

Phase Three

Adaptive Recovery Operations Plan



National Parks of Boston

August 2020



Phase Three: Adaptive Recovery Operations Plan

As National Parks of Boston (NPB) moves into Phase III of our Adaptive Recovery Plan, we want to ensure that you understand what this means for you as an employee and member of the NPB community. An interdisciplinary team – including subject matter experts in safety, public health, operations, law enforcement, architecture, communications and others – developed the National Parks of Boston’s Adaptive Recovery Operation Plan to reflect National Parks of Boston’s commitment to creating safe workplaces for our employees, volunteers, partners, and visitors. In addition to this team, the National Parks of Boston consulted with regional office public health officials and a local architectural design firm to assist in redefining workspaces that reflect COVID-19 space planning protocols. Plans have been developed for the State Street offices, Bunker Hill Museum, and the Charlestown Visitor Center. These plans will help guide plans for other office and public facing sites. National Parks of Boston’s priorities remain the same – to slow the spread of the virus, to emphasize that safety is of paramount importance, and to preserve and protect Boston’s iconic natural, cultural, and historic resources. The emphasis of this phase is to begin cautiously reopening NPB’s spaces to our visitors.

This plan reflects the complexity of three partnership parks that collectively act as the National Parks of Boston. The NPB operation is supported by partner organizations and agencies, volunteers, and concessionaire and cooperating association. The NPB Plan is divided into **four phases** to align with the Commonwealth of Massachusetts guidelines. Guidance from the NPS Washington Office and Department of the Interior provides parks with strategic direction to resume phased operations consistent with State and local government guidance.

Each phase is expected to last a **minimum of 3 to 4 weeks** and includes mechanisms for how programs and services can be quickly scaled back if COVID-19 cases begin to significantly increase. The implementation of each phase is dependent on associated key indicators, as well as results of ongoing risk assessments that demonstrate how implementation can be completed with acceptable risk to human health and safety.

Effective August 3rd we initiated implementation of Phase 3. Here is what you can expect:



National Parks of Boston Operations

- NPB staff members that can work remotely will continue to maximize telework.
- All grounds and open-air spaces remain open to the public in compliance with state and local regulations.
- Visitor and Resource Protection staff, including dispatch and law enforcement services, are considered essential employees and will continue to provide service to NPS and partner-owned sites. NPB law enforcement employees have protocols in place and are taking all necessary precautions to ensure public health while keeping our sites safe.
- Youth employment and engagement programs have been modified to support remote learning and programming.
- Natural Resources Management staff have mitigation tactics and protocols in place for undertaking field work and transportation considerations on land and water. Research and resource management activities have been limited to small groups of NPS staff, interns and partners to perform time sensitive, mission critical resource protection for long term project sites on the Boston Harbor Islands.
- Volunteers continue to maximize telework. Volunteers are only to work on site if approved to do so. Development of training and SOPs continues to support limited re-entry of mission critical volunteers in Phase III.
- Eastern National retail stores in CNY Visitor Center will reopen August 7th. The Eastern National store at Faneuil Hall and Bunker Hill Museum remain closed until further notice.

Visitor Experience and Engagement

- No in-person public tours will be provided during Phase III. Visitor Engagement staff continue to develop virtual experiences and engagement with visitors.
- Implementation of the “Dial a Ranger” program across NPB sites is in place and allows visitors to speak directly with a ranger if they have questions or need assistance.

Hill to Harbor Team (Boston Harbor Islands and Dorchester Heights)

- Limited ferry service continues (Phase 2 considerations) from Long Wharf to Spectacle Island only. Ferries run Wednesday through Sunday, three trips daily with fourth trip riding empty from Long Wharf for island pick up and return to Long Wharf.
<https://www.bostonharborislands.org/>
- The Welcome Center on the Rose Kennedy Greenway is open with proper mitigations in place Wednesday – Sunday, 9:30am–4:00pm.
- NPB staff will continue to coordinate SOP’s and protocols for the partnership operation on the Boston Harbor Islands National and State Park.

