

## 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](mailto: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.

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# REOPENING PLAN

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Japanese Friendship Garden Society of San Diego

UPDATED MAY 14, 2020

## **PURPOSE OF THE REOPENING PLAN**

The Japanese Friendship Garden Society of San Diego (JFG) established a Reopening Plan to ensure the health and safety of the public and staff. It 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. Key prevention practices include: physical distancing to the maximum extent possible, use of face coverings by employees (where respiratory protection is not required) and visitors, frequent handwashing and regular cleaning and disinfection, training employees on these and other elements of the COVID-19 prevention plan. The Occupational Safety and Health Administration (OSHA) developed a COVID-19 planning guidance based on traditional infection prevention and industrial hygiene practices. The JFG Reopening plan uses OSHA's planning guidance to help identify risk levels in workplace settings and to determine any appropriate control measures and procedures.

### **What is 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 and loss of taste or smell.

### **Transmission**

1. 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. 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.

3. How long the new coronavirus can live on surfaces.

- a. Paper and tissue paper - 3 hours
- b. Copper- 4 hours
- c. Cardboard- 24 hours
- d. Wood-2 days
- e. Cloth- 2 days
- f. Stainless steel-2-3 days
- g. Glass- 4 days
- h. Paper money- 4 days
- i. Outside of Surgical mask- 7 days
- j. Stones- 12 days

### **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. JFG will provide and ensure workers and volunteers use all required protective equipment including face coverings and gloves where necessary. The disposable glove may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are dealing with visitors or handling commonly touched items. Face coverings are strongly recommended when employees are in the vicinity of others. Workers and volunteers should have face coverings available and wear them when in shared work areas, such as offices and other areas on the property. Employees may bring their own reusable face coverings.

### **JFG REOPENING COMMITTEE**

The Reopening Plan will be monitored and implemented by the committee. The committee members consist of the Executive Director, Operations Assistant, Visitor Services, Facility Manager and Marketing staff. The Executive Director is 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. The committee will regularly evaluate the plan and procedures, perform risk assessments of all work areas, and correct any deficiencies identified.

### **Operations Procedures**

- 1. Develop a schedule for facility and garden staff to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employees' job duties.
- 2. Train employees and volunteers on the plan including information on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- 3. Use flexible sick leave and telework policies, especially for staff at higher risk for severe illness. Explore staggered shifts for returning employees.

4. Reconfigure office spaces, workstations, check-out counters, etc. to allow for at least six feet between employees while at their workstations.
5. Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
6. Reconfigure JFG break rooms and create alternative space for breaks where physical distancing is possible. Provide outdoor seating areas for employees and volunteers.
7. Discourage employees from congregating in high traffic areas such as bathrooms and hallways.
8. Implement temperature and/or symptom screenings for all employees (including docents, interns, volunteers, etc.) at the beginning of their shift. Make sure the temperature/symptom screener avoids close contact with staff to the extent possible. Both screeners and employees should wear face coverings for the screening.
9. Limit staff meetings consider holding virtual meetings.
10. Require staff and volunteers to wear a facemask while on site. Face coverings must not be shared.
11. 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. 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.
12. 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.
13. Discourage workers and volunteers from using other workers' phones, desks, offices, or other work tools and equipment, when possible.
14. Avoid sharing vehicles when traveling on the property. When employees or visitors must travel together the use of face coverings is strongly recommended.

### **Housekeeping Procedures**

1. Frequently disinfect surfaces that are commonly 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.
2. Maintain restrooms. Ensure they have functional toilets, clean and disinfected surfaces, and hand washing supplies. Placed distancing markers in and outside of bathrooms such as urinals.
3. Regularly stocked with supplies for hand washing, including soap and materials for drying hands.
4. 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).

