



HILLSIDE COVID-19 OPERATIONAL PLAN

In accordance with New Brunswick Provincial Law and Work Safe NB, the following will serve as our official **HILLSIDE COVID-19 OPERATIONAL PLAN** for facility usage.

(Effective August 10, 2020. Updated September 23, 2020. Updated October 7, 2020. Updated November 3, 2020. Updated November 19, 2020.)

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1. General Guidelines for All Hillside Operations On-Site

SIGN-IN FOR STAFF, VOLUNTEERING, OR MEETINGS ON-SITE:

- Sign in at the binder at the Reception Desk in the upper lobby.
 - Anyone who is not on the Hillside payroll is required to provide their phone number or email.
- If someone is not staying in the building and is on-site for a short delivery, pick-up or purchase, they are not required to sign in. All others are required to sign in.

SIGN-IN FOR EVENTS ON-SITE:

- Pre-registration for the event is required through online sign-up. Online sign-up will ask for contact information (name, phone number/email) and include a screening questionnaire. The screening questionnaire will ask about symptoms, travel, and other relevant questions to COVID-19. Anyone with symptoms or who has potentially been exposed to a known case(s) of COVID-19 will be asked to not attend on-site and instead participate online.
- In addition to pre-registering for events, participants will be required to check in on-site.

The Director of Guest Experience will keep these records for a period of 3 weeks, and then the information will be securely destroyed. This information is gathered and accessed only for the purpose of contact tracing should the need arise due to possible COVID-19 exposure.

REQUIREMENTS FOR ALL WHO ENTER THE FACILITY:

- Self-screen according to posted signage before entering the facility.
- On weekdays, use only the main upper entrance marked **ENTER ONLY** to enter the facility (marked doors).
- On weekdays, use only the main upper entrance marked **EXIT ONLY** to exit the facility (marked doors).
 - **On weekdays, the lower entrance is reserved for Sonshine Kids Academy.**
- **Without exception**, sign in.
 - If someone is not staying in the building and is on-site for a short delivery, pick-up or purchase, they are not required to sign in. All others are required to sign in.
- Sanitize or wash your hands after entering the building. (Hand sanitizer is provided in the building.)
- Respect physical distancing at all times inside and outside the building, unless a person/people are in your family/friends established bubble.
- For staff: Masks are required on-site:
 - When public are present.
 - In areas where the public could appear – the lobby.
 - In areas where physical distancing is difficult to maintain – hallways.
- For staff: Masks can be removed if public is not present and physical distancing is being maintained (e.g. in offices and staff meetings).
- **For all events on-site, or when the public is present, a face mask is required at all times.** (See Sections 2 and 3 for more details.)

JANITORIAL:

Special attention, above and beyond regular cleaning, is being given to DISINFECTING doorknobs, light switches, handrails, and other high-touch areas, until further notice.

In particular, Lynn Kay and Clarence Morton, our Custodial Team, are responsible to disinfect all high-touch areas daily, Monday through Friday.

Disinfecting of high-touch areas and main surfaces will take place between events.

IF SOMEONE BECOMES SYMPTOMATIC ON-SITE:

Anyone who becomes symptomatic on-site will be asked to isolate in the building until they can leave the building and self-isolate. It will be recommended they (or their parent) call 811. An appropriate office on the upper or lower level can be used for self-isolation. See Section 10 for the response if someone who was on-site tests positive for COVID-19.

2. On-Site Watch Parties

In addition to the above General Guidelines (Section 1), for on-site watch parties the following ALSO applies:

MASKS:

- **For all events on-site, or when the public is present, a face mask is required at all times.**
 - See Section 4 for specific guidelines for Children’s Ministry events and masks.
- For staff: Masks are required on-site:
 - When public are present.
 - In areas where the public could appear – the lobby.
 - In areas where physical distancing is difficult to maintain – hallways.
- For staff: Masks can be removed if public is not present and physical distancing is being maintained (e.g. in offices and staff meetings).

VOLUNTEERS/STAFF:

- Volunteers and staff must wear a mask covering the nose and mouth at all times during the event.
- All staff and volunteers also have to sign up online and check in upon arrival.

