



Overview

Mt. Cuba Center is intent on keeping our employees, guests, and business partners safe while at Mt. Cuba Center. To provide guidance as we navigate this new normal, we have developed a Reopening Playbook that lays out new safety and operation protocols and best practices to ensure everyone's well-being. The Playbook includes requirements and recommendations based on guidelines from OSHA, the Centers for Disease Control and Prevention, the World Health Organization, and the state of Delaware.

This is a working document that will be updated as conditions and recommended best practices evolve. Updates may also be made based on feedback received from employees as we learn more from experience.

The manual covers a wide range of topics, including:

- Changes in operations
- Cleaning and disinfection procedures
- Lunch breaks and other social distancing strategies
- Employee Training
- Guest Experience and Safety

Working together, we can provide a safe environment for all who come to MCC and deliver remarkable experiences at a time when so many people are craving connection with nature and experimenting with home gardening.

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Employee Responsibilities

Maintaining a safe and healthy workplace is a shared responsibility across our organization. To help ensure a safe and healthy working environment, employees are expected to adhere to all company procedures and guidelines. Staff are encouraged to support one another in practicing diligent and consistent adherence to the safety rules established in this Playbook and any positive peer pressure provided is to be extended in alignment with our Core Values of Collaboration, Respect for the Individual, and Responsible Stewardship. Staff should report any significant non-compliance with the safety rules established within this Playbook and elsewhere (not wearing face covering, not practicing physical distancing, etc.) as such conduct can have serious ramifications for the health and safety of everyone in our workplace (and beyond). Any such concerns should be directed to your supervisor and will be addressed in accordance with Policy 7.1 Workplace Conduct and Policy 7.2 Problem Resolution Process.

Employee Safety Practices

Social Distancing

- Designated employees working onsite will have staggered work schedules to limit employee interactions. All other employees will continue to work from home throughout Phase 1.
- Partnering on tasks is discouraged.
- Breaks and lunch times will be scheduled to eliminate crowding in lunchrooms and other common areas. Appliances are available in lunchrooms for employee use; however, lunchrooms are closed for sitting and eating. Employees are asked to eat in outdoor areas not open to guests, personal vehicles, or at their workstations if you can maintain 6 feet of social distance.
- Meeting and lecture rooms are closed for use.
- One person at a time may approach and use shared office equipment such as postage and copy machines. One person at a time may enter the supply closet.
- Passengers are prohibited in MCC-owned vehicles, including golf carts and Kubota's. Exceptions may be made for guest accessibility transport in the 8-seat golf cart, and for emergency responses.
- Specific bathrooms are designated for guests and outside contractors only.
- Employees will arrange phone or virtual meetings.
- Shaking hands with others is discouraged.
- Elevator occupancy is limited to one person.

Hand and Respiratory Hygiene

Covering coughs and sneezes and keeping hands clean can help prevent the spread of serious respiratory illnesses and is especially important for infection control. MCC will provide employees with soap and hand sanitizer. We request the following to ensure proper hygiene practices:

Handwashing

- Wash hands for at least 20 seconds with warm water and soap and/or use an alcohol-based hand sanitizer that contains at least 60% alcohol, if soap and water is not available.
- Observe key times to wash hands: upon entering buildings, after handling equipment, before and after breaks, after driving vehicles, after glove removal, after use of bathroom facilities, before and after preparing food, before eating food, before treating a cut or wound, after blowing your nose, coughing or sneezing, after touching garbage, removing PPE, and after having been in a public area and touched an item or surface that may be frequently touched by other people.

Cough and Sneeze Etiquette

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw used tissues in the trash.
- If you don't have a tissue, cough or sneeze into your elbow, not your hands.
- Immediately wash your hands after blowing your nose, coughing or sneezing.

Face Coverings/Masks

Face coverings prevent the person wearing the mask from spreading respiratory droplets when talking, sneezing, or coughing. Since asymptomatic people can spread the virus, wearing a face covering protects others around you. Employees should be careful not to touch their eyes, nose, or mouth when removing their face covering and wash hands immediately after removing.

Will MCC provide me a standard face mask if needed?

Yes. Please see your immediate supervisor to receive a standard disposable mask. Employees are also encouraged to use their own face covering if possible.

