Diocese of Waikato and Taranaki
Pandemic Response
Detailed Guidance for Alert Level 2
(Anglican Church in Aotearoa, New Zealand and Polynesia)

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www.wtanglican.nz
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This framework includes reference to Ngā Puna Mihinare – Anglican Mission During Covid-19, a developing national Anglican response:

It is important that we change how we serve, worship, and come together during this COVID–19 pandemic infection. This is a time to share te aroha o te Atua (God’s love) through our words and our actions to protect our whānau.

“Engari te wai e hoatu e ahau ki a ia, hei puna wai tēnā i roto i a ia e pupū ake ana, a te ora tonu rā āno. “Indeed, the water I give them will become in them a spring of water welling up to everlasting life”

John 4:14

Please note, these responses may be overridden at any time by

- the NZ Government (especially in regards to freedom of movement, association and so on),
- updated advice from the Archbishops of the Anglican Church in Aotearoa, New Zealand and Polynesia General or their delegated representatives and expert advice

Please note that nothing in these directions is intended to override protocols and policies of institutions in which our chaplains work in respect of hygiene, interpersonal contact, and gatherings of groups.

People who are unwell, or deemed high risk, should NOT attend church services/activities/events.

This applies to both clergy and laity, staff and all parishioners or visitors.
Ngā Puna Mihinare

Ngā Puna Mihinare is an overarching Anglican Mission during COVID-19 framework relating to Liturgy, Hospitality, Pastoral Care and Church Group Ministries in the Diocese of Waikato and Taranaki in response to Pandemic or Other Identified Risk. Our responses are not just about ensuring health and safety, they are about upholding, enhancing and restoring Tapu at a time when huge change creates a wave of instability and distress.

**Principle 1: He Puna Mārama - A source of Accurate Health Information**

This principle seeks to help people understand hygiene and health requirements for ministers and churches to keep everyone safe.

We will ensure that all our communities have access to the right information to keep them safe mentally, physically and spiritually. This principle underlies all that is included in this framework.

We will ensure this by accessing official information sources and providing extra information and resources to enhance these from our context.

**Principle 2: He Puna Whakapono - A source of Prayer and Faith**

This principle helps us to focus on what we need to do to help us to pray, draw strength from our faith and offer hope and encouragement to others. In our core mission, we are marked by gratitude, nurturing disciples, and transforming communities. This is set within the 5 marks of mission of the Anglican Church in Aotearoa-NZ i.e.

i. To proclaim the good news of the Kingdom;
ii. To teach, baptise and nurture new believers;
iii. To respond to human needs by loving service;
iv. To seek to transform unjust structures of society, to challenge violence of every kind and to pursue peace and reconciliation;
v. To strive to safeguard the integrity of creation and sustain and renew the life of the earth.

Traditionally, this has taken place through physically meeting in places of worship or domestic settings. This has included the use of our buildings and resources for activities that seek to transform our society and safeguard the created world we inhabit. Maintaining prayer and faith when we become restricted due to circumstances beyond our control, is challenging. Our usual patterns of liturgy and worship, by their very nature, can become problematic, especially in a time of pandemic or other public health emergency.

This document contains responses that enable us to maintain safe liturgical practices during an emerging or continuing pandemic health situation, enabling us to nurture communities of faith that can respond to their mission and purpose.
Principle 3: He Puna Taonga (tuku iho) - A source of Heritage and Strength

This principle helps us to use our karakia (liturgy), draw strength from our traditions, care for our sacred spaces and trust God’s ability to meet us wherever we are.

Our Church and its faith communities and organisations have a proud heritage that have been present for over 150 years in this part of New Zealand, with our whakapapa being rooted in Christian-Judaic traditions over thousands of years. Our faith and lineage are a continuing source of comfort and strength: they provide a basis for ongoing mission and ministry. We want to be able to return to our sacred spaces, but in this situation (and any that may arise in the future) we may not be able to do so within an identified timeframe. We need to be able to maintain our Faith Communities especially throughout each Alert Level time periods.

Principle 4: He Puna Aroha - A source of Care and Compassion

This principle helps us to lovingly respond to those in need in safe and practical ways.

Much of what we do is involves communicating the love of Christ through food and hospitality, which are traditionally used as ways of moving from sacred spaces through to ordinary ones where we can relax together more informally. In a time of escalating or ongoing risk from the increased presence of a virus or pathogen, this can also become problematic. We need to keep ourselves and each other safe, while finding new ways to show compassion and care. This will involve doing things differently.
Important Information for All Alert Levels

The Dedicated Healthline number for COVID-19 Health Advice and information: 0800 358 5453

Reliable information about COVID-19 can be found at the following links:


World Health Organisation  www.who.int

Our Diocese is providing information and resources through our regular communication channels: Connected, Social Media and our website, particularly www.wtanglican.nz/page/covid-19
I: UNDERLYING THEOLOGY

We live and worship to the praise and glory of God.

The people of God are called to love and care for one another, for our neighbours and even our enemies. Our love and compassion are especially directed to the vulnerable who appear, in this current situation, to be the elderly and those with existing long-term health conditions.

In the context of any Pandemic (as declared by the World Health Organisation), or many nations declaring drastic measures in order to slow down if not halt the spread of any infectious disease, and of our own nation imposing restrictions on our shores (e.g. border closures, quarantine and self-isolation measures for Government of Aotearoa-NZ Alert Levels), we need to demonstrate our commitment in love for others by changes in practice and custom. This will allow us to collaborate in the prevention of the spread of any identified virus or pathogen.

Churches together have a common task in respect of the people of God who meet for worship as well as all people in society. We adopt and adapt each other’s best practice and wisdom in order to achieve common messaging in this critical time.

