

# HOPE AT THE HILL

## ROOTY HILL PRESBYTERIAN CHURCH



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## A GUIDE TO THE IMPLEMENTATION OF COVID-19 PROTOCOLS

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### **STEP TWO – 1 July 2020**

As at 1 July 2020 the number of people permitted at a place of worship is subject to the 4m<sup>2</sup> rule.

The premises at Rooty Hill can cater for 50 worshippers at any service. This does not include people involved with running the service.

It is not possible, at this stage, to cater for everyone on site at the same time.

To ensure we comply with these restrictions a booking system has been implemented to manage numbers.

Based on the number of places available each week and the number of people in our congregation, each person (adult and child) will be able to attend 3 services in a 4 week period. This ensures a fair share of opportunities to attend and means each person will only have to use ZOOM once in a 4 week period.

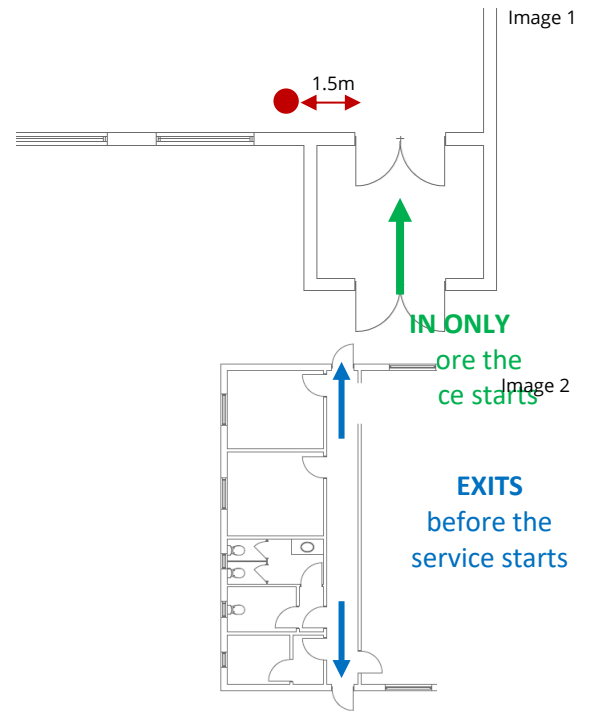
This document contains the following helpful information:

- Movement and flow of traffic in buildings
- Activity management (rosters etc)
- Hygiene practices
- Booking online

## MOVEMENT – FLOW OF PEDESTRIAN TRAFFIC IN THE MAIN HALL

### 1. FOYER MANAGEMENT

- 1.1 People must not gather in the foyer to talk or block the flow of pedestrian traffic.
- 1.2 People managing 'Welcoming' should position themselves at least 1.5m inside and to the left of the internal foyer doors to ensure a constant flow of people through the foyer (see red dot on Image 1 to the right).
- 1.3 Before the service the foyer entrance is to be used for ENTRY ONLY so that all traffic flows in the same direction.
- 1.4 If you need to leave the hall before the service starts please use one of the other 2 exits, located at either end of the hallway. Note that the exit near the servery has stairs (see Image 2).



### 2. HALLWAY

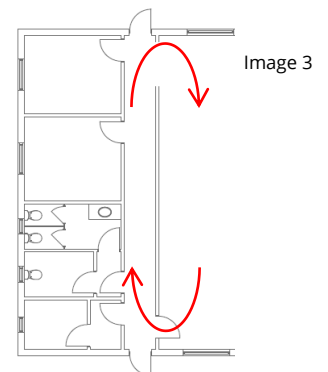
- 2.1 At all times, when in the hall, please only use the hallway in the one direction.
  - 2.1.1 Enter the hallway near the bathrooms (see image 3).
  - 2.1.2 Exit the hallway near the servery.
  - 2.1.3 Absolutely no running in the hallway.

### 3. BATHROOMS

- 3.1 There are 2 toilets in the female bathrooms and 1 toilet and 1 urinal in the men's bathroom. There is also a toilet cubicle for the disabled which will double as a baby change area.
- 3.2 Given the COVID-19 restrictions only one person may be in the bathrooms at any given time. Of course, this does not apply to children who require adult assistance. It would be preferable if the disabled toilet could be used by children requiring assistance.