Service and Sacrifice Team (Charlestown Navy Yard | Bunker Hill Monument)

Starting August 7th with proper mitigations in place:

- The Charlestown Navy Yard Visitor Center will be open Wednesday – Sunday, 10:00 am–5:00 pm and closed 12:00 pm–2:00 pm for cleaning. A carrying capacity has been established for a total number of people allowed in the building at a time. Close coordination will take place among the U.S. Navy Constitution Command and USS Constitution Museum.

Visitor Experience and Engagement (Service and Sacrifice Team Continued)

- The main deck of the USS Cassin Young (DD-793) will be open Wednesday – Sunday, 10:00 am–4:00 pm (weather permitting), and closed 12:00 pm–2:00 pm for cleaning. Cassin Young volunteers are only to work on site if approved to do so.
- The Bunker Hill grounds will remain open, but the Bunker Hill Monument, Bunker Hill Lodge, and Bunker Hill Museum remain closed. The Bunker Hill Museum is scheduled to reopen during Phase III once proper risk mitigations have been implemented. Coordination of this reopening will take place with Eastern National and the Charlestown Historical Society offices.
- On-site “Ranger Roves” (informal interpretation and visitor services) at the Charlestown Navy Yard and Bunker Hill Monument will be implemented.

Social Justice Team (Black Heritage Trail®, Museum of African American History Museum, Freedom Trail® and legislated historic sites)

- NPB will continue to coordinate opening plans and programming with the “Trails to Freedom” partners on a regular basis.
- Faneuil Hall is currently scheduled to reopen in September. NPS staff continue to work with our partners at the City of Boston on reopening plans.
- The Museum of African American History (MAAH) will be open Tuesday – Wednesday and Friday – Saturday from 1:00 pm–4:00 pm; closed 2:00 pm–2:30pm for cleaning. NPB staff will return to MAAH on August 7th on Fridays and Saturdays, and beginning August 18th, NPB staff will support the MAAH on Tuesdays, Wednesdays, Fridays, and Saturdays.



Workplace

- NPB continues to create safe workplaces for employees, partners and visitors.
- Personal Protective Equipment (PPE), specific to work location and job function, will be required in alignment with Job Hazard Analyses (JHAs).
- Maintenance staff are ensuring cleaning protocols are met for restrooms and high touch areas such as elevators, doors, sinks, alarm pads, etc. Many of the restrooms are being retrofitted for touchless facilities.
- No new tenants for housing are being accepted at this time.
- NPB, with a consulting architecture firm, has developed COVID-19 office mitigation plans for staff to re-occupy the 15 State Street offices. Close coordination will be made among the Northeast Regional Office and building partners.
- All office spaces will have design protocols that define person/space percentages (carrying capacity), COVID-19 signage, hand sanitizer stations, and if possible, one-way aisles and building entry and exit points.
- Visitor Experience, Education, and the Arts staff will enter office spaces in limited cohorts of no more than eight. Groups will stay the same to mitigate risk.



Compliance and Resources

In Phase I, NPB worked to imagine what the future will look like for National Parks of Boston. In Phase II we focused on putting proper mitigations in place to allow for the safe return of additional staff and visitors. As we move into Phase III, our focus is to slowly reopen more of our sites with proper mitigations in place. Our goal is to create a space where visitors will be able to safely explore the rich natural and cultural resources. We understand that there are still a lot of questions that remain unanswered and that uncertainty can be very unsettling and frustrating. What we can say, with certainty, is that we are committed to creating safe spaces for our staff, our volunteers, our visitors, and our partners. As partnerships are at the core of all that we do, planning decisions will be made in close coordination with them.

As more staff, volunteers and partners return to park facilities, they are asked to comply with the protocols and mitigations serving to minimize health risk to you and uphold our commitments to those we serve. These mitigations include:

- Daily monitoring of personal health for symptoms of COVID-19,
- Practicing safe hygiene,
- Adherence to CDC social distancing guidelines – six feet separation between self and others,
- Wearing of a face covering in public settings. See MA Guidance ([link to guidance here](#))
- Cleaning personal office spaces upon entry and exit,
- Limiting number of employees at in-person meetings and gatherings.
- Abiding by protocols determined for vehicle use, boat operations, and other equipment.

Resources related to our Adaptive Recovery Plan can be found at the following links:

City of Boston Guidance

Commonwealth of Massachusetts Guidance

White House's Guide to Opening Up America Again