CHECK-IN:

- In the lobby, with physical distancing being maintaining, people will check in, including being asked whether their response to any COVID-19 screening questions has changed since they pre-registered.

GREETERS:

- Greeters and ushers will be required to wear a mask that covers their nose and mouth.
- A greeter (one or more) will be used to ensure people have pre-registered for the event and answered the screening questions online.
- Another greeter (one or more) will be stationed at the door to open the door for everyone coming in. This is to reduce contact on the door handles and remove the urge to shake hands because they would be holding the door. Everyone would be greeted with a warm smile and “Hello,” “Good Morning,” etc.
- No handshakes or hugs, but friendly waves and smiles.

USHERS:

- Ushers will wear a mask that covers their mouth and nose.
- We will not be providing bulletins or handouts.
 - All items from seat-pockets will be removed.
- Seating will be arranged to allow for physical distancing.
- Offering – Baskets at the back of the auditorium will be used in place of handing out the offering plates.
- Sanitizer bottles will be available at the main auditorium doors.

WASHROOMS DURING EVENTS:

- Only two people will be permitted in a washroom at once.

- There will be an attendant in hallways outside washrooms to maintain the number inside the washrooms and to help direct traffic flow.
- Floor markings and signage to and from the washrooms will assist with physical distancing.
- Access to and from the washrooms from the auditorium will be through the side corridor.

COMMUNION:

- In compliance with the NB Government’s guidelines, we are not allowed to serve any food that is not an integral part of the religious service itself.
 - If deemed necessary to have communion on-site, these protocols must be followed:
 - Food or drink (i.e. bread and juice) must be served to congregants in pre-packaged or individual portions by a small number of designated individuals.
 - Food and drink containers or utensils (e.g. chalices or plates) will not be shared or passed between congregants.
 - Physical contact between the designated serving individuals and congregants must not occur while serving food or drink (e.g. placing food in a congregants’ mouths). Instead, the server can place the individual food or drink portion on a table for the congregant to pick up. Alternatively, congregants could pick up the elements on the way into the facility or congregants could bring their own elements from home. At no time, should individuals eat or drink from the same vessel.
 - The designated serving individuals should wash or sanitize their hands immediately before serving and should wear a clean, properly fitted non-medical mask that covers both the nose and mouth while serving.
 - Congregants will be asked to sanitize their hands after taking the elements.

BAGELS AND COFFEE/BEVERAGES:

- For Hillside services (watch parties or live), we will not be serving any food or beverages until we move to the green phase. Participants will be allowed to bring their own beverage (e.g. coffee, tea, water, juice) in a travel mug/cup with a lid. These cannot be shared and must be disposed of or carried out by the user.
- No official social time will take place in the lobby, auditorium, or anywhere on-site.

THE SERVICE/WATCH PARTY:

- Everyone is required to wear a face mask that covers the nose and mouth at all times, except when speaking or singing from the stage (exception for children 2 and under).
- There will be no handshaking, hugging, or physical touching during the service.
- There will be no sharing of microphones or equipment among platform participants.
- Platform participants must maintain physical distancing from one another (unless they are in a pre-existing bubble).
- Platform participants must maintain a physical distance of at least 12 feet from the audience/congregation.
- Platform participants must wear a mask except for when they are speaking or singing from the stage.

FACILITIES TRAFFIC FLOW:

- Signage on the floors and walls will direct the flow of traffic.
- “Enter” and “Exit” signs will be made to ensure one area only is used for entering, and another area for exiting.
- Access to and from the washrooms from the auditorium will be through the side corridor.
- People will be dismissed in a manner that allows for physical distancing.

3. On-Site Live Events

In addition to the above **General Guidelines (Section 1)** and **Watch Party Guidelines (Section 2)**, for live events the following **ALSO** applies:

ON STAGE:

- There will be no sharing of microphones or equipment among platform participants.
- Platform participants must maintain physical distancing from one another (unless they are in a pre-existing bubble).
- Platform participants must maintain a physical distance of at least 12 feet from the audience/congregation.
- Platform participants must wear a mask except for when they are speaking or singing from the stage.