### 4. KITCHEN

- 4.1 The kitchen measures 11.1m<sup>2</sup> without cupboards, sinks, oven and refrigerator. The remaining floor space is considerably less. For this reason, the kitchen will be limited to 2 people at any one time, regardless of the function they are performing.
- 4.2 Anyone under 16years of age is not permitted in the kitchen.
- 4.3 The kitchen door is to remain closed when not being used for access or egress.



### 5. MEETING ROOM

- 5.1 The meeting room measures 11.84m<sup>2</sup> and as such can cater for a maximum of 2 (possibly 3) people at any one time.
- 5.2 Primary school aged children and younger are not permitted in this room unless accompanied by an adult.
- 5.3 The door is to remain closed when not in use.
- 5.4 An adult is never to be alone in this room with one child, with the door closed. This is for the protection of both the child and the adult.

## MOVEMENT – FLOW OF PEDESTRIAN TRAFFIC IN OLD CHURCH BUILDING

### 6. FOYER MANAGEMENT

People must not gather in the foyer to talk or block the flow of pedestrian traffic.

### 7. DOORS

- 7.1 The door at the eastern end of the building (opposite the foyer) is not to be used by children as the steps are too steep and potentially a falling hazard. This door is to remain locked at all times.
- 7.2 The door to the foyer is to be closed at all times when children are inside to prevent children from accessing the carpark or the road

## ACTIVITY MANAGEMENT (ROSTERS)

### 8. ACTIVITY MANAGEMENT DURING ON-SITE SERVICE

9.1 The following activities will NOT occur during COVID-19 restrictions:

9.1.1 No paper bulletins. Digital bulletins will continue to be sent via email.

9.1.2 No sharing of community bibles. Please bring your own. The passage for the sermon will be printed on the last page of the digital bulletin

9.1.3 No community singing or playing of wind instruments.

9.2 **MORNING TEA:** This will occur at the conclusion of the service. There will be no break during the service whilst COVID-19 restrictions apply. Tea and coffee and other drinks will be served by persons wearing appropriate PPE. Please bring your own food.

9.3 **COMMUNION:** We will continue to serve communion using pre-packaged communion elements.

9.4 **PHYSICAL CONTACT:** As per COVID-19 restrictions people are not to hug or shake hands and are to remain 1.5m from people not in the same household. Please do not gather in the carpark in groups

9.5 **CHAIR PLACEMENT:** Single chairs will be positioned 1.5m apart – both sides, front and back. Parents may move chairs for children/spouses closer, but this should only occur in family groupings.

#### 9.6 SUPERVISION

9.6.1 Children under 16years of age are not permitted in the kitchen.

9.6.2 Children are not permitted in the meeting room unsupervised.

9.6.3 Children must be supervised at all times and discouraged from running inside the hall.

9.6.4 The internal glass doors on the foyer will be closed at all times other than for access or egress. This is to minimise the possibility of children accessing the carpark or road.

#### 9.7 RECORD KEEPING

As per government requirements details of everyone attending will be recorded upon arrival.

#### 9.8 RESPONSIBILITIES OF EXISTING ROSTERED JOBS

9.8.1 The responsibilities of the following roles will not change:

Pastoral Prayer    Music Leader    Church News    Service Leader    Bible Reading

##### 9.8.2 Opening and Set Up

- Ensure chairs are set up with 1.5m on both sides and in front and behind
- Ensure sufficient supplies of sanitiser, soap, paper towels and tissues
- Ensure bins are strategically located and with bin liners

##### 9.8.3 Welcoming

- Check off names as people arrive
- Record names and contact details of visitors
- There will be nothing to hand out
- No shaking hands/hugging
- Located inside the hall (not in the foyer)

##### 9.8.4 AV Management

- At least 2 people will be needed each week to manage the increased responsibilities
- Manage onsite AV for the hall
- Manage live ZOOM and HDMI relay to adjoining church hall
- Manage live FaceBook live stream

##### 9.8.5 Morning Tea

- 2 people will be rostered on to serve drinks
- Also includes washing up

##### 9.8.6 Kids Talk

- Children will sit with parents

##### 9.8.7 Kids Church

- Kids Church will continue online between 9:15am and 9:30am

##### 9.8.8 Transport

- People requiring lifts are encouraged to sit in the back seat to maintain some social distancing.

