

# 500 South Church Street - Continuation of Service Plan

## Notes for Re-Opening – Summer/Fall 2020

Staff has continued to serve our constituents during the COVID-19 outbreak. Our staff have been working from home with intermittent office visits since mid-March and will continue to operate this way through the month of May. We will re-evaluate our plan every week as external conditions shift. We will communicate our plan using posted signage, our website, social media, and email.

Our reopening plan will comply with minimum provincial, federal, state, and local recommendations and restrictions, and may, in some instances, be more restrictive. Our goal is to protect the health of BCM staff, volunteers, visitors, and customers while continuing to provide essential services. The language of “stages” (instead of “phases”) is used intentionally so as not to suggest equivalency with particular phases of government guidelines. We will make our own determinations based on all available information. We recognize there is no one-size-fits-all set of guidelines to achieve optimal safety for all, but our starting point is always “love our neighbor.”

### Limited Service (Stage 1)

(beginning June 1 or such time when conditions and supplies allow)

#### The Resource Center & Curriculum Sales | BCM Offices

- The **Resource Center** will operate on a limited basis at 500 South Church Street in Winston-Salem, on Tuesday and Thursday between the hours of 10:00am and 2:00pm for customers seeking resources from the lending library or curriculum assistance. Board of World Mission/Mission Society office will hold office hours on Wednesdays between 10:00am and 2:00pm. Provincial Women’s Board office will be open on Tuesdays between 10am and 2pm.
- Customers may use the **online lending library** ([resource.moravian.org](http://resource.moravian.org)) which is available 24 hours a day, 7 days a week, to select resources rather than entering the building.
- Client communication, including financial transactions, will be handled by phone, online, snail mail, or e-mail.
- Local customers may arrange for curbside pickup during our limited hours OR arrange pickups via email if ordering locally through the online service.
- We will serve non-local customers by mail though there may be a slight delay in shipping.
- Ordering, adjustments, and billing for any **curriculum** will continue via email through Beth Hayes ([bhayes@mcsp.org](mailto:bhayes@mcsp.org)). Any delivery of curriculum materials will be handled curbside or by appointment.

### Building Safety Procedures (Stage 1)

#### Entering the building

- Only those in possession of a building key may enter the building.
- Anyone entering the building must wear a mask or face covering over his/her mouth and nose. This does not apply to children under the age of 2. Masks must be in place prior to entering 500 S. Church.
- Staff will observe rules regarding appropriate distancing while entering or on BCM’s premises. The use of a mask or face covering is not a substitute for distancing.
- Staff should use hand sanitizer immediately upon entering.

## In-Building Procedures

- **Protective Measures:** Other than when eating or drinking, **masks** are to be worn at all times in all settings, including bathrooms and offices, even if you are the only person in the building. Other mask guidelines:
  - Make sure your mask covers your nose and reaches under your chin.
  - Home-made masks may be used.
  - Wash hands/use hand sanitizer before taking your mask on and off.
- **Visitors:** No visitors are allowed inside the building during Stage 1. Curbside service should be arranged in advance or customers should call during open office hours to arrange pickup of resources or materials. The front door will remain locked during business hours. Visitors may ring bell (if available) and/or call the office to arrange pick-up of materials. We can meet customers at a safe distance in front of the building, though ideally, materials will be stationed on or near the front steps just as customers approach to maintain physical distancing. Staff will take orders, make recommendations, and provide necessary consultation by telephone with the customer who remains home or just outside.
- **Restrooms:** Bathrooms will be designated for staff use only. Staff will use appropriate cleaning procedures (wipe touched surfaces with soap/water or sanitizing wipes or sprays), proper handwashing, etc. There will be no public restrooms available.
- **General Cleaning:** We will provide hand sanitizer so staff may spray and/or sanitize their offices, copier, and/or common areas where people might be eating or sharing space. Disposable gloves will be available for staff use in all meeting rooms and common areas. High-touch surfaces, common areas, and appliances will be cleaned throughout the day.
- **Materials Handling:** Deliveries are discouraged and will be limited to a low-traffic area for a minimum of 48 hours after delivery for decontamination. If time is a factor, materials will be wiped down with sanitizer and/or soap and water before delivery to customers.
- **Use of microwave, refrigerator:** staff are discouraged from storing recently-bought items in refrigerator and are asked to wipe down microwave after each use.

## Exiting the Building

- As staff leaves, they should wipe down any high-touch surfaces (door knobs, light switches, copier/printer, microwave, alarm system, counters, etc.).
- Keep mask on when leaving the facility. Masks can be taken off outside, provided social distancing rules are maintained and mask is in place prior to reentering.

## General Staff Procedures

- When not working at home, employees will rotate time in the office such that no more than one individual is present at any given time in the Resource Center and staff office areas. If this is not possible, office workflow will be reconfigured to allow for adequate distancing between staff. Whenever possible, stay at least 6 feet apart.
- Incorporating social distancing and limited access to offices and resource center space. Safety gate may be used to discourage congregating in BCM's office area. Resource Center doors will remain locked. Items for pick-up will be staged in the Grounds of the Unity hallway area for curbside service.

## Stage 2 and Beyond – Limited Re-Opening

As restrictions ease, we'll expand our operating hours on-site and incorporate such measures only as it does not jeopardize the health and safety of our staff and customers. We will:

- Limit the capacity of the resource center to three while social distancing and avoiding physical contact such as handshaking and hugs.
- Ask visitors to wear face masks or cloth face covering. (We will make available face coverings for those who do not bring their own for a small donation.)
- Implement procedures for safe handling of books, resources, money and credit cards.

**Possible Visitor Restrictions** (ONLY once restrictions ease the point where visitors **are** allowed in the building):

- All visitors must announce their presence by calling (or ringing doorbell, if available).
- Visitors not wearing masks will be asked to put on a mask to be worn immediately. If masks aren't available or visitor isn't willing/able to purchase one of ours (for suggested donation benefitting Sunnyside), visitors should not enter the building.
- Visitors must use hand sanitizer upon entering and exiting the space.
- Delivery staff (or other vendors/workers) are admitted if masked and observing social distancing, with delivery to designated locations.
- We encourage those over the age of 65, those with underlying health conditions, and those with weakened immune systems to consider alternatives to physical visits.
- Meeting Locations: Meetings should be held via video conferencing. If in-person meetings are unavoidable, no more than five people may use the Bahnson Conference room, with social distancing enforced (along with staggered ingress, egress from room).

## Screening/Exposure Protocols

- Staff and visitors may be asked (over the phone prior to visit OR at the door) if they have experienced any of the following symptoms prior to entry to the building:
  - Lack of smell
  - Fever (subjective or over 100 degrees) and/or chills
  - Influenza-like illness
  - Cough (with other symptoms)
  - Shortness of breath
  - Sore throat
  - Diarrhea/nausea
  - I am not experiencing any symptoms
- We reserve the right to ask any staff or visitor presenting symptoms of COVID-19 or failing to observe sanitation or social distancing protocols to leave the space.
- Staff with COVID-19 symptoms or traced exposure are required to notify agency heads and must self-quarantine for two weeks.
- Traced COVID-19 exposure in 500 South Church Street space requires building be sanitized and closed. If less than 7 days since the sick person has been in the facility, close off any areas used for prolonged periods of time by the sick person. Wait 24 hours before cleaning and disinfecting to minimize potential for others being exposed to respiratory droplets. If waiting 24 hours is not feasible, wait as long as possible. Continue routine cleaning and disinfecting all high-touch surfaces in the facility. CDC Guidelines for cleaning and disinfecting found [here](#).

May 21, 2020