



# Plan for Reopening

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## Contents

<b>Overview</b>	<b>2</b>
<b>Goals in Reopening</b>	<b>2</b>
<b>Reopening Safely</b>	<b>2</b>
<b>Phase I: Reopening of Low-Density Outdoor Spaces</b>	<b>3</b>
Pre-Opening (Now through Member Reopening)	
Phase I Reopening	
Atlanta Hours	
Staff and Volunteer Protocols	
Guest Experience and Ticketing	
Outdoor Gardens and Facilities	
Interior Spaces	
Education Programs	
Horticulture	
Special Events and Gatherings	
<b>Phase II: Reopening of Higher-Density (Outdoor and Some Indoor) Spaces</b>	<b>8</b>
Atlanta Hours	
Staff and Volunteer Protocols	
Guest Experience and Ticketing	
Outdoor Gardens and Facilities	
Interior Spaces	
Education Programs	
Horticulture	
Special Events and Gatherings	
<b>Phase III: Full Reopening of All Spaces, Events and Gatherings</b>	<b>11</b>
<b>Available Resources</b>	<b>12</b>



## Overview

This document is a **working blueprint** for reopening the Atlanta Botanical Garden safely following the COVID-19 shutdown. We will update this plan regularly as new recommendations from health experts and government officials are made available.

*NOTE: This plan is designed for the Atlanta Botanical Garden Midtown location only. See “Atlanta Botanical Garden - Gainesville” plan for ABGG information.*

## Goals in Reopening

As a 33-acre outdoor oasis in the heart of midtown Atlanta, Georgia, the reopening of the Atlanta Botanical Garden is an important step in our community’s recovery from the COVID-19 pandemic.

As we reopen the Garden, we are developing plans with the following in mind:

- 1) Prioritize the health, safety and comfort of our staff, volunteers, guests and larger community;
- 2) Be a oasis where members and guests find respite, restoration and renewal among the beauty of nature; and
- 3) Connect people with plants more deeply as they experience the Garden in new ways.

## Reopening Safely

The Atlanta Botanical Garden is collaborating with the American Public Gardens Association (APGA) to develop and implement best practices for reopening safely, are guided by public health experts and scientific research on the transmission of COVID-19 (including the CDC, Johns Hopkins University Bloomberg School of Public Health, OSHA and the WHO), and in consideration of local, state and national government recommendations.

With these guidelines in mind, will implement a phased approach to reopening, outlined below.



## Phase I: Reopening of Low-Density Outdoor Spaces

NOTE: For department-by-department detail, see “Reopening Matrix Task List”

### Pre-Opening (Now through Member Reopening)

- Staff and Volunteer Health and Safety Training complete
- Departmental reopening plans and protocols finalized
- Recruit and train additional guest experience staff
- Branded ABG facemasks and PPE supplies for staff and volunteers ordered
- On-site signage (visitor guidelines; social distancing; directional for one-way paths; elevators; mark closed spaces; hygiene protocols)
- Installation of additional hand sanitizers throughout the Garden
- Website and Galaxy software set up and tested for timed ticketing
- Reconfiguration of office spaces and Longleaf tables for 6” minimum social distance
- Installation of plexiglass shields for visitor / office spaces
- Outdoor “gift shop” kiosk installed for sales of branded facemasks, sanitizer, etc.
- Installation of touchless credit-card readers at ticket windows (TENTATIVE)

### Phase I Reopening

*NOTE: Early opening for Garden Members Only one week prior to public opening.*

#### Atlanta Hours

- Daily 9 a.m. - 9 p.m. (last ticketed admission at 8 p.m.)
- Members Only Evenings, Mondays and Tuesdays, 6 – 9 p.m.
- Members Only Mornings, Wednesdays, 8-9 a.m.

#### Staff and Volunteer Protocols

- All ABG Staff and Volunteers are **required** to wear face masks. Face shields provided for front-line Guest Experience Staff
- Staff will be trained and expected to follow all health and safety protocols as directed.
- Staff temperatures will be monitored when arriving for work (with infrared thermometers).
- Staff with elevated temperatures or symptoms of illness will be sent home.
- Telecommuting will continue for non-essential staff after opening.



## Guest Experience and Ticketing

### Guest Experience

- For the safety of our community, staff, and volunteers, all visitors to the Garden over two years of age will be strongly encouraged to wear masks covering their nose and mouth.
- Guests are required to wear face masks when entering restrooms.
- Guests are encouraged to bring their own facemasks. If guests do not bring a mask, they may purchase one onsite at the outdoor kiosk (subject to availability).

