OPENING

Q. When will OMSI reopen to the public?
A. OMSI reopened on Friday, February 12 in compliance with capacity requirements and safety protocols outlined in the OHA Sector Guidance for Indoor Entertainment Establishments.

Q. Will the entire museum be open? Or just portions of it?
A. In order to prioritize a safe and healthy experience, we plan to open the museum in phases and in accordance with state guidelines. At this time, visitors can experience the Natural Sciences Hall, Kendall Planetarium, Empirical Theater, and the USS Blueback submarine. Turbine Hall, Science Playground, Teen Tech Center, and the science labs will remain closed.

Q. How will I know which areas of the museum are open to visitors?
A. Signs and staff on site will direct visitors to available experiences.

Q. When will other areas of the museum reopen to the public?
A. Our ability to reopen experiences will be determined by the course of the pandemic, state and local health authority guidance and OMSI operational considerations. For more information, please review the Oregon Health Authority’s Sector Risk Level Guidance Chart.

Q. How long will The Life & Legacy of Genghis Khan be at OMSI? What will the next exhibit be?
A. The Life & Legacy of Genghis Khan closes Monday, February 15, 2021. OMSI’s next featured exhibit is Dinosaurs Revealed, which is set to open March 20, 2021.

Q. Will OMSI restaurants Theory and the Empirical Café be open?
A. The Empirical Café and Theory restaurant will not be in operation during the initial phase of reopening.

Q. Will the OMSI Science Store be open?
A. Yes, the Science Store will be open for limited hours. Our staff will regulate store capacity with the aid of floor social distancing floor markers. Small, high-touch products typically merchandised in bins will be relocated. Store operations will comply with Oregon Health Authority’s Sector Guidance for Retail Stores.

HEALTH & SAFETY

Q. How will OMSI maintain proper social distancing requirements?
A. We will restrict admissions to the Natural Sciences Hall and each of our experiences to comply with capacity requirements outlined in the OHA Sector Guidance for Indoor Entertainment Establishments and will institute timed ticketing for each offering. Museum staff are available to monitor visitor flow, and we have installed floor markers in places where visitors line up or congregate to ensure appropriate distancing.
Q. Will OMSI require visitors to wear face coverings in order to enter the museum? What type of face coverings will be required/prohibited?
A. All visitors over the age of five are required to wear a face covering that covers both the nose and mouth during their visit. If visitors do not have a face covering, OMSI can provide one.

Q. Will OMSI staff be required to wear PPE, such as face coverings?
A. Yes. If they do not have a face covering, they will be provided one by OMSI.

Q. What sort of cleaning guidelines does OMSI have in place to ensure proper cleanliness and sanitation?
A. Our facilities team uses EPA-registered disinfectants and sanitizers to keep the museum clean and sanitary. In addition to our facilities team, our front-line employees (i.e. guest services, concierge, education, etc.) have received specialized training in the use of these disinfectants. All our high-use areas (i.e. restrooms, classrooms, high-traffic exhibit halls, etc) are cleaned multiple times throughout the day.

Q. Will plastic barriers be in place at point-of-sale areas?
A. Yes.

Q. How will social distancing be supported in close quarter areas like the submarine, theater and planetarium?
A. At this time, we have reduced the capacity to 25% or less of regular operations for the USS Blueback submarine and the Kendall Planetarium. Aboard the USS Blueback, our tour guides direct visitors through the submarine to ensure proper social distancing between parties and social distancing markers are located in appropriate areas of the submarine. In the Kendall Planetarium, we have signs on seats throughout the seating area to ensure appropriate distancing between individual parties. We will continue to monitor and adjust our capacity based on the Oregon Health Authority’s Sector Risk Level Guidance Chart.

Q. Is there a contact tracing plan in place if someone at the museum tests positive for COVID-19?
A. Yes, there is a contact tracing plan in place, but it is Multnomah County Health Department’s responsibility. OMSI has established Communicable Disease Plans for both OMSI Camps and Classes and the museum. These plans outline how OMSI staff will assist the Multnomah Health Department as requested with contact tracing in the event either a guest or staff member has tested positive for COVID-19.

Q: Will OMSI be limiting the number of people allowed in the museum at one time?
A: Yes. To ensure we are complying with required capacity limits, we use timed ticketing admission to the museum and attractions. Additionally, our staff are continually monitoring high-traffic areas.
Q. Will I have to limit the size of the group I attend with?
A. Yes. According to Oregon Health Authority guidelines, parties visiting the museum are limited to 6 or fewer people.

Q. How will I know if the museum is at capacity before I visit?
A. We encourage visitors to purchase their museum or attraction admission tickets online at OMSI.edu. Our online ticketing system will notify you if there are no further tickets available for the museum or attraction at the particular time you indicate due to capacity limitations. You may also contact OMSI Guest Services at 503.797.4000.

Q. I am part of an at-risk population (I am pregnant, I have asthma, I have a disability, my son/daughter/partner has a disability). Can I go to OMSI?
A. If you identify as part of an at-risk population, we recommend you consult with your health care provider prior to visiting OMSI.

Q. Will OMSI staff and visitors be required to have their temperature taken upon entering?
A. OMSI visitors will not be required to have their temperature checked. However, OMSI staff are required to report whether they are experiencing COVID-19 symptoms and whether they have a temperature of 100.4 or above prior to coming into work. Reporting will be done through an online survey to ensure confidentiality.

Q. How is OMSI ensuring the health and safety of its employees?
A. Our employees' health and safety is extremely important to us. If our staff feel sick, we are asking them to stay home, regardless of whether the symptoms are related to COVID-19. We are also asking them to report if they have a temperature of 100.4 or are experiencing symptoms consistent with COVID-19 symptoms.

Some additional precautions we are taking include: OMSI staff are required to wear a face covering, we have set up plastic partitions at all our ticket counters, staff are receiving special training on best practices for hygiene, health and safety, and we are working on establishing distanced workspaces.

Q. Will OMSI still host events like OMSI After Dark and Kendall Concerts?
A. We are now hosting virtual OMSI After Dark events so you can enjoy the excitement of a night at the museum from wherever you are. OMSI will start hosting in-person events once events/gathering guidelines allow. Kendall Concerts will resume once we determine which live music events are appropriate for our planetarium space.