

RESTARTING SERVICES AT HOLY TRINITY & ST SAVIOUR'S FREQUENTLY ASKED QUESTIONS



1. Is it safe to meet again? What measures have you put in place to keep people safe?

- We have followed guidance from both the Government and the Church of England regarding being Covid-19 secure.
- We have completed a full and thorough risk assessment, which you can find on our website. If you're on our email mailing list, you will also receive a copy directly.
- We're asking [people with symptoms or those who have been in contact with those with symptoms](#) to stay at home (in accordance with Government guidance) and join us online instead.
- We have various notices around the building reminding people about hand hygiene, social distancing and symptoms plus lots of bottles of hand sanitiser.
- We'll have doors and windows open to increase ventilation and to limit the amount of things you need to touch. This means it may be a bit chilly, so feel free to bring an extra layer or two!
- We have a cleaning schedule in place so that the building will be cleaned between different groups.
- All services and meetings will have social distancing in place.

2. Do I need to book?

- Yes, you will need to book as we'll be limited to the number of people can attend. If you're on our email mailing list, you'll receive details on how to book. For those without internet access, they will be able to book by phoning the Church Office (details below).
- We will also leave some spaces free so that visitors can turn up on the day.
- Having a booking system means we can also keep records more easily for [Test and Trace](#). You will be asked to give consent for your details being kept as part of Test and Trace.

3. What happens when I arrive?

- You'll receive a warm welcome as we look forward to sharing worship together.
- If you drive to church, please use on-street parking. The spaces on our forecourt will be reserved for those with blue badges or mobility issues.
- You may have to queue as our stewards will be letting people in one household at a time. We'll get people in as quickly as we can.
- When our welcomer/steward invites you in, you'll be ticked off on our Test and Trace list. If you've not booked, we'll ask for your consent to take your name and a contact number.
- Everyone in your household will be asked to apply hand sanitiser on the way in. This will be provided.
- You'll then be shown to a particular seat as we'll have a seating plan to help us manage household group sizes and individual needs (eg mobility/hearing).

4. What will the service look like?

- Services will continue to have Bible readings, a sermon and public prayers. We've had to remove Bibles, so feel free to bring your own or follow the reading on the service sheet or the screen.
- At this point, we cannot sing, but there will be music. You can then either reflect on the words in your head or sing along in your head.
- There is currently a separate worship session in the hall for young families. The families booked in for this will go directly to the hall and there will be no contact between the two worship services to minimise the risk of infection transmission.

5. What happens at the end of the service?

- The service leader will ask people to leave from the back, 1 or 2 rows at a time.
- You're welcome to use hand sanitiser on the way out if you wish to.
- There won't be coffee or an opportunity to chat after the service (due to restrictions on the size of groups that can meet socially).

6. What if I show symptoms after being at a service?

- Please follow all Government guidance regarding [self-isolating and testing](#).
- Please let Caroline Bowen in the Church Office know as we'd love to be able to help and support you. We will also need to deep clean the building prior to any other groups using the building. You can also let NHS Test and Trace know that they can contact us for a list of attendees from the service you were present at so that they can begin contact tracing as they deem necessary.

7. What about Children's and Youth work?

- If you have children or young people, you will have either received details from Jo, or will receive further information from the Illuminate team in due course.
- Due to governmental restrictions, we are unable to provide a crèche currently, and children must stay in the care of their parents/carers.

8. Will I have to wear a face covering?

- Unless [you are exempt](#), you will yes, as it is a legal requirement. We'll have some disposable face coverings just in case you forget your own.
- During the service itself, the person leading and/or preaching is allowed to remove their face covering. Those leading prayers or doing the Bible reading are also allowed to remove their face covering whilst reading or praying.

9. Will I be able to use the toilet?

- Yes, of course! The toilets will be open as normal. Please use the provided wipes to clean surfaces after you use them.
- Please ensure that you remain socially distant whilst queuing for the toilets, and only one person/household may wait in the lobby at any one time.
- Please sanitise your hands before and after using the toilets. This is provided by the entrance to the toilets.
- We have plenty of soap and hand towels available.

10. I'm classed as vulnerable. Should I attend?

- Everyone who chooses to attend does so at their risk. Please consider your [own level of vulnerability](#) before making a decision.
- We're doing everything we can to minimise the risk of transmission, but as we're a public space there will always remain an element of risk of infection.
- We would encourage those who are classed as more vulnerable to Covid-19, either through age or health conditions to attend the church service rather than the family service in the hall. This is to try and prevent mixing groups of people who may not ordinarily mix with each other.

11. Can I invite people to our services?

- Of course! We would love to see new people coming through our doors.
- If you know in advance, please ask them to book by sending them the booking link, or book a place for them. But don't worry if you don't know in advance, we'll have a small number seats reserved for visitors who turn up on the day.
- To comply with social distancing, they will need to sit separately from you (unless they're in a social bubble with you) but we'll seat them as close to you as possible.

12. I am unable to attend the services in person, what can I do?

- The church service will be livestreamed via Zoom and details will be shared with the church family or can be requested from the Church Office.
- Young families can access weekly material on our [Children & Families Worship YouTube playlist](#).

13. I have more questions. Who can I speak to?

- Please phone or e-mail the church office and speak to Caroline Bowen: 01483 473489 / welcome@htandtschurch.org.