



COLLIERVILLE

UNITED METHODIST CHURCH

Response Plan for Disease Outbreak, Epidemic, or Pandemic: *Closure & Re-Opening*

“Do to others as you would have them do to you.”

~ Luke 6:31 (NRSV) & The Golden Rule

Primitive Physic by John Wesley © 1747:

“When [humanity] came first out of the hands of the great Creator, clothed in body as well as in soul, with immortality and incorruption, there was no place for physic, or the art of healing. ... The entire creation was at peace with [humanity], so long as [humanity] was at peace with [the] Creator. So that well might *the morning-stars sing together, and all the sons of God shout for joy*. ... But can nothing be found to lessen those inconveniences, which cannot be wholly removed?” – pgs. 23-24

“... A few plain, easy Rules to retain health: ...

I.3. Every one that would preserve health, should be as clean and sweet as possible in their houses, clothes and furniture. ...

IV.5. They should frequently shave, and frequently wash their feet [*& hands*].” – pgs. 29-31

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OVERVIEW OF THE PLAN

Collierville United Methodist Church adopts this plan to prepare for and respond to a threat of influenza, viral outbreak, epidemic, or pandemic that causes serious widespread illness. With the ever-changing conditions during an outbreak and reactive environments, decisions as outlined below will need to be fluid and understood to have latitude.

1. Annually we will review the procedures
2. In case of an outbreak, epidemic, or pandemic:
 - a. Levels of response will be determined by the Senior Pastor and the Executive Operations Team and the Leader Council – this includes any cancellations of services, classes, fellowship, and community gatherings.
 - b. Official Communications will be shared by many avenues – see “Communications Plan”, page 5.
 - c. Implementation of Nonpharmaceutical interventions (NPIs) will be stressed and communicated for home, office, and community space, including group programming and worship

INTRODUCTION

A disease outbreak of any kind poses incredible risk to any organization that holds mass gatherings. Ministers of The United Methodist Church are in a relationship of sacred trust with their congregants. We hold this truth: sacred spaces must be safe spaces. All spaces must provide for the spiritual, emotional and physical well-being of those who rely on them. Failure to provide safe spaces violates the sacred trust that is held between ministers and congregants. In keeping with our practice of living the Golden Rule which guides our behavior to treat others as we would like to be treated, we offer the following recommendations as we begin this conversation and create a comprehensive plan in the case of an outbreak, epidemic, or pandemic.

DEFINITIONS

Core Team – The overarching name for our entire body of staff.

Epidemic - An epidemic occurs when an infectious disease spreads rapidly to many people. For example, in 2003, the severe acute respiratory syndrome (SARS) epidemic took the lives of nearly 800 people worldwide.

Executive Operational Team – Executive staff team made up of the Administrative Assistant, Associate Pastor, Executive Director of Family Life, Executive Director of Worship & the Arts, Finance Administrator, and led by the Executive Pastor.

Leader Council – Chairs of Administrative Committees of the Church (Administrative Board, Finance, Staff Parish Relations, Trustees), past chair of Admin Board, Lay Leader, Treasurer, Executive Pastor, and led by the Senior Pastor.

Outbreak - A disease outbreak happens when a disease occurs in greater numbers than expected in a community or region or during a season. An outbreak may occur in one community or even extend to several countries. It can last from days to years. Sometimes a single case of a contagious disease is considered an outbreak. This may be true if it is an unknown disease, is new to a community, or has been absent from a population for a long time.

Pandemic - A pandemic is a global disease outbreak. HIV/AIDS is an example of one of the most destructive global pandemics in history.

Closure LEVELS –

LEVEL 1: Little or no concern/everyday procedures in place

LEVEL 2: Outbreak of disease has occurred.

LEVEL 3: Epidemic/ Pandemic is ongoing.

Reopening STEPS - See pages 12-15 for factors and timing for STEPS 1-4.

ANNUAL REVIEW – October

Annually the Executive Operations Team shall:

- Review any suggested “Adjustments” from previous situations or years
- Review the “Response Plan” in its entirety to be prepared to take action, if necessary
- Determine what might precipitate the following:
 - Posting of hand washing signs in the bathrooms & other necessary directional signage, i.e., Office Closed, Use Entrance 4, etc.
 - Sending out the first church news article encouraging people to take necessary health precautions
- Send revised “Response Plan” to all staff – soon after **October 1**

Supervisors to review “Response Plan” together in Operational Team meetings by **October 31**:

- Determine the need for any flu-prevention supplies (antiseptic wipes, 60% alcohol-based hand sanitizer, tissues, etc.) and ensure that all supplies are on hand and sanitizing stations are stocked.
- Determine what might precipitate working from home:
 - Those who are at high risk for flu complications. Encourage staff and volunteers to consult with their healthcare provider about how to protect their health, if they are at high risk for flu complications.

- When you develop symptoms or someone in your home is sick.
- When school is cancelled and you have a school aged child.
- Remind staff that they will be informed by Executive Pastor via email if there is a need to institute the next Level of action in a crisis

COMMUNICATIONS PLAN

It is important to remember that any communications about suffering, illness, and disease have a psychological element.

- Collierville UMC should be extremely careful about when and how information should be shared.
- All communications to the congregation pertaining to a crisis must be vetted through the Senior Pastor, Executive Pastor, and Executive Director of Worship & the Arts.
- If WHO or CDC recommends preparing for an outbreak, all staff and related ministry volunteers should meet to discuss plans and contingencies.

The following methods of communication will be utilized:

- Email Newsletter
- Special Emails
- Social Media Posts
- Ministry specific text groups
- Other avenues, as deemed necessary and appropriate

All communications to the staff will be vetted through the Executive Pastor.