AUDIO-VISUAL AND OTHER VOLUNTEERS:

- Volunteers must wear a mask covering the nose and mouth at all times.
- All volunteers, as per guests, must pre-register for events.
- A list of contact information for all volunteers must be kept for each event for 3 weeks.

FOOD:

Food for Worship Services:

- As per above, in compliance with the NB Government's guidelines, we will not serve any food that is not an integral part of the religious service itself. Guidelines for communion are listed above in Section 2.
- Pre-packaged, individually wrapped food can be given out on-site by designated servers.
 - Servers must be wearing face masks that cover the nose and mouth. Servers must also wash their hands or use hand sanitizer before, during, and after handing out items.
 - The food must not be consumed within the building.

Food for Staff Gatherings, Conferences, and Special Events:

- Bottled water, coffee, and tea can be provided, given that:
 - Volunteers follow proper hand hygiene and wear a mask that covers the nose and mouth.
 - If contact happens with another person, volunteers are required to wash their hands, sanitize, or wear a fresh pair of gloves.
 - Volunteers prepare and serve the coffee/tea from start to finish, including adding in milk, cream, or sugar.
 - The beverage will be served and dressed prior to placing the cup on a table and will not be passed directly to the hands of the recipient.
 - Those receiving a drink maintain physical distancing from all others, including the volunteer serving them.
 - The amount of people in the line/area will be limited, with markings on the floor to provide for physical distancing.
- Food can be provided in pre-wrapped or pre-packaged individual serving sizes.
 - The food must be served by a small group of designated servers who wash or sanitize their hands before and after serving the food or removing dishes. These servers must also wear a mask and maintain physical distancing as much as possible.
 - If this food is consumed on-site – physical distancing (2m) must be **maintained** at all times.
 - Those eating must wash or sanitize their hands before and after eating.

4. Children's Ministry (Birth to Grade 5)

For any family events, Children's Ministry must follow the same regulations outlined in Sections 1, 2 and 3 of this document.

- Kids are encouraged to attend either Hillside Huddles (regulations in Section 6 of this document) or on-site events (regulations in Sections 1, 2 and 3 of this document) with their parents/guardians. Kids must follow the same regulations as adults and are under the responsibility of their parent/ guardian when attending these events.

DRIVE-BY FAMILY EVENTS:

- Physical distancing must be maintained and there will, therefore, be no congregating.
- A designated person/people will hand things out. They will be properly masked and follow proper hand hygiene.

OFF-SITE OUTDOOR KIDS & FAMILY EVENTS:

- Will follow the guidelines for gathering numbers and physical distancing as per the NB guidelines.
- Proper hygiene practices will be strongly encouraged.
- We will not lead any activities or games that would encourage children and families to come closer than physical distancing allows to other family bubbles.

ON-SITE FAMILY EVENTS:

- Kids are the responsibility of the parent/guardian.
- As per the above, these events follow all the above guidelines as outlined in Sections 1, 2 and 3.

KIDS-ONLY ON-SITE EVENTS:

For example: Sunday morning Waumba Land, KidZone and The Launch.

- The NB 'COVID-19 Guidance for Early Learning and Childcare Facilities' protocols for operating during COVID-19 will be followed.

BUBBLE METHOD:

- Multiple self-contained group "bubbles" will be created, with the size of each group limited to a maximum of 15 children (plus staff), while maintaining age-appropriate leader-to-child ratios.
- Two groups may be in the same area provided a 2m separation between each group is maintained.
- Bubble groupings will be allowed to change once weekly.
- Although each group of 15 is exempt from the 2m physical distancing, children will be encouraged not to touch other children and to practice good personal hygiene.
- There will be no large group time or contact made between bubbles.
- Rooms/areas will be cleaned between uses.
- Washroom signage for physical distancing and/or bubble groups is posted.

MASKS:

- While in their bubble space, it is not mandatory for kids and leaders to wear masks. However, we will encourage leaders to wear masks as an extra precautionary measure. Children will be required to wear a mask when moving between spaces (eg. From registration to classroom, gym, bathrooms, etc).
- In hallways, lobbies, and the rest of the church building outside their bubble, masks must be worn at all times by kids, volunteers, leaders, and everyone on-site.
- Any volunteers or staff who would come into contact with more than one bubble (floaters, registration, etc) must wear a mask at all times.
- A clear mask can be used when a leader's mouth needs to be visible. A clear mask needs to cover the nose, mouth, and sides of the face.