## 9.9 ADDITIONAL ROSTERED JOBS REQUIRED

### Cleaning: Main Hall

- 9.9.1 Kitchen: cleaning sink, refrigerator, benches and floor
- 9.9.2 Bathroom: cleaning toilets, sinks and floor
- 9.9.3 Floors: vacuuming and cleaning hall floors
- 9.9.4 Windows: clean window frames and glass
- 9.9.5 Door frames and door handles

### Cleaning: Old Building

- 9.9.6 Sweep/vacuum floors
- 9.9.7 Cleaning horizontal surfaces

## HYGIENE PRACTICES

### 9. INDIVIDUALS

Australian Department of Health advises that, in relation to individual hygiene, the following practices should be implemented:

- 10.1 wash hands often with soap and water; this includes before and after eating and after going to the toilet
- 10.2 use alcohol-based hand sanitisers when you can't use soap and water
- 10.3 avoid touching your eyes, nose and mouth
- 10.4 do not go out in public if you are sick
- 10.5 seek COVID-19 testing if you develop one or more of the following symptoms, even mildly:
  - 10.5.1 fever
  - 10.5.2 respiratory symptoms
    - coughing; sore throat; shortness of breath
- 10.6 clean and disinfect objects you use often, such as mobile phones, keys, wallets and work passes

### 10. PREMISES, SURFACES AND APPLIANCES

- 11.1 Cleaning and disinfecting are 2 different processes:
  - 11.1.1 Cleaning: to physically **remove** germs with detergent and water. Water and physical effort alone will not kill germs.
  - 11.1.2 Disinfecting: **kills** germs on surfaces. Cleaning must happen first.
- 11.2 Health authorities recommend
  - 11.2.1 using a 1,000ppm bleach solution to disinfect hard surfaces;
  - 11.2.2 the wearing of gloves when cleaning;
  - 11.2.3 washing hands thoroughly with soap or use an alcohol-based hand sanitiser before and after wearing gloves;
  - 11.2.4 the use of Personal Protective Equipment (PPE) as recommended by Safety Data Sheet (SDS) for the cleaning product being used;
  - 11.2.5 disinfectant containing >70% alcohol, chlorine bleach and oxygen bleach; and
  - 11.2.6 cleaning frequently touched areas and surfaces several times a day with a detergent or disinfectant solution or wipe. This includes handrails, tables, counter tops, door knobs, sinks and keyboards.
- 11.3 The cleaning schedule in Annexure A has been adapted from Safework Australia.

## BOOKING PROCEDURES

### 11. BOOKING THROUGH TRYBOOKING

- 12.1 Notification
  - When bookings are open you will receive an email with a link to the booking site.
  - There will also be a link on our FaceBook page and website.
  - Detailed booking instructions are contained in Annexure B.
- 12.2 Please book for a maximum of 3 out of the 4 available dates to ensure attendance is fairly distributed.
- 12.3 It would be helpful if everyone selects at least one session in the old church hall.
- 12.4 If you are planning to bring a friend please also book for them.

The following cleaning practices have been developed using the guidelines recommended by Safework Australia and are to be used when there is no known threat of COVID-19