Some may have concerns about receiving communion “in one kind” only for the foreseeable future. The common mind of the Anglican Church in Aotearoa, New Zealand and Polynesia is expressed this way in our prayer book: When people who desire to receive the Holy Communion are unable to do so for any other reason, their desire and such prayers as they are able to offer ensure that they do spiritually receive the body and blood of Christ. (see A New Zealand Prayer Book He Karakia Mihinare o Aotearoa page 729).
II: Government Alert Level 2 (and indicative for Level 1)

Church Services, Liturgical Practice and Hospitality, Well-being, Funerals and Weddings, Pastoral Visits, Church Groups, Administration Activities, Outreach, Education/Events and Church Buildings.

Each parish is required to complete an Action Plan for Provision of Ministry prior to re-opening buildings for any purpose. This plan must be sent to your Archdeacon and registered with the Diocesan Office before resuming any aspect of ministry under Level 2.

A: CHURCH SERVICES AT LEVEL TWO

1. Ordinary Sunday Worship:

   a) Although worship services cannot yet resume under the current governmental Alert Level 2 rules, you should plan now using the following guidance.

   b) Each person entering worship is advised to wash their hands at home before coming to worship and on entering should be asked to use a hand cleansing agent (preferably 70%+ alcohol content).

   c) Anyone entering the building must have the following information collected and noted by a designated person (please don’t send round a list or ask people to self complete):

      - Name
      - Address>Contact details (phone/email)
      - Date and time the person was present

   d) You may want to mark off a parish roll or list and only collect contact details from visitors. Please see this link to a template you can use.

   e) People greeting parishioners should maintain 1-metre social distance and sanitise their hands before and after handing out service sheets. Suggestion: placing and spacing out service sheets in the pews will involve less handling and assist with your seating plan.

   f) A seating plan must be in place that includes how many people to a pew, how they will maintain social distance between worshippers. This may limit how many people can be safely accommodated in some settings. People in the same bubble can be seated together, but there must be a 1-metre distance between individuals or bubbles.

   g) Prayer Books and/or Hymnals are not to be distributed. Use alternatives such as PowerPoint presentations or paper copies of Service Sheets which people should take away with them.
h) Hymns and congregational singing should not be included under level two. **Currently the Ministry of Health is developing guidance on communal singing.** (Overseas communal singing is banned because of the much higher transmission and death rates in situations where people have been singing).

i) At the Peace, or any other occasion for congregational greeting, **people should not shake hands, hug or physically touch another person.** They can acknowledge each other with a physical gesture e.g. a smile, nod or bow, and verbally greet with the words ‘Peace be with you’.

j) Offertory plates or bags are not to be passed around during the service. A retiring or on entry collection plate (monitored for security) which can be taken to the altar at the usual time should be used. Where possible, encourage people to give via online banking. Offering counters/recorders should sanitise their hands thoroughly before and after counting the offertory.

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**Worship Services – Main Messages:**

- **Feeling unwell** or consider yourself vulnerable? We care about you and others, please don’t come in.
- Use the sanitiser as you come in and leave.
- We will be asking for your **contact details** if we don’t have them
- If you have an **offering**, place it on the plate provided when you come in.
- Follow the **seating plan**, make sure there is at least 1 metre between yourself and others not in your bubble.
- **Greet**, pass the peace **without touching** anyone.
- **Eucharist:** In one kind only and keep a **1 metre distance** from others at the altar rail and **don’t touch it**. Preference is for a standing station for distribution with the line keeping one meter spaces.
- **Church Safety Poster**

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B: LITURGICAL PRACTICES AND HOSPITALITY AT LEVEL TWO

In your Action Plan for Provision of Ministry, consider how you intend to set up areas for worship e.g. sacristy areas. The principle should be that only one person should set up/clean up and one person at a time to put on vestments. This may involve not using your usual number of assistants.

2. The Eucharist - Holy Communion
   a) The Eucharist can be offered in one kind only – i.e. only the bread; see below.

   b) Hands must be washed/sanitised immediately before transferring bread from the producer’s packaging into a container used for storing the bread for Communion services and between Communion services. We do not recommend using gloves and masks as these are a source of cross contamination unless regularly sanitised, and training is given on correct application and disposal.

   c) The presiding Priest and any other person preparing or distributing the Eucharist must ensure that they are following good hygiene practices of washing or disinfecting hands before setting up the altar and distributing the bread. All people involved in this process should remain in the sanctuary area during the service.

   d) The chalice should still be on the altar during The Great Thanksgiving with a small amount of wine in it so that while it is present as part of the Eucharist, it is not to be given to any communicants.

   e) The Great Thanksgiving prayer should be delivered as usual.

   f) The presiding Priest alone should drink the wine.

   g) Intinction and the use of individual cups is also not permitted due to the risk of transmitting any virus or pathogen.

   h) In giving the bread to communicants, the Priest should take care not to touch people’s hands. Please note: Bread here refers to wafers, pita bread and any other crumbleless bread. Any bread other than wafers must be prepared beforehand for distribution i.e. cut into serving sized pieces.

   i) We recommend where possible a single standing station for distribution with 1 meter gaps between those coming up to receive.

   j) Holy water is to be removed from fonts, stoups or other containers at the church door.

   k) Priests must NOT touch anyone’s heads or shoulders when blessing them.
l) When a Priest is not available (for example because they are following the rule about not being present when unwell or if they are considered vulnerable and not able to preside), we advise the use of a service of Morning or Evening Prayer. **Please note** that an unwell Priest should not be presiding over communion bread in order that another person might lead a reserved sacrament (extended communion) service.

