# COVID-19 Recovery Efforts at XXXXXX Church

# STAFF-CONFIDENTIAL

**Purpose of this Document**  
To provide clarity on recovery efforts for XXXXXXXX operations, church services, facility, and staffing changes in response to COVID-19.   
  
**This document provides guidance for the following:**

* Recovery Timeline and Milestones
* Service & Ministry Changes / Online Strategy
* Social Distancing / Close-Contact
* Facility Changes / Sanitization
* Special Events

**Definitions**:

Vulnerable members: Over the age of 65 or immune-system compromised

**Social Distancing / Close-Contact**

The Surgeon General and CDC strongly recommend that we keep social distancing (a 6’ distance between people) at all times throughout Phase 1, which may be relaxed in later phases. For those conducting services during Phases 1-2, social distancing needs to be adhered to.

Following Phase 3, the return to live services will likely result in a mass return of members wishing to return to see those they’ve missed over the last few months. There will be a desire for people to come in close contact with one another, which should be avoided temporarily in Phase 3, and for our staff and congregation to be cautious of even into Phase 4.

**Recovery Timeline and Milestones**

XXXXXXX recovery timetables are predicated on the Phase requirements set forth by the Centers for Disease Control (CDC). While some XXXXXXX programs will continue during all phases, they may have different expressions (online vs in-person group gatherings) depending on the Phase Milestone we’re currently under.

**Phase 1 (RESTRICTED) Operations**

Phase 1 operations have the most strict requirements due to concern of spread of the virus, where we have the most responsibility of doing our part to keep social distancing and isolation of staff. No gathering of staff or congregation is authorized with the exception of production of streaming church services and recording of special communications to the congregation. Only facilities personnel and authorized staff may be on campus without consent of the Executive Pastor of Operations.

During this phase, the following will be in place:

* **Church Services** ONLINE ONLY (FB / Church Online)
* **Youth/Kids** ONLINE ONLY (Social Media/Zoom)
* **Small Groups** ONLINE ONLY (Zoom)
* **Campus** CLOSED
* **Counseling** ONLINE ONLY (Zoom / Phone)
* **Special Events** CANCELLED
* **Staff Location** 100% REMOTE
* **Vulnerable** ONLINE ONLY

**Phase 2 (REDUCED) Operations**

Achieving Phase 2 Operations allows for the lightening of restrictions towards gatherings and will allow for small groups of people to gather together. This is the milestone that will allow for Small Groups to continue meeting in person; it is expected that no more than 30-50 people can congregate in this phase, with limitations adjusted as we near Phase 3.

During this phase, the following will be in place:

* **Church Services** ONLINE ONLY (FB / Church Online)
* **Youth/Kids** ONLINE ONLY (Social Media/Zoom)
* **Small Groups** ONLINE / IN PERSON
* **Campus** CLOSED
* **Counseling** ONLINE ONLY (Zoom / Phone)
* **Special Events** CANCELLED
* **Staff Location** 100% REMOTE
* **Vulnerable** ONLINE ONLY

**Phase 3 (LIMITED) Operations**

Achieving Phase 3 Operations allows for the gathering of larger groups of people, and the local government has yet to provide the number restrictions. It is expected that groups of 20, 30, 50, 100 will be able to gather over time, and church leadership will determine which activities will be allowed during each of those representative gathering levels, ensuring safety and security of those who gather. Once there are higher limits to the number of people that can gather, XXXXXXX will be considered under Phase 3 operations.

**Phase 3A**: Limited to gatherings of **500**

During this phase, the following will be in place:

* **Church Services** IN PERSON (500 Max) but also online (extra services)
* **Youth/Kids** IN PERSON but also on social media/online
* **Small Groups** IN PERSON
* **Campus** OPEN
* **Counseling** IN PERSON
* **Special Events** CANCELLED
* **Staff Location** CRITICAL STAFF ON-SITE
* **Vulnerable** ONLINE ONLY

**Phase 3B**: Limited to gatherings of **1000**

During this phase, the following will be in place:

* **Church Services** IN-PERSON + smaller group meetings (potentially extra services)
* **Youth/Kids** IN PERSON but also on social media/online
* **Small Groups** IN PERSON
* **Campus** OPEN
* **Counseling** IN PERSON
* **Special Events** CASE-BY-CASE BASIS
* **Staff Location** ALL STAFF ON-SITE
* **Vulnerable** ONLINE ONLY

**Phase 3C**: Limited to gatherings of **2000+**

During this phase, the following will be in place:

* **Church Services** IN PERSON (2-SERVICES)
* **Youth/Kids** IN PERSON
* **Small Groups** IN PERSON
* **Campus** OPEN
* **Counseling** IN PERSON
* **Special Events** ALLOWED
* **Staff Location** ALL-STAFF ON-SITE
* **Vulnerable** ONLINE ONLY

**Phase 4 (STEADY-STATE) Operations\*\***

Achieving Phase 4 Operations is the new steady-state for XXXXX, keeping protective measures in place, but allowing for the return of our vulnerable members.

