Worship Service Covid-19 Procedures and Protocols

August 12, 2020 Version 1.0

The purpose of this document is to provide those involved in the behind the scenes planning a reference document of the decisions made by the Regathering Task Force. Delivery of this information to the congregation will be modified by the Communications Team based on what they feel potential attendees need to know before arriving for a Sunday Service.

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Overview

Online and Radio Worship will always be available to everyone.

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During these unprecedented times, we ask for the safety of everyone, that the following persons, and anyone from their household, refrain from attending in-person. including those:

- In a High-Risk category, with chronic medical conditions like diabetes, heart conditions, lung disease and older adults over the age of 65. (See Addendum 1)
- With COVID-19 Symptoms. (See Addendum 2)
- Who have traveled outside the Traverse City Region (See Addendum 3)
 within the previous ten days, the quarantine protocol, as mandated by the State of Michigan.

For the safety of everyone who enters Central Church, individuals are required to:

- Clear the CUMC health screening process, including a temperature check
- Wear a face mask at all times. Disposable masks will be available.
- Use hand sanitizer upon entry.
- Physical distance from anyone not of your household.

Worship Service Modifications

Worship Times - CUMC will be offering two services on Sundays:

9 am - Well Service

11 am - Traditional Service

Pre-Registration - We ask that attendees pre-register for the service of their choice for the purpose of streamlining the health and wellness check-in, and the attendance tracking process required for each service.

- Check-In and screening protocol upon arriving at church will include temperature screening and a review of health screen questionnaire.
- Those who arrive without registering will be directed to a separate check-in process, which will start with a temperature check and then proceed through a paper form of the health screening questionnaire.
- Participation is limited to 25% of the venue capacity, or less, by the State.
 - Sanctuary 125 (Final # to-come when Sanctuary is marked for service)
 - Phase 2: Overflow will go to the Chapel, with TV Screen viewing (Plan to be updated)

Adjustments to Worship Programming - Services will be conducted by Pastoral Staff:

- a limited physical-distancing seating plan with front rows being left open to allow pastors to speak unmasked
- 45 minute worship program
- With two services offered each weekend.
- Vocal music will be limited to the worship team

For the safety of all, the following practices will not be occurring until further notice:

- Church bus transportation
- Welcome Desk in the Gathering Place
- Handshaking or passing the peace
- Printed bulletins. Announcements and service order will be projected on the monitors
- Fellowship/hospitality time following services
- Congregational singing
- Communion and Baptisms

Childcare and Children's Ministry programs will not be offered during worship. However, children are welcome to attend services with their families. Take home children's worship bags will be available at a Gathering Space table. Children's time, during the 11 am service, will be offered while children stay in their pews. Follow the Children's Ministry programs provided regularly on Facebook, https://www.facebook.com/groups/childrensministries

Procedures and Protocol Detail

For the safety of our congregation and our community, Central Church, and its Re-Gathering Task Force, have established the following protocols for worship service attendance. We all find ourselves in a "new" normal, and with that understanding, we believe the extensive pre-planning we have done will need regular modification to improve the plan. We ask for your grace and understanding as we work through the glitches that are certain to arise.

We ask that you use common sense – if you are not feeling well, or have been in an environment where you might have been exposed to Covid, please worship with us online and join us when it is safe for you to do so.

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We welcome your worship service and safety protocol suggestions, but we ask that you reserve those for non-worship days so that we can focus on providing the best worship experience service possible. Please feel free to contact the church office with any suggestions or comments at 231-946-5191 or office@tccentralumc.org. Current office hours for a phone receptionist are Monday - Friday from 10 am to 1 pm. Unless you have an appointment with a staff member, no one is allowed into the building but staff at this time.

Worship Gatherings During Covid Pandemic Video: Provide link

Registration Procedures

A link to registration will be emailed Friday morning in the CUMC newsletter. Registration will close at midnight on Saturday to allow time to prepare for Sunday morning screening.