- Sick Leave Policies/FMLA & additional support
- Working from Home Helps: Phones, programs for computers and files on flash drive, back burner projects, email access, DropBox, Planning Center, etc.
- Identify “Essential Staff” to work on site – Finance & Facilities
- Pay Plan for Staff During a Closure
- If working from home: Bi-weekly emails & weekly Core Team staff meetings

MORE RESOURCES – STAY INFORMED

In the beginning stages of any health crisis, all members of the Executive Operational Team should take action to be as well informed as possible. Websites to be familiar with would include:

Health Organizations:

World Health Organization (WHO)

<https://www.who.int/>

Centers for Disease Control (CDC)

<https://www.cdc.gov/>

Tennessee Department of Health

<https://www.tn.gov/health.html>

Shelby County Health Department, TN

<http://shelbytnhealth.com/>

Local, State and Federal Governments

Town of Collierville
Shelby County
State of Tennessee
The White House

<https://collierville.com>
<https://www.shelbycountyttn.gov>
<https://www.tn.gov>
<https://www.whitehouse.gov>

Faith-Based Organizations:

The Memphis Annual Conference Office
Church Health Center

<https://www.memphis-umc.net>
<https://churchhealth.org>

AFTER THE CRISIS

- If a LEVEL 3 (epidemic or pandemic) has occurred, and after WHO and CDC have cleared the risk, each Operational Team will meet along with key volunteers to RAD (evaluate) the plan.
- Any “Adjustment” notes shall be inserted into the “Response Plan” manual to be reviewed every October 1 or the next time needed.
- The Creative Director will also send a follow up communication to the congregation informing them when our schedule will return to normal.

DETERMINING WHEN TO PHASE OUT THE RESPONSE PLAN

Throughout the time of an outbreak, epidemic or pandemic, the Senior Pastor will meet with the Executive Operational Team and the Leader Council to monitor the severity of the crisis. By accessing the indicators of a potential health crisis through the CDC, WHO, state, county, and local governments, as well as our Bishop’s office, plans can begin to be made in conjunction with the Leader Council to resume in person ministries at CUMC.

PART I: CLOSURE

PREPAREDNESS

Indicators of a potential health crisis may include, but are not limited to the following:

- An increased level of news reporting of a contagion that seems to be traveling from one region to the next.
- Alerts from the World Health Organization (WHO), the Center for Disease Control (CDC), local health departments, or executive order from: the United States Government, the Governor of Tennessee, County Mayor, or Town Mayor, such as “Safer at Home.”

- Awareness that area Nursing Homes, Rehab Centers, and Assisted Living facilities are on “lock-down” or are requiring special procedures for visitors.
- Area hospitals are limiting visitors, or requiring health checks before entering their facilities.
- Area businesses are required to close.
- Schools, universities, and colleges are sending students home and/or going to on-line school.

DURING THE CRISIS

If an infectious disease becomes serious enough, The World Health Organization (WHO) and Center for Disease Control (CDC) will categorize the crisis. Collierville UMC’s response plan should be a leveled plan based on the severity of the crisis.

DETERMINING WHEN TO IMPLEMENT A PLAN

If an outbreak, epidemic or pandemic is announced, the Senior Pastor will be in immediate conversation with the Executive Operational Team and Leader Council to evaluate the severity of the crisis and how our community is currently affected and could potentially be affected. In that meeting, in keeping with the Golden Rule, we should decide to implement one of the following plans in each category, as necessary.

NONPHARMACEUTICAL INTERVENTIONS (NPIs)

PERSONAL: INFECTION CONTROL BEGINS AT HOME

CUMC believes that all preparedness should begin at home with the following:

- Apply Clorox wipes or alcohol based (60% or higher) sanitizer wipes or spray to all touchable surfaces such as but not limited to:
 - phones remote controls light switches doorknobs
 - countertops faucet handles appliances computer keyboards
- Stay home if you are sick and contact supervisor for a work plan. Remain at home for at least 24 hours after fever has left.
- Stay home with sick children and do not bring them to work with you.
- Wash hands frequently for a minimum of 20 seconds.
- Consult healthcare provider if you experience symptoms or fever.

COMMUNITY: INFECTION CONTROL IN THE CHURCH OFFICE

CUMC believes that all preparedness should continue within each office with the following:

- Apply Clorox wipes or alcohol based (60% or higher) sanitizer wipes or spray to all touchable surfaces such as but not limited to:
 - phones light switches doorknobs computer keyboards keys
 - mouse chair arms desks tops drawer handles computer
- Covering coughs and sneezes
- Limit contact with other staff members; use other forms of communication such as phones, email and texts.
- Supervisors will be instructed to send and keep employees at home if they exhibit symptoms of illness.

- Staff members will contact their key vendors should an outbreak affect our ability to perform our daily functions.

ENVIRONMENT: INFECTION CONTROL FOR COMMON AREAS

CUMC believes that all preparedness should continue in common areas of the church with the following:

- Following CDC guidelines, the janitorial team will provide services in the common areas such as extra cleaning of water fountains, bathroom surfaces, all hand railings, exterior doorknobs and other touchable surfaces.
- Hand sanitizing stations will be provided at all entrances and throughout the building to reduce contagions and provide more options for keeping hands clean.
- Post signs in all bathrooms to encourage 20 sec. hand washing
- Administrative Staff will be assigned Common Areas to clean along with their own offices, i.e., the Copy/Work Room, Breakroom, Front Desk, and Mission Room.
 - The staff member who reserves the Conference Room will be responsible to wipe the room down before and after use.
- All remotes and touchable surfaces need to be wiped.
- Kitchen Committee will continue responsibility for the kitchen.
 - Each staff person will clean after him/her self.
 - Each group will clean after their event.
- The Senior Pastor is responsible for all public information thru the Church Website and Social Media regarding any Emergency Policy. This would include cancelling of scheduled Planning Center Events.

