

**First Metropolitan United
Church Reopening to a New
Normal Plan**

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United Church Board**

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As per the recommendation of the Pacific Mountain Region, no dates are provided on this plan. Moving from one phase to the next will depend on the guidance from the Province of British Columbia Public Health office and on how the current phase of this plan is working for our church. The over-arching principal is to go slow, not take any undue risks and make sure any risks are outweighed by the benefit. All decisions around opening up the church to more activities must be recorded in detail in Board minutes.

Values for Reopening up the Church to a New Normal

- To love one another unconditionally as God loves us and to value each person's uniqueness.
- To value the gifts of community and being an integral part of the wider community

Goals for Reopening up the Church to a New Normal

- Reduce feelings of loneliness and isolation
- Make staff feel safe
- Make participants feel safe
- Preserve job opportunities

Before Reopening up the Church to a New Normal (Phase 0)

As the church locked all outside doors in mid-March but continued with two essential staff members on site and doing vital tasks, this phase documents in writing all of the safety precautions already taken and adds in writing the safety precautions required to move to the next phase. Our major tenants, the Inter-Cultural Association (ICA) and Our Place Society, also continue with essential operations. The Inter-Cultural Association (ICA) is operating in their dedicated space in the lower level of the Heritage Building and Annex and the upper level of the Christian Education Wing. Our Place Society continues to operate their night shelter in our Fellowship Hall on Balmoral Road. The Inter-Cultural Association (ICA) suspended all classes until June 1, 2020.

Limit the Number of People at the Church and Ensure Physical Distance Whenever Possible

- 1) Every staff member who can work from home is working from home. Very occasionally, these staff members drop by the church to pick up items, drop off items or decorate the Sanctuary in a socially distant manner.
- 2) For staff, only the Building Supervisor, the Assistant Bookkeeper, the Coop Student, the Sunday School Leader and the Casual Custodian positions cannot be done from home. They are spending on average 28 hours / week each in the building except for the Sunday School Leader who averages 6.5 hours / week in the building and the Casual Custodians who are working the shifts they are called in for. They are socially distanced from each other on days they overlap.
- 3) There is a custodial plan to cover the Building Supervisor's August holidays including a temporary supervisory contact.

- 4) Casual custodians are brought back to work and trained in the new procedures and cleaning schedules to assist with the cleaning requirements in this plan.
- 5) For contractors, only contractors with booked appointments providing essential services or repairs are let into the building by the Building Supervisor. The Building Supervisor remains at least 2 meters away from all contractors.
- 6) For choral scholars, individual practice sessions in room 124 are taking place. They are socially distancing themselves from all other individuals in the building.
- 7) For volunteers, only the Sunday service recording team of 6 participants, 2 technical people and 2 congregants are in the church as they cannot record from home given the Livestream setup. These individuals are in the building recording and listening to Sunday services every second Sunday only. All individuals have assigned seating positions and microphones if needed which are all at least 2 meters away from each other. Because social distancing is not always possible at the audio-visual desk, the 2 technical people wear gloves and masks. Only one person speaks or sings at any given time. The soloist faces away from others when singing. The flautist (or any other wind instrument player) faces away from others when playing.
- 8) Church activities held outside (whether on-site or off-site) have a set of written guidelines to email as a blind carbon copy to their participants with a copy going to the church office for inclusion in the room booking setup notes (if on-site) and for filing. The participants follow those guidelines along with all the posted procedures of the outdoor site (if off-site). Those guidelines include:
 - a. Any chairs placed outside are easy to clean and sanitize.
 - b. Participants are spaced at least 2 meters apart.
 - c. Participant names and phone numbers along with the date and times of the activity are recorded for contact tracing purposes.
 - d. Organizer has hand sanitizer and gloves to handle any cash donations.
 - e. No food or drink can be served or provided. Individuals can bring their own drink in a lidded container and may bring their own food and serving utensils for medical reasons only.
- 9) All other visitors have an appointment with a staff member to ensure only one visitor (or group of visitors in a family bubble) at a time. Visitors must confirm that they are not sick, must be greeted at the Balmoral entrance by a staff member since doors are locked, will only be allowed to enter at the time of their appointment, must follow all posted procedures and must remain 2 meters away from any staff member.
- 10) The Balmoral entrance lobby chairs have been removed.
- 11) Every office, meeting room, elevator and washroom in the church building has a room occupancy established and posted. The rooms reserved for the exclusive use of the Inter-Cultural Association (ICA), have a room occupancy established and posted by the Inter-Cultural Association (ICA).