- 1. Full name. If registration is for a household, full name of each person attending from the household.
- 2. Response to the pre-qualifying questions (If "yes" response to any pre-qualifying question please do not attend in-person service, instead watch online):
 - a. In the past 24 hours, have you experienced any of the following symptoms fever, new or worsening cough, shortness of breath, sore throat, vomiting/diarrhea?
 - b. To the best of your knowledge have you had close contact in the last 14 days with an individual diagnosed with Covid-19?
 - c. Have you engaged in any activity or travel within the last 14 days which is considered high risk behavior?
 - d. Have you been directed or told by the local health department, or your healthcare provider, to self-isolate or self-quarantine?
- 3. Notify registrants of requirements for entry:
 - Clear the CUMC health screening process, including a temperature check
 - Wear a face mask at all times. Disposable masks will be available.
 - Use hand sanitizer upon entry.
 - Physical distance from anyone not of your household.
- 4. Notify registrants of Check-In process, which will include a temperature taking and reaffirm your answers of questions in #2 before entry. "Have any of your answers to the screening questions changed since you registered?" A "NO" response is expected.

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- 5. General Review of seating procedures (See Addendum 4. Page 16);
 - a. Main entry point will be the Cass Street doors.
 - i. General Entrance
 - ii. Handicap Household Entrance
 - b. Cass Street Lobby will be Check-in Zone
 - c. Attendees will be selecting the general area in which they choose to sit, based on their selection of stepping left, middle or right when they move inside the Sanctuary doors to the next physically-distancing marker on the floor. Guide in Gathering Space will inform people of their ability to choose a general area by making that selection.
 - d. Guides will direct everyone, individuals and households, individually to the next available seating area using physical distancing protocols.
 - e. The first to be seated will be the last to be excused from the worship service. Guest will be excused from service working from the back of the sanctuary to the front.
 - f. You will not be able to choose your seat.
 - g. We ask that everyone remain in their seats throughout the service, if at all possible. Guides will be available in the Gathering Space outside the Sanctuary to direct anyone needing a restroom.
 - h. The water fountains have been disabled for the safety of the community.
 - i. Attendees will be excused by guides using physical distancing protocols.
 - j. No congregating of groups will be allowed in the building

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Service Day Check-In Procedures

STAFF and VOLUNTEERS Check-In Procedures

- SERVICE GUIDES will enter through the Cass Street doors, and, under the direction of a Covid-19 Screening and Safety Leader, follow the screening process to enter the building using the Narthex.
 - o Service Guides are asked to pre-register.
 - o Service Guides are asked to have their phones with them for the purpose of team communication, if necessary.
 - Upon entering the Cass Street lobby,
 - i. They will sanitize their hands,
 - ii. their temperature will be taken (<100.3),
 - they will respond to the question, "Have any of your answers to the screening questions changed since you registered?" A "NO" response is expected. A "YES" response will cause the person to be directed to the *Covid-19 Screening and Safety Leader* for further review. Clearing this station, Guides will
 - iv. Check themselves in on the registration paper.
 - o If a Service Guide forgets to register, they will be required to proceed through the non-registration protocol:
 - i. They will sanitize their hands,
 - ii. their temperature will be taken (<100.3),
 - iii. They will fill out the paper registration form, including screening questions. A "NO" response is expected to all questions. A "YES" response will cause the person to be directed to the *Covid-19***Screening and Safety Leader for further review. Clearing this station, Guides will
 - iv. Check themselves in on the registration paper.
- 2. STAFF and MUSICIANS (only) will use the parking lot entrance. Darcy Dewling will be on-hand to monitor Staff and Musician check-in:
 - Staff will:
 - i. sanitize their hands
 - ii. take their temperature (<100.3) upon entering the building, at the back door screening table, and
 - iii. then follow the standard communication protocol using their phones to communicate their answers to the screening questions with Darcy Dewling via text.
 - iv. Staff will wear their masks at all times, except when presenting to the congregation.
 - Musicians will:
 - i. sanitize their hands
 - ii. take their temperature upon entering the building, at the back door screening table, and
 - iii. then follow the standard communication protocol with Jeff Cobb. Jeff Cobb will deliver his data to Darcy Dewling.
 - iv. Musicians will wear masks at all times, except if they are singing for the congregation.