PRE-SCREENING:

- **Parents and guardians are responsible for pre-screening and taking their child's temperature prior to leaving home** and must sign a one-time acknowledgement form. Children's Ministry leadership will maintain proper records.
- Volunteers and staff members are responsible for screening themselves and checking their temperature prior to leaving home.
- Our Premier Family Ministry Team will have thermometers on-site to use if needed.

RECORDS:

- We are required to have up-to-date records of all household members (of every household a child lives in) for each child attending our facility (e.g. names and contact numbers).
- A log must be kept for each self-contained group that would include the names of those children and leaders in the group and the date the group was established, in case Public Health asked for it to help with contact-tracing.

DROP-OFF AND PICK-UP:

- These activities will be done outside, to limit indoor access to registered children, designated staff, and volunteers. Parents will not be given access to the kids' areas unless extenuating circumstances require.
- Kids will be required to wash or sanitize their hands upon arrival.

CLEANING AND DISINFECTING:

- Staff and children must wash their hands with soap and water (or, if necessary, with approved alcohol-based hand sanitizers) upon arrival; after using toilet; before and after eating food; after blowing nose, coughing, or sneezing; after playing with shared toys; after playing outside.
- All surfaces, especially those general surfaces that are frequently touched, such as doorknobs, handrails, toys, etc., should be cleaned and disinfected at least twice daily and when soiled.
- Items that children may have put in their mouths must be cleaned and disinfected, and then rinsed with potable water before being used by another child.
- Items easily cleaned and disinfected or laundered must be cleaned and disinfected or laundered prior to being shared with another grouping.
- Paper-based items that cannot be easily cleaned and disinfected must be quarantined prior to being shared with another grouping. This typically includes any items made of paper or cardboard. Quarantine involves sealing the item in a plastic bag or bin to remain untouched for 72 hours.

FOOD:

- When deemed safe and necessary to serve food, the same food protocols outlined in Section 3 of this document will be followed.

TOYS:

- We will reinforce “no sharing” of toys among children.
- Toys will be switched out or disinfected between services or events, so that toys are not shared between bubbles.
- Toys will be disinfected after each Sunday morning or kids programming event, as outlined above.

OUTDOOR PLAY:

- Play times must be staggered to meet the physical distancing requirements between each group.
- During playtime, staff must be vigilant to remind children to not touch their face. After each playtime, staff must be vigilant in ensuring children wash their hands.
- For play sets, staff must ensure children are following good personal hygiene while on the equipment and that children wash their hands after playing on the equipment.
- Shared toys (such as bikes, balls, and bats) must be cleaned and disinfected between users.

5. Student Ministry (Grade 6 to 12)

For any on-site events, Hillside Student Ministries must follow the same regulations outlined in Sections 1, 2 and 3 of this document.

- Students (Grade 6 to 12) are encouraged to attend either Hillside Huddles (regulations in Section 6 of this document) or on-site services/events (regulations in Sections 1, 2 and 3 of this document) with their parents/guardians. Students must follow the same regulations as adults when attending these events and are under the responsibility of their parent/guardian for the duration of the event.

THE VIBE & ON-SITE EVENTS:

- Students will follow the same guidelines as outlined in Sections 1, 2 and 3 of this document, including requiring pre-registration for events (which includes pre-screening) and masks being required on-site.

OFF-SITE OUTDOOR STUDENT EVENTS:

- Will follow the guidelines for gathering numbers and physical distancing as per the NB guidelines.
- Proper hygiene practices will be strongly encouraged.

STUDENT EVENTS IN HOMES:

- Will follow Section 6 of this document.
- Will read and review the “Best Practices for Hillside Groups in Homes.”

6. Hillside Groups in Homes

Includes meetings in homes for Hillside Huddles, Growth Groups, Student Ministry, Affinity Groups or other such Hillside groups.

