

COVID-19 Sample Reopening Plan

Japanese Friendship Garden Society of San Diego

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To help museums share thinking as they navigate the challenges and uncertainties of the COVID-19 pandemic, the Alliance is compiling examples of reopening plans from individual institutions. These plans are specific to each museum's circumstances and are not meant to be definitive guidance for developing your own. Instead, they provide reference for what other museums are considering as they chart a course toward safely reopening. Check the Alliance's [reopening guide](#) frequently for updates, as we will be adding new examples as we receive them. If you have a plan or perspective on reopening you'd be interested in sharing with the broader museum field, please contact content@aam-us.org.

Disclaimer: This sample document serves as an example of how one museum addresses a particular issue. Museums should compose original materials based on their unique circumstances. Any document produced by the recipient should not substantially use the contents of this sample as the basis. Materials are provided "as is," without any guarantee or warranty of any kind, expressed or implied. Information shared here is not intended to supersede guidance from public health officials, medical experts, and federal/state/local governments. Museums are encouraged to seek legal and other expert advice on their specific circumstances.

Support Free COVID-19 Resources for the Museum Field

AAM maintains an online collection of more than 1,000 sample policies, plans, and forms from museums of all types and sizes through the Alliance's [sample document library](#). Access is a benefit to staff of [Tier 3 member museums](#). Given the current crisis, this and other resources have been taken out from behind our member paywall to make them free and accessible for all. The current crisis is taking a distressing financial toll on cultural organizations, and AAM is no different. In these challenging times, we ask that if you can, consider supporting our [advocacy work](#) and making extensive [COVID-19 resources](#) freely available for our field, by [making a donation](#) or [becoming a member](#) of AAM. Thank you for your much-needed support.

RE-ENTRY PLAN

Japanese Friendship Garden Society of San Diego

MAY 5, 2020

PURPOSE OF THE RE-ENTRY PLAN

The Japanese Friendship Garden (JFG) established a Re-Entry Plan in preparation for the re-opening of the Garden to ensure the health and safety of the public and staff. The Re-Entry Plan contains recommendations applicable to JFG operations in accordance with the latest guidance from the local, state, and federal health authorities, which include infection preventive measures, workplace controls, housekeeping as well as communicating policies and guidelines to employees and the public. The Re-Entry Plan includes: an addendum to disaster plan and infectious disease emergency response, management responsibilities, responsible staff for reentry, Reentry Team and how information is disseminated.

The Occupational Safety and Health Administration (OSHA) developed a COVID-19 planning guidance based on traditional infection prevention and industrial hygiene practices. It focuses on the need for employers to implement engineering, administrative, and work practice controls and personal protective equipment (PPE), as well as considerations for doing so. The JFG Re-entry plan uses OSHA's planning guidance to help identify risk levels in workplace settings and to determine any appropriate control measures to implement.

DURING AN OUTBREAK

1. If a case is identified, inform people who might have been exposed.
2. Continue to safely clean and disinfect spaces occupied.
3. Connect with your local health service.
4. Cancel large meetings or events.
5. Put your Infectious Disease Emergency Response into action.

COVID-19

It is important to continue educating the public and the staff about COVID-19 as part of preventive strategies to understand the limitations each individual faces and to take precautionary measures seriously.

Coronavirus Disease 2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. It has spread from China to many other countries around the world, including the United States. Depending on the severity of COVID-19's international impacts and outbreak conditions—including those rising to the level of a pandemic—can affect all aspects of daily life including travel, trade, tourism, food supplies, and financial markets.

Symptoms

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness.

These symptoms may appear 2-14 days after exposure to the virus:

- Fever
- Cough
- Shortness of breath or difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache

- Sore throat
- New loss of taste or smell

Transmission

1. Person-to-person spread

The virus is thought to spread mainly from person-to-person.

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs, sneezes or talks.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- Some recent studies have suggested that people who are not showing symptoms may spread COVID-19.

2. Spread from contact with contaminated surfaces or objects

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. This is not thought to be the main way the virus spreads, but we are still learning more about this virus.

The virus that causes COVID-19 is spreading very easily and sustainably between people. Information from the ongoing COVID-19 pandemic suggests that this virus is spreading more efficiently than influenza, but not as efficiently as measles, which is highly contagious.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

JFG staff with medium exposure risk may need to wear some combination of gloves, a gown, a facemask, and/or a face shield or goggles. PPE ensembles for workers in the medium exposure risk category will vary by work task, the results of the employer's hazard assessment, and the types of

exposures workers have on the job. In rare situations, workers will be required to wear respirators if the situation falls in that risk category.

