



Volunteer Training

June 2020

COVID 19 PROTOCOL TRAINING FOR SAFE WORSHIP

Volunteer Objectives

- ▶ To do all we can to provide a safe setting so attendees can focus on worshipping the Lord
- ▶ To consistently preserve the safety of both volunteers and worshippers
- ▶ To adhere to CDC, State of Delaware and United Methodist Church Conference directives
- ▶ To support the clergy and staff's efforts to provide a fulfilling worship experience

**Thank you for being
HUMC
Safety Stewards**



COVID PROTOCOLS FOR ALL

All volunteers will arrive one hour prior to worship service to prepare and anticipate earlier check-in of worshippers

All volunteers will properly wear mask and gloves (when necessary) while performing their duties.

Volunteers will conduct a personal health self-assessment at home before reporting to HUMC and if suffering from any symptoms, will contact a Volunteer Team Leader to request a substitute.

All Volunteers will be temperature screened before being cleared to serve.

Volunteers that elect to wear a plastic face shield will sanitize after use and return the clean shield to the supply bin.

Volunteers will return their stations to designated place in the Narthex and make sure any used PPE, is properly discarded.

Volunteers shall return waste bins and supply bins to the Narthex at the end of the last service.

Recommended Signage



CORONAVIRUS (COVID-19)



DO NOT ENTER

IF YOU ARE SICK OR HAVE BEEN IN CONTACT WITH ANYONE WHO IS SICK, NOW OR WITHIN THE LAST TWO WEEKS.

CORONAVIRUS (COVID-19)



WELCOME

FACE COVERINGS REQUIRED.

Thank you.





SOCIAL DISTANCING IS REQUIRED

PLEASE STAY AT LEAST 6 FEET APART FROM OTHERS.

Thank you.

CORONAVIRUS (COVID-19)



WASH YOUR HANDS

PLEASE WASH YOUR HANDS FOR AT LEAST **20 SECONDS**. USE WARM WATER AND SOAP. TURN OFF THE FAUCET WITH A PAPER TOWEL IF AVAILABLE.

Thank you.

Onsite Team Leader

Members of the Reopen Task Force may be needed to assist in leading Volunteer efforts, especially in early phases of reopening.

This person will serve as primary point of contact for questions and for distribution of supply bins and re-assigning Volunteers as needed.

This person will check-in all other Volunteers and will have each Volunteer wear a disposable nametag.

To facilitate smooth flow, this person will also coordinate worshipper lines for pre-screening and will help direct traffic following worship .

Volunteer Team Leaders will be trained for all roles/responsibilities, including Usher duties, should they need to assist.

Temperature Scanning

- ▶ Report to the Volunteer Team Lead for necessary supplies to set up the Temperature Station under the Portico.
- ▶ Supplies will be placed in a labeled storage bin in the Narthex and will include: thermometer, face shields, box of gloves, sanitizing wipes, hand sanitizer dispenser and extra masks for worshippers.
- ▶ Volunteer will greet the member or visitor at the station under the Portico. If the worshipper does not have a mask, offer one from the church supply. Remind the visitor that masks must be worn snugly and cover both nose and mouth.
- ▶ Volunteer will point to the “DO NOT ENTER IF YOU’RE SICK” signage and ask if the person is exhibiting any symptoms or has had any recent contact with a COVID-19 positive person.
- ▶ If yes to symptoms or exposure, ask them to participate via the online service option and to join us again in the future.
- ▶ If no to symptoms or exposure, take quick temperature with thermometer (provided). Volunteers will wear mask and gloves. For the extra safety of

Attendance Tracker

- ▶ Report to Volunteer Team Leader and take labeled supply bin to station in the Narthex.
- ▶ The supply bin will include box of gloves, clipboard, current list of members, blank visitor log form, pens, labeled envelope (for church office), sanitizing wipes and sanitizer dispenser.
- ▶ After the worshipper clears the temperature screening, the attendance tracker will check each person's name, including minors, off the current list of registered attendees.
- ▶ Visitors will be required to legibly complete a separate log form, including name, address and phone number. The Volunteer will keep a set of sanitized pens ready for usage. A clean pen will be provided to the visitor to complete the form. The Volunteer will sanitize again after the pen is used and will keep a set of clean pens ready for the subsequent visitors.
- ▶ The volunteer will review the visitor's information to confirm, and make any corrections or make the information more legible

Restroom Attendants

- ▶ Volunteers will remain stationed outside the bathroom entrances located adjacent to the Sanctuary, and will be wearing gloves and mask.
- ▶ The Volunteer will verify that all stalls have “No Usage” signage, except for the ADA accessible stall. Volunteer will also make sure the towel/tissue box by the sink includes a reminder for the user to take a towel/tissue to open exit door.
- ▶ Volunteer will make sure that only one person is in the bathroom at any time.
- ▶ Volunteer will instruct each person to wash their hands thoroughly and to use an extra paper towel or tissue to open the outer door when leaving (contactless exiting); a trash bin will be located by the outer door, to make it easy for each person to discard the used paper towel/tissue.
- ▶ Volunteers will wipe down door knobs, handles, faucets, and other surfaces after each use and/or at regular intervals, but at a minimum

Floater

- This person will be familiar with all volunteer roles and will remain available to assist when any volunteer cannot continue to fulfill his/her duties, or if a scheduled volunteer cannot serve.
- The Floater will serve as helper in Temperature Screening; Floater can review “symptoms and entrance restrictions” with worshippers before their temp scan to facilitate smooth check-in and flow
- The Floater may also be asked to assist the Ushers with traffic flows and/or seating both inside and outside of the sanctuary.
- Floaters will be needed to assist with pew cleaning and disinfecting other surfaces between or after services.
- Floaters do not need to have Usher training to serve in this capacity.

