

Hope Bible Church Markham - Regathering Safety Measures & Procedures

Hope Markham is committed to the health, safety and welfare of our staff and congregation. Due to the Covid-19 pandemic, we have heightened our health and safety measures to ensure, to the best of our control, that we keep everyone safe and prevent the spread of the virus. The measures and procedures set out below are in compliance with the most recent government guidelines and will be updated for any additional governmental guidance that is issued.

1. Staff & Volunteer Check-In Procedure

The following procedures are to be followed by all staff and volunteers arriving to serve:

- i. Volunteers are to arrive at least 30 minutes prior to the service to avoid waiting in line and check in. Volunteers will be reminded that they should not serve/enter the building if they answer “yes” to any questions on the self-assessment.
- ii. Volunteers are to check in at the Check-In Table, then proceed to their designated serving area.
- iii. Everyone serving must wear a face mask at all times. The church will provide a mask to anyone who does not have their own. Face masks are available at the Check-In Table.
- iv. Volunteers should advise their team leader when they leave.
- v. All Greeters and Ushers will interact with each other and with attendees without contact and while maintaining physical distancing.

2. Entry Procedure

The following procedure is to be followed for everyone entering the building:

- i. Check-In Team Greeters will be stationed at Check-In Table at the main entrance where check-in will take place.
- ii. Families coming to the service will be asked to line up on the side of the building beginning at the wheelchair ramp following physical distancing and ground signage/markings will give direction on how far apart each family should stand in the line.
- iii. The Check-In team will call families forward one family at a time from the line to the Check-In Table. The following procedures will be completed at check-in:
 - a. Attendees are to give the names of **ALL** family members in attendance and confirm that **ALL** family members continue to comply with the Covid Self-Assessment (York.ca Covid Self-Assessment Poster will be posted at Check-In at the main entrance).
 - b. Those who have previously registered will then be checked in. (For those who have not registered in advance, please see section entitled “Non-registered Procedure”.)
 - c. Check-in Team will include in their count every person that enters the building.
 - d. Each person will then be asked to use the hand sanitizer provided at the Check-In Table. In addition all youth and adults will be asked to put on a mask before entering the building. (Parents can decide for children.) York.ca “How To Put On a Face Mask” poster will be placed at the Check-In Table to provide guidance on the proper use of face masks.
 - e. Once the count of those entering to attend the worship service reaches 100 the main doors will be shut and no further entry is permitted.
 - f. A Lobby Attendant will offer attendees pre-sealed communion elements that can be picked up from tables in the lobby in a “self-serve” fashion and are to be taken into the Worship Centre by attendees.
 - g. The Lobby Attendant will also let people know that if they brought their offering with them that it can be placed in an offering box that will be placed on the table in the lobby. Anyone who needs time to fill out their offering will be directed by the Lobby Attendant to go to the

Info Centre to complete their offering and come back once it's done. This is so as to not impede the flow of people into the Lobby and Worship Centre. Alternatively offerings can be dropped off in the white metal boxes in the Worship Centre. (We continue to encourage those who can to donate online through e-transfer, mobile banking or Paypal.)

- h. Lobby Attendant will ask attendees to proceed forward and will be directed to the Usher Stand where Ushers will give them direction regarding seating.
 - i. Any families with infants/toddlers will be advised that the Nursing Room and the Nursery are available if they need somewhere to nurse or care for a crying child and that these rooms will be unmanned and will be capped at 1 family in the Nursing Room and 2 in the Nursery. The Lobby Attendant will direct people to the Nursing Room and Nursery.
 - j. Lobby Attendant/Ushers are to direct families requiring a change table to the handicapped bathroom (which is equipped with a change table) or to the Nursing Room.
- iv. Traffic flow in the lobby, worship centre, hallways and aisles will be one-way clearly marked with directional floor markings indicating the proper traffic flow.
 - v. Entry into the parking lot will be marked off with pylons so that cars can only go to the left. Parking will not be allowed in the area immediately in front of the car park so that this area can be used by people exiting the building to ensure physical distancing from those lining up to enter the building.
 - vi. No refreshments and no book/resource centre will be provided during this time.
 - vii. No handouts will be distributed including no sermon notes, pens, connection/prayer cards, etc. Anyone needing a Bible will be given a paperback Bible from Guest Reception for them to keep and take with them when they exit.

