

PHASED RE-OPENING PLAN

Denver Botanic Gardens plans to re-open both its York Street and Chatfield Farms locations in phases. The re-opening will adhere to appropriate municipal and state guidelines and requirements related to COVID-19.



Initial Phase

- **Staffing (includes any vendors operating onsite)**
 - Limiting staff onsite: Staff except for those whose duties can be accomplished remotely will be onsite at both locations adhering to the following:
 - ✦ Shift staggering and/or reduction to ensure 50% or less occupancy in any given office or indoor space
 - ✦ Social distancing of staff will require at least six feet between any two employees
 - Volunteers who are not at high risk can begin to return
- **PPE/staff health and cleaning**
 - All staff will be required to wear masks
 - Workspaces will be cleaned by staff before/after each shift
 - Each site will have a designated COVID manager to provide guidance/supplies to staff
 - All staff will have temperature checked at the beginning of their shift
 - ✦ Anyone with a temperature of 100° or higher will be sent home
 - ✦ Staff who are sick will be required to stay home until symptom-free
 - ✦ Staff who have symptoms or live with someone who has symptoms must stay home and self-quarantine
- **Visitor procedures**
 - Admission will be exclusively by advanced online reservation/timed ticketing through the Gardens' website
 - The number of visitors allowed in during each block will be capped
 - Visitors will not be allowed inside any buildings, with the exception of public restrooms being made available at each site, controlled education spaces and limited retail
 - Municipal requirements for masks will be enforced
 - ✦ Visitors will not be allowed entry without adequate face covering
 - Handwashing and social distancing will be encouraged in multiple ways:
 - ✦ Onsite signage
 - ✦ On website
 - ✦ In pre-visit email confirmation following ticket purchase
 - ✦ Multiple hand washing stations
 - Denver Botanic Gardens' Security will train staff to best ensure visitors are complying with these requirements
- **Group events/gatherings**
 - Generally, no more than 10 people can convene in a space for an event; physical distancing and masks required
 - Weddings and celebrations of life can take place with chairs placed six feet apart and participants required to wear face coverings
- **Gift Shop**
 - Retail operations will be both online and onsite as follows
 - ✦ Online: Default will be to ship purchases to customers; if requested, an item purchased online may be picked up onsite by reservation, following social distancing protocols
 - ✦ Onsite shopping will be available only when state guidance on opening retail is applied

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- **Food service and restrooms**

- o Food service (York Street):

- ✦ Only outdoor café will be open, with tables and seating removed
- ✦ Online and in-person orders will be taken, adhering to social distancing protocols for pick up
- ✦ No self-service beverages or food

- o Restrooms and drinking fountains (both sites):

- ✦ Designated restrooms will be open and available to the public with increased hygiene signage
- ✦ Restrooms will be cleaned throughout the day
- ✦ Drinking fountains will not be available

- **Educational programming:**

- o Education programming will be both online and onsite as follows

- ✦ Online: Adult and children's education programming has been and will continue to be converted to online offerings when possible and practical
- ✦ Onsite: A limited offering of adult and children's education programming will follow social distancing protocols, with advanced registration and seating in a room separated by at least six feet with students wearing face coverings

- **Communications**

- o Website: The Gardens' website will have a dedicated page for COVID communications, linked from the top of every page for high visibility. This will be updated regularly.
- o Emails: The Gardens will communicate plans for re-opening via email as follows:
 - ✦ To entire list of 100,000+ recipients
 - ✦ To those who have purchased tickets, with specific information they will need to know about visitor procedures
- o PR: The Gardens will work with local media outlets to help disseminate re-opening plans
- o Social media: The Gardens will post updates via [Facebook](#), [Twitter](#) and [Instagram](#)



Secondary phase(s)

Expansion of onsite activities at both locations will be gradual and in coordination/compliance with municipal and state guidance and requirements.

General elements:

1. Cheesman Gate fob entry allowed with prior reservation and staff oversight
2. Based on visitor density, total visitation allowed may increase
3. Events with physical distribution throughout the property can resume