5. Install hand sanitizing stations throughout the Garden and ensure they are being refilled when needed.

### Visitor Service Procedures

1. Educate the public by posting signs and symptoms of COVID-19 and how to prevent it from spreading as well as underlying health conditions may make individuals more susceptible to contracting the virus.
2. Provide a self-screening checklist before visitors enter the garden to ensure that no one in his/her party is sick with a fever, dry cough, and/or has difficulty breathing and that no one in his/her party has travelled outside of San Diego during the past 14 days.
3. Display signage at entrances, waiting areas, and throughout the Garden to remind people of physical distancing and face coverings usage at every opportunity. JFG staff may ask any visitor(s) not abiding by these policies to exit JFG.
4. 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: **front gate courtyard**, **Koi pond** (upper garden), **Restrooms** (upper and lower gardens, **Fujidana**, **Inamori Pavilion deck** and **courtyard** (in front of Inamori Pavilion).
5. Front gate admissions staff, Info booth by Activity Center and outdoor gift shop will be protected with a clear, plexiglass barrier while wearing gloves and a face mask.
6. Workplace terminals will be equipped with proper sanitation products, including hand sanitizer and sanitizing wipes.
7. Closed and Limited Access Areas to the Public: **[Closed]** Exhibit Hall (upper garden), Activity Center, Inamori Pavilion, **[Limited Access]** Koi pond (upper garden) – seating will be reduced. Designated for one-way foot traffic and marked with social distancing parameters and Kannon Bosatsu outdoor exhibit.
8. The upper garden will be a one-way walking trail with a specific flow of foot traffic. Refer to the supplemental documents below, exhibit A. If staffing allows, designated exit will be at the upper garden's side gate.
9. Prepaid admission and online tickets through JFG's website will be highly recommended. 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.
10. Provide disposable or single-use maps to visitors and make these available digitally so that visitors can view on a personal electronic device, if possible.
11. Set up stanchions at designated areas to promote one-way flow of foot traffic.
12. Discontinue the use of equipment lent to visitors unless they can be properly disinfected after each use such as wheelchairs.
13. Discontinue tours that combine individuals from different households into the same tour group. Tour guides must maintain at least six feet of physical distance from visitors.

## **Communication Procedures**

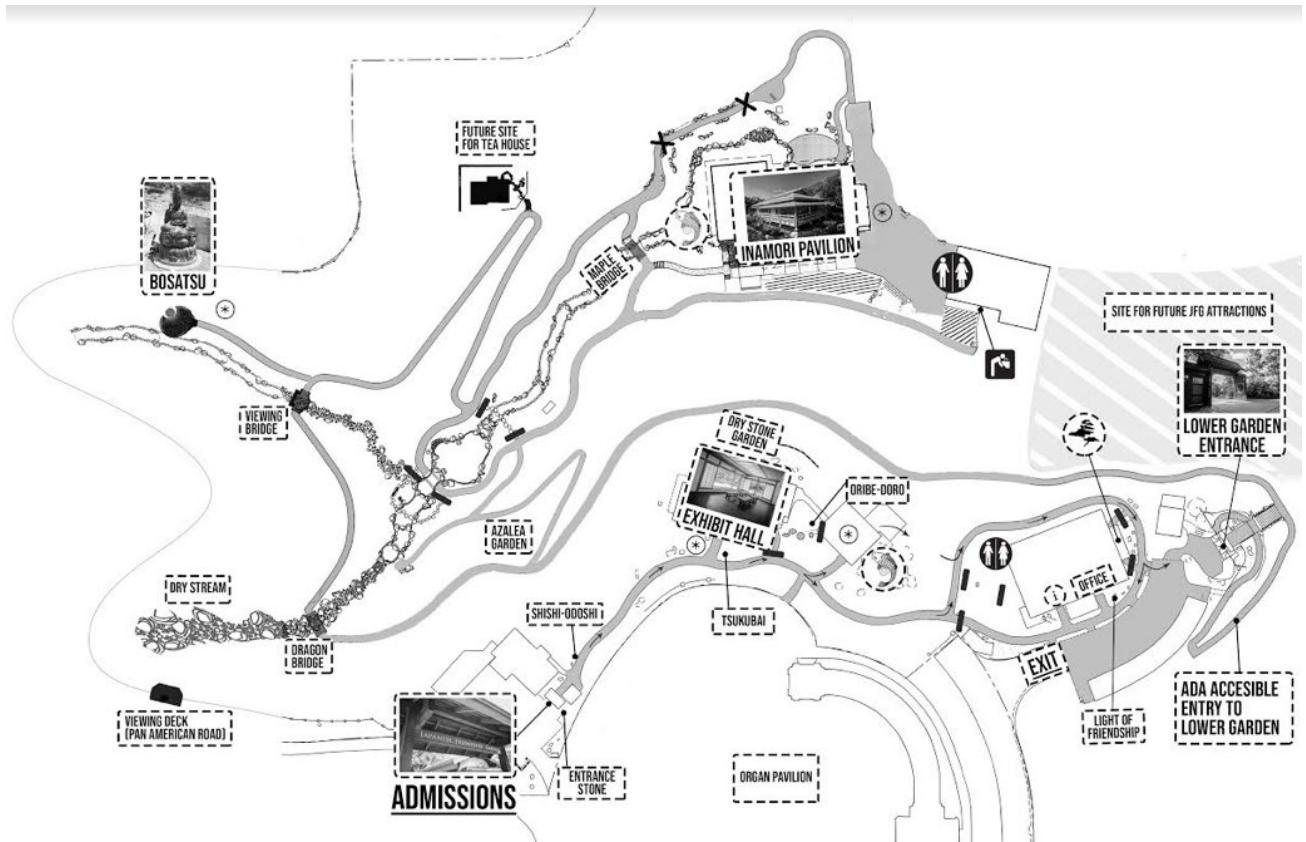
1. Post JFG reopening procedures on the website.
2. Post signs throughout the Garden.
3. Inform JFG's constituents through newsletter, e-newsletter, social media, and other online platforms about JFG's reopening guidelines and precautionary measures to ensure public's health and safety.
4. Develop press releases and inform the media.
5. Sectioned maps on display throughout JFG and flow of one-way traffic. See exhibit A and B.
6. "Reopening" FAQ campaign
7. Develop new signage for the front gate.
  1. How to pre-purchase tickets. Refer to exhibit B.
  2. Infographics for distancing markers
  3. New guideline/policies
  4. General garden etiquette. Refer to exhibit H.
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](http://www.niwa.org)
- General JFG e-mail | [jfgsd@niwa.org](mailto: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 two-way radio.