PROCEDURES FOR FAMILY MINISTRIES & GROUP ACTIVITIES

LEVEL 1 - *Everyday procedures in our preschool and children's area.*

1. Hands washed 7 – 8 times a day
2. Tables and surfaces wiped down at least three times each day
3. Staff and children need to stay home if they are symptomatic
4. Toys in the gym are wiped down 1x a month
5. Trash is thrown out every night and floors are cleaned in each room every night.
6. Bathrooms between rooms are cleaned every night.
7. Sick children are taken out of the classroom and separated until their parent can pick them up.

LEVEL 2 - *(Outbreak) - Steps to be activated if we are in a crisis situation.*

1. Wash hands at every opportunity during the day.
2. Staff stay home if exhibiting any symptoms
3. Children with fever or obvious symptoms will be turned away or sent home
4. Wipe down every surface, chairs, tables, door knobs after using the space, at least once a day, if not more frequently.

5. Put up signs throughout the building to remind people to wash their hands or use hand sanitizer
6. Use church, youth, children's and pre-school email accounts to remind people of the precautions that we are taking.
7. Provide disposable wipes and Lysol spray for all of the hard surfaces.
8. Spread out chairs in youth and children's area
9. Use a one manned station for check-ins. Wipe down IPAD after use.
10. Separate sick children and provide children who are 3 years old and older with a mask. Notify parent.
11. Suspend parent readers and special speakers, i.e. fire safety, mission speakers
12. Send out steps from CDC or WHO of symptoms and how to prevent the spread of the virus.
13. Air hugs and air fives are encouraged
14. Send out calming and reassuring Bible verses and messages for spiritual and emotional support

LEVEL 3 - (Epidemic/Pandemic) - Steps to be activated if virus is reported in the Town of Collierville or the government declares an epidemic or pandemic.

1. Cancel pre-school if children or staff attendance is down by 1/3.
2. Cancel our pre-school and any programming if 1/3 of the Collierville schools are closed.
3. See "Preparedness" on page 7 for further determinations.

PROCEDURES FOR ADULT DISCIPLESHIP MINISTRIES

To include but not limited to Sunday School classes, Connect Groups, Dinner Fellowship Groups, Choir Rehearsals, etc.

LEVEL 1 - (Little to no concern) Should be implemented at the beginning of the flu season. October 1.

- Hold the activity as normal
- Send a communication to the group stressing the importance of hand-washing, covering mouth when coughing, staying home when feeling ill, etc.

LEVEL 2 - (Outbreak) See "Preparedness" on page 7 to make determinations.

- Hold the activity as normal, but stress importance of staying home if ill
- Consider spreading out seating in gathering places, i.e., 6' feet apart (social distancing)
- Ensure all participants are observing proper health practices
- Provide hand sanitizer for each classroom
- Suggest the wearing of masks

LEVEL 3 - (Epidemic/Pandemic) See "Preparedness" on page 7 to make determinations.

- Cancel the event/activity
- Discontinue hospital and homebound visits. Provide congregational support using phone calls to patient, member, and family members

PROCEDURES FOR WORSHIP & LARGE GATHERINGS

LEVEL 1 - *(Little to no concern) To be implemented annually at the beginning of the flu season. October 1.*

- Hold worship as normal
- Ensure all hand sanitizing stations (14) are filled and fully operational.
- Ensure signs are posted in bathrooms encouraging proper handwashing
- Send a communication to our church family stressing the importance of Nonpharmaceutical Interventions (NPIs), see page 8.
- Instruct greeters and other First Impression Team members to eliminate contact with individuals
- On Communion Sundays, switch to a hybrid style of communion
 - Receiving bread and a cup of juice
 - The server hands both to the person receiving
 - Servers wear gloves and use hand sanitizer on the gloves per Trustees
 - Provide hand sanitizer at a location 5-6 feet prior to each communion station for persons receiving

LEVEL 2 - *(Outbreak) See "Preparedness" on page 7 to make determinations.*

- Hold worship as normal, but stress importance of staying home if ill. See Nonpharmaceutical Interventions (NPIs) on page 8.
- Higher degree of communicating good health practices
 - Social Media Posts
 - Special emails
- Still observe hybrid communion – consider pre-packaged communion elements
- Discontinue greeting or passing of the peace in worship
- Greeters, ushers, nor pastors to shake hands before, during, or after worship
- Promote online giving and place "Offering Boxes" in worship spaces with Safety Team members

LEVEL 3 - *(Epidemic/Pandemic) See "Preparedness" on page 7 to make determinations.*

- Cancel corporate worship and stream a sermon by the Senior Pastor at 10:45am.
- High level of communication including email blasts, social media posts, and communications through internal groups, i.e. youth, children, music, etc.
- Discontinue weddings and funerals (graveside only with future Memorial to be held)

PROCEDURES & DOCUMENTS FOR MANAGING STAFF

LEVEL 1 - *(Little to no concern) Annually: October 1.*

- Review "Response Plan" with all staff

- Send a communication to the group stressing the importance of hand-washing, covering mouth when coughing, staying home when feeling ill, etc.