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GENERAL POPULATION Check-In Procedures

- 1. **General Population** Entrance to services will be through the Cass Street Doors only:
 - North Doors for general population,
 - Cass Street Handicap Doors for physically-challenged individuals and members of their household.
 - There will be no entry for attendees from the back parking lot.
 - Weather permitting all doors will be propped opened to allow hands free entry to the building.
- 2. Covid-19 Risk Manager Darcy Dewling will be on campus to respond to questions or requests.
- AT ALL TIMES, guests are required to wear a mask and maintain a physical distance of 6 feet from other households on the grounds of CUMC. Grounds and interior floors are marked with arrows and distancing squares for ease of following entry and exit protocols.
- 4. EVERYONE will be asked to use hand sanitizer upon entering the facility.
- 5. Pre-Registered Guests: Upon entering the Cass Street Narthex guests will be screened by a Service Guide who will:
 - Take each person's temperature with a digital thermometer. Digital thermometers in use take a person's temperature from a 1" - 2" distance from a person's forehead.
 - o Anyone with a temperature of more than >100.3 will be asked to leave the building.
 - o Check-in each individual (using an alphabetized, printed list of registrants) and ask the Covid screen questions.
 - For those guests that have not pre-registered and whose temperature is below the 100.3 threshold, they will be directed to a special area for on-line registration and health screen questions.

Anyone refusing to participate in any portion of this check-in process will be asked to return to their home to watch the service online.

- 6. Non-Registered Guests: Upon entering the Cass Street Narthex guests will be screened by a Service Guide who will:
 - Take each person's temperature with a digital thermometer. Digital thermometers in use take a person's temperature from a 1" - 2" distance from a person's forehead.
 - Anyone with a temperature of more than >100.3 will be asked to leave the building.
 - Non-registered guests will step to the left in front of a desk set up in the Narthex, and they will fill out a paper form, which asks for their name, contact information, the health screening questions and a signature.
 - Upon clearing this process, they will be directed back into the entry flow and upstairs to the service.

Anyone refusing to participate in any portion of this check-in process will be asked to return to their home to watch the service online.

- 7. Upon clearing the Check-In process:
 - o Guests, who are able, will proceed up the stairs, staying to the right as they climb.
 - Physically challenged guests will use the elevator.
 - Elevator protocol: One household at a time. Stand 6 feet from the elevator door. Remove yourself(s) away from the elevator to a minimum distance of 6 feet.

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- 8. Entering the sanctuary floors are marked with waiting points until you can be seated by a Service Guide.
 - Service Guides will seat people from the front to the back of the sanctuary, both on Level 2 and Level 3 balcony.
 - Guests must wait to be seated. Guests must remain seated, as tempting as it is to go and speak with good friends
 - They will be directed to specific seats to avoid any wandering.
 - Seating spaces are pre-set prior to services by COVID-19 Risk Manager Darcy Dewling and staff.
- 9. During services, should any guests require the use of a restroom, they will be asked to use the single bathrooms in the Cass Street Narthex. If the person is physically unable to use the stairs, they will be allowed to use the restrooms on Level 2. These restrooms are now limited to 1-person at a time.
- 10. **Exiting the sanctuary** Service Guides will excuse guests one pew at a time, from the back to the front of the sanctuary and balcony.
 - o The North balcony will exit the north stairway to Level 2.
 - The remaining balcony guests will use the main sanctuary stairway.
- 11. Guests will exit directly out of the building, without congregating to socialize. They will use the east side of the stairway to exit. All doors on Cass Street are available to exit.
- 12. Those requiring the elevator will cue on 6 foot distancing markers to use the elevator.