Do I always need to wear a face covering?

All employees are required to carry a face covering when on property, and wear a face covering when the follow occurs:

- Occupying common areas in any building or using the bathroom.
- Unable to maintain 6 feet distance from another individual.
- You are within 50 feet of guests.
- You are on visitor paths in the gardens.
- Engaging with IT staff for tech support concerns.

What do I do with the disposable face mask provided by MCC?

- The face masks provided to employees are intended for a single workday and should be disposed-of daily.

What about Personal Protective Equipment for COVID-19 precautions?

- Currently, not all PPE Standards enforced by OSHA align with safeguards specific to COVID and medium- to low-risk work environments, which is MCC's classification. Therefore, we are required to follow OSHA's General Duty clause and provide necessary PPE under those guidelines. At MCC we consider hand sanitizer, disinfecting products, masks, gloves, and gowns PPE.

Staff from Arboriculture, Operations Services, IT, and Guest Experience will be required to wear gloves and other forms of PPE that meet the criteria for assigned tasks. Division directors and department managers will advise those employees on proper PPE and usage.

First Response Team, Emergencies, and First Aid

Employees working onsite should use MCC's emergency response protocols for all emergencies. Members of the First Response Team will be onsite to assist and manage emergencies.

Severe Weather

If severe weather is forecasted, managers onsite will notify staff of any impending threats or shelter in place orders. Staff should maintain proper social distancing when sheltering in place. Shelter options include personal vehicles and office spaces where appropriate social distancing can be maintained.

Operations

- Signage will be placed in designated areas reinforcing hand and respiratory hygiene, social distancing practices, and face covering usage.
- The following bathrooms are designated for employee use only. Signage will be placed at these locations. All other facilities are closed for now.
 - Main House- bathroom across from laundry room
 - Tenant House #3
 - Greenhouse
 - Family Bathroom
 - Bathroom across from Amy's office
 - Farm Garage
- Public bathrooms in the Main House are designated for guests, and non-MCC personnel.
- Staff will update their timecards directly in ADP. The timeclock will not be used. Employees without computer access will submit hours to their supervisor to be entered into ADP.
- The Trial Garden gates will be left open during guest hours. And closed at the end of each day.

Workplace Cleaning and Disinfecting Practices

MCC is using EPA certified cleaning and disinfecting products and is following cleaning protocols as directed by the CDC, specific to the COVID-19 virus. Operation Services and Safety will maintain a supply of disinfectant and hand sanitizing products for employees.

Operational Services Responsibilities: Urszula will provide employees products for facility-related cleaning tasks. She will also manage all cleanings relevant to back-of-house and common areas.

Safety Responsibilities: Jackie will provide employees products for personal hand hygiene, and to clean equipment, tools, and vehicles.

Operation Services Cleaning Schedule and Measures

- Ops Services will clean and disinfect common areas and items each evening.
- In buildings currently unoccupied, cleaning and disinfecting will take place *before* employees enter those areas for the first time.
- Wednesday through Sunday, midday cleaning in the MH bathrooms will be provided from Noon to 2pm by a 3rd party vendor. This vendor will also clean and disinfect common areas and back of house locations every Saturday evening.

Employee Cleaning Responsibilities

Hand sanitizer dispensers will be placed in several common areas on the property for employee use. Please do not remove them from those locations. MCC will provide disposable wipes and gloves if needed, for the following practices:

- Equipment must be cleaned before each use.
- Employees must clean their own personal workstations and items on desk.
- Shared workspaces, including phones, workstations, and keyboards must be disinfected before and after each use.
- Commonly shared appliances and machines must be disinfected before and after each use. This includes radio's, coffee makers, ice makers, refrigerator handles, postage machine, copy machines.
- Computer equipment must be disinfected *before* a member of IT provides support.
- Faucets and sinks in bathrooms must be disinfected after use.
- Employees are discouraged from sharing phones, desks, offices, or other tools.

MCC Vehicles and Cleaning

Employees must clean and disinfect commonly touched surfaces in all on- and off-road vehicles after use and the beginning and end of each shift. When cleaning and disinfecting, individuals should wear disposable gloves compatible with the products being used, as well as any other PPE required according to the product manufacturer's instructions.