LEVEL 2 - (Outbreak)

- Begin preparing staff for the potentiality of moving to Level 3.
- Determine if the building should be closed and/or if any ministries should be suspended.
- Review the following documents and update:
 - “Back to the Office” – Office Manager w/Executive Pastor
 - “Baptisms, Communion, Funerals, and Weddings” – Worship Team
 - “Benevolence Procedures During a Pandemic” – Executive Pastor
 - “Cleaning Services Agreement” – Facilities Manager
 - Closure Pay Policy – Executive Pastor w/SPRC Chair
 - “Essential Service Provider Pass Letter” – Executive Pastor
 - Notes for “Essential Staff” by Executive Pastor
 - Farmers’ Market Agreement – Facilities Manager
 - “Front Desk Reception Area” – Office Manager
 - Re-Open Fact Sheet – Worship Team
 - “Sick Leave Document” – Executive Pastor
 - Supplies Inventory & Needs – Facilities Manager
 - “Work from Home Helps” – Office Manager w/Executive Pastor
 - “Worship Training Staff and Volunteers” -- Worship Team
 - “Worship Volunteer Form for Youth” – Worship Team
- Hold a preliminary meeting with the Facilities & Finance staff as “Essential Staff”
- Begin holding Executive Operational Team meetings more frequently to assess situation
 - Poll the staff to find out joint projects that can be done from home by multiple staff
- Have hand sanitizer in each office, begin social distancing practices, including no handshakes, hugs, and 6-foot distance.
- Communicate symptoms to be watching for and steps to take
- Alert staff who will be working from home that all confidentiality rules apply in the home setting as they do in the church office.

LEVEL 3 - (Epidemic/Pandemic)

- Working from home begins for all but Finance & Facilities staff
- Staff are required to wear masks, social distance, and take temperature before leaving for work.
- The Building is closed and all in-person ministries are suspended.
- Email and review the following documents with the staff:
 - “Work From Home Helps”
 - “Sick Leave Document”
- Discuss needs and projects with “Essential Staff”
- Have Executive Operational Team re-purpose necessary staff to help with joint projects
- Begin holding Executive Operational Team & Core Team meetings weekly

- Executive Pastor to email Core Team a minimum of 2-3 times weekly with updates and encouragement
- Direct Supervisors to check-in with Direct Reports 2-3 times weekly
- Task Team and Committee meetings to be held on-line, as needed

Part II: Reopening

The Reopening Plan will practice the Golden Rule and in so doing must recognize the severity of the health crisis while preparing for a return that minimizes any lingering risk. After a long period of closure, congregants and local citizens may become anxious to “return to normal” while others may have heightened fears and a desire to stay closed for an even longer period of time. The church must recognize and affirm her people’s perspectives and offer guidelines that manage risk while offering spiritual support and ministries for her congregants.

Different aspects of government (federal, state, county and town) along with the World Health Organization (WHO), the Center for Disease Control (CDC), local health departments, and the Bishop’s Office may issue guidelines for reopening the church when an outbreak of the disease appears to be waning. Each entity has a unique perspective and their recommendations and guidelines may not agree. Even though each entity seeks the best interest of their constituents, such circumstances may cause confusion. The leadership of the local church may need to consider each recommendation and select the guidelines which seem the most appropriate for the local church.

Collierville United Methodist Church adopts this plan to prepare for and respond to re-opening the facilities and resuming in-person worship, classes, and ministries after a threat of influenza, viral outbreak, epidemic, or pandemic that causes serious widespread illness.

1. Modifications to the Response Plan: The Reopen Plan after any specific outbreak or epidemic/pandemic will be developed by the Senior Pastor and the Executive Operations Team and approved by the Leader Council. The plan includes resuming any services, classes, fellowship, and community gatherings.
2. Depending upon the severity of the outbreak, it is likely that the reopening of the facilities and the resumption of in-person worship, classes, and ministries will take place in STEPS. The nature of an outbreak is unpredictable. Outbreaks may take unexpected turns in each of the recovery STEPS and the church must be prepared to address the regression of progress and return to prior STEPS.
3. All reasonable efforts will be made to protect the safety of the congregants and guests of Collierville UMC. Emphasis will be given to the protection of the most vulnerable populations, i.e. the populations with the most potential to be seriously affected by the specific outbreak/epidemic/pandemic.

4. Official Communications will be shared by many avenues – see “Communications Plan” on page 5.
5. Implementation of non-pharmaceutical interventions (NPIs), page 8, will be stressed and communicated for home, office, and community space, including group programming and worship.

We offer the following recommendations as we begin this conversation and create a comprehensive plan to reopen the church and her on-site ministries.

BROAD GUIDELINES

Each outbreak of disease, epidemic, or pandemic will have its own unique aspects. As a result, the specific efforts to protect the population against any disease will differ from outbreak to outbreak.

In the event of a regional outbreak, an epidemic, or a pandemic, organizations such as the World Health Organization (WHO), The Center for Disease Control (CDC), state and local health departments, and the Bishop’s Office will offer guidelines to indicate when the church may shift focus from closing facilities to reopening facilities.

The guidelines will likely cover the nature of the disease, define the most at-risk populations, offer guidance to reduce the spread of the disease, suggest behaviors that will aid in recovery, and offer criteria which indicates the growth or reduction of an outbreak.

See “More Resources – Stay Informed” on page 6 for guidelines and parameters for reopening the church.

PREPAREDNESS

Even though the health crisis seems to be on the decline, and people are willing to return to normalcy, things will not be as they were prior to the crisis. Strict hygiene and social distancing may be practiced, for a time, to a greater extent than before the crisis declaration. Businesses, health care facilities, schools and universities, and churches will likely reopen with new procedures to protect workers and guests. These new procedures and protocols are designed to add both a modicum of protection and to instill confidence in the minds of workers and visitors. Normalcy will not return until people feel safe in their environment.

The nature of at-risk or vulnerable populations may vary based upon the particular outbreak of disease. For Instance, children and pregnant women are the at-risk population during an outbreak of measles; People over 60 years of age and/or compromised health issues are the at-risk population for Covid-19.

Even as the church prepares to return to in-person activities, the church will continue to practice the Golden Rule. In keeping with this sacred tradition the church should be prepared to encourage at-risk populations to minimize their exposure to disease. This may mean that they should stay at home, even though others are returning to work, school, or church.