Cleaning Plan Between Services

- 1. Custodian will use the Clorox 360 machine to sanitize the sanctuary for the next service.
 - a. Sanctuary needs to cleared of all people while it is being sprayed
 - b. Proper protective gear needs to be worn while using the 360 machine.
- Service Guides (or Custodian) will be responsible for wiping down counter surfaces in the 4 restrooms, entry and exit
 door bars and handles, handrails, and elevator buttons. Cleaning supplies, including eye protection, gloves, masks, etc,
 will be supplied.

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Training Session Outline

<u>Why</u> <u>Thorough Protocols Have Been Put Into Place</u>, so that Guides are equipped to respond to guests questions and comments.

- Health and Spiritual Well-Being are the top priorities of this Community
- The majority of the church's demographic falls into the "high risk" category, and we wish for all of our congregants to feel safe to enter worship.
- CUMC is following State mandates and the recommendations of the Grand Traverse Health Department.

Role/Purpose of Service Guides -

- To insure all guests meet health protocols set to keep all guests free (as humanly possible) from Covid-19 exposure.
- To insure guests feel welcomed and safe in a new way of worship.

Review Worship Service Modifications (Page 2)

Review SUMMARY of Service Guides' Responsibilities (Page 7)

Review Procedures and Protocol Details (Page 3)

- Worship Gatherings During Covid Pandemic Video Link
- Pre-Registration for Each Service
- Check-In Procedures for Support Staff and Volunteers
- Check-In Procedures for General Populations
- Cleaning Plan Between Services
- Review Entrance and Exit Strategy Maps (Addendum 4)

Review Guide Roles and Responsibilities

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SUMMARY of Guide Responsibilities

- Hospitality and a warm welcome are a priority.
- A minimum of ten (10) service guides, with one designated as team leader, are necessary for each and every service held in the main Sanctuary with a possible *live stream* annex in the Chapel.
 - o Well Service: 9 am.
 - Traditional Service: 11 am.
- Service Guides will be made up of staff and volunteers. Initially, the lead for guides will be a staff person.
- Service guides will arrive 35 minutes before the service, entering at the Cass St entrance where a
 health screening will occur by the team leader. Each team (i.e. music, custodial) will be checked in by
 their team leader. The COVID-19 Risk Manager Darcy Dewling will organize this protocol.
- Thirty minutes before the service, a team meeting will occur in the Narthex, Level 1, to review any updates to protocols and receive specific assignments for that day.
- Responsibilities include:
 - Directing attendees to proper building entry points.
 - Reminding attendees of CUMC Attendance Rules when asked, and answering attendees
 questions to the best of their ability.
 - Temperature screening of all attendees.
 - o Checking in those with and without reservations.
 - Directing attendee traffic to and from the Sanctuary.
 - Guiding attendees to and from their seats in the Sanctuary, and Chapel using social distancing.
 - Monitoring any attendee movement during services, providing directions to open bathrooms.
 - Supporting the surface cleaning protocols outside the sanctuary after the service to ready the facility for its next use, including closing off Sanctuary for cleaning. Custodian will use Clorox 360 lonizing Sanitizer in Sanctuary.

Preferred Candidate Qualifications

- 1. Preferably someone with initiative, and understands the need for flexibility.
- 2. At least 2 individuals who are willing to enforce protocols when necessary, Covid-19 Screening and Safety Leader.
- 3. Willing to participate in 60 minute Zoom training.
- 4. Willing to participate in a masked 30-minute walk-thru session at the church.
- 5. Willing to support services regularly, until we can get a full team developed.

The goal is to get a minimum of 40 people to commit to volunteer twice a month through the end of November.

