**CFC Reopening Protocol**

**Service Times:** 9:30 am, 11:15 am (Main, Caldwell, Boise, Oroville); 2 pm (CdF, CdF Caldwell) Children’s Ministry- ages 6-11 for all campuses; No Early Childhood Ministry in the first 2 weeks

All onsite preservice and post service activities are suspended until further notice

**Entry/Exit:** Every campus must have separately designated entry and exit points for all those attending. All attendees will be seated by an usher and also will be dismissed row by row to avoid congestion. Doors will be open 30 minutes prior to the services for seating only.

**Cleaning/Sanitizing before attendees arrive- (we will be using hospital- grade disinfectant which doesn’t allow any bacteria to adhere for up to 90 days)**

Weekly

1. Deep clean all restrooms. Mop and disinfect floors, disinfect all surface areas before re-opening.
2. Deep clean all coffee bars. Mop and disinfect floors, disinfect all surface areas before reopening.
3. Clean and disinfect all external and internal door handles and sanctuary chairs/pews
4. Clean and disinfect Info Center surface areas, IPADs and check in stations.
5. Clean and disinfect all childcare areas, chairs, surface contact areas, IPADs and check in stations.
6. Sound equipment- sound personnel to be responsible for cleaning/disinfecting their equipment
7. Coffee Bar/Lobby Furniture will be removed

**While attendees are on campus**

1. All internal and external doors will be propped open (door stops) and will remain open. This includes auditorium during the services. No contact to any doors. Restroom doors (if applicable) will also be propped open. Greeters will NOT be opening doors for attendees. Greeters should stand to the side of the doors verbally welcoming people as they arrive.
2. Greeters will be assigned to clean doors after service starts. Cleaning supplies to be provided by CFC.
3. Ushers will be standing to the side of the auditorium doors and will be maintain Social Distancing. No contact of the door handles by attendees.
   1. Offering dropped by givers will be placed in receptacles/buckets at the rear of sanctuary upon service closure/ending and will be monitored by ushers at exit doors.
   2. For all Toddlers/Preschoolers in attendance Coloring sheets and pre-packaged crayons (one per family) will be offered.
   3. During the welcome, our new guests will be asked to text a keyword and receive a form automatically on their mobile device; they can pick up a printed guest card at the Info Center and receive a guest bag following the service- if the new guest has not completed the online form the staff member will ask them to do so either on the iPad or on a card; Info Center staff will return completed cards to the church office
   4. Communion- disposable versions passed out by ushers as attendees enter the sanctuary before service pending when supplies are available
   5. All print materials (with the exception of tithing envelopes) are to be removed from chair backs and are now available at the Info Center
4. Use seating chart as defined by mandates placed for maximum guests per service and SDS (SOCIAL DISTANCING SEATING)- Campus Estimates: Main- 216- South Sanctuary 72- North Sanctuary (overflow); Caldwell- 90; Boise- 85
5. Counter Services/Restrooms: A Serve Team will need to be scheduled to disinfect surface tops and stall door handles, sinks, and dispensers between services. Checklists will be available. CDC handwashing guidelines to be posted by sinks in acrylic mounted posters
6. Coffee Bar/Area CLOSED until further notice.
7. Kitchen is CLOSED until further notice.
8. Nursery/Toddler/Preschool areas are CLOSED until further notice.
9. Guest Experience staging areas will be closed until further notice. Name Badges to be handed out and serve teams will keep individual badges until further notice unless they are disposable.
10. No baptisms or child dedications until further notice.

**Security**

1. No major changes to Security team responsibilities.
2. Training will be done for entire team not per campus.
3. Greater awareness of potential conflicts in “personal space” invasion and the differing responses to the protocol will be a primary focus.
4. Security will NOT be assigned to manage check in processes for Children’s Ministry.
5. A designated staff member for each campus will be available to diffuse potential upset and be a calming influence. Prayer may be offered. This staff member will also host any media presence making sure to limit their comments, but also refer them to the designated staff member handling additional questions during normal office hours at 208-467-7777. A press release will be made available. Campus Pastors will have the discretion to grant interviews if they so choose.

