



As businesses open their doors on May 1, the state suggests that they should have an operational plan in place to mitigate the risk of spreading COVID-19. The plans do not need to be submitted for review or approval. However, we are sharing our plans so you know what we are doing to be as safe as we can during reopening the Garden. Here's the plan.

1. Establish a protocol to maintain the six (6) foot physical distancing requirements for employees and patrons.

Consider the use of telework to limit the number of employees in the facility during business hours when vendors and patrons might be present.

All IBG admin and non-essential staff will continue working from home.
Business essential admin staff will operate on staggered work hours.

Consider staggering work hours for those who must be present in the business.

Only one admission (kiosk) staff member in each admission kiosk at one time.

2. Identify how the business will provide adequate sanitation and personal hygiene for employees, vendors and patrons.

Identify how the business will provide for disinfection of the business and regular cleaning, especially of high touch surfaces.

Kiosk staff and or horticulture staff will disinfect the following areas on an hourly basis:

- Handrails leading to the garden
- Restroom facilities
- Drinking fountains

Complete and total cleaning and disinfecting of restrooms will occur each morning before opening.



Complete disinfection of any items used by staff or guest including credit card processing terminal immediately after use.

Complete disinfecting of shared workspaces such as admissions kiosk will occur at the end of each work shift.

All temporary furniture (iron tables, chairs, etc.) and installations (Children's Adventure Garden instruments and non-permanent enhancements) will be removed from use and stored until otherwise determined safe to re-install.

IBG Store will remain closed to the public.

Identify how personal use items such as masks, face coverings and gloves shall be worn, if necessary, for employees, vendors, and patrons

All staff are required to wear face masks when within 12 feet of another staff member or garden guest.

Kiosk staff members are required to wear face masks and gloves when interacting with guest during the admission process.

The businesses may require, and it is encouraged, that employees, vendors and patrons wear face coverings as a business practice

IBG will encourage all garden guests to wear face coverings throughout their visit, and to follow social distancing protocols.

3. Identify how the business will provide services limiting close interactions with patrons such as, but not limited to:

Online, digital or telephonic ordering:

Admission protocols are as follows:

- Pay in advance through the IBG website for admission.
- Cash admission will be accepted in a donation box, and visitors will have no personal contact with kiosk staff.
- Visitors who are unable to pay online, or in the cash box are able to utilize the mobile credit card processing terminal.
- Visitors will be kept 6' from admission kiosk to increase social distancing by pedestrian barriers.
- Social distancing for garden entry will be fully marked at 8' intervals.

Curbside pickup • Delivery

IBG Plant Sale will be moved to an online ordering, and curbside pick-up model.



- Curbside pick-up will take place over three days, with no more than 12 pick-ups scheduled per 30-minute time block.

Limiting numbers of patrons in the business at a time

Visitors will be limited up to 400 in the Garden at any given time. This allows for 26 visitors per developed acre (15 total developed acres).

- If IBG is experiencing averages of 200 guests in the garden at any given time, additional portable restroom units will be placed.
- If IBG is experiencing averages of over 200 guests in the garden at any given time, timed ticketing will be implemented.

Directing the flow of traffic in the business

Trails and pathways without the ability for 6' of social distancing will be closed, or directed to one-way traffic.

Use of signage and barrier protection to limit movement and maintain distancing

New Garden Etiquette signage to be posted at the Garden entrance, with 4 more signs throughout the space.

Wayfinding signage, pathway closures, and temporary arrows will be installed throughout the garden.

4. Identify strategies for addressing ill employees, which should include requiring COVID-19 positive employees to stay at home while contagious and may include restricting employees who were directly exposed to the COVID-19 positive employee, as well as the closure of the facility until it can be properly disinfected.

Require employees to report confirmed cases - either of self or family member - of COVID-19 to HR or management.

Required affected staff to stay home for 14 days and/or until cleared by a doctor to return to work with confirmation that there is no diagnosis of COVID-19.

Isolate employees diagnosed at work; immediately disinfect objects and workstations they've touched; trace their contact with other employees, and guests; and notify those who may have been exposed without releasing the diagnosed employee's name.

5. On a case-by-case basis, include other practices such as screening of employees for illness and exposures upon work entry, requiring non-cash transactions, etc.

Place posters that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene in common work areas where they are likely to be seen.

Instruct employees to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol or wash their hands with soap and water for at least 20 seconds.