JFG RE-ENTRY COMMITTEE

The Re-Entry Plan will be monitored and implemented by the Re-entry team. The committee members are the Executive Director, Operations Assistant, Visitor Services, Facility Manager and Communication Staff.

Ultimately, the Executive Director with the guidance from the Board is responsible for making decisions on when to open and when to allow staff to work in the office. The Executive Director is also responsible for staying up to date on developments within the community and providing staff with up-to-date information about COVID-19 and policies on a regular basis. If needed, the Executive Director will develop, modify, and implement policies and procedures in accordance with CDC, local, state, federal and health agencies guidelines.

Operations Responsibilities:

1. Review the emergency plan for possible outbreak.
2. Limit events and meetings that require close contact.
3. Assess if community members are at higher risk and plan accordingly.
4. Use flexible sick leave and telework policies, especially for staff at higher risk for severe illness.
5. Require staff and volunteers to wear a facemask while on site.
6. All desks or individual workstations are separated by at least six feet.
7. If staff or a volunteer develop a fever, cough, or shortness of breath while at work isolate them and have them return home from the park as soon as possible and ask them to follow CDC-recommended steps for persons who are ill with COVID-19 symptoms.
8. Communicate to staff the importance of practicing healthy hygiene habits such as washing hands often, covering coughs and sneezes, and socializing to prevent the spread of COVID-19.
9. If a staff member has a confirmed COVID-19 infection, inform other staff about their possible exposure to the virus, while maintaining confidentiality as required by the Americans with Disabilities Act; see Public Health Recommendations for People in U.S. Communities Exposed to a Person with Known or Suspected COVID-19, other than Health Workers or other Critical Infrastructure Workers.
10. Explore staggered shifts for returning employees.
11. Encourage respiratory etiquette, including covering coughs and sneezes.
12. Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible.
13. Implement re-entry office procedures:
 - Refrain from congregating
 - Clean personal spaces (wipe of computer, phones, light switches).
 - Washing hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
 - Using hand sanitizer that contains at least 60% alcohol if soap and water are not available.
 - Avoiding touching eyes, nose, and mouth with unwashed hands.

Housekeeping Procedures

1. Disinfectant and related supplies are available to all employees at the following locations:
2. Clean surfaces that are frequently touched – things such as shared desks, countertops, kitchen areas, electronics, and doorknobs. All public touch-points will be disinfected hourly during public hours as well as adding an additional day of professional cleaning services during closed public hours. Touch points include handrails, restroom fixtures (sink, urinals, toilets, dispensers), and lower garden patio furniture.
3. Maintain restrooms. Ensure they have functional toilets, clean and disinfected surfaces, and hand washing supplies.
4. Regularly stocked with supplies for hand washing, including soap and materials for drying hands.
5. Clean and disinfect regularly, particularly high-touch surfaces such as faucets, toilets, doorknobs, and light switches. Clean restrooms daily or more often if possible.
6. Provide customers and the public with tissues and trash receptacles.
7. Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment. When choosing cleaning chemicals, employers should consult information on Environmental Protection Agency (EPA)-approved disinfectant labels with claims against emerging viral pathogens. Products with EPA-approved emerging viral pathogens claims are expected to be effective against SARS-CoV-2 based on data for harder to kill viruses. Follow the manufacturer's instructions for use of all cleaning and disinfection products (e.g., concentration, application method and contact time, PPE).
8. Install Hand Sanitizing Stations: Outside of buildings throughout JFG dispensing an alcohol-based disinfectant and being refilled when needed.
 1. Exhibit Hall (upper garden)
 2. Activity Center (upper garden)
 3. Inamori Pavilion (lower garden)

Visitor Service Procedures

1. Post the signs and symptoms of COVID-19.
 - a. If you develop **emergency warning signs** for COVID-19 get **medical attention immediately**. Emergency warning signs include:
 - i. Trouble breathing
 - ii. Persistent pain or pressure in the chest
 - iii. New confusion or inability to arouse
 - iv. Bluish lips or face
 - v. *This list is not all-inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.
2. Set-up front entrance to maintain 6-feet social distancing. Social distancing will be practiced throughout JFG. Markers to suggest proper distancing will be placed at the following areas:
 - a. Front gate courtyard (upper garden, before admissions window)
 - b. Exhibit Hall (upper garden)
 - c. Koi pond (upper garden)