Indicators that the health crisis may be diminishing may include but are not limited to the following:

- An increased level of news reporting of a contagion that seems to be declining in the region.
- Statistics with downward trends as reported by the World Health Organization (WHO), the Center for Disease Control (CDC), or local health departments.
- Awareness that area Nursing Homes, Rehab Centers, and Assisted Living facilities are again allowing visitors in the facilities
- Area hospitals have increased capacity in their Intensive care units, performing non-critical surgeries, and permitting visitors.
- Area businesses begin to reopen.
- Schools, universities, and colleges have reopened for on-site classes.

STEPS TO TAKE IN PREPARATION OF REOPENING

- Identify vulnerable populations. Vulnerability will be determined by the nature of the disease and the populations most affected.
- Ensure that hand sanitizing stations are functional for each entrance into our buildings and worship spaces.
- Place back-up orders for additional supplies of sanitizing and cleaning agents.
- Identify personnel who will return to on-site work and those who will continue to tele-commute, i.e., “essential staff” include finance and facilities staff.
- Complete deep cleaning and disinfecting process of contaminated surfaces and surfaces which are likely to be contaminated (Step 1).
- Prepare a schedule for disinfecting after each building use during [steps 2 and 3](#).
- Order personal protective equipment, masks, and smocks/suits, as needed.
- Prepare signage that may be used to direct people away from a specific area.
- Designate a “safe spot” for deliveries of packages and mail.
- Train volunteers in safety procedures.
- Communications ... see “Communications Plan” on page 5.

TRANSITIONING FROM STEP TO STEP

Recognize the likelihood that transitioning from step to step may not be smooth and linear. Should numbers and severity of disease escalate, the church must be prepared to retreat to a step with stricter guidelines.

DETERMINING WHEN TO IMPLEMENT A RE-OPEN PLAN

When the disease outbreak, epidemic, or pandemic seems to be subsiding the Senior Pastor will be in immediate conversation with the Executive Operational Team and Leader Council to evaluate the current status of the crisis. In that meeting, guided by the Golden Rule, it should be decided when to reopen the church facilities and determine the degree of openness based upon the good health standards and practices. The following is a guideline for opening in degrees. The time between each “STEP” will be determined by multiple factors and the time range may vary between “Steps”.

STEP 1 – 50% Occupancy/Capacity → WORSHIP ONLY. Determined by government “phase” number allowances along with our building’s capacity/occupancy capabilities with continued social distancing. Minimum of 50%.

STEP 2 – When Deemed Appropriate → ADD IN SUNDAY SCHOOL MEETINGS, NURSERY, and BIG KIDS CHURCH. Again, determined by the above indicators plus ability (supplies and staff) to clean all the rooms properly.

STEP 3 – When Deemed Appropriate & Viable → BEGIN ALLOWING MID-WEEK DISCIPLESHIP GROUPS OF ALL AGES, CHILDREN AND YOUTH SUNDAY SCHOOL AS WELL AS TASK TEAM AND COMMITTEE MEETINGS. Determined by time ability to properly disinfect rooms between meeting times to kill any virus. Minimum of 75%.

STEP 4 – As Negotiated → ALLOW “OUTSIDE GROUPS” TO RETURN. Preferably, no minimum occupancy/capacity.

RED FLAGS FOR RE-CLOSURE

Indicators that the health crisis is increasing may include, but are not limited to the following:

- Guidance from our Town Mayor or Bishop
- See “Preparedness” on page 7 for additional indicators

FACILITIES RE-OPENING PLAN

WORSHIP VENUE INFORMATION:

The major venues of CUMC were measured and considered in regard to the 6ft. “Rule of Social Distancing” (RSD) that is currently in place. Those are the SOS, Poplar Sanctuary and the Foundry Gym.

- Venues should be used at different times to allow for the safe entry and egress of our members
- Venues are used once a week only. This will allow for the natural diminishing of the virus on surfaces. We do not currently have the manpower to deep clean these worship venues multiple times a day.
- **When worship rehearsals are necessary during the week, including videoing for the online service(s), the following will be followed:**
 - Instructions given to all participants as to how to limit usage in the venue
 - Entry and exits will be limited with specific seating areas provided
 - Only the seating area and small rehearsal/video area will need to be cleaned
- Only use the immediate areas for each venue: restrooms, entries and hallways. The other adjacent parts of the building will remain locked off during the active times, where possible.

Sanctuary on the Square:

The Sanctuary on the Square can accommodate a maximum of 360 people at full capacity however the pews are closer together and we could only use every 3rd row and the aisles are less than 36”.

Poplar Campus:

The Poplar Campus will be divided into 3 zones and only staff will be allowed to pass between zones except in the case of emergencies. This restriction will be in place until the distancing restriction is lifted. During non-church service times, controlled access will be only be allowed via entrance 4 and all non-staff visitors will be required to check-in at the front desk

- The Poplar Sanctuary has a maximum capacity of 780 on the ground floor.
 - Balcony = 275 capacity
- The Foundry Gym has a maximum seating capacity of 500.
- The Mission Center will be used for staff only and the general public will be relegated to the worship areas.

STEP 1 = 50% Occupancy/Capacity → WORSHIP ONLY

CUMC believes that all preparedness should continue in common areas of the church with the following:

- Janitorial team will provide services in the common areas such as extra cleaning of water fountains, bathroom surfaces, all hand railings, exterior doorknobs and other touchable surfaces.
 - *“Cleaning Services Agreement”* of liability to be signed by Cleaning Company ensuring proper CDC protocol is being followed.
- Hand sanitizing stations will be provided at all entrances of the worship venues prior to admission to cut down on germs and provide more options for keeping hands clean. (*See building diagram for placement and flow.*)
- Signs have been posted in all bathrooms to encourage 20 second hand washing.