Surface	Frequency	Method
Chairs – upholstered	Daily when used	Vacuum and damp dust and detergent
Chairs – plastic	Daily when used	Clean (detergent) and disinfect (disinfectant)
Clipboards and folders	After each use	Detergent and disinfectant
Computer equipment and headphones	Between uses	Detergent + Disinfectant on wipeable cover, or isopropyl alcohol- based wipes
Curtains and blinds	Weekly	Damp dust and detergent
Door frames	Daily	Clean (detergent) and disinfect (disinfectant)
Door handles	Daily	Clean (detergent) and disinfect (disinfectant)
Electrical equipment	After each use	Isopropyl alcohol- based wipes
Fabric	Daily	Laundry detergent
Floor (non-carpet)	Daily	Clean (floor detergent) and disinfectant
Glass	Daily	Clean (detergent) and disinfect (disinfectant)
Hand sanitiser dispensers	Daily	Clean (detergent) and disinfect (disinfectant)
Keys locks and padlocks	Daily	Clean (detergent) and disinfect (disinfectant)
Kitchen appliances	After each use	Clean (detergent) and disinfect (disinfectant)
Laminate benches	After each use	Clean (detergent) and disinfect (disinfectant)
Light switches and power points	Daily	Clean (detergent) and disinfect (disinfectant)
Metal surfaces	Daily	Clean (detergent) and disinfect (disinfectant)
Paper	N/A	Dispose of in bin with lid
Push/pull doors	Daily	Clean (detergent) and disinfect (disinfectant)
Refrigerators	Outside daily Inside weekly	Clean (detergent) and disinfect (disinfectant)
Remote controls	Daily	Clean (detergent) and disinfect (disinfectant)
Shelves	Daily	Clean (detergent) and disinfect (disinfectant)
Showers	Daily or after each use	Clean (detergent) and disinfect (disinfectant)
Sinks	At least daily	Clean (detergent) and disinfect (disinfectant)
Tables	Daily or after each use	Clean (detergent) and disinfect (disinfectant)
Toilets	At least daily	Clean (detergent) and disinfect (disinfectant)
Toilet doors	At least daily	Clean (detergent) and disinfect (disinfectant)
TV	Daily	Detergent and disinfectant damp dust
Walls	Spot clean daily	Clean (detergent) and disinfect (disinfectant)
Windows	Spot clean daily	Clean (detergent) and disinfect (disinfectant)
Window frames	Daily	Detergent and disinfectant damp dust
Wood	Daily	Clean (detergent) and disinfect (disinfectant)

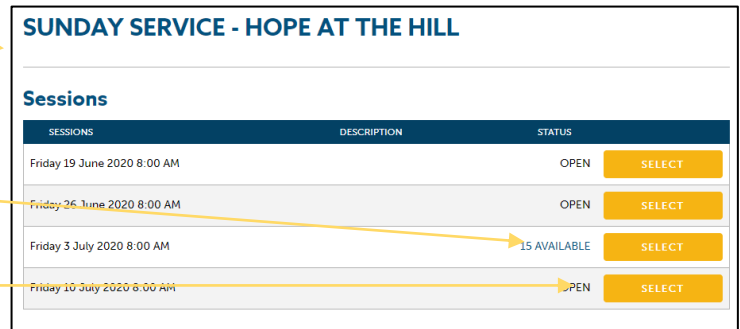
when the services have been set up you will receive an email with a link to TryBooking.

- Click on the link.
- It will take you to our bookings.
- Click on BOOK NOW (top right).



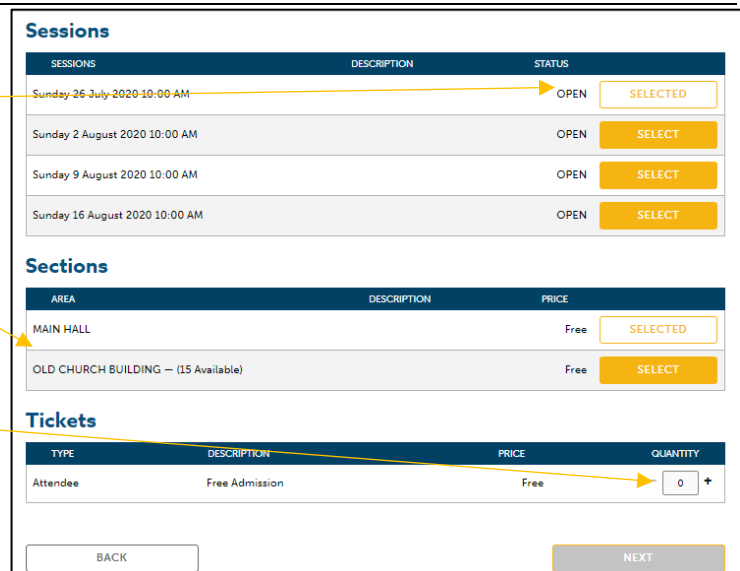
You should see this screen.

- All 4 weeks are listed for booking.
- If there are less than 20 places available it will tell you how many are left.
- You need to book one date at a time.
- Select the date you want to book by clicking on SELECT.



The sections will appear below the dates.

- The date you selected now has the word **SELECTED** next to it
- Now you need to decide whether you want to go to the Main Hall or the Old Church Building
- If you like, you can send ½ your family to one hall and the other ½ to the other hall. This is useful if there are limited places left in the halls.
- Select how many tickets you want in each hall by clicking on the + or -, or typing the number in the box.
- When you have finished click on NEXT



In this example I selected 2 tickets in each hall so I now have 4 tickets available to me that require information.