If an employee operating one of MCC's vehicles tests positive for COVID 19, the vehicle will be quarantined, and an outside company will be hired to sanitize the vehicle.

Guests and Business Partners

Business Partners and Safety Practices

- MCC requires outside personnel to self-screen and certify health status.
- Incidents will be reported immediately to Safety and HR.
- Outside personnel are asked to arrange virtual or phone meetings with MCC employees.
- Outside personnel are required to follow all MCC's COVID-19 safeguards and guidelines.
- Bancroft Construction employees and their subcontractors will use the bathroom facilities in the former Ground's office. All other outside personnel should be directed to the Guest bathroom in the Main House.

Guests Experience Safety Practices

- Garden capacity has been established and will be monitored throughout the day by the Supervisor on Duty.
- Docents and Public Safety Officers will circulate the gardens to monitor guest compliance with social distancing and mask usage.
- Golf cart transport will be available for guests with accessibility constraints utilizing only the back row to ensure 6 feet social distancing.
- Guest Parking Lot will be marked using traffic cones and painted lines to ensure guests waiting for entry maintain social distancing.
- REST Team will provide suggested scripts to staff for use when guests are not adhering to social distancing guidelines.

Human Resources

Employee Reporting

Questions or concerns relevant to HR, employees should contact Madelyn Underwood by email or at 484-798-8266. Questions or concerns relevant to safety, employees should contact Jackie Gabrysh, by email or at 302-438-9542.

- Employees are required to disclose to Madelyn Underwood if they are experiencing any COVID-like symptoms, received a positive COVID-19 test result, or had contact with someone who has tested positive for COVID-19.
- You experience COVID-19 symptoms but do not have a confirmed positive diagnosis from a medical professional.

Confirmed or presumed case of COVID-19 at MCC

- When an employee becomes sick at work, they will be immediately separated from other employee, guests, and contractors, and sent home.
- Madelyn Underwood and Jackie Gabrysh will immediately take steps to identify the scope of risk to employees, other individuals, and assess the workplace for any vulnerabilities if a COVID-19 case is confirmed or presumed at MCC. The same practice will take place when an employee becomes sick at work. These activities will trigger contact-tracing activities and

communication to employees affected by these occurrences. In an abundance of caution, at-risk employees will be asked to self-quarantine for 14-days and work remotely, if possible.

- Buildings and areas will be professionally cleaned and disinfected. Affected areas will be closed off. Windows and doors will be opened when possible. Areas will remain closed until cleaning is completed and inspected.
- Madelyn will administer return to work processes for employees.

Employee Support

MCC recognizes that concerns related to the COVID-19 outbreak may continue after employees can return to work and we are here to help. Any employee with concerns about a return to MCC facilities despite the new guidelines and protocols now in place to ensure their safety is encouraged to discuss these with Madelyn and/or access our EAP emotional support services and COVID-related resources at 1.888.893.6585 and [“COVID-19 Support”](#).

Vulnerable Employees and Guidelines

Any employee who believes they are in a high-risk category as defined by the CDC should contact Madelyn Underwood to discuss existing and potential workplace accommodations.

Employee Training

Employees will receive training on COVID-19 related safeguards in accordance with state and federal guidelines, and MCC’s best practices. Trainings will include:

- MCC’s COVID-19 Safeguards and Guidelines Playbook
- Daily Self-Screening for Symptoms and Reporting
- Hand and Respiratory Hygiene
- Personal Protective Equipment Use
- Social Distancing Measures
- Cleaning and Disinfecting Measures
- Hazards of Cleaning and Chemicals
- Bloodborne Pathogens for Designated Employees

Communications and Responsibilities

Updates to this Playbook.....	Jackie
Employee Reporting/Concerns.....	Madelyn
Safety/Contractor/ Vendor Reporting.....	Jackie
Medical Emergencies & Administering First Aid.....	First Response Team members working onsite
Personal Protective Equipment and Cleaning Supplies for Personal Hygiene and Equipment	Jackie
Facilities Cleaning and Products.....	Urszula
Guest Relations & Safety.....	Kyle/Bob