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	Guide Location Custodian	Prior to Service Responsibilities Post outdoor signage	Exiting the Service Responsibilities Store outdoor signage
ı			Store outdoor signage
	Covid-19 Risk Manager Darcy D	Oversee Back Door Screening	
		Print Check-In Lists	Collect Check In Lists
		Put out collection baskets	Has final say on issues that arise
		Has final say on issues that arise	Deposit collections in Church safe
2	Back Parking Lot Guide	Greet & direct all arriving guest to the Cass St.	
		entrance	Monitor elevator use
3	Cass St. Entrance Greeter (Floater)	Greet all arriving guest & answer questions	Floats at exit time where support is necessary
		Direct traffic- If "Handicap Household Entry is	
		not in use, direct guest to use the "General	Help with service clean-up as assigned at
		Use" enty line.	pre-service team meeting
1	Cass St. Entrance Guide (Guide Leader 1)		Assist people and thank people exiting from the
	2	Welcome guests & take temperature	Cass St. entrance
		Reservation Check-In/Do you still answer "yes"	Hold exit doors if doors are not already
		to the 4 Qs?	propped open
		Non-Reservation Check-In (Primary)	
		Remind people to physically distance from	
		those ahead of you. Follow the arrows.	
		At any time, Entrance Guides have the right to	
		halt check-in to restore order .	
5	Cass St. Entrance Guide		Assist people and thank people exiting from the
		Welcome guests & take temperature	Cass St. entrance
		Reservation Check-In/Do you still answer "yes"	Hold exit doors if doors are not already
		to the 4 Qs?	propped open
		Non-Reservation Check-In	
		Remind people to physically distance from	
		those ahead of you. Follow the arrows.	
		Stays behind after service starts, 15 mins, to	
		check in late arrivals	
		At any time, Entrance Guides have the right to	
		halt check-in to restore order .	
5	Gathering Space Guide		Thank people for attending and help guide
	outriering space outde	Answers questions/Directs Traffic	them to the appropriate exit.
		Will inform people of their ability to choose a	The transfer of the transfer o
		general area by making that selection by	
		stepping left, middle or right w/ signage	Help with service clean-up as assigned at
		cupport	pre-service team meeting
		Monitors the Name Tags/Children's Bag Table.	
		Any materials taken are to be kept, and not	
		returned to the table.	
7	Sanctuary Guide (Guide Leader 2)		Helps excuse handicap seating and releases
			people from the very back of the sanctuary
		Leads the pre-worship team meeting	near the mosiac
		Monitor all sanctuary seating from Main aisle.	
		When traffic is low, helps direct in gathering	Help with service clean-up as assigned at
		space.	pre-service team meeting
		Directs Handicap/Physically Challenged to	, , , , , , , , , , , , , , , , , , ,
		Directs Handicap/Physically Challenged to Center-back seating	
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3	Sanctuary Seating & Release Guide - Right side	Directs Handicap/Physically Challenged to Center-back seating Has the final say on seating arrangements Stays near the gathering space door during the service to assist anyone from the sanctuary Direct guests to the next available seating on the right side of the sanctuary - filling the seats	Starting at the back of the sanctuary excuse
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CUMC Response to Report of Covid Positive Staff or Campus Visitor

Subsection (a) of the Executive Order reads:

All businesses or operations that require their employees to leave the homes or residences for work must, at a minimum:

Develop a COVID-19 preparedness and response plan, consistent with recommendations in Guidance on Preparing
Workplaces for COVID-19, developed by the Occupational Health and Safety Administration ("OSHA") and available here.
Within two weeks of resuming in-person activities, a business's or operation's plan must be made readily available to
employees, labor unions, and customers, whether via website, internal network, or by hard copy.

Response Plan

If positive COVID-19 exposure occurs at the CUMC:

- The COVID-19 Risk Manager, Darcy Dewling, will immediately contact and work closely with the Grand Traverse County
 Health Department (required contact made within 24 hours). Potential exposures will be identified through an interview
 process as well as utilizing the CUMC Operations check-in/check-out system for contract tracing.
- Potentially exposed individuals will be isolated and sent home upon identification of a positive case of COVID-19.
- The organization will close off areas visited by the ill persons, up to and including the entire facility, as soon as possible.
- Cleaning staff will work to clean and disinfect all areas of the facility included in exposure utilizing the Clorox Electrostatic Sprayer, which is proven to kill the virus.
- Additional cleaning focus will be on high-touch surfaces and equipment.
- Upon completion of adequate cleaning and sanitizing of the facility, when deemed appropriate by the Grand Traverse County Health Department, closed areas or facility will reopen.

