



# Rancho Los Cerritos

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## Strategic Site Rollout Plan

Rancho Los Cerritos' initial strategy, is a phased approach for returning to the site wherein staff, volunteers, and visitors will return in staggered waves. This approach affords RLC the opportunity to analyze, adapt and adjust operations as is necessary, and gives RLC staff the chance to refine each respective phase before moving on to the next—allowing for a learning curve with which to work. The strategies associated with each phase are outlined below:

### PHASE 1

The initial phase of the rollout plan includes a limited amount of staff returning Rancho Los Cerritos, as necessary. Staff with the ability to effectively perform their duties remotely, will be encouraged to do so. Staff schedules have been coordinated to minimize physical contact with coworkers. RLC will continue to hold virtual meetings, via Zoom and Teams. During Phase 1, staff will familiarize themselves with the new protocols and with their expanded roles. It is during this period that staff will begin to practice the sanitization routines that will commence in Phase 2. Areas that have high foot-traffic will be disinfected four times per day: prior to 1:00pm, at 2:30pm, at 4:00pm, and after the final guests of the day have departed. In addition to high-traffic areas, all knobs, handles and work-surfaces are to be sanitized on the same schedule.

A “Disinfecting Log” will be generated that will outline the areas that are to be sanitized, and the time at which it is to happen. These additional duties will be assigned to all staff members, with the intention of alleviating the additional burden on the custodian. Initially, these scheduled cleanings will take place in the gardens and will ultimately be implemented in the Adobe, when it too is opened to the public, in Phase 3. Phase 1 is currently in progress at Rancho Los Cerritos.

### PHASE 2

Phase 2 involves opening the gardens to guests and implementing the procedures that were outlined in Phase 1. Guests will be required to follow specific safety guidelines, designed to ensure their safety. To that end, we will implement the following actions:

**Staff and Volunteers:** Staff schedules will be a hybrid of on-site and remote work, with a focus on social distancing. Volunteers will return to the site in a limited capacity and will only be asked to perform tasks with which they are comfortable. All staff and volunteers

will be required to wear face coverings during the hours of operation. This policy will remain in place until further notice. Rancho Los Cerritos greatly values its volunteers and will continue to do everything possible to prioritize their health and wellbeing.

**Designated Thoroughfares:** Upon initially entering the site, stanchions and signage will lead guests directly to the exterior of the Visitor Center. Here, they will check-in and be directed to their garden tour thoroughfare. The interior of the Visitor Center will not be accessible to guests during Phase 2. The thoroughfares have been developed with a focus on minimizing contact with others. They are routes through which guests must travel to navigate the site. Attached are diagrams of potential routes through the gardens and the house, which adhere to the criteria that we've set forth. These routes can be altered in any way that achieves RLC's goal of limiting contact between visiting groups.

**Disinfectant/Sanitizing Stations:** Along each thoroughfare, will be strategically placed sanitizing stations, where guests can use certified "green" products to disinfect themselves or their effects. In addition, these would be in all high-traffic areas around the site. All products will fall in line with RLC's green initiative and be eco-friendly. Staff will be responsible for ensuring that disinfectant/sanitizing stations are stocked and serviceable during RLC's operating hours. In addition, staff will disinfect all high-traffic areas, doorknobs, door handles, handrails, toilet handles, sinks, faucets, and work-areas four times per day. Such cleanings will take place at strategic times: before we open to the public, twice during the hours that guests are on-site, and once after we close to the public for the day. Similarly, staff and volunteers will be required to sanitize their workstations upon arrival, and before departing the site.

**Ticketed Timeslots:** This strategy will be implemented to limit the number of guests that are on-site at any given time. Tickets will be issued in accordance with the procedures associated with Candlelight Tours. We will still encourage walk-ins. Paperless tickets will be RLC's standard, as such a method of scheduling adheres to RLC's pledge to operate with the highest regard for eco-sustainability. We will allow between 15-20 visitors on-site at any given time. The duration of their visits will be limited to one hour. These constraints will be put in place to protect RLC's capacity to ensure social distancing of at least 6 feet of space between individuals at all times.