### Ticketing

- Guests will purchase tickets online for timed entry
- Members will be required to make reservations for timed entry
- Up to 50 guests will be admitted every 15 minutes.
- Guest passes may be redeemed at the ticket window for a timed ticket
- Members will be able to reserve timed tickets 5 days prior to tickets going on sale to the general public
- Promote membership incentive online at point of purchase and with signage at entrance

### Outdoor Gardens and Facilities

- Only outdoor gardens will be open during Phase I
- NOTE: Children's Garden will remain closed
- Promote social distancing throughout the Garden with footpath decals, signage and "Know Before You Go" emails
- Foot traffic on narrow pathways and near some designated locations (Mosaiculture sculptures, outdoor bars, etc.) will be restricted to one-way (see signage plan)
- Mark "Photo Spots" at popular locations w/ social distance decals to encourage queue

### Interior Spaces

#### Closed:

- Fuqua Conservatory and Orchid House
- Longleaf Restaurant
- Garden House (open to staff and volunteers only)
- Garden House Gallery and Sheffield Library
- Mershon Hall (staff and volunteers only)
- Day Hall
- Center for Conservation and Training (staff and volunteers only)
- All public restrooms except Visitors Center and Cox Courtyard



Open, with restrictions:

## Parking Deck

- Elevator access will be limited to ADA use and guests with strollers; one household group at a time
- Elevator buttons and parking deck pay stations will be sanitized regularly

## Hardin Visitors Center

- Guests will enter and exit the Garden through the Hardin Visitors Center using marked entrance/exit lanes to eliminate cross-traffic
- Doors will be open and tickets will be scanned by greeters located outside to the rear of the Visitors Center
- Elevator access will be limited to ADA use and guests with strollers; one household group at a time
- Hand sanitizer stations will be available at entrance / exit to elevator
- Assisted mobility wheelchairs and scooters available with a reservation and will be sanitized after every rental.

## Gift Shop

- Gift Shop will be closed; outdoor Gift Box kiosk will be open 10 a.m. - 6 p.m. outside the Hardin Visitors Center.
- Cashless transactions only, with equipment modified to ensure PIN / signature not required.
- Masks available for purchase.

## Restrooms

- The following restrooms locations will be open to the public: Hardin Visitors Center and Cox Courtyard
- Restrooms will be closed once every hour for thorough cleaning
- Face masks required to enter restrooms
- Every other stall/sink closed to encourage social distancing
- Signage in restrooms will remind guests to follow hand washing protocols

## Food / Beverage Service

- Snack Bar will be open for pick up 9 a.m. - 9 .m. with a limited menu of grab-and-go options available
- Outdoor Bars at Lanier Terrace and Skyline Garden will be open for credit card purchases
- Cashless transactions only, with equipment modified to ensure PIN / signature not required.
- Seating for al-fresco dining will be available at designated areas throughout the Garden (this may include picnic squares on the Great Lawn, spaced seating at tables on the



Longleaf patio and rooftop, Lanier Terrace, Cox Courtyard and Snack Bar patios with proper cleaning between guests)

- A limited "Picnic in the Garden" box dinner and wine/beer menu from Longleaf will be available for purchase and pick up on Friday and Saturday Nights. Premium package pricing includes Garden Admission and Dinner.
- As always, no outside food or drink is permitted in the Garden
- Water fountains will not be available

## Cleaning and Disinfection

- Routinely disinfect high touch surfaces throughout Gardens using disinfectant chemicals approved to be effective against COVID-19.
- Special attention will be paid to the following high-contact locations: Entrance doors/frames, door knobs and handles, seating including benches and side tables, soft seating, tables and chairs, directories, stairwell handles and railings.
- Monitor hand sanitizing stations periodically throughout the day to ensure they are operational/filled.
- Continuously monitor PPE & Disinfectant/Cleaning Supplies to ensure proper inventory levels.
- Prop open doors when possible to limit guest touchpoints.

## Education Programs

- Summer Camp for 2020 has been cancelled
- Modified programs for children and their families will minimize contact (single use, take home supplies, self-guided scavenger hunts, etc.)
- No programming requiring staff/volunteer interaction or groups of people.
- No onsite guided tours.
- Allow self-guided group visits as long as maximum Garden attendance is maintained. Self-guided groups enter through HVC or Mershon hall black gates.
- Offer virtual tours and programming.
- Evaluate Adult Continuing Education programs that can take place outside with appropriate social distancing in place will take place
- Well-Seasoned Chef and Fresh Plates programs will take place, with limited registration, social distancing and safe service measures in place.

## Horticulture

- See "Horticulture Protocols" for detailed guidelines
- Identify pinch points for staff working & inability to pass by guests with 6' space
- Prickly Pear Cactus "Please Stay Back (it's better for both of us)" signage/button
- Interpretive signage near staff working to answer commonly-asked questions
- Continue standard operation for using lifts and stanchions when maintaining MIM
- Report too many people in in a space to GE lead



## Special Events and Gatherings

- There will be no outside special events or gatherings at the Garden during Phase I
- Streamline bar operations to meet CDC guidelines (no straws, bar ice storage, staffing)
- Snack Bar enter through brick opening and exit via gate opening



## Phase II: Reopening of Higher-Density (Outdoor and Some Indoor) Spaces

*NOTE: Phase II timeline is in development and will be adapted to reflect CDC recommendations and learning from Phase I.*

### Atlanta Hours

- Daily 9 a.m. - 9 p.m. (last ticketed admission at 8 p.m.)
- Members Only Evenings, Mondays and Tuesdays, 6 – 9 p.m.
- Members Only Mornings, Wednesdays, 8-9 a.m.