For Staff and Volunteers:

What should you do if you are sick with symptoms of Covid-19 or if you have tested positive for Covid-19?

- Inform COVID-19 Risk Manager Darcy Dewling immediately if you have symptoms of, or if you have been diagnosed with, COVID-19.
- Stay home for 10 days after you were tested or developed symptoms.
- After staying home for 10 days, have you been symptom-free for 3 days?
 - o If yes, you may contact Human Resources to return to work
 - o If no, stay home until 3 days have passed after all symptoms have stopped.

What should you do if you come in direct contact with someone with COVID-19?

- If you have had direct contact (identified as being within a 6-ft distance for an extended length of time) for example, if you live with someone diagnosed with COVID-19:
 - Notify COVID-19 Risk Manager Darcy Dewling immediately.
 - Stay home for 14 days after your last contact with the sick person
 - Monitor yourself for symptoms if you are symptom free after 14 days, contact Darcy Dewling to return to work or resume volunteering.

What should you do if you come in contact with someone who has come into contact with covid-19, but has no symptoms?

- If you think you have come into contact with someone that has COVID-19 or has been exposed to COVID-19 (but not
 extended, long term or direct contact):
 - Notify COVID-19 Risk Manager Darcy Dewling immediately.
 - Monitor yourself for symptoms you do not need to self-quarantine during this time unless you develop symptoms.

For CUMC Attendees:

What should you do if you are sick with symptoms of covid-19 or if you have tested positive for covid-19

- If you have been inside the CUMC facility or attended any outside CUMC-sponsored events, please inform CUMC, by calling the office.
- If you potentially exposed attendees at a CUMC event, the Grand Traverse County Health Department will also inform CUMC.
- Stay home for 10 days after you were tested or developed symptoms.
- When you return after recovering fully from Covid-19, please wear a mask at CUMC sponsored events.

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What should you do if you come in direct contact with someone with COVID-19?

- If you have had direct contact (identified as being within a 6-ft distance for an extended length of time) for example, if you live with someone diagnosed with COVID-19:
 - o Check in with your Primary Physician to learn how they would like you to care for yourself.
 - Stay home for 14 days after your last contact with the sick person
 - Monitor yourself for symptoms if you are symptom free after 14 days, you may rejoin CUMC sponsored events.

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Addendum 1: High Risk Persons Defined

https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html

Centers For Disease Control July 17, 2020

Summary of Recent Changes

Revisions were made on July 17, 2020 to reflect recent data supporting increased risk of severe COVID-19 among individuals with cancer. The listed underlying medical conditions in children were also revised to indicate that these conditions might increase risk to better reflect the quality of available data currently. We are learning more about COVID-19 every day, and as new information becomes available, CDC will update the information below.

People of any age with certain underlying medical conditions are at increased risk for severe illness from COVID-19:

People of any age with the following conditions are at increased risk of severe illness from COVID-19:

- Cancer
- Chronic kidney disease
- COPD (chronic obstructive pulmonary disease)
- Immunocompromised state (weakened immune system) from solid organ transplant
- Obesity (body mass index [BMI] of 30 or higher)
- Serious heart conditions, such as heart failure, coronary artery disease, or cardiomyopathies
- Sickle cell disease
- Type 2 diabetes mellitus

COVID-19 is a new disease. Currently there is limited data and information about the impact of underlying medical conditions and whether they increase the risk for severe illness from COVID-19. Based on what we know at this time, people with the following conditions might be at an increased risk for severe illness from COVID-19:

- Asthma (moderate-to-severe)
- Cerebrovascular disease (affects blood vessels and blood supply to the brain)
- Cystic fibrosis
- Hypertension or high blood pressure
- Immunocompromised state (weakened immune system) from blood or bone marrow transplant, immune deficiencies, HIV, use of corticosteroids, or use of other immune weakening medicines
- Neurologic conditions, such as dementia
- Liver disease
- Pregnancy
- Pulmonary fibrosis (having damaged or scarred lung tissues)
- Smoking
- Thalassemia (a type of blood disorder)
- Type 1 diabetes mellitus

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Addendum 2: Covid-19 Symptoms List

https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html

Centers For Disease Control May 13, 2020 (Most Current)

What you need to know

- Anyone can have mild to severe symptoms.
- Older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness.