- 12) The following rooms have a room occupancy of 0 (zero) posted. They have been cleaned, sanitized and locked until Phase 2 of this plan: 102 (Library), 200, 223, 225 (Healing Touch Room), 113B, 114, the second floor of the Sanctuary (except for hanging of decorations) and the playground area of the Quadra garden. The kitchen area in rooms 200 and 119 are closed until Phase 3 of this plan.
- 13) The only tenants with access to the building in this phase are the Inter-Cultural Association for essential services and Our Place for operating an overnight shelter. These tenants have supplied written plans for re-activating their activities in phases 0 and 1.

Install Barriers and partitions

- 1) Because church hallways are not 2 meters wide, there are waist high wooden posts placed at either end of hallways with signage stating:
 - a. Please check that hallway is clear of people before proceeding
 - b. Please stay to the right of the hallway at all times
 - c. Please do not stop walking until you reach your destination
- 2) Because church staircases are not 2 meters wide, there is signage on the staircases stating:
 - a. Please check that staircase is clear of people before proceeding
 - b. Please stay to the right of the staircase at all times
 - c. Please do not stop walking until you reach your destination
- 3) There is signage on the inside of all office doors and meeting rooms stating to make sure the hallway is clear of people before proceeding. The rooms reserved for the exclusive use of the church's major tenant, the Inter-Cultural Association (ICA), have signage established and posted by the Inter-Cultural Association (ICA).
- 4) There are caution tape and saw horses in the Main Kitchen preventing anyone from accessing any part of the middle island beyond the handwashing station in that kitchen. The handwashing station on the other side of the main kitchen can only be accessed at night by the night shelter staff of another church tenant, Our Place.
- 5) The copier room door to the hallway is locked and will close automatically every time someone enters the room to ensure occupancy is not exceeded.
- 6) All washroom doors on the first and second floor except for cubicle doors are permanently propped open so that occupancy can be checked before entering. The only exceptions are the single-stall washroom near room 223, the single-stall washroom in the Balmoral entranceway and the washroom besides room 200 which is permanently locked and accessible to staff only.
- 7) The urinals in men's washrooms are blocked off to allow the washroom door to be permanently open.

Identify and Communicate Rules and Guidelines

- 1) There are “emergency exit only” signs on the outside exit from room 217 to the Balmoral parking lot and from the west end of the Christian Education Wing fire escape to the Quadra garden.
- 2) There are signs stating “Exit Only; Please Enter Building through the Balmoral Main Entrance” on the outside locked doors of room 124, of room 119, of the Fellowship Hall South-East and North-East exits, of the South side near the flower room, of the Sanctuary South and North exits.
- 3) There is a sign at the Balmoral entrance next to the Balmoral accessible entrance stating “Staff Entrance Only”.
- 4) There is a sign stating “Exit Only; Please Enter Building through the Balmoral Main Entrance; First Met Staff may Enter this Door if Required in the Course of their Duties” on the outside locked door leading to the Quadra garden area.
- 5) There is a sign stating “Main Entrance” on the outside locked door of the Balmoral accessible door. There is a sign stating “Entrance Only; exit only for persons with disabilities” on the inside locked door of the Balmoral accessible entrance.
- 6) The door from the underground and above ground parking lots into the Balmoral entrance area remains a two-way door.
- 7) The Fellowship Hall South West door remains a two-way door for the tenant, Our Place’s night shelter.
- 8) To avoid exterior paint damage, there are signs posted on the inside of the Sanctuary three sets of outside doors onto Quadra Street stating that these doors are not to be opened except in case of emergency.
- 9) There is signage on the Front Office counter, the debit / credit machine, the postage machine, the photocopier, the copier room phone, and the paper cutter reminding users to sanitize the relevant counter, keypad, or handle before and after use. Sanitizing liquid and microfiber cloths are available in the same areas where these items are located.
- 10) The 4 outdoor gates from Quadra Street to the Quadra garden, from the Quadra garden to the alley way, from the alley way to the underground parking lot and from the alley way to the above ground North Park parking lot will remain two-way gates. These gates (except for the Quadra Street gate which is only unlocked but not opened) are opened for small group gatherings in the Quadra garden to remove the need for participants to touch the latch.