### Staff and Volunteer Protocols

- All Phase I protocols remain in place.
- Telecommuting will continue; some staff may return to office on a staggered schedule determined by supervisors.

### Guest Experience and Ticketing

#### Guest Experience

- All Phase I protocols remain in place.
- Guests are required to wear face masks inside all indoor spaces including restrooms; Fuqua Conservatory and Orchid Center.

#### Ticketing

- Timed ticketing and all Phase I protocols will remain in place.
- Maximum hourly capacity will be evaluated based on evolving guidelines from CDC, APGA and others.

### Outdoor Gardens and Facilities

- Outdoor gardens open during Phase I will remain open, as described in Phase I
- TBD: Children's Garden may be open on a limited basis (see "Education" below)

### Interior Spaces

#### Closed:

- Longleaf Restaurant
- Garden House (open to staff and volunteers only)





- Garden House Gallery and Sheffield Library
- Mershon Hall (staff and volunteers only)
- Day Hall
- Center for Conservation and Training (staff and volunteers only)
- All public restrooms except Visitors Center and Cox Courtyard

Open, with restrictions:

#### Parking Deck

- Elevator access will be limited to ADA use and guests with strollers; one household group at a time
- Elevator buttons and parking deck pay stations will be sanitized regularly

#### Fuqua Conservatory and Orchid House

- Guests will be required to wear masks indoors.
- Conservatory to be one-way entering via main entrance, exit via Fragrance Garden, re-enter via Orchid Display House to Atrium and out through Skyline.
- Pace entry to ensure safe capacity inside buildings.
- Prop open / use automatic doors as possible to eliminate touch points.

#### Hardin Visitors Center

- Protocols same as in Phase I.

#### Gift Shop

- Gift Shop will open 10 a.m. - 6 p.m.
- Limited entry (TBD based on public health recommendations).
- Guests must sanitize hands before entering.
- Outdoor Gift Box kiosk will remain open 10 a.m. - 6 p.m. outside the Hardin Visitors Center.
- Cashless transactions only, with equipment modified to ensure PIN / signature not required.

#### Restrooms

- Same protocols as Phase I
- Restrooms open will include HVC, Cox Courtyard and **Orchid Center**.

#### Food / Beverage Service

- Same as Phase I. Currently evaluating re-opening timeline for Longleaf Restaurant.
- Longleaf Restaurant picnic dinner Fridays and Saturdays

#### Cleaning and Disinfection

- Same as Phase I.



## Education Programs

- Modified Garden Playtime (only 6 families at a time) and Storybook Time/ Garden Grooves on the Great Lawn with assigned seating.
- No volunteers in public facing positions.
- No large family programs such as Chocolate Covered Weekend, Goblins, Fall Family Fun, Reindog etc..
- Offer staff led guided tours to groups of 8 or less through the Outdoor Gardens (no more than 10 people per group including chaperones and guides and no more than 3 touring groups per hour time slot) with guides wearing masks.
- Allow self-guided groups as long as maximum Garden attendance is maintained. Groups can begin entering through Mershon Hall. Continue to offer virtual tours and programming.
- Outside outreach programs on school campuses with educators wearing masks. No supply sharing between programs. Program size cannot exceed one class size. Continue to offer virtual tours and programming.
- Children's Garden open to family groups with timed tickets. Remove high-touch play equipment including balsa wood, drums and paint brushes. Splash Pad closed. Sanitize tree house and bathrooms hourly (is there a time between family visits to allow for sanitation?)
- Well-Seasoned Chef and Fresh Plates programs will take place, with limited registration, social distancing and safe service measures in place.

## Horticulture

- Identify pinch points for staff working & inability to pass by guests with 6' space
- Prickly Pear Cactus "Please Stay Back (it's better for both of us) signage/button
- Interpretive signage near staff working to answer commonly-asked questions
- Continue standard operation for using lifts and stanchions when maintaining MIM
- Report too many people in a space to Guest Experience lead.

## Special Events and Gatherings

- Concerts in the Garden have been cancelled for 2020



## Phase III: Full Reopening of All Spaces, Events and Gatherings

*NOTE: Phase III plans are in development and will include reopening of spaces, events and gatherings, following protocols and guidelines recommended by CDC and government agencies.*



## Available Resources

- Reopening Operations Matrix
- Marketing and Communication Plan
- Staff and Volunteer Training Guidelines
- Horticulture and Conservation Protocols
- FAQs for Staff, Volunteers and Guests
- Know Before You Go: Visitors Guide