3. **Communion rails and other objects**

a) Where possible, communicants should be encouraged to stand to receive communion and where this is not possible they should be asked not to touch the rail with their hands.

b) No objects within the church, including crosses, crucifixes and images, should be kissed or unnecessarily touched. For any seasons of the church year (e.g. Holy Week and Good Friday), these services need to adapt practices to take this instruction into account. It is possible, for example, to reverence the Cross by bowing towards it and not touching it.

c) Church and hall cleaning should include thorough cleaning of altar rails, door handles, light switches, microphones and the like according to best practice guidelines (see cleaning to prevent the spread of COVID-19 instructions). We recommend the removal of any children’s toys and anything for babies and children made available by the church in services and at other times. Frequency of cleaning may need to be increased (especially when events follow one another with less than three days between them).

d) **Vestments**: for the period of any pandemic, please hang vestments in a light, airy place between uses. Where possible garments should be individualised, and not used by multiple people. Where a garment is re-used, and is within 48 hours of the previous use, a light mist of sanitizing spray around the collar and cuffs is recommended.

4. **Baptism**

a) The Priest must sanitise their hands before and after making the sign of the cross on the candidate’s forehead.

b) The Priest should sanitise their hands before and after each baptismal act (if more than one candidate and at the conclusion of the baptism/s).

c) Where possible, if the candidate is a baby or small child, they should be held by the parents/godparents rather than the Priest taking them in their own arms.

d) It is preferable for water to be poured on the candidate’s head using a suitable receptacle.

e) If chrism/oil is to be used the Priest should use a spoon or similar implement.

f) Baptism by immersion indoors **should not** take place as this represents a transmission risk. Open air (in the sea, lakes or rivers) remains an option following a suitable risk assessment.
5. Confirmations and Ordinations

a) **Confirmation Candidates:** The Bishop must sanitise their hands before and after the laying on of hands for each candidate.

b) **Deacons:** The Bishop must sanitise their hands before and after the laying on of hands for each candidate.

c) **Priests:** The Bishop must sanitise their hands before and after the laying on of hands for each candidate. Two Priests (but not more) should be invited to join with the Bishop in the laying on of hands. Those Priests must sanitise their hands before and after the laying on of hands for each candidate.

6. Chrism/Oil

This should be administered using a separate spoon or similar instrument for each person being anointed.

7. Foot Washing

This practice should not take place as it represents a transmission risk.

8. Hospitality at Level 2 (and Level 1 provisional)

At **Level 2** Hospitality must not include the serving of food or beverages. You may be able to provide a safe, clean space for people to linger in and catch up after a service while maintaining social distancing. There may be further Government clarification on hospitality in our settings.

**Level 1 - Provisional Guidance – so you can begin to plan:**

please see the Ministry of Health has advice on food handling if this is permitted (see here).

a) Food and serving areas must be thoroughly cleaned (see detailed information/instructions here). If they are in a separate environment, people should wash/sanitise their hands before entering and on departing.

b) Anyone involved in hospitality must follow Ministry of Health has advice on food handling (please note that this link is updated to reflect current Alert Levels) and follow your Action Plan for Provision of Ministry. All preparers and distributors of refreshments should follow appropriate hand hygiene precautions, and all surfaces should be cleaned. You may find the following guidance helpful in cleaning to prevent the spread of COVID-19. There is also advice on cleaning in Appendix 3.
c) Food, tea, coffee and cold drinks may be provided as part of gatherings at Level 1, but only after a risk assessment using the Action Plan for Provision of Ministry has been approved. Care should be taken to have as few people involved in preparing and distributing refreshments as possible (to avoid multiple handling of objects). We advise that any food is served i.e. people don’t help themselves.

C: FUNERALS AND WEDDINGS

Can we hold events such as funerals and weddings?

We need to follow current government advice around the size of gatherings such as weddings and funerals allowed at Levels 2 and 1. Detailed guidance around Funerals is now found in Appendix 4 of this document. Some events are likely to still need to be postponed until we move out of the Alert Level System. We need to continue to look at other ways that events can be held or experienced, e.g. audio/video conferencing or live streaming.
D: PASTORAL VISITS

Level 2 Pastoral visiting

Pastoral Visiting in Level 2: Limited and controlled pastoral visiting is permitted where a face to face visit is deemed essential for wellbeing. We must continue to offer pastoral care but be cautious when offering in-person ministry. Please provide a risk assessment in your Action Plan for Provision of Ministry

Such visits should be judged pastorally necessary and unable to be achieved by other means:

- All visits to home must be pre-arranged.
- Pastoral caregiver to hand sanitise on entry and exit of home.
- No physical contact is allowed during the visit including during prayer as part of the healing rite.
- If you consider communion in one kind essential to the pastoral situation you need to discuss this with your Archdeacon. The circumstances should be deemed exceptional. Consider carefully safe options for administering bread of communion as above in church setting. See below in level 1 guidelines on Home Communions.

Level 1 - Pastoral Visiting (provisional guidance) - Begin your planning

Regular (and judged pastorally necessary) Pastoral Visiting is only possible at Alert Level 1 and after the completion of an Action Plan for Provision of Ministry. Any pastoral staff carrying out visitations must keep a record of their movements and contacts to allow contact tracing. We recommend at Alert Level 1 that you should always ask a person if they would appreciate you visiting them, or if they prefer not to have contact with anyone outside their identified bubble.

