

# Emergency Operating Procedures – Visitor Management & Communicable Diseases

**Purpose:** A generic EOP that can be adapted for gardens open to the public during or shortly after the COVID-19 pandemic and applicable to other communicable disease situations with the aim of protecting staff and visitors from transmission of infection.

**Scope:** The visitor journey from arrival (assumed to be car park) through entry point and into garden. Once in the garden, the garden journey to exit and return to final departure point (assumed to be car park).

**Definitions:** [Please define any terms or phrases used in your garden requiring further clarification or explanation e.g. teams responsible for welcoming visitors, horticultural team etc.]

**References:** [Does this document refer to existing standard operating procedures or other staff manuals?]

## Requirements:

### Visitor notification:

- Prior to visitor arrival, ensure up-to-date information is available on your **website**:
  - State if/when your garden is open and any changes in opening times;
  - Carefully outline closures of facilities such as shops, cafes etc. and if refreshments are available.
  - Describe what facilities are available and how these are being managed e.g. toilet facilities are open and are being cleaned at regular intervals but please do follow notices supplied in the facilities at all times; hand gel is available (or should visitors bring their own?) at entrance/exit points to garden and toilet facilities.
  - Outline any restrictions on cash and emphasise the use of contactless payments wherever possible.
  - State visitor restrictions clearly: “If you have had any contact with someone diagnosed with COVID-19, are required to self-isolate or are feeling unwell (with any of the [symptoms listed for COVID-19](#): new cough and high temperature) – PLEASE do not visit the garden.”
  - Consider also including “Social distancing is encouraged at all times during your visit: please try to maintain a distance of 2 metres between yourself and other visitors/garden staff.”
- Provide up-to-date information on noticeboards in car parks and/or before entry to the garden in case visitors have not visited the website before arrival. Information should be a reminder of use of card payments, 2 m social distancing, need for hand hygiene and closures of facilities.
- Consider if visitors will be arriving by other means (if public transport is still available, bikes, walking etc.) and provide relevant information.

## *Template for use by PlantNetwork members*

### Staff notification:

- Ensure all staff are briefed on current situation, are aware of changing nature of the procedures in an emergency situation and are comfortable communicating these issues to each other and to visitors.
- Ensure that all staff know where to go for up-to-date information and how they will be made aware of changes.

**Responsibilities:** all staff / staff within public-facing roles

### Procedural steps:

#### 1 – Arrival

- Encourage all visitors adhere to social distancing from leaving their vehicles to returning to their vehicles after their visit with notices.
- Ensure up-to-date information is displayed at key points in journey from car park or other arrival point to entrance.

#### 2 – Entrance to garden

- If needed, ask visitors to queue outside (at 2 metre intervals) to restrict crowding at the entrance or consider opening another entrance to the garden.
- No cash; contactless payments wherever possible; clean card machine between payment with appropriate disinfectant wipe and dispose of appropriately. Or remove all payment and allow visitors to enter for free or by donation.
- If entry is via membership card, can visitors self-scan their cards? Is it possible for visitor to read out their name and/or membership number to be checked/recorded on appropriate database?
- If making maps/other information available, ask visitors to collect what they need rather than hand to them.
- Staff to remind visitors of social distancing (ideally 2 m), what facilities are available/closed and to encourage them to enjoy their visit.
- Staff to wear disposable gloves and regularly wash hands.
- Regularly clean door handles or other contact points within the entrance/exit area.

#### 3 – In the garden

- Consider placing social distancing reminders at interval across the garden – particularly in or around any buildings that remain open (such as toilets) or areas where staff might be working (“Please keep at least 2 m from our staff who are still happy to help you wherever possible”).
- Consider making extra hand hygiene facilities available such as near toilets and at garden entry/exit points.
- Consider extra cleaning of toilet facilities, particularly handles, buttons and switches.
- If still providing refreshments, is there distance between those queuing and any seated areas? Can card payments be made?

#### 4 – Leaving the garden/exit

- If needed, provide additional notices with relevant information and hand hygiene facilities.

**Key message:** “Please enjoy your visit but please do keep your distance from other visitors and garden staff”