- Post signs stating symptoms of Covid-19 on front entrance doors
- Prior to worship services, middle doors will be pinned open to allow for streamlining into the sanitized area. Church members will not have to touch door handles.
- Upon arrival, church members will be directed to sanitizing stations and then directed to their seats by ushers. Masks will be available, located on the sanitizing station tables, and passed out by the counters.
- Monitors will be positioned at each restroom allowing only 2 people at a time.
- Exiting the worship service – members will be ushered out by row beginning with the last row first.
- One worship service per venue per week.
 - If more than one service per week is scheduled in a venue then we recommend removal of all loose items such as bibles, hymnals, envelopes and pens.
- Poplar Sanctuary:
 - Balcony seating will enter on the East and Exit on the West stairwell and might be utilized for overflow only.
 - All Sanctuary entrances will be restricted to the Narthex entrance only.
 - Restroom – only use the one near the Narthex.
- Foundry:
 - Entrance for the service will be restricted to Entrance #2 (Pre-school)
 - Restroom – only use the one across the hall from the Gym.
- In preparation for STEP 2, review, edit, and have ready the list of rooms and capacity with social distancing (this limited number of chairs will be set up by the janitorial staff): Nursery, Children, Youth, and Adults - see attached map.

STEP 2 = When Deemed Appropriate → ADD SUNDAY SCHOOL

1. Allow more people to have access to the Venues, i.e.:
 - Sunday school classes can begin meeting once again on campuses
2. See list of rooms and capacity with social distancing (this limited number of chairs will be set up by the janitorial staff): Nursery, Children, Youth, Adults - see attached map.
3. Doors to be used by members of the following classes:
 - a. Entrance 4 – Room 100 – 110
 - b. Entrance 3 – Youth & all on 2nd floor
 - c. Entrance 2 – Children & 2 older classes on those halls
 - d. Entrance 1 – Sanctuary & Brides Room only
4. In steps 2 and 3, individuals should maintain the appropriate social distancing guidelines in hallways, restrooms and elevators. Elevator occupancy will likely be limited to one family unit at a time.
5. Signage will be placed outside each room to determine when disinfected and when needs to be disinfected
 - a. All disinfecting and cleaning will be completed by janitorial staff
6. Online and streaming capabilities to be utilized to allow for those not comfortable to attend in person to still experience worship.

- a. Have Discipleship staff work with AV Staff to determine need and capacity to provide needed streaming bandwidth.
7. Begin contacting “Outside Groups”:
 - a. Determine desired future needs for when we are ready to re-open more widely.
 - b. Communicate that we are re-opening in “Steps,” describe what they are, and let them know that we desire to continue to work with them
8. Determine which “Outside Groups” might be phased in at an earlier time than STEP 4, if possible, i.e., Farmer’s Market, baseball fields, Alcoholics Anonymous, Al-Anon, etc.

STEP 3 = When Deemed Appropriate & Viable →
ADD MID-WEEK DISCIPLESHIP & MEETINGS

1. Allow more people to have access to the Venues, i.e.:
 - a. Mid-week discipleship groups of all ages
 - b. Task Team and Committee meetings
2. See number 3 of STEP 2 for entrances to use for access.
3. Capacity with social distancing (this limited number of chairs will be set up by the janitorial staff): Nursery, Children, Youth, Adults - see attached map.
4. Social distancing will be observed in hallways, restrooms, and elevators.
5. Disinfectant signage will be placed outside each room to determine when disinfected. The disinfecting of the rooms would be based on the Planning Center reservations.
 - a. All disinfecting and cleaning will be completed by janitorial staff
6. Online capabilities to be utilized to allow for those not comfortable to attend in person to still experience worship.
 - a. Have Discipleship staff work with AV Staff to determine need and capacity to provide needed streaming bandwidth.
7. Contact “Outside Groups” to keep them updated on possible re-opening dates for their group(s).

STEP 4 = As Negotiated → ADD OUTSIDE GROUPS

1. This would get us back to as normal as we will ever be and would be directed by the normal Planning Center and Facilities Usage guidelines.
2. Allow more people to have access to the Venues, i.e., “Outside Groups”:
 - a. Mid-week groups: morning, afternoon, and evening
 - b. Week-end groups, including over-night groups

FAMILY LIFE RE-OPEN PLAN

Announcements will be made through church communication prior to the opening of Family Life/Sunday School programs

STEP 1

Options for Family Life activities will remain as on-line engagement and Zoom events.

STEP 2

Nursery for children ages 0-5 years or Pre-K and Big Kids Church will be added on Sundays.

Nursery

1. Smaller class sizes
2. Pre-registration before each Sunday. Leaving a 20% gap for visitors and those who do not have on-line capability.
3. All staff wearing masks, gloves and washing of hands often. A nametag will be worn that shows the volunteers face under the mask for the children.
4. Separate entrance for parents and kids to enter – One family in at a time so no congestion in the halls
5. Take each child's temperature as they enter the room
6. Deep cleaning after each Sunday
7. Different Rooms for nursery could be used during different worship services
8. A room would need to be determined for Preschool kid's church based on the number registered for that Sunday.

Children

1. No Children's time during the worship service. Kids will be checked in to Big Kids Church at the beginning of the worship service and remain until worship is over. For both services at the Poplar campus
2. All staff and volunteers will wear masks and a nametag that shows the volunteers/ staff face under the mask.

STEP 3

Sunday School for children and youth, and Preschool Junior Bootcamp are added.

Nursery

The guidelines from STEP 1 continue, with the exception of number 5, "Take each child's temperature as they enter the room".

