parks (PHP) bookstore will adhere to all guidelines provided for retail operations.

- Thoroughly clean and disinfect surfaces before and after each customer transaction
- Ensure 6 ft. distance between parties for queues at cashier station
- Sanitize high touch surfaces regularly
- Sanitize each reusable guest contact item between uses (credit card pen, machine, cash tray)
- Sanitize hands between each monetary transaction
- Check body temperature of all employees on arrival. If reading 100F or higher or feeling symptoms of flu, send employee home.

Visitor Control Procedures: All visitors will be required to wear protective masks. Larger groups (more than 20 visitors) will be broken into smaller groups and rotated between viewing the park film, exploring the exhibits inside the VC, and/or exploring the Japanese submarine outside the VC.

Emergency Situations: If a visitor is sick, coughing and/or sneezing, staff will keep a safe distance until that visitor leaves. All areas where the visitor in question has roamed will be ventilated and disinfected. The lead ranger and/or the law enforcement ranger will be notified of the incident. In case of a hostile visitor staff will remain calm, listen to the visitor, offer validation, and will always keep safe social distancing. If a staff member has reasons to believe he/she was exposed to the virus through contact with visitors, the lead ranger and/or the law enforcement ranger will be notified immediately.