1. Home Communions under level 1:

Only in special circumstances at Alert Level 1 should Communion be taken to the home of a vulnerable person. Since a home is involved, there must be careful washing of hands in soapy water before and after Communion is administered or sanitised using an approved sanitiser. Anyone visiting must keep a detailed record of visits, including who was visited (dates, times, contact details, others who were present). Social distancing must be observed. We recommend that only one visit be carried out at a time i.e. no multiple visits. The person visiting must keep themselves clean and safe – advice to date is to act as if you have a virus i.e. to ensure you are not a source of transmission.
2. **Self-isolation under level 1**: 

No pastoral visits should be undertaken to people who are self-isolating until the isolation period ends. However, do offer phone, email or other video messaging support. See also suggested visiting card opposite. If you deliver anything to someone self-isolating, remember to stand back 1-metre from the door. If someone has chosen to self-isolate for their own protection or because they are unwell or at risk, phone ahead to confirm if a visit is wanted and necessary. Make sure you follow health and hygiene practices and maintain physical distancing. Be especially careful of visiting vulnerable people: if you are classified as vulnerable yourself, you should not be making an in-person visit.

3. **Home visits under level 1**: 

We recommend if you have had a request to visit someone in their home that you wash and dry or sanitise your hands before and after entering their home and maintain physical distancing i.e. of at least 1-metre. Visits should be brief i.e. no longer than 15 minutes.

4. **Residential Care facilities under level 1**: 

Visits to people in care homes or hospitals (if permitted) should follow advice from the home or hospital staff on infection control. It is unlikely that any visiting in person will be possible until we move out of the Alert Level system.
How else can we care for people?

Make a list of vulnerable or self-isolating parishioners, in particular those with little or no family support. Keep in touch with those people by phone or email, to ensure they have support.

Consider what practical support they might need and what might be available e.g. delivery of groceries/supplies. Or do they just need someone to talk to?

Consider allocating a support person to each member of your parish community.

Be mindful of the amount of supplies you have for your household or ministry unit. Don’t hoard or buy more than you need and consider donating any extra to a local food bank (call ahead to confirm if your donation is welcome and how it can be given).

Some members of your community might be impacted financially by changes to their employment status or sources of income. Consider what practical support you can offer. Assistance can be found at www.workandincome.govt.nz.

What else should we do in Level 2 and Level 1?

a) We should be communicating regularly with our communities with up to date information about what we are able to offer people at this time and follow all Government guidance. Encourage as many of our faith community who can, to sign up to the Diocesan E-newsletter “Connected” via this link.

b) Keep an open line of communication to manage any concerns or anxiety regarding infection and ensure people have access to reliable sources of information.

c) Put signage on exterior doors referring people to online options or to who they should contact for support.

d) Continue to review how to provide alternative ways of worship and ministry to vulnerable people in our communities who may not be able to attend services or meetings at Levels 2 and 1. This could include:

- Regular emails
- Podcasts or videos/live streams of services/events
- Use of social media/websites to publish prayers, readings, reflections, music, etc.
- Services of prayer that parishioners can take home with them
- Webinars
- Telephone trees
- Prayer chains.
E: CHURCH GROUPS

You may decide at Levels 2 and 1 that you will continue to meet online/virtually as you may have done in Alert Levels 3 and 4, particularly if your Action Plan has identified that a number of vulnerable people are part of this group.

Small groups are only possible at Alert Levels 2 and 1 after the completion of an Action Plan for Provision of Ministry. You must be able to operate safely with adequate social distancing (1-metre) and keep attendance records for any contact tracing. We are still waiting for Government clarification around group activity, including if hospitality can be offered in more intimate settings.

1. Children’s Groups, Creches, Youth Groups:

a) Babies and Children by their very nature carry many cold, flus and other bugs. Keeping hands away from nose, eyes and mouth is virtually impossible, but caregivers need to pay special attention to their own hygiene, for their own sake. Being vigilant with the basics such as not leaving used tissues around or allowing children to drink from shared cups. We recognise how hard this environment is, so we ask you to take all reasonable precautions, and enjoy your children without fear or undue worry.

b) We recommend that any items provided for play during a service or in or in crèche be removed. Parents may be able to bring items for their own children’s use (for example an activity book), but they must not be shared. Toys or musical instruments that children play with during a service can only be reintroduced if they are cleaned after each use as follows (you may want to rationalise the items to those easy to clean).

   1. Clean children’s toys through a dishwasher or sanitiser unit (most are designed to be able to do this).

   2. If toys are too large for this treatment, a wipe down with antibacterial wipes and/or a spray of sanitiser is acceptable.

c) Any groups that run such as Mainly Music, study groups, craft groups and the like must also follow the same “clean after each use” procedure.

d) Please follow the rules as outlined in the HOSPITALITY section of this document.

e) Food in a preschool environment: It is OK if families bring food for their own children, if this is not shared.

f) Sunday Schools: It’s important to keep talking to children in a supported way about the changes they see and experience. Netmums has a video resource that is easy to follow and understand. If you need further advice, please get in touch with our “Seasons” staff in both the Hamilton and New Plymouth offices in the Diocesan Office.

g) You may decide at Levels 2 and 1 that you will continue to meet online/virtually as you may have done in Alert Levels 3 and 4, particularly if your Action Plan has identified that a number of vulnerable people are part of this group.
2. Home Groups, Youth Groups and Prayer Groups

Groups can only meet in person at Alert Levels 2 and 1 after the completion of an Action Plan for Provision of Ministry. All groups must follow public health guidelines to ensure there is: Regular disinfecting of surfaces; encouraging good hand hygiene by allowing frequent hand washing and sanitising; not having sick people on the premises or in the host home; meeting physical distancing requirements for all people on the premises. You may decide at Levels 2 and 1 that you will continue to meet online/virtually as you may have done in Alert Levels 3 and 4, particularly if your Action Plan has identified that a number of vulnerable people are part of this group. If you do decide to meet, you must operate safely with adequate social distancing (1-metre) and keep attendance records for any contact tracing. You may decide that hospitality will not be offered as it presents a risk in these settings.