Implement Protective Personal Equipment where Mandated

- 1) When doing any cleaning or sanitizing tasks, custodians are wearing goggles, re-usable masks and disposable gloves. Goggles and masks are labeled with the custodian’s name.

- 2) Staff and visitors can choose to wear masks if they have concerns around social distancing but they are not mandated.
- 3) Every staff member has a copy of the WorkSafeBC handout labeled: “How to prevent the spread of COVID-19: How to use a mask” with added instructions for re-usable masks.

Reduce the Risk of Surface Transmission through Effective Cleaning and Hygiene Practices

To disinfect a surface effectively, it must first be cleaned to remove surface dirt and debris. Any residue left on work surfaces and equipment may deactivate the disinfectant solution. Soap or detergent can be used as a cleaning agent. After cleaning, a disinfectant solution needs to be applied to the surface. The disinfectant solution needs to be left on for a specified contact time as per product instructions to neutralize any remaining organisms.

- 1) The church has a secure source and sufficient supplies of the following products:
 - a. Cleaning / Sanitizing solution
 - b. Microfiber cloths to use with cleaning / sanitizing solution (readily available)
 - c. Hand Sanitizer for wall stations
 - d. Hand Sanitizer for stand-alone sanitizing station
 - e. Gloves for custodial staff (readily available)
 - f. Goggles / Face Shields for custodial staff (goggles readily available)
 - g. Masks for custodial staff (individual re-usable cotton masks at least 2 per staff member readily available)
- 2) The church will use microfiber cloths with sanitizing solution to replace sanitizing wipes which are impossible to source at this time.
- 3) Custodial staff clean and sanitize high touch surfaces on the following frequency as detailed in the On-Call Custodian binder:
 - a. Handwashing Station: Twice daily
 - b. Sign-in pens: Daily
 - c. Used laminated instructions: Daily
 - d. Washrooms: Twice daily
 - e. Door bell: Twice daily
 - f. Door knobs: Twice daily
 - g. Handles: Twice daily
 - h. Staircase railings: Twice daily

- i. Gate latches: Before and after each booking
 - j. Elevator buttons: Twice daily
 - k. Light Switches: Twice daily
 - l. Staff Kitchen counter: Daily
 - m. Sanitizing stations: Daily along with top up if low
 - n. Phones: Daily
 - o. Offices with visitors: Daily
 - p. Offices without visitors: once per week
 - q. Booked rooms except for offices: After every use of the room
 - r. Backs of pews: After every use of the Sanctuary
 - s. Floors (outside of offices and booked rooms): 2 times per week for carpeted floors, 1 time per week for vinyl and hardwood floors
 - t. Microphones: After every use once used more frequently than every two weeks
 - u. Musical instruments: Will be restricted to one staff member
 - v. Waist high wooden posts: Daily
 - w. Main kitchen barriers: Daily
 - x. Ventilation system air filters: Changed quarterly
 - y. Walls: 2 times per year
 - z. Surfaces potentially touched by a staff member who went home sick or anyone for whom 911 was called: all such areas are immediately marked "closed for cleaning and sanitizing" then cleaned and sanitized as soon as possible afterwards
- 4) Users clean and sanitize high touch surfaces on the following frequency as detailed by signage at those surfaces:
- a. Front Office counter: after every visitor by Front Office staff member
 - b. Photocopier: before and after every use by person using it
 - c. Shared phone in copier room: before and after every use by person using it
 - d. Debit / credit machine keypad: before and after every use by person using it
 - e. Postage machine keypad: before and after every use by person using it
 - f. Paper cutter handle: before and after every use by person using it
- 5) To simplify cleaning and sanitizing, the following items have been put away in boxes:

