Public Reopening
As of May 5, 2020

These plans and guidelines are subject to change, please keep in contact with your manager and look for additional communications as our new situation evolves.

Opening Timelines
Filoli will reopen following the phased reopening of San Mateo County timed with parks and other similar outdoor public spaces.
- Soft Opening - May 5-10, 2020
- Public Opening - May 11, 2020
- Budgeted Scenario - June 1, 2020

The House will open with other museums.
- Possible Opening - July 1, 2020

Bar will Open with other Bars and Restaurants.

Scenarios
Scenario 1 - Garden and Trails only
- Cafe open for take out (starting May 18)
- Shop open outdoors
- Online advance tickets required
- One way garden flow

Scenario 2 - Garden plus timed House tickets
- One way House and Garden Flow
- Cafe and Shop open for limited numbers

Scenario 3 - Normal business

General Changes
Credit Cards only - No cash or checks on site
Volunteers will not be brought back immediately but rather in phases as program changes (based on assessment recommendations) are implemented
Staff Must park in staff lot at all times
**Soft Opening Week**
All groups invited from 11 am to 3pm
Monday, May 4 - Frontline Leadership Meeting and Walk-through
   Finalize Flow and place stanchions and other barriers
   Paint arrows on ground
Tuesday, May 5 - Wednesday May 6 - Open for Staff and Staff Families
   Registration not required
Thursday, May 7 - Donor Day
   Invite See's and other partner staff
Friday, May 8 - Plant Sale Pick-up from 9am to 2pm
   Reset Shop Area following plant sale pick up
Saturday, May 9 & Sunday May 10 - Circle Members and Board Members
   Shop Opens Saturday
   Audience encouraged to bring picnic blankets, wine and snacks as a one time
   opportunity

**Separate Plans (see for more details)**

Communication Plan (Susan)
Sanitation Measures by Area  Sanitation Measures per Area
Staff Procedures and Protection Requirements  Essential Staff Covid Procedures

**Pricing**
Current Pricing

<table>
<thead>
<tr>
<th></th>
<th>Onsite</th>
<th>Online</th>
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</thead>
<tbody>
<tr>
<td>Adult</td>
<td>$24.00</td>
<td>$22.00</td>
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<tr>
<td>Senior</td>
<td>$20.00</td>
<td>$18.00</td>
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<tr>
<td>Student/Teacher/Military</td>
<td>$17.00</td>
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<tr>
<td>Child 5-17</td>
<td>$13.00</td>
<td>$11.00</td>
</tr>
<tr>
<td>Child &lt;5</td>
<td>Free</td>
<td>Free</td>
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</tbody>
</table>

Garden Only
- Adults  $20
- Senior  $15
- Student/Teacher/Military $15
- Child 5-17 $10
- Child <5 FREE

House Add On
$5 per person 5 years and older
Ticketing
Scenario 1&2

- Online tickets set up in Altu
- Daily capacity set at 800 people for the first week, move to 1,000, up to 1,500 thereafter
- Members required to secure tickets in advance
  - Members having trouble can send an email and reservations will call to walk them through or book for them
  - Seating is not available in the Garden during this time
- “Free” ticket holders will be required to email a request for reservations or process
- All ticket purchasers asked to bring confirmation email or on phone with confirmation number
- Ticket purchasers receive an email confirmation that includes the guidelines (same language as signage)
- Online tickets need to be updated for Member Purchasing and Additional Donations (Price types, Discounts, Museums for All, Blue Star)
- Summer Nights is an “event” with separate capacity

Optional Considerations

- If lines are an issue then move to timed tickets in two blocks (10-1:30, 1:30-5:00) or hourly blocks. [Note: The down side of blocks is we encourage a rush at the start of the block.]
- Expand hours to absorb crowds (9-6) and add a third section of ticket blocks
- Add an additional “Summer Night” starting with Friday
- Create “members-only” early hours
- Prepared to add timed House add-on ticket by hour

Check-in
Scenario 1 & 2: Process/Procedures

- All visitors must have secured tickets online (including members)
- Staff located under a 10x15 green and White tent at Lower Landing at VEC. Window screen with hanging sneeze guard
- Line location is delineated with 6’ markers
- Visitors show purchased online ticket to Staff
- Visitors are directed up to the cart

Cart
Located at entrance to Service Courtyard to separate one way traffic

Process/Procedures

- Staff member at Cart to give directions maintain SD
- Follow Road past House through Field to Estate Trail
Signage

- Sign with QR Code for Additional Donations?