F: OTHER SITUATIONS: ADMINISTRATION, OUTREACH, EDUCATION/EVENTS

Administration groups, outreach activities, education and other events can only take place in-person at Alert Levels 2 and 1 after the completion of an Action Plan for Provision of Ministry. All of these groups need to be able to demonstrate compliance with public health guidelines to ensure there is: Regular disinfecting of surfaces; Encouraging good hand hygiene by allowing frequent hand washing and sanitising; Not having sick people participating in the meeting; Meeting physical distancing requirements for all people on the premises. You may decide at Levels 2 and 1 that you will continue to meet online/virtually as you may have done in Alert Levels 3 and 4, particularly if your Action Plan has identified that a number of vulnerable people are part of a group. (see Workplace advice at COVID-19 alert Levels.) See also Ministry of Health advice on public events and mass gatherings (please note that this information on this link is updated to reflect current Alert Levels). Please follow cleaning to prevent the spread of COVID-19 instructions. If you do decide to meet, you must operate safely with adequate social distancing (1-metre) and keep attendance records for any contact tracing.
G: CHURCH BUILDINGS

Church buildings/facilities are able to be opened at Alert Levels 2 and 1 after the completion of an 
**Action Plan for Provision of Ministry.** Access must fall within the parameters of the Alert Level 
directives.

All buildings must meet the standards required by public health guidelines to ensure there is:

- Regular disinfecting of surfaces;
- Encouraging good hand hygiene by allowing frequent hand washing and sanitising;
- Not having sick people in the building;
- Meeting physical distancing requirements for all people on the premises.

You may decide at Levels 2 and 1 that you will continue to meet online/virtually as you may have done in Alert Levels 3 and 4, particularly if your Action Plan has identified that a number of vulnerable people are part of this group (see **Workplace advice at COVID-19 alert Levels.**) See also **Ministry of Health advice on public events and mass gatherings** (please note that the information on this link is updated to reflect current alert Levels). Please use and follow **cleaning to prevent the spread of COVID-19 instructions.**

Buildings may be open for worship services or personal prayer if they are able to support public health requirements notes above. **Please personalise and print the appropriate poster** (this template includes open and closed options) and place as directed.

**If you have other users of your facilities, you must share your Action Plan for Provision of Ministry, with them,** preferably taking a collaborative approach in outlining what is required for the area that they are using. **See Appendix 3 for help with planning.**
H: CHURCH OFFICE AREAS (reception areas, shared office spaces)

A risk assessment using the **Action Plan for the Provision of Ministry** must be carried out before office areas are used or reopened. You may find [this document helpful](#). Your risk assessment should include indicating that only office/church staff should be in buildings at Level 2, with plans in place for Level 1 if any facilities are opened further. Action plans-risk assessments should include:

1. **Monitoring people who come to an office/reception area during Level 1.** This could include locking the main entry door with signage asking people to ring a doorbell so they can be attended to, encouraging people to phone ahead before visiting, or indicating that you are not open to the public (Level 2).

2. **Offices must follow the procedures outlined in Government Guidance found at** workplace operations at COVID-19 alert Levels. This includes following public health guidelines to ensure there is: Regular disinfecting of surfaces; Encouraging good hand hygiene by allowing frequent hand washing and sanitising; Not having sick people in the workplace; Meeting physical distancing requirements for all people on the premises.

3. **Anyone coming into these environments (including staff) should be advised to wash and dry their hands or use a sanitiser on entering the building and when moving between identified zones or areas.** If public access is allowed at Level 1, visitors should wait until staff have answered a doorbell (or similar device) and they should be asked if they have any cold or flu like symptoms. If they do not, they should be encouraged to use a hand sanitiser or wash their hands upon entering and leaving.

4. **All staff and visitors must be signed into a register or use an equivalent system to allow contact tracing.** This should include names, contact details (if not already known), time of entry and departure.

5. **The use of shared computers is not recommended, but if this is unavoidable, keyboards and mice should be sanitised after individual use.** This can be done using a disinfectant wipe or similar sanitising agent.

6. **Other shared equipment (such as photocopiers) must have a sanitiser nearby (for before and after use) or staff must wash and dry their hands before and after use.**

7. **Ensure there are plans in place for staff to be able to work from home if Alert Levels escalate.**

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**Instructions for Office Areas**

- **Wash and dry your hands** before leaving home
- **Use a sanitiser** before you unset any alarm and before setting it again.
- **Note your details** (name, contact details, dates and times for entry and departure) **in the register supplied.**
- **Please confine yourself** mainly to your identified work areas
- **Remember to wash and dry your hands if you move** between the different zones/areas in the building
- **Wash and dry** or sanitise your hands before/after handling any equipment used in common e.g. the photocopier.
- **When you get home,** remove any coats and footwear and **wash/dry your hands** before entering your living spaces.

[Link to Poster you can print out and use.](#)
Appendix 1: Ministry of Health Advice and Other Directions

Ministry of Health Advice specific to churches (as received Friday 13 March 2020) and other sources of direction.

“All faith communities should ensure that the practices that they use do not put their community at risk.

In particular, we do not recommend sharing of communion cups, or shared dipping of hands in holy water. People who are unwell should not attend, and should avoid personal contact such as shaking of hands.

Faith communities can play a role in supporting people and assist with practicing and disseminating evidence based health advice to help keep their communities safe such as through hand hygiene, social distancing and cough etiquette.

COVID-19, like the flu, can be spread from person to person. When a person who has COVID-19 coughs, sneezes or talks, they may spread droplets containing the virus a short distance, which quickly settle on surrounding surfaces.