IF A GROUP MEETS IN A HOME:

- The number of participants in the group must follow the current NB guidelines.
- Hosts are to keep track of who attends the gathering in their home (name and contact information) and this record must be kept for at least 3 weeks and then securely destroyed.

For **BEST PRACTICES FOR HILLSIDE GROUPS IN HOMES**, see **Appendix A**.

7. Drive-Through Events with Hand-Out Packages or Food

- We will not be having food events or be serving meals in the building until further notice.

FOR DRIVE-THROUGH EVENTS:

- Physical distancing must be maintained and there will, therefore, be no congregating.
- A designated person/people will hand items out. They will be properly masked and follow proper hand hygiene.
- Any packages of food served at the drive-through event will be in individual/family packages.

8. Rentals

- We will not be taking any outside bookings for the remainder of 2020. This will be reviewed before 2021.
- Any on-site conferences or other events must maintain all regulations previously outlined in this document – including the guidelines for serving food and drink.

9. Response to a Symptomatic Individual On-Site

- The individual must immediately vacate the premises and follow the guidance from the appropriate regional Public Health officials. If not possible to vacate immediately, the individual will separate from others in a designated area until able to leave in as timely a manner as possible.
- Symptomatic children will be immediately separated from others in a designated supervised area while waiting to be picked up. The leader supervising the child will wear a mask and maintain 2m physical distancing where possible.
- Environmental cleaning and disinfecting of the isolation area will be conducted once the individual has left the facility.

10. Response to a Positive COVID-19 Test of Hillside Employee or Participant that Was On-Site

- Hillside will take all direction from NB Public Health and follow their guidance.
- The Hillside log (name and contact information) of those who have been on-site will be shared with Public Health as required.
- Public Health will themselves advise anyone who has been exposed to someone diagnosed with COVID-19 and identify any control measures that are required to be put in place. We will assist Public Health as they lead the process of identifying other individuals who may have been exposed.
- NB Public Health would then provide Hillside with direction for follow up and advise if there is a need for further action.

11. Review of Operational Plan

- Our Director of Guest Experience (DGE), Jocelyn Fisher, will maintain all posted signage, replacing and updating as necessary. She (or designate) will maintain the sign-in/sign-out records.
- Our Associate Pastor of Community Engagement, Renée MacVicar, along with DGE, Jocelyn Fisher, will monitor all policies, seeking updates from Work Safe NB, provincial authorities, input from the staff, and final approval and authority from the Board of Elders of Hillside Baptist Church.
- This Operational Plan will be reviewed weekly and updated regularly as needed.

Appendix A - Best Practices for Hillside Groups in Homes

IF A GROUP MEETS IN A HOME:

- The number of participants in the group must follow the current NB guidelines.
 - Hosts are to keep track of who attends the gathering in their home (name and contact information) and this record must be kept for at least 3 weeks and then securely destroyed.

BEST PRACTICES FOR HILLSIDE GROUPS IN HOMES:

- Practice frequent handwashing.
- Cough or sneeze into your elbow.
- Each person attending is to self-screen before attending. They should stay home if they have any of the COVID-19 symptoms or are sick.
- A list of symptoms can be found at:
https://www2.gnb.ca/content/gnb/en/departments/ocmoh/cdc/content/respiratory_diseases/coronavirus.html
- Potlucks and buffet-style food is strongly discouraged.
- If you are comfortable serving food in your home, avoid shared dishes and serve individually sized food or pre-packaged food.
- Do not pressure people to participate in the group in your home if they don't feel safe or comfortable doing so.
- Do not share books, Bibles, or objects.
- Participants may choose to wear a mask and should be respected if they do so.
- Children/youth are welcome to attend the group as well but must follow the same rules and count in the headcount of attendees.
- If you are concerned about risk, aim to keep your group to the same people week-to-week as much as possible.
- Groups are encouraged to consider meeting outdoors to decrease risks.
- If anyone is uncomfortable meeting in-person, meeting online is still very much a viable and valuable option.
- Groups larger than the current NB guidelines must meet online or meet outdoors with physical distancing.

Last updated September 23, 2020.