3. Non-Registered Procedure:

The following procedure is to be followed for guests and regular attendees who did not register prior to the service:

- i. if guests come and their name is not on the list of those who have registered, they will be advised that they will need to wait and may not be able to enter the building.
- ii. provided there is still room after all registered guests have checked in, entry will be permitted only after they give you their full name, contact information and complete the Covid Self-Assessment.
- iii. after the self assessment is completed, they will be permitted to enter the building and they will be included in the count provided that each person uses hand sanitizer and provided that all adults and youth are willing to wear a mask at all times (parents can decide about their children.)

4. Capacity Monitoring Procedure

It is critical that the number of people in the Worship Centre never exceeds the 30% capacity as set out by the Government. The Check-In Team will monitor the count as each family enters the building using a hand counter/clicker and the registration list. Once the maximum is reached the doors will be closed and no additional attendees will be allowed to enter.

5. Seating Procedure

The following procedure is to be followed by attendees in the Worship Centre.

- i. Signage will advise that attendees/families should wait at the Usher Stand to be seated.
- ii. An Usher will ask the attendee/family how many seats they need and will proceed with seating starting from the front and working back.
- iii. When seating a family, Ushers will ensure that there are three empty chairs between households and will maintain one empty row between households to maintain a 6' physical distancing radius.
- iv. Each service will use alternating rows of chairs and tent signs will be placed at both ends of rows that should not be used for seating.

- v. Attendees will be advised that if they need to use the bathroom they should proceed to the back of the Worship Centre using one of the side aisles (ie. not the middle aisle) and head directly to the middle doors where a Lobby Attendant will assist and direct them.

6. Bathroom Procedure

The following procedure is to be followed by anyone wanting to use the bathrooms.

- i. The Lobby Attendant will direct people to go through the Lobby to the side hall leading where they are to the lineup to use the bathrooms. Signage will clearly mark where people are to wait to use the bathroom and floor signage will mark off the appropriate physical distancing while waiting.
- ii. The Bathroom Attendant will allow one family at a time to enter the bathroom. Only one family will be allowed in each bathroom at a time.
- iii. York.ca “Correct Handwashing Procedures” and “Lower Your Risk of Covid19” posters will be placed in all bathrooms and in the lineup to use the bathrooms.
- iv. After using the bathrooms all attendees will be directed to not go back the way they came to the bathroom but instead to re-enter the Worship Centre by going down the hallway towards the kitchen and entering through the hallway door that has been clearly marked for re-entry.
- v. Lidless garbage bins will be used throughout the building to limit contact.
- vi. Drinking fountains will be covered and not available for use.

7. Service Turnover and Sanitation Procedure

The following procedure will be followed at the conclusion of each service:

- i. Attendees will be directed from the Pulpit and by the Ushers as to how to exit the Worship Centre.
- ii. Rows will exit one at a time and one section at time from the back to the front of the Worship Centre.
- iii. Attendees will exit both the Worship Centre and the Lobby using a different set of doors than those they used to enter with.
- iv. Once the Worship Centre is cleared, sanitization can begin following these steps:
 - a. Cleaning supplies will be kept at the Usher Stand. The Usher Team will conduct the cleaning of the Worship Centre. Everyone involved in cleaning should wear gloves in addition to a mask.
 - b. Teams will begin sanitizing by spraying all chair backs in the Worship Centre.
 - c. Any communion elements left in the seats should also be picked up and discarded.
 - d. “Do Not Sit In This Row” signs should be moved to alternating rows between the 9am and 11am services.
 - e. All door handles, rails, common surface areas, etc. will also be sanitized.
 - f. Once all areas have been sanitized the Usher Team Leader will give the Check-In Team Leader the go ahead and people can begin to be allowed into the lobby from the Check-In Table/main entrance.

8. Bathroom Cleaning Procedures

The following procedure is to be followed for bathroom cleaning:

- i. Bathrooms are to be cleaned between services.
- ii. This cleaning will include wiping down all surfaces including sinks, toilet seats and handles, etc.
- iii. The garbage bins will be checked and emptied, if needed.