You may get infected by the virus if you touch those surfaces or objects and then touch your mouth, nose or eyes.

The Ministry’s advice on the best way to protect yourself and others is available on our website. And this will be updated regularly with new information as it comes available/relevant.”

Sources for the Directions above re church liturgical, hospitality and pastoral practice

(1) Directions for the NZ Roman Catholic Church, as circulated to NZ Anglican Dioceses, 13 March 2020.
Appendix 2: Opportunity Shops Fact Sheet

Follow this link for doing business at Alert Level 2.

You may also find following guidance helpful, which has been distributed by the Diocese of Waiapu

### Opportunity Shops

**Scope:** The following implementation guidelines apply to the operation of any Opportunity Shops in the Diocese of Waiapu under COVID-19 Level 2.

**Key Principles:**

1. **Opportunity Shops are an important part of the outreach ministry of parishes in Waiapu. They provide services that enhance the well-being of the community, provide a place for social interaction within the sphere of the Church and are recognised by staff and volunteers as a place that helps provide a sense of satisfaction and service to the community.**

2. **We want to be able to re-open our Opportunity Shops in a way that is safe for all concerned so that the service that is provided continues to enhance the physical, spiritual and social well-being of staff, volunteers and customers alike.**

3. **We all have a responsibility to support one another’s safety and well-being in the workplace and to report any risks to our or others’ well-being.**

4. **We must work together in a way that continues to minimize the risk of COVID-19 transmission by ensuring that health, hygiene and safety measures are in place.**

5. **We understand that some of our volunteers may choose not to return to the Opportunity Shop at Level 2 due to concerns about their personal well-being. Appropriate pastoral care support may be required to reassure these volunteers of their continued value to the Op Shop teams.**

6. **These guidelines need to be adapted to suit the physical context of your facilities.**

7. **While it is permissible to re-open Opportunity Shops under COVID-19 Level 2 the decision to re-open must be taken carefully and with due consideration to the needs of staff, volunteers and customers.**

**Safe Practices for the operation of Opportunity Shops in addition to Overarching Principles for Level 2:**

- Opportunity Shops should not have groups larger than 10 people in the shop.
- Maintain a two-hour time limit for groups to be on your premises.
- No employee or volunteer who is sick with COVID-19, or who has had close contact and is required to self-isolate, may go into the workplace in any circumstances.
- Any employee or volunteer who has flu-like symptoms is to stay home and contact their GP or call Healthline on 0800 358 5453 to ascertain the need to undertake COVID-19 testing. Any employee or volunteer who is sick or feeling unwell with other illnesses should not come into the workplace. If they can work from home, they should, in consultation with their manager or Vicar.
- Line managers must contact all employees and volunteers to consult with them about their availability to return to the Opportunity Shop prior to any decision being made about re-opening the shop.
- Each Opportunity Shop, workspace, gathering space, office, morning tea area, must be assessed for capacity within limitations of physical distancing requirements under Level 2. i.e. At least 1m distance between people when sitting or standing prior to any decision being made about re-opening the shop.
- Choose the ONE point of entry/exit for the Office and place notices. This is to monitor flow of foot traffic and to manage Contact Tracing requirements. **All emergency exits must remain available to be used at all times.**

- **This document will be updated when further information is available from the NZ Government through MBIE about how Retail businesses will expect to be operated under Level 2.**

<table>
<thead>
<tr>
<th>Area of Focus</th>
<th>Alert Level 2 – Opportunity Shops</th>
<th>Check/Sign</th>
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| Preparing the shop for re-opening | - Ensure cleaners have access to make a normal full clean of the shop and facilities prior to any preparations being made to re-open the shop. The shops will have been untouched for 6-8 weeks.  
- Ensure adequate supplies of cleaning supplies are available.  
- Ensure monitoring of the supply of cleaning supplies is in place.  
- Ensure there is hand sanitizer at the entrance to the shop, sorting areas, counter, kitchen, bathrooms and near alarm panel.  
- Plan with the cleaners your requirements for suitable cleaning under COVID-19 Level 2. e.g. Disinfecting handles, taps, hard surfaces.  
- Managers to assess flow of customers and staff through the shop and assess where barriers made need to be installed to manage physical distancing requirements. Barriers may be physical, visual (tape on the floor), or prominent notices on walls.  
- Erect notices reminding staff and visitors about good hygiene practices.  
- Managers to ensure all staff and volunteers are trained in the practices required under COVID-19 Level 2.  
- A suitable Contact Tracing register must be available and used by all staff, volunteers and tradespeople. *(Refer: Anglican Diocese of Waipau Contact Tracing Form COVID-19 Level 2 Page 41)*  
- Where there are not adequate kitchen facilities to clean mugs, | |
| Cleaning the shop      | - *(Refer: Cleaning Checklist Page 52)*  
- Extra consideration needs to be given to cleaning all hard surfaces regularly e.g. POS, pricing guns, pens etc. | |
| Entering the Shop      | - Ensure hand sanitizer is used prior to opening the shop door and using alarm panel.  
- Wipe door handles with disinfectant wipes regularly.  
- Practice good hand hygiene by washing with soap and water or using hand sanitizer.  
- A suitable Contact Tracing register must be available and used by all staff, visitors, customers and tradespeople. *(Refer: Anglican Diocese of Waipau Contact Tracing Form COVID-19 Level 2 Page 41)*  
- Retail stores are not required to keep records of customers.  
- Each employee and volunteer is responsible for keeping their workspaces clean and disinfected. | |
<p>| Physical Distancing    | - Further information about physical distancing in retail businesses under Level 2 will be included when available. | |</p>
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<tr>
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|                     | • Assess all areas of the shop for capacity of staff/volunteer/customer numbers maintaining 1m distance  
|                     | • must keep groups of customers two metres apart where feasible and are then not required to keep records of customers  
|                     | • Consider physical and visual barriers to maintain physical distance  
|                     | • Consider rearranging displays in shop to allow for physical distancing and flow of customers  
|                     | • Consider signage showing a One-Way system through the shop  
|                     | • Assess the maximum capacity of the shop and advertise on the outside of the entrance for customers, assign a staff person or volunteer to monitor numbers in the shop  
|                     | • Consider placing markers on the ground outside the shop and at the POS to maintain physical distancing requirements  
|                     | • must meet all other health, safety and hygiene requirements.                                                                                                                                                                                                                                                                                                                                                                                                                                                |            |
| Meal breaks         | (Refer: Catering Checklist Pages 44-45).  
|                     | (Refer Safe Food Practice Guidelines Pages 46-51)                                                                                                                                                                                                                                                                                                                                                                                                                                                          |            |
| Contact Tracing     | • Prepare a suitable Contact Tracing form and assign ONE person to be responsible for recording all people entering the shop including staff, volunteers, customers, tradespeople, delivery people. NB, we expect further information about Contact Tracing requirements for the retail sector under Level 2 to be available from MBIE in due course. (Refer: Anglican Diocese of Waipu Contact Tracing Form COVID-19 Level 2 Page 41)  
|                     | • must keep groups of customers two metres apart where feasible and are then not required to keep records of customers  
|                     | • If a business or service by its nature requires less distancing, then they have to keep contact tracing.                                                                                                                                                                                                                                                                                                                                                                                                                                                    |            |
| POS                 | • Encourage the use of ‘PayWave’ or other contactless payment  
|                     | • Clean and disinfect EFTPOS machine regularly  
|                     | • Use hand sanitizer after handling cash  
|                     | • Clean Opportunity Shop baskets after each use or discontinue use  
|                     | • Staff member/volunteer at POS to wash hands or use hand sanitizer regularly after each transaction  
|                     | • If EFTPOS not available, consider installing a unit prior to re-opening. Contact the Diocesan Office team for advice  
|                     | • Goods will not be held for customers at POS for later collection.                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |
Appendix 3: General Cleaning and Multiple Users of Buildings