Supplies

- Wipes for staff
- Trash Can

**VEC Restrooms**

- Scenario 1 & 2: VEC closed except for bathroom use
  - Enter main entrance with line out the door
  - Men’s and women’s restroom is 1 group at a time
  - Exit west doors
  - Signage at line
  - Sanitizing procedures with attendant
- Add Signage “Restrooms Closed on the Hour for 10 Minutes”

**Cafe**

- Scenario 1: Cafe open for grab and go take home (Targeted to open May 18)
  - One way route through Lane Courtyard exiting through typical entrance or through loading area
  - Add sneeze guard at registers
- Scenario 2: Cafe open with fewer seats
  - Exit through Lane Courtyard

**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 placed on ground
- Benches and chains may be used to close path and encourage one way flow
- Exit at Visitor Center - lines separating flow on ground

**Garden**

- Scenario 1: Garden only, one way traffic, Removal of furniture, staff oversee social distancing, signage, hourly sanitation
  - Stanchion Garden House doorways and keep some doors open - use stanchions from House
  - Remove upholstered chairs and footstools from the Garden House (or leave but stanchion off 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
○ End of the day sanitation of Garden House door knobs and garden gate handles using alcohol solution and paper towels; sanitize North Lawn and Estate Trail gate handles with clorox wipes
○ **Supplies:** gloves, wipes, trash can, paper towels, curator’s alcohol spray, stanchions, signs/sign holders

- Scenario 2: Maintain one way and social distancing until lifted in CA

**Restrooms - Pool House and Clock Tower Restroom**

Scenario 1 - Closed to public, Clock Tower Restroom open to staff
Scenario 2 - Open with line management
- Sanitize Clock Tower Shop Restroom each hour with clorox wipes
- Signs for social distancing posted outside restrooms
- Line location delineated with 6’ markers
- Sanitize restrooms each hour with clorox wipes/alcohol spray, as appropriate
  ○ Cover the water fountain
- Remove any chairs in bathrooms
- **Supplies:** gloves, wipes, trash can liners, paper towels, curator’s alcohol spray, signs/sign holders

**Estate Trail & Red’s Barn Bathrooms**

- Scenario 1: Encourage social distancing
  ○ Signs at Estate Trailhead, Nature Center fence, and encouraging social distancing
  ○ Leave gate open during day
  ○ Keep Nature Center Closed
  ○ Keep bathrooms closed
- Scenario 2: Encourage social distancing
  ○ Signs at Estate Trailhead, Nature Center fence, and Red’s Barn bathrooms encouraging social distancing
  ○ Open Nature Center, sanitize at the end of the day
  ○ Open bathrooms, sanitize at end of the day with clorox wipes
  ○ Leave gate open during day

**Nature Center**

- Scenario 1: Keep Nature Center closed - no way to monitor social distancing and touching of surfaces
  ○ Cover water fountain outside of Nature Center so it can’t be used
- Scenario 2: Nature Center open, signage to encourage social distancing
  ○ Prop front and back doors open from 10:30-4:00
  ○ Social distancing signs at front and back doors
○ Exit Only sign at back door
○ Keep water fountain covered
○ Evening sanitation of door handles, light switches, mailbox handle with clorox wipes
● Scenario 3: Resume normal protocols

**Service Courtyard**
● Scenario 1: Observe One Way Traffic
  ○ Service Courtyard serves as the exit for the Garden and the processing for Store
  ○ Provide two exit options - Service Courtyard and Hydrangea Gate
● Scenario 2: Observe One Way Traffic
  ○ Service Courtyard is an exit only. If guests enter House through accessible entrance, they must exit to the front
  ○ Stanchion exit to route people toward visitor center

**House**
● Scenario 1: House closed
  ○ Room Talk held outside in kitchen/“victory” garden or staff garden (if possible)
  ○ House available for private donor tours

● Scenario 2: Timed House tickets for add on ticket
  ○ 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 (rather than foyer)
  ○ Stanchion set up for guests waiting to enter House, staff on one side of stanchion, guests 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
  ○ Docent/Staff chairs removed from Ballroom, and Library/Dining Room
  ○ Interactive portions of exhibit offline:
    ■ Ticket window up but no pen, wipe down surface hourly
    ■ Poker table in Gentlemen’s Lounge stantioned
    ■ Reading station in Library not out yet
    ■ Collecting ingredients in the Kitchen not out yet
    ■ Ballroom cocktail tables and chair behind stanchions
    ■ Piano in Garden not placed until it is safe
• Scenario 3: Normal Business
  ○ Consider continuing timed tickets
  ○ Resume most normal protocols
  ○ Return chairs to Ballroom - potentially set up with more space in between for SD
  ○ Open interactive elements of House exhibit - with frequent sanitizing of touchable objects (fake food, poker chips, books, etc.)
  ○ Room talk in Ballroom (largest space to gather in groups)