Watch for symptoms

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

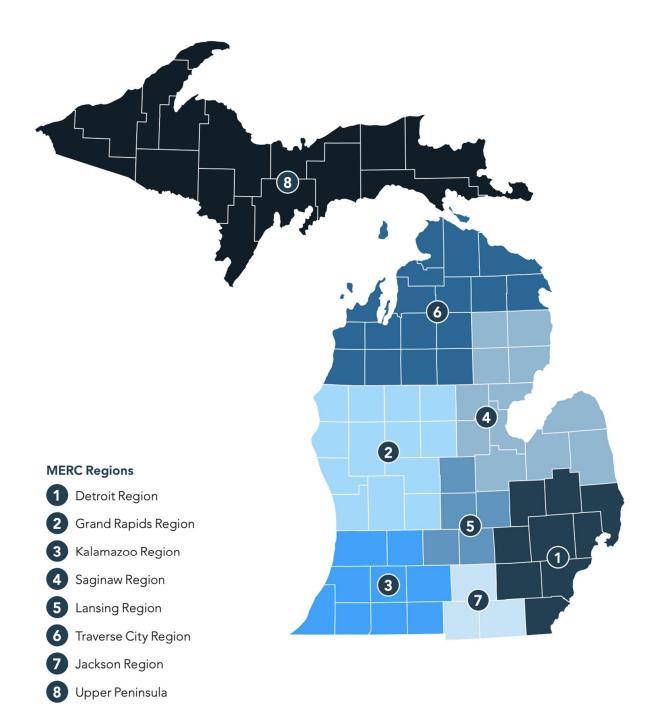
- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms. CDC will continue to update this list as we learn more about COVID-19.

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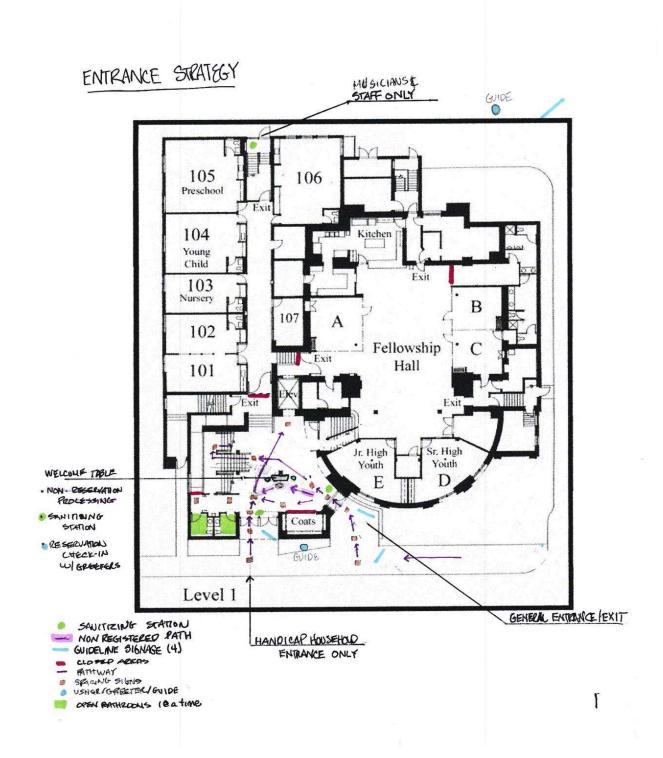
Addendum 3: Reference for Screening Question