The following guidance has been distributed by the Diocese of Waiapu

General Cleaning and Multiple Users of Buildings

Scope: The following implementation guidelines apply to the Cleaning procedures for any Diocesan Buildings and the Multiple Use of Diocesan Buildings in the Diocese of Waiapu under COVID-19 Level 2.

Key Principles:

1. Our buildings provide places for worship, work, Christian ministry, and community gathering. They are to be places where the love of God is paramount in how we offer hospitality to one another.
2. The proper use and care of our buildings is an act of Stewardship of the gifts that we have received from God through the Church Community.
3. We are responsible as users of these buildings to provide a safe environment for everyone who enters. We are responsible to Bishop Andrew who holds ultimate responsibility for all activities in the Diocese of Waiapu. We are responsible to the legislation from the NZ Government about Health and Safety.

Safe Practices for the Cleaning of Buildings and Multiple Users of Buildings in addition to Overarching Principles for Level 2:

- All buildings will need to be assessed for maximum capacity to maintain physical distancing during Level 2.
- All buildings, facilities will need to have a normal clean prior to be able to be used as these buildings will have been unused for 6-8+ weeks.
- Building users must be contacted by the Vicar or Warden or their nominee to discuss whether they intend to return to using the facility and whether their activity is permitted under COVID-19 Level 2.
- Building Users include internal parish groups like AAW and external groups such as a Dance School, St John Youth Cadets.
- Good hygiene under Level 2 includes both Cleaning with detergent and Disinfecting with a suitable solution. Prepared disinfectant solutions are marked as such on the product labels.
- A suitable disinfectant solution can be made by mixing common bleach, available from the supermarket, with water to achieve 1000ppm chlorine mixture as follows:

<table>
<thead>
<tr>
<th>Strength of bleach</th>
<th>Parts of bleach</th>
<th>Parts of water</th>
<th>Volume of bleach to be added to 1L of cold water</th>
</tr>
</thead>
<tbody>
<tr>
<td>4%</td>
<td>1</td>
<td>39</td>
<td>25ml</td>
</tr>
<tr>
<td>5%</td>
<td>1</td>
<td>49</td>
<td>20ml</td>
</tr>
<tr>
<td>Area of Focus</td>
<td>Alert Level 2 – Cleaning Buildings &amp; Multiple Users of Buildings</td>
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</tbody>
</table>
| Preparing the buildings for being re-opened | • Ensure cleaners have access to make a normal full clean of the shop and facilities prior to any preparations being made to re-open the shop. The shops will have been untouched for 6-8+ weeks.  
• Ensure adequate supplies of cleaning supplies are available.  
• Ensure monitoring of the supply of cleaning supplies is in place.  
• Consider installing auto-opening bins or have hand sanitizer available near bins.  
• Ensure there is hand sanitizer available for users at appropriate areas throughout building.  
• Plan with the cleaners your requirements for suitable cleaning under COVID-19 Level 2. e.g. Disinfecting handles, taps, hard surfaces.  
• Erect notices reminding staff and visitors about good hygiene practices.  
• Vicar, Warden or nominee to ensure all Building Users are briefed on practices required for use of the building under COVID-19 Level 2. |            |
| Cleaning by Building Users      | • Each user group should be extra vigilant regarding cleaning.  
• Regular cleaning and disinfecting of hard surfaces such as door handles, taps, tabletops, benches, seats, handrails, anywhere that may be a point of physical contact with a person.  
• Each building user should disinfect surfaces prior to and at the end of their session. |            |
| Comms to Building Users         | • Ensure building users understand the need for suitable Contact Tracing information to be collected on behalf of their group.  
• Assure building users of the steps being taken to provide a safe environment under COVID-19 Level 2 and explain to them the expectations for their use of the building.  
• Clear signage available on all buildings describing maximum capacity, practical personal hygiene steps etc.  
• Ensure all cleaning products are made available to building users.  
• Decide on a template for information to be sent to building users in your parish, specific to your context and ensure all building users receive this information. A copy sent to the group organiser followed by a phone call to clarify any uncertainty is best practice.  
• Group organisers to ensure non-attendance by anyone who is sick or unwell. |            |
| Contact Tracing                 | • Prepare a suitable Contact Tracing form and assign ONE person from the group to be responsible for recording all people attending each session. (Refer: Anglican Diocese of Waikato Contact Tracing Form COVID-19 Level 2 Page 41) |            |
FAQs

