

## FAQs

### **Do I need to socially distance from people at church?**

Yes. To prevent the spread of coronavirus, you should stay 2m apart from others outside your household or 'bubble'. Please take particular care when arriving and leaving church. Even if you aren't worried about catching the virus yourself, please remember that social distancing is to protect other people.

### **Do I need to wear a mask?**

Yes. Within the church building, you must wear a face covering by law. Please put it on before you enter and keep it on until you leave. Please remember that face coverings are mainly intended to protect other people, not the wearer, from coronavirus and that they are not a replacement for physical distancing and regular hand washing. We will have a small stock of disposable masks at the entrance for those who don't have one. You do not need to wear a face covering if you have a valid exemption, such as on medical grounds, as explained in the government's guidance [here](#).

### **Where can I wash/sanitise my hands?**

There are automatic hand sanitiser stations in the church foyer. Please use them on entry and exit. The disabled toilet is available for hand washing.

### **Will toilets be available?**

The disabled toilet is available to use. After use, anti-bacterial wipes are provided for you to clean any surfaces you have touched including the door handle.

### **Will there be bibles/refreshments/a collection?**

No. Please bring your own bible and a copy of the sermon outline if you wish (these are emailed out in advance). You may also wish to bring a bottle of water with you - useful to prevent tickly throats during the service! – as the kitchen won't be available. If you would like to give to the church, please speak to our treasurer, Joan Ede.

### **What ventilation is there in the building?**

All doors and windows will be kept open before and during the service where possible. The doors to the main church will be closed when the service starts to keep noise to a minimum.

### **Can I bring my children?**

Please bear in mind that creche, Spotlight and youth group will not be available to begin with. We aim to restart these as soon as it is safe to do so. In the meantime, you are welcome to bring your children to the service – please book them a ticket as well as yourself. Please ensure that children are supervised at all times and follow appropriate hygiene precautions. As the service is live streamed, please try to keep noise to a minimum so it doesn't disrupt the recording. You may like to bring books or quiet toys to keep children occupied as the toys in church will not be available.

### **What if I can't get a ticket?**

If no more tickets are available, please add your name to the waiting list and we will let you know if space becomes available. We hope to increase the capacity as soon as it is safe to do so.

### **Why do I need to arrive early?**

On arrival everyone will be asked to sanitise their hands and wait to be seated by a steward. This will take time. Please arrive **by 10.15am** to ensure this can happen safely and so that everyone can be seated for a 10.30am start.

### **Can visitors come to church?**

We always welcome visitors to our services. If you know someone who would like to visit, please encourage them to book a ticket. If visitors arrive who are unaware of the need to book tickets, we will do our best to seat them though we cannot guarantee there will be space. We will collect their name and contact details to assist with Test & Trace if required.

### **What safety measures are in place at church?**

We are following all current government and Church of England guidelines and will continue to keep these under review. At present the key changes we have made are as follows:

- Limiting the capacity of each service to ensure social distance can be maintained
- Automatic hand sanitiser stations are provided at several points in the building and soap/paper hand towels are provided in the toilet to enable hygienic hand washing
- We will keep doors and windows open as much as possible to aid ventilation
- We have put up signs to explain the safety guidance we expect those attending to follow
- Stewards will be available to seat people safely and help people maintain social distance
- Refreshments will not be served, and attendees will be asked to leave the building after the service

### **How often is the building cleaned?**

The building will be cleaned after the morning service. Particular attention is given to surfaces that are touched often e.g. door handles, switches etc. At present, the building is not in use during the week and so does not need to be cleaned again before the following Sunday.

### **What are you doing about Test & Trace?**

The names and contact details of those attending each service will be recorded and kept for 21 days to assist with the government's Test & Trace system if required.

### **Why isn't there space for everyone to come?**

To maintain social distance, we have had to reduce the seating capacity of the building. Unfortunately, this means it won't be possible for the full congregation to attend every week. Please be patient if there isn't space – add your name to the waiting list or try booking again next week. You may wish to think about only booking once every two or three weeks to allow others to attend. The live stream will be available and we hope you will join us virtually on weeks you can't attend in person. We will increase the capacity of services as soon as possible. If you are concerned about not being able to book a ticket, please let us know.