MICHIGAN ECONOMIC RECOVERY COUNCIL REPORTING REGIONS

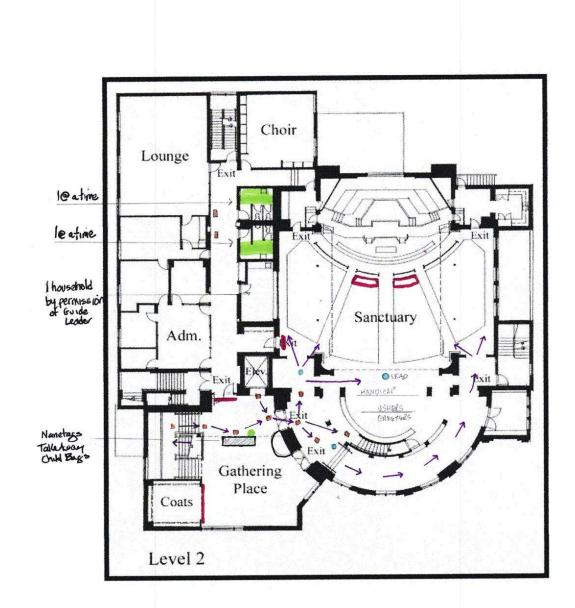


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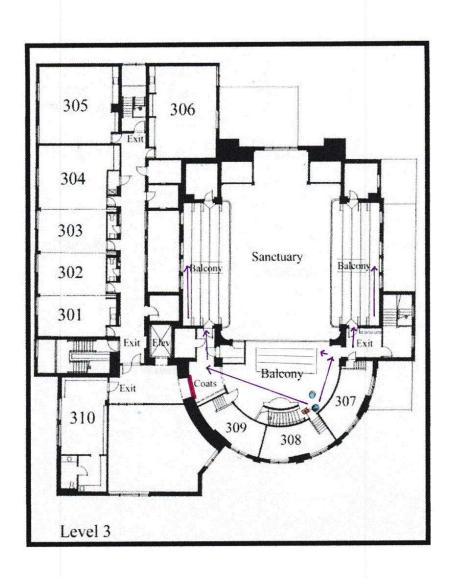
Addendum 4: Entrance and Exit Strategy



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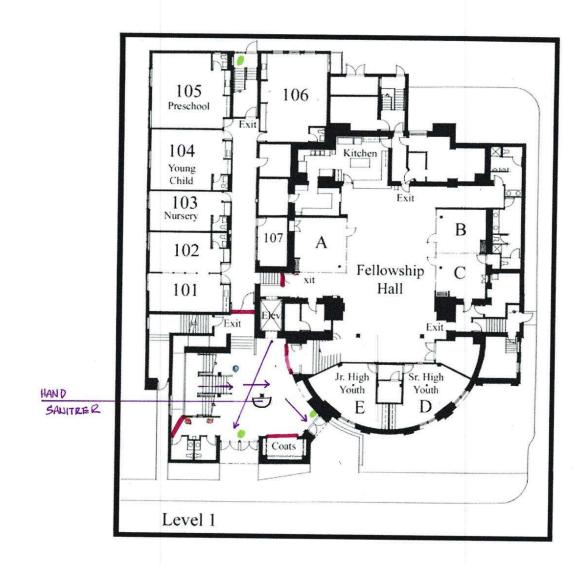


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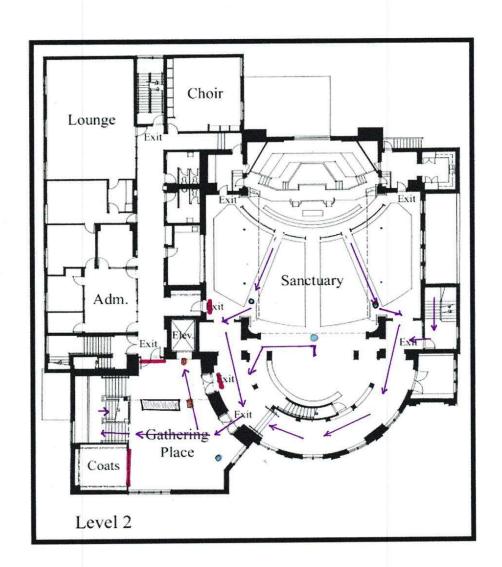
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EXIT STRATEGY



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