- d. Restrooms (upper and lower gardens)
- e. Fujidana (upper garden)
- f. Inamori Pavilion deck (lower garden)
- g. Lower garden courtyard (in front of Inamori Pavilion)
- 3. Front facing staff will be protected with a clear, plexiglass barrier while wearing gloves and a face mask: Front gate admissions window (upper garden), Info booth by Activity Center (upper garden) and Inamori Pavilion gift shop (lower garden)
- 4. Closed and Limited Access Areas to the Public
 - a. Upon entering, the upper garden will be a one-way walking trail with a specific flow of foot traffic.
 - i. Refer to the supplemental documents below, exhibit A and B.
 - ii. If staffing allows, designated exit will be at the upper garden's side gate.
 - b. **[Limited Access]** Exhibit Hall (upper garden) – No seating area
[Limited Access] Koi pond (upper garden) – seating will be reduced. Designated for one-way foot traffic and marked with social distancing parameters.
 - c. **[Closed]** Activity Center (upper garden)
 - d. **[Limited Access]** Kannon Bosatsu (lower garden)
 - e. **[Limited Access]** Inamori Pavilion – No seating area
- 5. The JFG Café menu will be downsized upon the Café's initial opening. Available seating in the lower garden courtyard's patio furniture will be limited.
- 6. JFG Admissions/Transactions Guidelines
 - a. Prepaid admission tickets through JFG's website will be highly recommended.
 - b. Have a self-screening checklist before visitors enter the garden. Upon entering JFG, all visitors agree:
 - i. Individual protective face masks are to be worn at all times when inside JFG.
 - ii. That no one in his/her party is sick with a fever, dry cough, and/or has difficulty breathing.
 - iii. That no one in his/her party has travelled outside of San Diego during the past 14 days.
 - iv. To practice social distancing at all times inside JFG grounds.
 - v. JFG staff may ask any visitor(s) not abiding by these policies to exit JFG.
- 7. Post re-entry respiratory etiquette (maintain social distancing, wash hands, do not congregate). Refer to exhibit D, E, F, G, and H.
- 8. Enforce a limited number of people in enclosed areas (e.g. LG courtyard)
 - a. Closed areas: Activity enter, café, bosatsu, Inamori Pavilion
- 9. Distancing markers in and outside of bathrooms
- 10. Move Upper garden gift shop to the Inamori Pavilion
- 11. In person credit/debit card and cash purchases can be made at the admissions window if the admissions ticket limit has not been reached. Occupancy for admission is limited to a maximum of 200 people at any given time. Front gate staff will administer more people to enter based on the number of those who exit. Change from cash purchases will be accepted as a donation to JFG.
- 12. Set up stanchions at designated areas to promote one-way flow of foot traffic

Communication Procedures

1. Post JFG re-entry procedures on the website.
2. Post signs throughout the Garden.
3. Inform JFG's constituents through newsletter, e-newsletter, social media, and other online platforms about JFG's re-entry guidelines and precautionary measures to ensure public's health and safety.
4. Develop press releases and inform the media.
5. Sectioned maps on display throughout JFG and flow of one-way traffic. See exhibit A and B.
 1. Koi pond
 2. Ceremonial Gate
 3. Inamori Pavilion
 4. General map at info booth
6. "Re-entry" FAQ campaign
7. Develop new signage for front gate
 1. How to pre-purchase tickets. Refer to exhibit C.
 2. Infographics for distancing markers
 3. New guideline/policies
 4. General garden etiquette. Refer to exhibit I.
8. Lower garden water fountain signage "For refill only/wash hands after use"

ON SITE COMMUNICATION

- JFG office number | 619.232.2721
- JFG website | www.niwa.org
- General JFG e-mail | jfgsd@niwa.org
- Signage will be posted throughout JFG informing visitors of available walking areas, closed/limited access areas, social distancing and general wellness practices, and more important information pertaining to JFG.
- A JFG staff will be front facing the public as an information booth at the upper garden's Activity Center.
- JFG staff will communicate by radio.