USHERS



Sanctuary Flow

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- Two ushers will serve at each service
- One will be stationed at entry doors, the other at front of Sanctuary
- To best accommodate all worshippers, all seating will be front to back
- Practicing social distancing, the “rear” usher will designate for the worshipper to proceed forward either by the middle aisle or by the appropriate side aisle as open seating allows
- The front usher will point to the designated location for the worshippers to sit
- Ushers will only seat worshippers in the designated 16 pews on each side; no more than four persons can be seated at any pew (see next slide for details). NOTE: a single family of 5 or more may use the full row
- At service, Worshippers will exit from front to back, departing out the Chancel doors, down the hall and out the main portico entrance

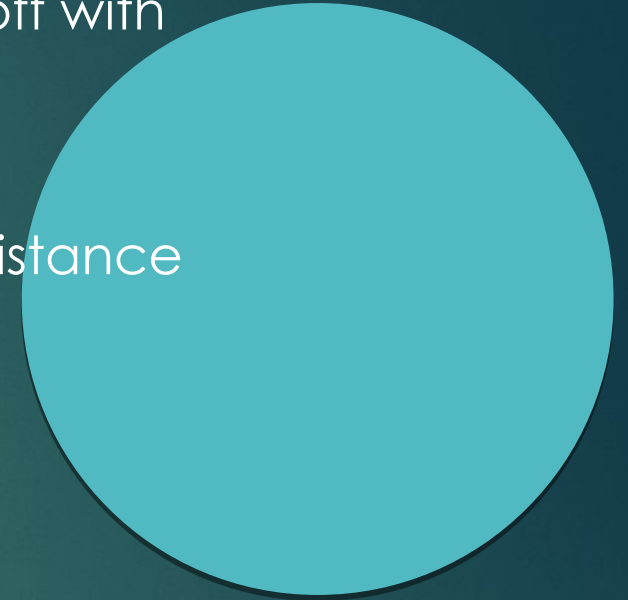
Seating Arrangement

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- ▶ 32 pews; 16 each side (alternating pews will be marked off with “reserved” stands to designate they are NOT available)
- ▶ Long pews are 12’10” and shorter pews are 10’ wide
- ▶ All seating will be at either end of the pew to maximize distance

Permitted Seating Combinations (opposing ends of pews)

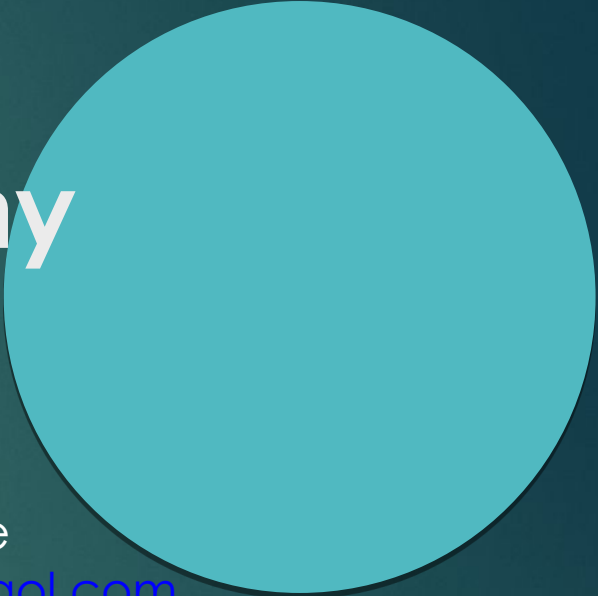
- ✓ 2 singles
- ✓ A family of 2 and 1 single
- ✓ 2 families of 2
- ✓ A family of 3 and 1 single (groupings of 3 and 2 do NOT allow sufficient distancing)
- ✓ Any family of 4 or more will have own pew (no number restrictions)



Usher Duties

- ▶ To be acquainted with General Worship Safety and Emergency Response Guidelines
- ▶ To be acquainted with the alternative seating restrictions as we adhere to Covid-19 Safety Protocols
- ▶ To clean pews and high touch surfaces after each service
- ▶ Note: No pew cushions or Telecoil hearing devices will be distributed
- ▶ To prioritize seating accommodations for special needs worshippers
- ▶ If Communion is scheduled to be served, ushers will be provided instructions and will wear gloves if they are needed to help with distribution of Communion kits
- ▶ After the second or third service, an Usher may be needed to accompany another designated Volunteer to securely transport the Offering to the Church Office where the Counters are located.

**Thank you for serving!
Let us know if you have any
additional questions!**



Lori Wadman
lwadman@gmail.com

Suzie Gladle
suzgladle@aol.com

Mona Laughlin
Mona.laughlin@gmail.com

Jill McCampbell
blrmkrbob@msn.com