- This information is mandatory as we have to collect data on people who attend in case there is a need for contact tracing with COVID-19.
- You will see that tickets 1&2 are for the Main Hall and tickets 3&4 are for the Old Building on 19 June 2020.
- Enter data for each ticket as requested.
- Phone details for children can be parent's numbers.





You are now at the checkout to confirm all your details.

- Review the ticket information on the right.
- Complete your details for Checkout.
- If you want to book tickets for a different day click on BUY MORE TICKETS.
- This will take you back to the screen to select the date and you repeat the above steps until you have booked everything you want.
- Once you have finished click on PURCHASE (bottom right)

**Checkout**

**Booking details**

FIRST NAME\*  LAST NAME\*

COUNTRY\*  PHONE NUMBER\*

ADDRESS\*

SUBURB\*  POSTCODE\*

EMAIL ADDRESS\*  CONFIRM EMAIL ADDRESS\*

**Your cart**

**SUNDAY SERVICE - HOPE AT THE HILL**

Ticket: MAIN HALL  
Qty: 2  
When: Friday 19 June 2020 8:00 AM HOPE AT THE HILL  
Price: \$0.00  
Subtotal: \$0.00 [x Remove](#)

Ticket: OLD BUILDING  
Qty: 2  
When: Friday 19 June 2020 8:00 AM HOPE AT THE HILL  
Price: \$0.00  
Subtotal: \$0.00 [x Remove](#)

Tickets x 4 \$0.00  
Ticket Fee \$0.00

[Buy more tickets](#) [Find other events](#)

**TOTAL: \$ 0.00**

You should now receive confirmation of your booking

- You can even place the bookings in your digital calendar
- A confirmation email will be sent to you with tickets in pdf.
- You do not need these tickets to enter, this system is simply to manage numbers and we will have a register of bookings.

**Transaction successful**

An email with a link to the tickets and/or gift certificates has been sent to your email address. If you haven't received an email within 10 minutes, please check your spam folder.  
Thank you for using TryBooking!

**Your booking**

Booking ID: #083dc28-9bfc-46c9-9cdc-4a919ed55dfe  
Receipt: [View](#)  
Transaction Date: 6:41 PM - 17 June 2020  
Email Address: linseymoir@gmail.com  
Total: \$0.00

**SUNDAY SERVICE - HOPE AT THE HILL**

MAIN HALL x 2  
HOPE AT THE HILL  
Friday 19 June 2020 8:00 AM

OLD BUILDING x 2  
HOPE AT THE HILL  
Friday 19 June 2020 8:00 AM

[SAVE TO CALENDAR](#)

[CONTACT EVENT ORGANISER](#)

SHARE

**CHECKING IN ON ARRIVAL**

COVID-19 protocols require everyone who attends Church to register their name and contact details for the purpose of Contact Tracing. This has been captured in the booking process. Information will only be released if requested by Health Dept.

- Someone will be rostered on at Welcoming to check in people as they arrive.
- We will use the ticket register (example below) for people to sign in

Date	Ticket Type	Name	Surname	Sign In - signature
19/06/2020	OLD BUILDING	Danielle	Eatock	
19/06/2020	MAIN HALL	Cassie	Eatock	
19/06/2020	MAIN HALL	Linsey	Moir	

- Please ensure you check in upon arrival. This is important for potential Contact Tracing and, in the event of an Emergency, we will need to be able to account for everyone.

**CANCELLING**

If you are unable to attend a booked service please cancel your booking to free up the place for someone else.

- Go to your confirmation email for the 'tickets'
- Scroll down the email message to the bottom
- Select click here to return tickets
- This will take you to TryBooking where you can select the tickets you wish to return
- You will be sent an email from TryBooking to confirm your cancellation
- Once you confirm this email your tickets will be cancelled

**Booking ID:** 49dc87d2-94f7-4a9f-910c-97daf2a37faa

**Tickets:** <https://www.trybooking.com/book/ticket/49dc87d2-94f7-4a9f-910c-97daf2a37faa>

**Receipt:** [View](#)

No longer attending? Please return your tickets so that someone else can reserve them.

[Click here to return some or all of your tickets.](#)

Warm Regards,  
The TryBooking Team