- a. Parking Sign-In sheets (parking sign-in requirement suspended)
 - b. Hymn books and Bibles in the Sanctuary and Chapel
 - c. Shared phone sets; remaining phone sets are labeled “to be used by name of staff member only”
 - d. Office candy dish
- 6) Sanitizing solution in a spray bottle and microfiber cloths are present in every office in use, the copier room and the audio-visual desk at the back of the Sanctuary.
 - 7) The baby change table has a sign stating “Due to Covid-19 concerns, this change table is not available.
 - 8) Microfiber cloths are placed when dirty or after a week of use in laundry bag and are replaced with clean microfiber cloths. When laundry bag is full, cloths are laundered.
 - 9) The 6 instant hand sanitizing stations and 2 mobile hand sanitizing stations are checked daily and refilled when running low.
 - 10) Work Safe BC handwashing signage is posted at every sink in the building and water, soap and paper towel are available at all times.
 - 11) Paper towel rolls are placed outside single stall washrooms whose doors cannot be permanently propped open for privacy reasons so that washroom users can use paper towel when touching any surface in the washroom to make them feel more secure.
 - 12) The two-stall washroom near room 200 is locked and reserved for church staff only.
 - 13) All kitchens are locked with an occupancy of zero except for the handwashing sink in room 101 which is permanently open with an occupancy of one family unit and the staff kitchen which is locked with an occupancy of one. All dishes are in cupboards labeled “do not use”.
 - 14) Staff know that they must wash their hands, upon arriving for work, before and after breaks including washroom breaks, after handling cash or other materials, before and after handling common tools and equipment and before leaving work.
 - 15) Because coffee is considered essential by church staff, the shared coffee maker in the staff kitchen will remain. Signage is posted to remind staff members to wash their hands at the sink in that staff kitchen before and after using the coffee maker.

Develop Policies

- 1) The Work Safe BC entry check laminated signage is at every outside door that is an entrance which states the following:
 - a. The Work Safe BC entry check laminated signage is at every outside door that is an entrance which states the following: Please do not enter this workplace if you have any of these symptoms (fever, chills, new or worsening cough, shortness of breath, new

muscle aches or headaches, sore throat) if you have travelled outside Canada in the last 14 days or if you are a close contact of a person who has tested positive for COVID-19.

- b. If you are displaying symptoms of COVID-19, refer to HealthLink BC at 811.
- 2) After the person has confirmed that they can enter the building, there is additional signage available as a laminated sheet for people to take with them at the sign-in table inside the entrance which states the following:
 - a. Please go to the handwashing station in the Balmoral entrance and wash your hands according to the posted instructions if you have not already done so.
 - b. Please fill out and sign the sign-in sheet on this table near the Balmoral accessible door entrance. Sign in sheets are collected and filed in a locked filing cabinet in a locked office. They will be kept for 28 days from the date on the sign in sheet then shredded. The personal information collected on this sheet will only be provided to Public Health and only if contact tracing is required.
 - c. Please practice social distancing at all times inside the building.
 - d. Please wear a clean, dry mask whenever physical distancing is not possible.
 - e. Avoid touching your face.
 - f. Please respect the occupancy limit of all areas including washrooms, offices, hallways, staircases and elevators.
 - g. Please put your exit time on the sign-in sheet.
 - h. Please wash your hands just prior to leaving the building.
 - 3) The sign-in table has a box of clean pens and a box to put used pens.
 - 4) There is a box near the main exit to recycle laminated instructions which will be cleaned and sanitized before being put back on the sign-in table.
 - 5) There is signage in every washroom:
 - a. "Please do not close door" on the entry door of every washroom except for single stall washrooms where the door cannot be left open for privacy reasons
 - b. Work Safe BC Occupancy limit sign limiting numbers in washrooms to 1 person at the entry of every washroom
 - c. "Please close toilet lid when flushing" in each washroom stall for toilets with lids
 - 6) There is signage on the piano in Sanctuary and the piano in Director of Music Ministry's office stating that for Health & Safety reasons, this piano is reserved for the exclusive use of the Director of Music Ministry. These pianos are both in locked areas when not in use.
 - 7) The First Aid Attendant (Building Supervisor) has the OFAA protocols.

- 8) The sick leave policy has been updated as per Work Safe BC requirements for staying home if sick and going home if get sick at work. The sick leave policy was approved by the Board on May 20, 2020.
- 9) The On-Call Casual binder has been updated with the procedure to clean and disinfect any surfaces that an ill worker or visitor has come in contact with.

Develop Communication Plans and Training

- 1) The sick leave policy has been given to all staff and signed off.
- 2) Staff have been informed in writing when they must wash their hands, including upon arriving for work, before and after breaks including washroom breaks, after handling cash or other materials, before and after handling common tools and equipment and before leaving work.
- 3) Staff have been informed in writing that they must bring their own food. Utensils, dishes and mugs will be placed on shelves assigned to each staff member for their exclusive use. Coffee from a shared coffee pot to only be touched with clean hands and tap water are the only drinks provided to staff only.
- 4) As detailed in previous sections of the plan, signage has been posted on and in the building relating to occupancy limits, handwashing signage and who is restricted from entering the premises.