**Greeters/Ushers/Info Center**

1. Serve Team members will need to be easily identifiable so that they can be distinguished from attendees.
2. Inside Greeters won’t be at the doors but will be posted in the foyer; greeters will instruct attendees to maintain social distance and also to wait to be seated by ushers
3. No contact! No door opening, no handshakes, no hugging, verbal greeting only.
4. Masks may be required in public spaces when interacting with the congregation for anyone who can’t maintain social distancing.
5. Gloves may be required if you are distributing printed materials or checking in children.
6. Parking Lot Greeters- general welcome with pop up signs
7. Info Center Staffing & Roles: Hand out masks and printed materials; Reopening guidelines; offer guest bags; answer questions; provide directions; register and check in ***new guests*** with children
8. Ushers: follow campus seating chart; NO self-seating; dismiss attendees row by row at dismissal
9. Etiquette with frustrated people and complaints: Kindly instruct people that we are required in order to be open that there are certain guidelines we must follow- guidelines available at the Info Center; we are still broadcasting online as well; THIS IS TEMPORARY
10. Rationale verbiage for returning to onsite services: WE MADE THE DECISION TO RETURN TO GATHERING AS SOON AS WE COULD SAFELY DO SO.

**Prayer Partners**

1. No Prayer Team will be taking requests at the front of the sanctuary; anyone needing prayer will be invited to stand during the service and Pastor will lead in prayer.
2. During the service corporate prayer time, prayer requests will be received by texting a keyword and there will be personalized follow up during the week. They may pick up printed prayer request cards at the Info Center and leave the completed ones with staff. Staff will return prayer request cards to the church office.

**Children’s Ministry**

1. KidZone spaces will be designated for Parents/Guardians and their children only. It will not be used for congregating or as a thoroughfare. There will be one entrance/exit point at each door (where possible). Signs will be posted to that effect.
2. Chairs will be sprayed with hospital-grade disinfectant. The children will be seated and spaced according to CDC guidelines.
3. Masks and gloves ***may*** be worn by the Children’s Ministry staff but will be removed for platform activities; puppets, skits, Bible story-time, worship, etc.
4. Check In: CM Staff will be responsible for checking in ALL children. They will print labels for parents/guardians and will distribute with gloved hands. Gloves will be discarded after check in process and new gloves will be worn for each service. Check in areas will be taped/coned off according to Social Distancing guidelines of 6 feet apart per family unit.
5. Check Out: the same Social Distancing guidelines of 6 ft apart per family unit will be used as in Check In. Parents/Guardians will be encouraged to select one adult to check in and check out their children.
6. Family Bathroom (Main Campus) and Early Childhood bathrooms (Boise & Caldwell) will be set apart for children only. Signs will be posted. After each child uses the restroom Children’s Ministries staff will clean with spray disinfectant. Supplies will be provided by CFC.
7. Interactive games and worship, distribution of candy and prizes from the Kids Store will be suspended until further notice. A reward system will be devised for good behavior and prizes will be given at a later date and in a safe manner.
8. Coloring sheets and pre-packaged crayons will be available for Toddlers/Preschoolers in the auditorium.

**Pastoral Staff/ Worship/Technical Staff**

1. Pastors will not be available in the foyer but will greet attendees in the auditorium once they are seated. This will limit the amount of congregating in the foyer. No handshakes, no hugging, and verbal greeting only.
2. Worship and Technical staff will be using the green room as a staging area and won’t be in the auditorium unless carrying out their duties or attending a service.
3. Seating will be available for all staff depending on capacity.
4. Masks may be worn but will be removed for all pulpit/worship related activities.
5. The office restrooms, green room and office areas will be available before and after services.
6. Handwashing and sanitation protocols will be followed and are the responsibility of staff. Cleaning supplies will be provided by CFC.