SUPPLEMENTAL DOCUMENTS

Exhibit A

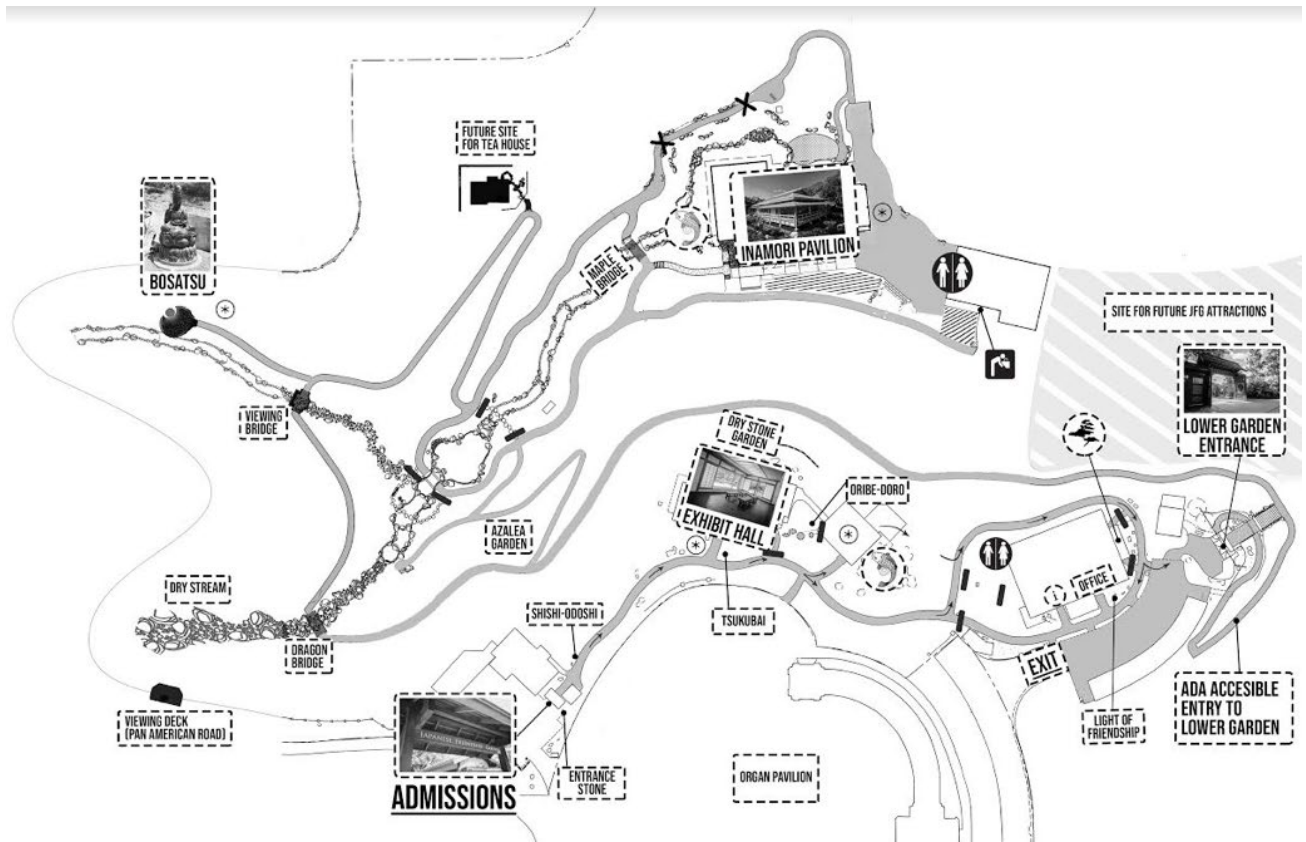


Exhibit B

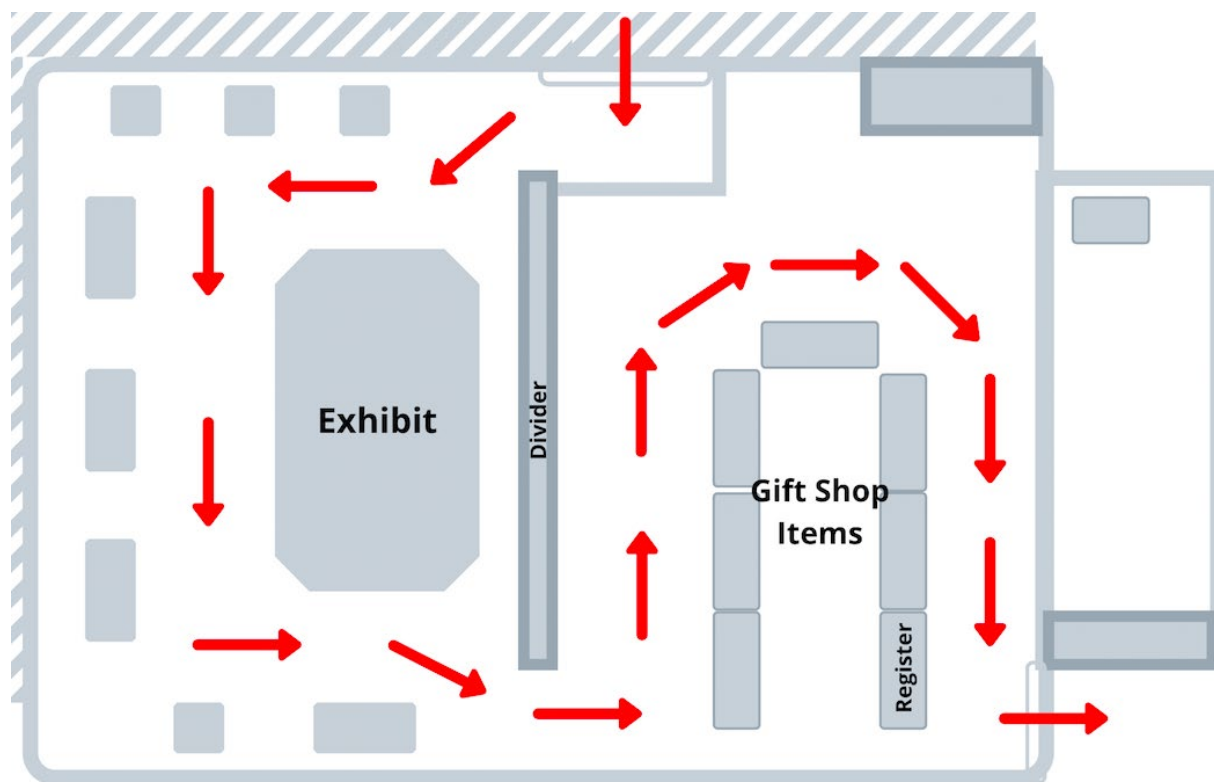




Exhibit C



To help prevent the spread of diseases and viruses, the following policies have been implemented when purchasing admission to the Japanese Friendship Garden (JFG). The buyer agrees:

- | Individual protective face masks are to be worn at all times when inside JFG.
- | That no one in his/her party is sick with a fever, dry cough, and/or has difficulty breathing.
- | That no one in his/her party has not travelled outside of San Diego during the past 14 days.
- | To practice social distancing at all times inside garden grounds.
- | JFG staff may ask any visitor(s) not abiding by these policies to exit JFG.



STEP 1

STEP 2

STEP 3

!!!


HELP PROTECT YOURSELVES AND OTHERS BY PURCHASING YOUR JFG ADMISSION TICKET ONLINE!

Review the JFG admission policies found in the green column to the left of this information sheet.

Scan the QR code or visit niwa.org/admission for JFG admission prices and viewing times.

Prepare your e-ticket found in your confirmation e-mail and present it to the JFG staff at the admission window.

* JFG visitor occupancy will be limited to 200 people at one time.
 * In person credit/debit card and cash purchases can be made.
 * Change from cash purchases will be accepted as a JFG donation.



PUBLIC HOURS 10:00 AM - 6:00 PM * Last admission 5:00 PM | **EARLY CLOSURES** JFG may close early for events, weather, holidays, etc. Please check www.niwa.org for list of dates.
PHONE NUMBER 619.232.2721 | **E-MAIL** jfgsd@niwa.org | **WEBSITE** www.niwa.org | **INSTAGRAM** @jfgsandiego | **FACEBOOK** @SanKeiEn