## SUPPLEMENTAL DOCUMENTS

### Exhibit A




## Exhibit B



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.

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Scan the QR code or visit [niwa.org/admission](http://niwa.org/admission) for JFG admission prices and viewing times.

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

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*\* 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](http://www.niwa.org) for list of dates.

**PHONE NUMBER** 619.232.2721 | **E-MAIL** [jfgsd@niwa.org](mailto:jfgsd@niwa.org) | **WEBSITE** [www.niwa.org](http://www.niwa.org) | **INSTAGRAM** [@jfgsandiego](https://www.instagram.com/jfgsandiego) | **FACEBOOK** [@SanKeiEn](https://www.facebook.com/SanKeiEn)

## Exhibit C

## FACE COVERING REQUIRED CUBREBOCAS REQUERIDO



We are following County of San Diego  
public health guidelines and requiring face  
coverings at this establishment.

Estamos siguiendo los reglamentos de salud  
pública del Condado de San Diego y requiriendo  
cubre bocas en este establecimiento.

Exhibit D

For latest updates, visit:  
Para actualizaciones, visite:  
[www.coronavirus-sd.com](http://www.coronavirus-sd.com)



## PLEASE PRACTICE SOCIAL DISTANCING

Protect yourself and others against infections

### POR FAVOR PRACTICA LA DISTANCIA SOCIAL

Protéjase 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 E

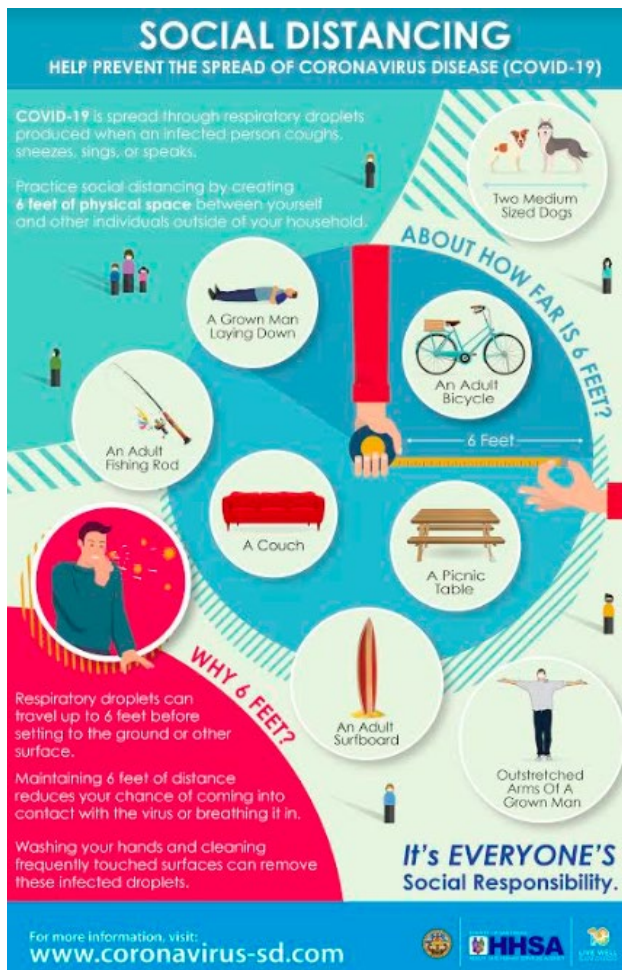


Exhibit F

# 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](http://www.coronavirus-sd.com)



## How to Handwash?

 **Duration of the entire procedure:** 40-60 seconds



## 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.