### **When will you make the evening service available in person?**

We have decided to prioritise making the morning service available in person initially as this is the service that most people attend. However, we are looking to make the evening service available as soon as we have the necessary cleaning arrangements in place to ensure the building is safe for those wishing to attend in the evening.

### **Can I chat to people before and after the service?**

You can chat to people as you enter and leave the building but please remember to keep 2m away from those not in your household. To ensure social distancing is possible, please don't gather in the church lounge/foyer area or on the pavement before or after the service. We encourage everyone to make arrangements to catch up with people after the service in other locations and in a socially distanced way (e.g. a small group meeting to go for a walk or a picnic).

### **Can I hug people/shake hands?**

We know many people are longing to say hello to church family again, but please refrain from hugging or shaking hands and be sure to keep 2m from others. Give them a friendly wave instead!

**I've got used to church on YouTube from my living room now! Do I have to come back?**

For those who aren't comfortable attending a service in person, and because we have limited capacity in the building, we will continue to live stream services on YouTube. However, if you are able to come to a service in the building, we encourage you to do so as the Bible places huge value on meeting together in person as church family.

**Church services won't feel the same as before, so I don't want to come back.**

Whilst our services will feel different in some ways, we hope you will enjoy seeing church family face to face and experiencing the blessing of meeting together to pray and hear God's word. Remember that your presence will be an encouragement to others too.

**I'm in a high-risk group for coronavirus. Should I come to church?**

Those over 70 or in other high-risk groups are advised by the government to stay at home as much as possible and take particular care to minimise contact with others outside of their household. Please bear this in mind as you think about returning to services in person. You are very welcome to attend if you would like to and please be assured that we are taking precautions to help keep everyone safe. If you would like to come but are worried about attending, please contact us.

**I don't feel comfortable coming back to a service in person yet.**

We understand that some people don't feel able or happy to come back to a service in person yet – either for themselves or because they are concerned for someone in their household. We will continue to live stream all the services and we encourage you to join with us via YouTube. If there's anything we can do to make you feel more comfortable about returning to the building, or any concerns you'd like to discuss, please let us know.

**Here are some photos to show you what to expect when you come to a service...**



A steward will welcome you outside on arrival and check your name off on the booking list.

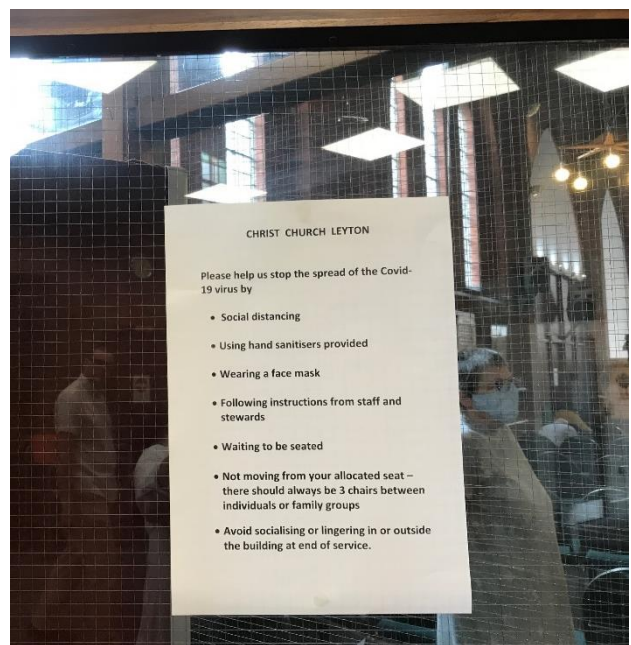
A steward will show you where to sanitise your hands using the hand sanitiser units. These are automatic so you don't need to touch them.



Toilets are available and cleaning wipes are provided to clean surfaces after use



Safety guidance is posted in the church foyer



A steward will show you to your seat and ensure everyone is a safe distance apart.



Everyone must wear a face covering to help keep others safe