Classrooms
• Scenario 1: Proceed with outdoor classes that can maintain social distance
  ○ Classes held at 9 people plus instructor (or maximum per Health Dept. directive)
  ○ Only held outdoors
  ○ One student per 6 foot table
  ○ Wipe down tables, chairs, and supplies after class
• Scenario 2: Classes indoors where social distancing can be maintained
  ○ Only held outdoors and in VEC B/C where SD is possible
  ○ One student per 6 foot table (lots of tables needed for 20 person class)
  ○ Wipe down tables and chairs after class

Clock Tower Shop
• Scenario 1: Outdoor Sales
  ○ Sales of outdoor items only - for plants provide cardboard trays for collecting
  ○ Set up register under tent in outdoor area with one way lines
  ○ Mark “waiting lines” at 6’ distances
  ○ Create non-plants outdoor sales area
  ○ Credit card sales only
• Scenario 2: Shop Open to 10 at a time
  ○ Allow only 10 people in shop at a time

Dining Room Terrace Bar
Consider reopening when bars open
Exploring canned beverages to reduce contact points

Events and Public Programs
Plan flexibly and open to the extent allowed by County, State and CDC requirements.

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 “Teams” with Team Lead scheduled in rotation
- Garden Only VS/Interpretive Staffing would include: 1 checking tickets, 1 at VEC (floating - restrooms, cafe), 1 at cart, 1 behind house/floating, 1 at Sunken, additional floater/breaks as available
- Back up Team/Staff available if someone is unable to come in.

**Store**
- Staff minimally and rotate schedule

**Administrative Staff**
- Scheduled in rotation based on work area
- Work from Home option available and ideal for at least 50% of scheduled work week to reduce staff on site

**Requirements**
- Park in the Employee Lot
- Bring your own face covering which must be worn at all times
- Frontline Staff regardless of area report to the Landing for temperature check and additional details (Jason, Monday - Wednesday and Olivia, Thursday - Saturday)
- Staff wash hands before reporting to assignment and 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
- Continue to maintain a cleaning log as per the cleaning procedures
- Break rooms are closed for use. Staff will isolate during lunches and breaks using outdoor spaces, desks, and/or personal vehicles. Staff will use their vehicles to store work items, lunches, and anything else they typically store in shared staff areas.
- Bathrooms are open, however staff must sanitize surfaces after each use including toilet lever, sink area, door knobs, etc.
- In office spaces, regularly sanitize door knobs, bathroom facilities, etc in accordance with our sanitation procedures
- Sanitizing wipes are in each vehicle to wipe the steering wheel, door handles and other surfaces after use. If possible, use the same vehicle all day and sanitize after use.
- Do not share computers or desks if at all possible. If not possible, reduce use, wash hands prior to use, and sanitize all surfaces after use.

**New Signage**
- Map
  - Map Updated with one way traffic flow
  - Map added to website and to confirmation email
  - QR code created and posted on multiple signs
- Map Sign
  - Format to replace sign on cart (print 2)
• Sandwich Boards (24”-36”)
  ○ At Gate House and Parking Lot (2) - Open to Advance Tickets Only, Members and visitors go to website to secure tickets
  ○ Visiting Guidelines (need 3)
    All Visitors asked to follow CA and CDC Requirements
    Practice Social Distancing (more than 6’)
    Follow the one way route for the Garden
    Wash or Sanitize Hands Regularly
    Face coverings must be used in accordance with local requirements
    Visitors not following requirements may be asked to leave
    Not feeling well? Please go home and email Filoli to reschedule or refund today’s ticket.
  ○ Start Tour Here (with arrow)
  ○ Line Forms Here; maintain 6’ distance (need 3)
  ○ House Guidelines
    Maintain 6’ distance between groups
    Do not touch ropes, door knobs or objects
    Exit at Main entrance when finished

• Door Signs
  ○ 10 Visitors Only at a Time

• Stanchion Signs 8x10, print in house
  ○ VEC Restrooms
    Line Forms Here
    Wait Here
    One Family Group at a time
    Restrooms Closed on the Hour for 10 minutes (reversible with Restrooms Temporarily Closed on opposite side)

• Table Top Signs
  ○ Credit Card Purchases Only

• SD Estate Trail signs (Education Ordering)
• House signs
  ○ Outside front porch: Accessible Entrance Only
  ○ Inside at end of staff hall: Accessible Exit Only - Return to Front Door to Exit
  ○ Sign on kitchen swinging door: Not an Exit (frequent visitors are used to using this door)
  ○ Sign at Transverse Hallway: Continue to Front Door (w/arrow)