



## Public Reopening Plan Summary April 28, 2020

### Opening Timelines

Filoli will reopen in phases with the Garden following the reopening requirements of San Mateo County and the State of California timed with parks and other similar public outdoor spaces. The House reopening will follow regional museum or indoor space requirements.

### Phased Reopening Summary

#### ***Phase I - Garden and Trails only***

- One way Garden flow and Trail flow
- Online advance tickets required
- Daily capacity capped to ensure safe numbers
- Reduced pricing to provide community service

#### ***Phase II - House open to limited audience***

- One way House Flow
- Hourly advanced tickets

*Amenities such as restrooms and Cafe services will come on line as allowed.*

### Ticketing

- Online ticket sold through website and by phone through remote reservation services
- Daily capacity set based on one way route and considering 6' path distance
- Members required to secure tickets in advance
- Ticket purchasers receive an email confirmation that includes the guidelines and one way map

### Check-in

- All visitors must have secured tickets online (including members)
- Staff located under a 10x10 tent at Lower Landing with plastic screen for protection
- Line location is delineated with 6' markers
- Visitors show purchased online ticket to Staff (or provide name which will be on a roster)  
*See signage list for details of directional signs needed*  
*See Staffing section for staff protection requirements*

## **Flow**

- Guests check-in at landing/parking lot
  - Guests proceed to Main Drive and past the front of the house and enter the Garden or trails on the path at the north of the House.
  - Generally, the western linear path will be the “outbound” path with the eastern linear path as the “return”
  - Garden “exit only” is through the Service Courtyard or Hydrangea Gate
  - Arrows are painted on ground or in grass for clear direction
  - Benches and chains may be used to close path and encourage one way flow
  - Exit at Visitor Center - lines separating flow on ground
- See attached map*

## **Garden Details**

- Stanchion Garden House doorways and keep some doors open - use stanchions from House
- Remove upholstered chairs and footstools from the Garden House
- Cover three drinking fountains in the Garden
- Removal of wooden garden benches, or span pieces of rope across arms with “No Sitting” sign to prevent guests from sitting
- Garden areas may be closed for installations and maintenance

## **Estate Trail & Red’s Barn Details**

- Signs at Estate Trailhead, Nature Center fence, and encouraging social distancing
- Leave gate open during day
- Keep Nature Center Closed
- Keep bathrooms closed

## **House Details**

House open in Phase II

- Limited timed tickets sold
- House open for tickets hourly between 11am and 2pm, (consider sell special “accessible” tickets) escort those groups to service entrance to start tour
- House rerouted slightly to send people back to front door for exit
- Room Talk held outside in kitchen/“victory” garden or staff garden
- Staff welcoming in courtyard
- Stanchion set up for visitors waiting to enter House, staff on one side of stanchion, visitors on the other
- Staff to open door for each group
- Staff standing behind ropes (ie in Reception Room) inside house to answer questions and monitor groups’ progress through house, keep people moving/distant
- Smallest spaces like study, staff bedroom, refrigerator room, and safe stanchioned at door to keep visitors from walking inside, interpretive signs placed at doorway
- Interactive portions of exhibit offline

## **Classes and Events**

- No group gathering until allowed by San Mateo County

## **Staffing**

*Temperature checks for staff on site*

## **Horticulture and Facilities**

- Continue to work in 7-day/week “Essential Duty” Rotations
- Must have an identified manager on site every day
- Alter hours to earlier to avoid cross work with visitors

## **Daily Front Line**

- Identify 3 “Teams” with Team Lead scheduled in rotation
- Garden Only VS/Interpretive Staffing would include: 2 checking tickets, 1 at VEC (floating - restrooms, cafe), 1 at cart, 1 behind house, 1 at Sunken, 1 floating
- If 1 staff on Team becomes ill all stay home until cleared (7 days), other Teams rescheduled to cover

## **Administrative Staff**

- Work from Home option in place until Stay at Home orders are lifted

*Volunteers will not be brought back until it is safe for that audience.*

## **Requirements**

- Staff on site required to wear face coverings at all times
- Staff wash hands every 30 minutes or sanitize when in contact with possible contaminations
- No use of common areas or break areas
- Lunches must be consumed at desk, in cars or in outdoor areas maintaining social distancing

## **Cleaning**

- In outlined plan, there are very limited touchable surfaces
- Cleaning protocols established by area (to ensure protection of historic features)
- Staff will be trained in all aspects of cleaning
- Visitor flow will be paused for needed regular cleaning

## **Signage and Maps**

- Filoli Map will be updated with one way flow requirements
  - Map emailed to all visitors purchasing tickets
  - Printed for several onsite locations
  - QR codes available for downloadable map
- Signage at critical points
  - At Gate and in Parking Lost indicating advance tickets required
  - Visitor Guidelines posted throughout that include: asking visitors to wear face covering, maintain social distancing, following one way route
  - Signage encouraging anyone not feeling well to return home and receive full refund
  - Multiple signs reminding people of social distancing