During this phase, the following will be in place:

* **Church Services** IN PERSON (2-SERVICES)
* **Small Groups** IN PERSON
* **Campus** OPEN
* **Counseling** IN PERSON
* **Special Events** ALLOWED
* **Staff Location** ALL-STAFF ON-SITE
* **Vulnerable** IN PERSON

**Service & Ministry Changes**  
Services are currently being conducted online only, recording live and broadcasting over Church Online and Facebook. Services will remain online for both Sunday and Wednesday Evening through Phase 1-2, and with stipulated limitations in Phase 3.

**Protection of Vulnerable Members**

People over the age of 65, those with compromised immune systems, or anyone who is sick is strongly encouraged to participate in online services until Phase 4. This will be communicated via multiple methods (including mailer). Volunteers in the vulnerable category will be asked not to serve until Phase 4 is achieved.

**Service Elements**Until further notice, service elements that come into contact with multiple people will be changed to reduce contact between church members.

* Communion will be discontinued until Phase 4. In Phase 4, communion will no longer be served in one serving bowl but served as individualized “two-cup” system, with one cup filled with the cracker, and a cup on top of that with the juice in it.
* Pens will be removed from circulation until Phase 4.
* Commonly kept items (Bibles, mints, anointing oils, earplugs) will be distributed at the welcome desk only, and communal reach items will be removed until Phase 4.
* The “meet and greet” portion of the service is discontinued until further notice.
* All communication and news moves to a digital format.

**Welcome Team**The welcome ministry team (greeters, ushers, parking team, communion) interact with people and typically are in close contact with church members. Until further notice, XXXXXXXX volunteers will not engage in physical contact to make church members feel comfortable. A simple wave and a friendly greeting is sufficient to welcome people into the church. Even if our volunteers feel comfortable greeting with a handshake or hug, it may make others uncomfortable. Training will be conducted prior to returning to services on site. The following will be practiced by the Welcome Team:

* Refrain from handshakes or hugs until further notice
* Provide individual items (pens, earplugs, bibles) at information desk only.

**Children’s Ministry**Children’s ministry will have a significant increase in oversight for interaction between the children. In addition to the increased disinfection in the children’s and nursery areas, the following precautions will be in place:

* A disinfection checklist will be in place to clean rooms between services
* TBD

**Café’ and Coffee Bar**

* Free coffee bar will be closed until Phase 4.
* All food items will be pre-packaged until further notice.
* Baristas will wash hands between each transaction and reduce contact with one another and our customers.

**Information Desk**

* Masks will be provided as necessary.
* No returns will be allowed to the information desk (pens, etc).
* Translation devices will not be available until Phase 4 and will be disinfected upon return.

**XXXXXXXX Classes**

Classes provided will not return to campus until Phase 3 is achieved, regardless of class size.

**Prayer Partners**Prayer partners will be available during Phases 1-4 online. In person prayer partners will not return until Phase 3C or Phase 4.

**Green Room / Volunteer Central**

TBD

**Missions Changes**

International missions trips, international travel, and all out-of-country activities are on hold until Phase 4. Our missions field will shift towards local missions work, engaging the community.

**Food Pantry Precautions**

Food Pantry will continue operating maintaining a drive-through process, with patrons staying in their vehicles, maintaining social distancing between volunteers until Phase 3. Gloves and masks will be used by volunteers until Phase 3.

**Facility Changes / Sanitization**

The following facility changes have been made to protect the congregation before, during, and following services on campus.

* Installation of High Efficiency Particulate Air (HEPA) filters have been installed in air conditioning systems in all buildings. These filters scrub the air, removing any airborne bacteria or virus. While we know that the COVID-19 is not airborne and transmitted through person to person contact, HEPA filters remove other airborne viruses and bacteria.
* All adult restrooms have been converted to touch-free sink areas, to include faucets and soap dispensers. Towels will remain as they were before, and trash cans will be in place so a paper towel can be used to open the door upon exit, disposing of the towel in the trash can nearby. Foot door openers have been installed on the doors to adult restrooms.
* 4 additional cleaning service team members added to support additional disinfecting efforts. 2 additional cleaners will be added to Wednesday evening services.
* Disinfecting efforts include:
  + High-touch areas (doors, computers, restrooms, auditorium, student, and children’s areas)
  + Training of children’s ministry to disinfect with
* Hand sanitizer stations will be located throughout the facility.
* Hand-held radios will be sanitized after each use by the user prior to being returned to the charger.

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| **Services** | ONLINE/FB | ONLINE/FB | IN PERSON\*\* | IN PERSON |  |
| **Youth/Kids** | ONLINE/ZOOM | ONLINE/ZOOM | IN PERSON | IN PERSON |  |
| **Small Groups** | ONLINE/ZOOM | ONLINE/ZOOM | IN PERSON | IN PERSON |  |
| **Campus** | CLOSED | CLOSED | OPEN | OPEN |  |
| **Counseling** | ONLINE/ZOOM | ONLINE/ZOOM | IN PERSON | IN PERSON |  |
| **Special Events** | CANCELLED | CANCELLED | ON-SITE\*\* | ON-SITE |  |
| **Staff Location** | REMOTE | CRITICAL ONLY | ON-SITE | ON-SITE |  |
| **Vulnerable** | ONLINE ONLY | ONLINE ONLY | ONLINE ONLY | IN PERSON |  |