Exhibit D



Exhibit E

PLEASE PRACTICE SOCIAL DISTANCING

Protect yourself and others against infections

POR FAVOR PRACTICA LA DISTANCIA SOCIAL

Protégase y proteja a otros contra las infecciones



**MAINTAIN A
6' DISTANCE
FROM OTHERS**



**MANTENER UNA DISTANCIA DE 6 PIES
DE LAS DEMÁS PERSONAS**

ORORA Visual
Horticultural

Exhibit F

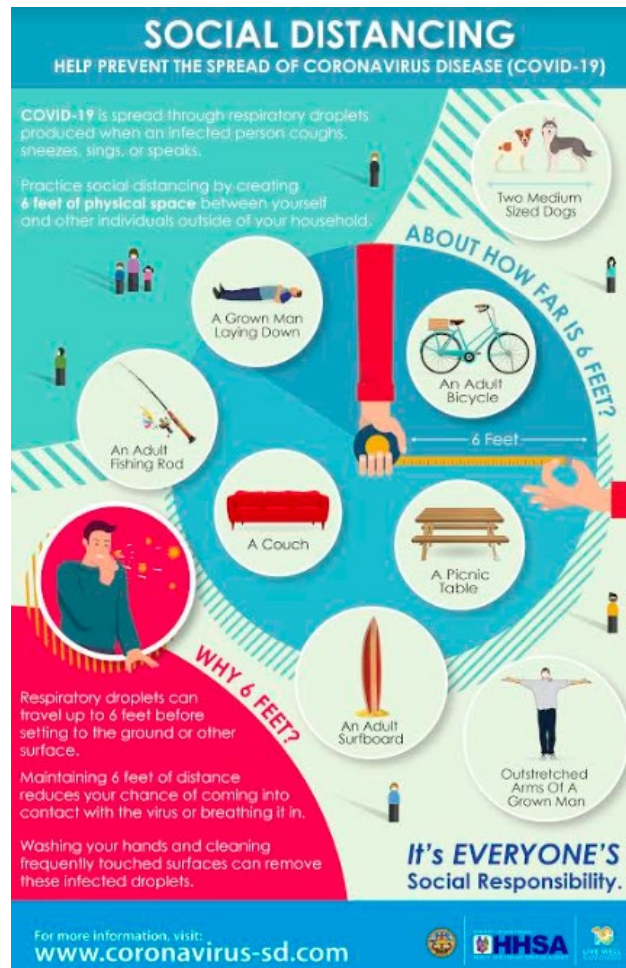



Exhibit G

HELP PREVENT THE SPREAD OF NOVEL CORONAVIRUS (COVID-19)




COVID-19 is a respiratory illness caused by a new coronavirus.


Symptoms include coughing, fever and shortness of breath.

To help prevent the spread of the virus and protect yourself, follow these recommendations:


For questions talk to your health care provider or call 2-1-1




Wash your hands or use hand sanitizer often.




Avoid sharing personal household items.




Avoid touching eyes, mouth and nose with unwashed hands.




Cover your cough or sneeze with a tissue, then throw it in the trash and wash your hands.




Stay home and keep your distance from others in the home if you are sick.



Maintain at least 6 feet between you and others.



Use a face covering if you leave your home.



Clean and disinfect household surfaces often.

Updated 4-7-2020

For latest updates, visit: www.coronavirus-sd.com








Exhibit H

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

 Duration of the entire procedure: 40-60 seconds

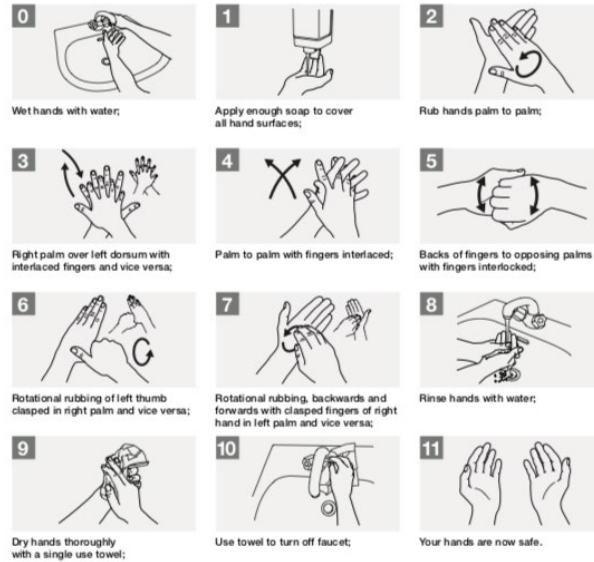


Exhibit I



Garden Etiquette



No outside food



No pets, except ADA service animals



No smoking



No feeding the bird



No picking plants/flowers



No scooters, skateboards, bicycles, etc



Please stay on pathways



No climbing trees



No drones

Please put all waste into designated waste receptacles.
Please refrain from using loud voices and shouting.
Any altering of the landscape is strictly prohibited.
Children must be supervised by an adult at all times.
Photoshoots require a permit. Please inquire at the front gate.