Children

1. Pre-registration for Sunday school and Kids church
2. Children and their parents will enter in through entrance 2
3. Parents will drop the children off at their class room
4. Teachers will check the children in
5. All volunteers and staff will wear masks and nametags that shows their face under the mask.
6. No big group gathering for Sunday school

7. Children's church – add another table and space out the chairs

Youth

1. No social gathering time in the youth lounge
2. Students go directly to their classroom
3. One adult will be at the welcome desk outside the elevator making sure people go directly to their classes
4. Check in will happen by the teacher in the class room
5. All volunteers and staff will be wearing masks and a nametag with their picture without the mask.
6. Summer Bible studies will begin on-line and then possibly move to in person during the churches STEP 4.

Pre-school Junior Boot Camp for rising Kindergarteners - July or August 2020

(If we choose to do this)

1. Keep this class sizes to 10 with 2 teachers and 1 helper for separation issues with the children
2. All staff will wear masks
3. Deep cleaning of the rooms each night
4. Only have two classes per week
5. Each class has their own playground. Will not share the gym
6. Shorten the amount of time the west doors are open for drop off
7. Assign each class a different entrance for drop off and pick up
8. Shorten the amount of time the west doors are open for pick-up

ADULT DISCIPLESHIP RE-OPEN PLAN

STEP 1 → NO ADULT ACCTIVITIES ON CAMPUS

No adult Sunday school classes, discipleship classes, small groups or connect groups are on campus during this step. During STEP 1, the use of Zoom or other online platforms are encouraged to conduct classes and groups.

STEP 2 → ADULT SUNDAY SCHOOL CLASSES

Adult Sunday School Classes will not resume at the same time as on-site Worship. Church Leadership will announce the date for the re-opening of Adult Sunday School classes. The return of Adult Sunday School classes is limited by building restrictions for access and egress, facilities cleaning, and restroom limitations. Room and venue occupancy limitations and social distancing rules apply to classrooms and restrooms in addition to the sanctuary and worship venues at the church.

Vulnerable populations should be strongly discouraged from returning to Sunday school until the health crisis is over. On-line and Zoom classes should continue in an effort to protect vulnerable populations while providing Christian education and fellowship. If they are comfortable doing so, vulnerable populations may consider using the House Church model for small groups.

As we return to worship, Sunday school, and discipleship groups, all persons should commit to following the Golden Rule. Those who have a fever or do not feel well should stay home in an effort to protect others.

When the Adult Discipleship Re-Opening Plan is put into effect, adult Sunday school classes may meet under the following guidelines which will be communicated via usual communication methods and signage:

1. Do not enter a classroom unless the “clean room” indicator is on the door. The signage will indicate the date when the room was cleaned.
2. Maintain social distancing of 6 feet between non-family members.
3. Limit the number of chairs to maintain integrity with the maximum occupancy allowed under the social distancing guidelines.
4. Wearing face masks is strongly encouraged.
5. Hand sanitizer should be available in every class room.
6. Classroom hospitality station (coffee, snacks, etc.) are prohibited.
7. Avoid inter-personal contact, i.e. hugs, handshakes, back patting, fist bumps.
8. Use the “room needs cleaning” indicator to designate that the room needs to be disinfected once class session is complete.

STEP 3 → DISCIPLESHIP, SMALL GROUPS, CONNECT GROUPS

The ability to deep clean or disinfect rooms and spaces is a limiting factor for these groups to meet in the church facilities once the Adult Discipleship Re-open plan is in effect. IF facilities management is able to prepare the space for the requested time, THEN discipleship, small groups, and connect groups may begin meeting in STEP 3 of the Re-open plan. Those groups which require “break-out” rooms should prepare for the strong likelihood that Facilities Management will not be able to accommodate the request during STEP 3 of the Re-open plan. Break-out room availability may not be possible until the facilities are completely open and the health crisis has passed.

1. Social distancing guidelines apply.
2. Wearing face masks is encouraged.
3. Classroom hospitality stations may be considered.

STEP 4 → OUTSIDE GROUPS

Once it is deemed that cleaning supplies and staffing levels are appropriate and available, outside groups may begin booking rooms again using the guidelines found in STEP 3.

ALL STEPS → ALL GROUPS

In addition to following the guidelines for Adult Sunday School Classes, it is strongly suggested that all groups follow this guideline:

- Impromptu meetings are not allowed. All groups will schedule the room assignment for each meeting with Facilities Management to assure that the room or space has been prepared and disinfected, and is on the schedule to disinfect after the meeting.

WORSHIP AND LARGE GATHERINGS RE-OPEN PLAN

DURING CLOSURE → ONLINE WORSHIP ONLY

- Essential Personnel Only
- Worship offered Online ONLY
 - 1 Worship service
 - Live-Streamed or launched on YouTube and Facebook at 10:45am, Sundays

TRANSITIONING BETWEEN STEPS

Because the 6-foot social distancing guideline limits the numbers of people who may safely attend corporate worship, the transitions between STEPS for Worship are largely determined by the Sunday School classes and nursery availability which are added to subsequent STEPS.

If the 6-foot social distancing guideline and other NPI guidelines are modified, then the numbers of people allowed in each venue may be altered for subsequent STEPS when deemed appropriate to do so.

For specific procedures regarding Onsite Worship, refer to the “Worship Instructions for Training Staff and Volunteers”

STEP 1 – IN-PERSON AND ONLINE WORSHIP

Social distancing guidelines determine capacity at each location. The 6-foot rule between non-family members must be practiced in all areas of the buildings. See “*Worship Venue Information*” on pages 22-23.