Do fabric seats need specific cleaning?
Only if the fabric is visibly soiled. In this setting the fabric needs to be decontaminated (all visual soiling removed by cleaning) and then disinfected with a disinfectant wipe and allowed to dry. In the absence of visible soiling no other process is required.

Why do we need to clean before AND after a session?
It is possible other people may enter the building between user group (e.g. tradespeople), and some groups may forget to clean before or after a session – it is imperative that extra vigilance is maintained to minimise risk.

What is the recommended method of wiping surfaces?
The MOH and COVID-19 websites have a lot of information and guidelines around cleaning. The safest method is to use gloves while cleaning and then remove them after cleaning is complete, and wash hands with soap. The images below are one example of how to take gloves off safely.

How to Remove Gloves
To protect yourself use the following steps to take off gloves

1. Grasp the wrists of one glove with the other. Do not touch your face.
2. Part the glove using your fingers, pulling it inside out.
3. Hold the glove you just removed in your gloved hand.
4. Pull off the second glove by pulling your fingers under the glove at the top of your wrist.
5. Turn the second glove inside out while pulling it away from your hand leaving the first glove inside the second.
6. Dispose of the gloves safely. Do not reuse the gloves.

Image credit Centers of Disease Control and Prevention.

All surfaces, including tapware, benchtops, chairs, tables etc., should be wiped with a disinfectant wipe (for example Clinell) or a Disinfectant mixture as described below as per the guidelines provided, even if they have not been used. Ensure that surfaces are left moist and are allowed to dry.
Appendix 4: Guidelines for Funerals in Level 2

Funerals are permitted to take place in our churches under Level 2 provided the following measures are in place:

1. The Vicar/PiC/Ministry team and Wardens are satisfied that all of the Diocesan and Government Guidelines for Level 2 can be, and have been, put in place for the church.

2. There is clear communication and collaboration between the Clergy person leading the service and Funeral Director about expectations under the Diocesan Level 2 Guidelines and that there is agreement about who conveys these expectations to the family concerned.

3. There is provision for contact tracing to be included in preparations for the service. This will also be a useful tool for counting the number of people at the service.

4. There is clarity about who conducts and covers the costs of cleaning the church before/after the service according to the parish’s Action Plan for Provision of Ministry.

5. There is clarity between the clergy person leading the service and Funeral Director about how the limit of 100 people will be managed if more than 100 people arrive at the service and that this is communicated with the family in the planning of the service. (100 includes Clergy, Funeral Director, assistants)

6. The Clergy person leading the service has confidence that the Funeral Director will comply with our Diocesan Guidelines and can also provide evidence of their own compliance with Level 2.

7. There is to be no singing in the service. Following the advice of Professor Michael Baker to the NZ Choral Federation it seems that the best course of action is to have no congregational or choral singing in churches under Level 2. (note: in ordinary speech about 20 molecules of water are dispersed, when singing it is about 1000 water molecules) Professor Baker’s expectation is that communal singing will not happen until Level One

8. There is no food served on church premises.

9. The congregation are dismissed from the church following the end of the service. A simple approach to assist this would be for all the congregation to leave the church and follow the coffin/casket to the hearse outside and the doors to the church then closed. Remember physical distancing is a requirement outside as well.

10. Any clergyperson unsure whether these guidelines can be followed in their local church because of the size and/or seating layout is encouraged to consider use of a funeral director’s chapel or other, larger church venue nearby.

11. Any clergyperson unsure about any aspect of conducting a funeral safely at Level 2 is encouraged to consult with their Archdeacon.
You need to consider whether you can adequately prepare to accept a request for a funeral to be held in your parish church. You can have confidence that if you follow the Diocesan Level 2 Guidelines you will be doing everything possible to make the church a safe and hospitable environment for those who would attend a funeral. Remember that you can say no to a request to have a funeral in the church if you think that you are not able to be compliant with the Diocesan Level 2 Guidelines and I will support you in that decision.

You may consider working with Funeral Directors to provide facilities for funerals that can comply with physical distancing measures. This is a positive way in which we can serve the community and support our local Funeral Directors during a difficult time for them as well as the families they serve. A good collaborative relationship with clear consistent communication will be essential for making those situations viable.

When you are wishing to hold a funeral in your Church, or if you have any concerns or questions about any of the above, please contact your Archdeacon who will be able to provide support themselves or they will contact me for advice.

Funerals under Level 2 are potentially complex and challenging. As clergy you have the experience, the empathy and the skill to provide strong and compassionate leadership and pastoral care in these situations. May you be given gentleness, wisdom, and the compassion of Christ in your ministry with the bereaved and the Funeral Directors.

++Philip Richardson
26 May 2020

(With particular thanks to the Dioceses of Waiapu and Christchurch for careful preliminary work)