Monitor the Church and Update Plans as Necessary

- 1) Staff will contact the Building Supervisor if they have a health & safety concern. Staff have a Supervisor or Board Member to contact if they feel their concern is not being addressed.
- 2) Staff will contact the Building Supervisor if they have a suggestion for improvement to the First Metropolitan United Church Reopening to a New Normal plan.

Other Safety Considerations

- 1) For church activities that must be done by staff in other locations such as bank deposits, supply purchases which cannot be ordered online..., the staff member minimizes the number of times they do those activities and follows all of the procedures of the location they go to.
- 2) The entire plan is posted by Balmoral entrance and on First Met's website to meet Public Health Order requirements. The current phase the church is at is highlighted.
- 3) The relevant plan sections have been turned into one-page documents that have been laminated and handed out to staff, congregants, volunteers and visitors so that all requirements in this plan pertaining to them are on one page.

Opening to a New Normal United Church of Canada Phase 1

Church boards, committees, or staff groups may meet in person in small numbers, respecting local restrictions, and with social distancing and masks. Booked rooms are unlocked only once the group organizer arrives. No outside group activities other than tenant activities can be held in the church buildings. Generally, worship will continue to be held online only, although some exceptions may be made for outdoor worship with social distancing and masks. Regardless of the activity, all outside doors of the church remain locked at all times. Rooms are booked for only one event in any given day to allow for cleaning and sanitizing.

Worship Activities

- 1) Recording of Sunday services will continue to take place every two weeks in a socially distant manner in the Sanctuary. Select congregants without computer access to view those services will be invited on “recording Sundays” to be the congregation. The total number of staff, volunteers and congregants in the Sanctuary is not to exceed the mass gathering limit in any Public Health order. Everyone must follow all posted signage outside and inside the building including physical distancing rules and use of washrooms rules. All individuals have assigned seating positions and microphones if needed which are all at least 2 meters away from each other. The two technical people wear masks and gloves as social distancing is not always possible. Only one person speaks or sings at any given time. The soloist faces away from others when singing. The flautist (or any other wind instrument player) faces away from others when playing.
- 2) Passing of the Peace is done by everyone staying in their assigned spot. Pressing hands together in a prayerful bow conveys the message of passing the peace.
- 3) A procedure has been developed for offering communion at most once per month.
- 4) No memorial services based on the United Church of Canada’s moderator request that funerals be delayed and that communities of faith and ministry personnel think very carefully about the risk inherent in even a committal service with a small group present.

Other Church Activities

- 1) A Plexiglas barrier is installed on entire Front Office counter in preparation for phase 2. Cleaning of Plexiglas barriers is added to the On-Call Casual binder.
- 2) Church activities held inside the building have a set of written guidelines to email to their participants with a copy going to the church office for inclusion in the room booking and filing. The participants follow those guidelines. Those guidelines include:
 - a. Any chairs are easy to clean and sanitize.
 - b. Participants are spaced at least 2 meters apart.
 - c. The number of participants will not exceed the occupancy of the room booked or the maximum gathering size mandated by the BC Public Health Office.
 - d. Participant names and phone numbers are recorded for contact tracing purposes.

- e. Organizer has hand sanitizer and gloves to handle any cash donations.
 - f. No food or drink can be served or provided. Individuals can bring their own drink in a lidded container and may bring their own food and serving utensils for medical reasons only.
- 3) Activities can only take place on Sundays for church service livestreaming and from 9 am to 3 pm Monday to Friday (10 am to 2 pm Monday to Thursday in August).

Tenant Activities

- 1) A written procedure is available to safely clean microphones which do not need to be sanitized according to Dr. Bonnie Henry. Microphones are not booked more frequently than every 72 hours to allow for sufficient drying time and prevent microphone damage.
- 2) A written procedure is available to safely clean and sanitize pianos. Pianos are not booked more frequently than every 72 hours to allow for sufficient drying time and prevent piano damage.

Other Safety Considerations

- 1) Continue encouraging people over 60, those with underlying medical conditions that have weakened immune systems, and those who have family members at home who are vulnerable to participate only in online activities.