- In addition to the online service, services will be offered at the Sanctuary on the Square (Historic), the Popular Sanctuary (Traditional), and The Foundry (Contemporary).
- Vulnerable STRONGLY are encouraged to remain at home.
- Social Distancing guidelines will apply:
 - Maintain a 6-foot separation between nonfamily groups
 - Ushers and/or signage will direct movement from parking lot to pew

- Face masks are required – and made available to those who need one
- Signage for Social Distancing and NPI guidelines will be posted at each entrance
- To reduce interpersonal contact and spread of aerosol droplets:
 - No singing in corporate worship
 - Hymnals, Bibles, and printed materials are removed from worship areas
 - Collection Boxes will be placed at each venue – no passing collection plates
 - No “in-person” Children’s Time in corporate worship.
 - No “meet and greet” the pastor after worship.
 - Coffee and other beverages/refreshments will not be offered.
 - Nursery for small children is not available.
 - Discourage physical contacts including: “passing the peace”, handshakes, hugs, or fist-bumps.
- Communion will be added to worship when a “safe protocol” is determined.
- Baptism – Pastors will work with families to determine when they are comfortable and to work out other safety protocol.

STEP 2 – ADULT SUNDAY SCHOOL, NURSERY & KIDS CHURCH ARE ADDED

The guidelines from STEP 1 remain in place with the following exceptions:

- Nursery is now available,
- Kids Church is available
- Adult Sunday School classes begin to meet.

STEP 3 – CHILDREN AND YOUTH SUNDAY SCHOOL ACTIVITIES ARE ADDED

- Worship guidelines remain in place, however there will be movement in all areas of the buildings.

OTHER CONSIDERATIONS

When general health guidelines deem it to be appropriate, the following elements of Corporate Worship will be added:

1. Hymnals, Bibles, and print materials returned to the sanctuary.
2. Hospitality areas – coffee, beverages and refreshments returned to the narthex
3. Pastors resume “meet and greet” after worship
4. Corporate singing permitted in worship

PROCEDURES & DOCUMENTS FOR MANAGING STAFF

DURING CLOSURE:

- Essential Facilities & Finance Staff only working in the building/office
- All other staff are working from home, being repurposed where necessary
- Mandatory – masks, social distancing, and taking temperature before leaving from home
- Weekly Executive Operational Team and Core Team on-line meetings
- Review the following documents, update, and send at appropriate times:
 - “Back to the Office” – Office Manager w/Executive Pastor
 - “Baptisms, Communion, Funerals, and Weddings” – Worship Team
 - “Benevolence Procedures During a Pandemic”
 - “Cleaning Services Agreement” – Facilities Manager
 - Closure Pay Policy – Executive Pastor w/SPRC Chair
 - “Essential Service Provider Pass Letter” – Executive Pastor
 - Farmers’ Market Agreement – Facilities Manager
 - “Front Desk Reception Area” – Office Manager
 - Re-Open Fact Sheet – Worship Team
 - “Sick Leave Document” – Executive Pastor
 - Supplies Inventory & Needs – Facilities Manager
 - “Work from Home Helps” – Office Manager w/Executive Pastor
 - “Worship Training for Staff and Volunteers”
 - “Worship Volunteer Form for Youth” – Worship Team

RETURN – (Before or during STEP 1)

- All staff to return to work
- Determine when to reopen building even while ministries might be suspended.
- Direct Supervisors are instructed to work with staff members who fall into one of the following categories: high risk due to age or health (including pregnancy), uncomfortable coming back so soon, or still taking care of a loved one or school children out of school.
- Mandatory – masks, social distancing, and taking temperature before leaving from home
- Continue to reiterate the importance of hand-washing, covering mouth when coughing, staying home when feeling ill, etc.
- Re-evaluate the need for weekly Executive Operational Team and Core Team meetings
- Task Team and Committee meetings to continue on-line until such time as Adult Discipleship mid-week groups are able to begin meeting again (**STEP 2**)
- Set up a date in future to meet as Executive Operational Team to evaluate the “Response Plan” **Closure** section. Have individual Operational Teams evaluate the whole and their sections first, bringing their suggestions.

STEP 2 & 3 →

- Continue to reiterate the importance of hand-washing, covering mouth when coughing, staying home when feeling ill, etc.

- Direct Supervisors *continue* to work with staff members who fall into one of the following categories: high risk due to age or health (including pregnancy), uncomfortable coming back so soon, or still taking care of a loved one or school children out of school.
- Mandatory masks in common areas, social distancing, and taking temperature before leaving from home.

STEP 4 → *(Once the local government has given an all clear notification)*

- Continue to reiterate the importance of hand-washing, covering mouth when coughing, staying home when feeling ill, etc.
- Determine the new regular schedule for all staff meetings
- Set up a date in future to meet as Executive Operational Team to evaluate the “Response Plan” **Re-Opening** section. Have individual Operational Teams evaluate the whole and their sections first, bringing their suggestions.

WHAT IF ... SOMEONE CATCHES THE VIRUS?

The following steps shall be taken if one of the Collierville UMC staff or worship/program ministry attendees is found to have contracted the virus or is quarantined due to exposure, transparency being our guide.

- Executive Pastor or Finance Administrator to contact the local health department
- The Senior Pastor will work with the Executive Operational Team and the Leader Council to plan communications with the congregation, being transparent yet being careful of HIPPA and other pertinent laws.
 - Begin discussions to determine under what circumstances staff will need to be sent home to work and/or heightened awareness of mitigation procedures re-emphasized for worship and programming.
- Finance Administrator’s Team will develop a plan and script for contacting those who were present at work or at the specific worship service(s)/programming to encourage them to receive medical attention.
- Worship/Family Life Team staff will communicate with volunteers who served on said Sunday to encourage them to receive medical attention.
- Finance Administrator to communicate to be in conversation with insurance provider:
 - As of February 2020 we are covered under “Bodily Injury Liability”
- Senior Pastor to contact District Superintendent per instructions of their wishes in each outbreak.