**Adjustment of Hours:** To offset the limited amount of people that will be allowed on-site at any given time, RLC will adjust their hours of operation to include morning tours. This will necessitate RLC being opened from 9:00am to 5:00pm on all Wednesdays, Thursdays, Saturdays and Sundays. Tuesday and Friday operations will remain on the traditional schedule of 1:00pm to 5:00pm, to allow for landscaping to proceed uninterrupted.



**Face Coverings:** Policies regarding face masks will be dictated by national, state and local guidance. As we await further instruction, and upon our return, staff will be provided with face masks and be required to wear them during hours of operation. Guests will be required to wear face coverings while on-site, which they must provide. This policy will be in effect until further notice.

**Temperature Readings:** As a courtesy to our guests, and in an effort to preserve privacy, we will not take body temperature readings of any of our visitors. Any guest with a fever is expected to avoid visiting RLC altogether. This policy is subject to change without notice, based upon state or local guidance.

**Virtual Tours:** Virtual tours are a tool we have already begun to use, in an effort to limit physical contact among guests and docents. It also allows for a self-paced experience that some may prefer. This initiative was already a part of our strategic planning for future operations, and has been fast-tracked to keep us relevant during a time when guests are not able to physically visit the site. New technologies afford RLC the opportunity to move our content online, which maximizes social distancing for those who are unwilling or unable to visit the site. For those that will return to RLC, we must continue to preserve their experience, while also ensuring their safety while they are on-site. For this, we can utilize QR Codes, which guests can access on their smartphones, which will offer all kinds of useful and interesting information. Such QR Codes can also be used to redirect visitors to a page where they can offer feedback on their experience, as well as to a page where they can donate or become members.

**New Signage:** RLC will acquire new signs to direct visitors and to ensure them of our commitment to their safety. These visuals will be comprised of useful information and will also contain QR Codes that guests can utilize. RLC will upgrade to digital pamphlets that visitors can access on their smartphones, and will have hard copies on-site to ensure accessibility for those without smartphones. RLC will confirm that the pamphlets are sanitized between each use. Digital literature also aligns with RLC's green initiative.

Phase 2 will commence when California's "Safer at Home" order has been lifted. All timeframes are subject to change, based on national, state and local government orders.

### PHASE 3

Phase 3 is when Rancho Los Cerritos will open the historic Adobe and Inner Courtyard back up to visitors, in addition to the gardens. Like the gardens, RLC will also have a designated thoroughfare by which to travel. High-traffic areas and items that are commonly touched (handrails, doors knobs, etc.) will be added to the regularly scheduled sanitizations. In addition, and to mitigate any risk of theft, RLC will require guests to utilize lockers to stow oversized bags



during their self-guided tours. Additionally, Special Events will resume, with a limited number of guests allowed on-site at any given time, and with enhanced restrictions.

**Lockers:** RLC will be offering lockers that guests can utilize while on their self-guided tours. RLC will offer this service free of charge and will provide the locks as well. Locks and lockers will be sanitized daily, between each use.

**Virtual Tours:** Like with the gardens, virtual tours are a tool RLC can utilize to reach a diverse population that may not be able to physically get to the Rancho to take a tour. Such tours are already online, and have quickly become a favorite among RLC patrons. RLC will continue to expand upon these.

**Strategically Placed Docents:** Along the thoroughfare, RLC will place docents in strategic locations. They will have a dual purpose. They will be there to answer questions, as well as to act as a staff presence.

Phase 3 will commence approximately 30 days after Phase 2 begins, but is subject to change. This phase will require the most adjustment by staff and volunteers, as the new “normal” deviates considerably from what they have been used to in the past.

## PHASE 4

This is when Rancho Los Cerritos will resume all events. Additional safety measures will remain in place. Phase 4 will only be implemented after the prior three phases have proven effective and will be rescheduled as needed to accomplish our mission. This is scheduled for no sooner than the beginning of 2021.

With the forthcoming changes, RLC still aspires to maintain our current aesthetic, but also see the necessity of enacting practices that protect and ensure the safety and health of our patrons and staff. While RLC’s mission remains to preserve, educate, and innovate, RLC realizes that the wellbeing of our patrons is paramount. The health and safety of visitors remains the highest priority at Rancho Los Cerritos.

