



Mt. CUBA CENTER

Gardening on a higher level

Mt. Cuba Center COVID-19 Phased Re-Opening Plan

	Phase 1	Phase 2	Phase 3
Ticketing	Online ticket sales will be highly recommended both in advance and onsite. If necessary for guest resolutions, staff may sell tickets onsite in the guest parking lot, with social distancing measures in place. A self-service scanning station will be located in the guest parking lot for those who have purchased tickets in advance, with a staff member nearby to provide support. A sign with the latest social distancing recommendations in the gardens will be prominently displayed at the guest entrance. Ticketing equipment will be disinfected at least once daily. Self-scanning ticket stations for guest will be sanitized often throughout the day.	Online ticket sales will be highly recommended both in advance and onsite. If necessary for guest resolutions, staff may sell tickets onsite in the guest parking lot, with social distancing measures in place. A self-service scanning station will be located in the guest parking lot for those who have purchased tickets in advance, with a staff member nearby to provide support. A sign with the latest social distancing recommendations in the gardens will be prominently displayed at the guest entrance. Ticketing equipment will be disinfected at least once daily. Self-scanning ticket stations for guest will be sanitized often throughout the day.	Online ticket sales will be highly recommended. A staff member will sell tickets onsite in the guest parking lot (on busy days) and Front Desk (on slow days). A sign with the latest social distancing recommendations in the gardens will be prominently displayed at the guest entrance. Ticketing equipment will be disinfected at least once daily.
General Admission Capacity Management	Members only will be granted access for the first week. After that, General Admission will be open to all, but capacity will be actively monitored by the Supervisor On Duty. If attendance reaches a point where social distancing could become difficult, the Supervisor On Duty will close entry until numbers dissipate.	Capacities will be actively monitored by Supervisor On Duty. If attendance reaches a point where social distancing could become difficult, the Supervisor On Duty will close entry until numbers dissipate.	Capacities will continue to be monitored to maintain the most up to date physical distancing protocols.
Membership Sales	Online membership sales will be highly encouraged both in advance and onsite. If necessary, a staff member may sell onsite in the guest parking lot, with social distancing measures in place. New membership fulfillment materials will be mailed rather than provided onsite. Fulfillment may be offered on demand when necessary for use of complimentary tickets or gifted memberships.	Online membership sales will be highly encouraged both in advance and onsite. If necessary, a staff member may sell onsite in the guest parking lot, with social distancing measures in place. New membership fulfillment materials will be mailed rather than provided onsite. Fulfillment may be offered on demand when necessary for use of complimentary tickets or gifted memberships.	Online membership sales will be highly encouraged. A staff member can sell and fulfill memberships onsite, with social distancing measures in place. Physical card can be printed and fulfillment materials distributed at the time of sale.
Public Programs	Classes will be offered in an online format when feasible. Onsite gatherings (if any) will be limited to 10 individuals. Special events, such as Twilight on the Terrace, will be cancelled.	Onsite gatherings will be limited to 50 individuals (including staff). Special events will be cancelled. Garden Highlight Walks and Garden Enthusiast Tours may be offered for sale online and in the guest parking lot, with social distancing measures in place. Any course materials will be shared digitally.	Onsite public events will resume in accordance with the most up to date government safety guidelines.
Off-site outreach programs	Offsite programs or outreach efforts that during this phase involving non-essential travel and/or gatherings larger than 10 will be cancelled.	Offsite programs or outreach efforts involving groups fewer than 50 will be evaluated on a case-by-case basis to determine if they can be run safely and in accordance with the most recent government guidelines and social distancing measures.	Offsite programs or outreach efforts will be evaluated on a case-by-case basis to determine if they can be run safely and in accordance with the most recent government guidelines and social distancing measures.
Facilities	The Main House will be closed to guests with the exception of access to the first floor restrooms through the accessible entrance. A CDC-issued sign about how to slow the spread of COVID-19 will be displayed near the entrance, and within restrooms. Facilities will be cleaned and disinfected regularly according to CDC guidelines. Accessible parking will be relocated to the guest parking lot.	The Main House will be closed to guests with the exception of access to the first floor restrooms through the accessible entrance. A CDC-issued sign about how to slow the spread of COVID-19 will be displayed near the entrance, and within restrooms. Facilities will be cleaned and disinfected regularly according to CDC guidelines. Accessible parking will be relocated to the guest parking lot.	The Main House will be opened to guests with reduced seating to allow for physical distancing guidelines.
Public Access	Guest circulation will follow a one-way route through the gardens. This will be reinforced by a guest map (delivered via self-service pick-up, or which accessed in advance via MCC's website), signage, and staff present onsite. Social distancing measures will be reinforced by staff present onsite and signage.	Guest circulation will follow a one-way route through the gardens. This will be reinforced by a guest map (delivered via self-service pick-up, or which accessed in advance via MCC's website), signage, and staff present onsite. Social distancing measures will be reinforced by staff present onsite and signage.	Standard guest circulation will be re-introduced. The appropriate physical distancing measures will be communicated via staff and signage, and monitored by staff onsite.
Personal Protective Equipment	Staff and guests will be required to comply with any government mandates regarding personal protective equipment. MCC will maintain an inventory of face masks, gloves, and hand sanitizer available for staff and guests.	Staff and guests will be required to comply with any government mandates regarding personal protective equipment. MCC will maintain an inventory of face masks, gloves, and hand sanitizer available for staff and guests.	Staff and guests will be required to comply with any government mandates regarding personal protective equipment. MCC will maintain an inventory of face masks, gloves, and hand sanitizer available for staff and guests.
Staff	Select staff will be encouraged to continue to work from home or use emergency leave, including vulnerable individuals. Staff reporting to work will be required to comply with the latest governmental social distancing recommendations.	Select staff will be encouraged to continue to work from home or use emergency leave, including vulnerable individuals. Staff reporting to work will be required to comply with the latest governmental social distancing recommendations.	MCC will make accommodations as necessary in order to assist vulnerable individuals in returning to work safely. Staff reporting to work will be required to comply with the latest governmental social distancing recommendations.
Volunteers	Volunteers may be permitted to return only for tasks that allow for compliance with the latest governmental social distancing recommendations. We will not be hosting outside volunteer groups during this phase.	Volunteers may be permitted to return only for tasks that allow for compliance with the latest governmental social distancing recommendations. We will consider hosting outside volunteer groups, of smaller than 20, on a case by case basis.	Volunteers will be permitted to resume normal activities. We will encourage appropriate social distancing for all, especially with vulnerable populations. Outside volunteer groups will be invited to return.