



Working Practices Guidance Document in Response to Covid-19 Information Pack for Volunteers

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June 2020

Overview:

Thank you for your support and willingness to offer your time and expertise to us as a volunteer. We are really grateful for your help and appreciate that without you, we would not be able to open the Cathedral to visitors and worshippers. We are in exceptional times, but our continued commitment to you, as a volunteer is to do the best we can to protect and ensure your safety and well-being. This handbook is designed to set out to you the measures we are taking and how you can be part of ensuring safety for everyone.

During the current Coronavirus Covid-19 pandemic situation and as a protection to individuals and the wider society, it is necessary to impose a series of protective measures to avoid and reduce any possible exposure to and spread of the virus.

The situation is changing rapidly, and these current terms are based on guidance given by the Church of England and the UK Governments' official directives based on the situation at present.

These are likely to be updated over the coming days/weeks/months/years so although under current conditions this is permissible please be aware that things are very likely to change, and we will react in accordance.

Val Floy

Chief Operating Officer

Worcester Cathedral

01905 732907 (Direct)

valfloy@worcestercathedral.org.uk

Definition of Individual Prayer:

Worcester Cathedral opened its doors on the **22nd June** to welcome people come into the Cathedral for individual prayer and reflection.

Governmental guidance explains that:

Individual prayer within a place of worship is defined as a person or household entering the venue to pray on their own and not as part of a group, led prayer or communal act.

They should be socially distanced from other individuals or households.

The legislative document can be found here:

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-safe-use-of-places-of-worship-during-the-pandemic/covid-19-guidance-for-the-safe-use-of-places-of-worship-during-the-pandemic#section4>

We may be welcoming people who haven't been to the Cathedral before and may not pray in the traditional way or pray at all. We want to welcome people who may simply want to be in the lovely calm space. Not to walk around as a tourist (we are not open for general historic visiting).

We want to be generous with our welcome and not want to turn people away, they will need to have their expectations carefully managed.

The Cathedral will be open for spirituality for all:

- For wellness
- For stillness
- For those craving to find calm
- We want to inspire and captivate.

Prayer materials and additional information:

- We will not have printed prayer leaflets but will have a poster with information on how to download prayers.
- There will soon be a new prayer page on our website
- We will not have prayers on the hour, but a member of clergy will be available to talk to.

Opening for Visitors:

From **06th June** the Cathedral will once again welcome general visitors into the Cathedral.

The designated route will be shown to you during your first pre-shift brief.

The route will follow an anticlockwise path from the North porch, through the Nave, through the South aisles up towards the East end and back down the north aisles, exit via the North porch.

The Nave area designated for individual prayer & contemplation will continue as before.

General Visitors will be directed to the route which will be supported by clear signage and floor stickers.

Weekday Services

There will be two **Public services** per week:

- Wednesday 1pm
- Friday 11:30am

The weekday services will be managed by the Vergers. The public may be directed into the Cathedral by the Welcomers and Volunteers as normal. No additional stewarding will be required.

Sunday Service

- Sunday Eucharist, 10:30am – 11:30am

The Cathedral will be closed to general visitors for the duration of this service.

Sunday Service Stewards are asked to invigilate the entrance and to assist the Vergers in welcoming, seating and managing congregation expectations. Vergers will re-set and clean the Nave ready for the 12:45pm. Welcomer shift change will occur as normal and visitors' procedure to resume for the afternoon in the usual fashion.

Volunteer Induction Pack

All volunteers must read the below information and any attached or additional information including the updated Method Statement and accompanying Risk Assessment.

A staff member will brief you on-site and take you through our updated operational requirements as outlined. Once completed all volunteers will be required to sign the **Induction Attendance and Acceptance Register Sheet** confirming they fully understand this document and will fully comply and adhere accordingly. A copy of this information pack will be made available to all volunteers on first return along with the signature sheet for you to sign.

By signing the sheet you are also confirming that you are not being coerced into volunteering and that it is entirely your decision to come back to the Cathedral and that you are fully aware of the risks around Coronavirus Covid-19 and how you should protect yourself while you are volunteering for the Cathedral.

Base Control Measures & Working Procedures:

Symptom and Reporting Procedure

1. Under no circumstances can any volunteer complete a duty if they or a member of their family, colleague or member of household have in the last 14 days been ill with Covid-19 symptoms. These include:
 - **A fever or high temperature**
 - **A new continuous dry cough**
 - **A loss or change to your sense of smell or taste**
 - **Tiredness**
 - **Shortness of breath**
2. Volunteers must notify the Operational Manager by telephone or email if they:
 - Have coronavirus symptoms and are awaiting a test result.
 - Have tested positive for coronavirus.
 - Are a member of the same household as someone who has symptoms or has tested positive for coronavirus.
 - Have been in close recent contact with someone who has tested positive and received a notification to self-isolate from the NHS Test & Trace Service.
3. If you become unwell with any of the symptoms while in attendance at the Cathedral, please go straight home and notify the Operational Manager remotely. Please do not be tempted to find someone on site as it is of utmost importance to minimise contact in any suspected cases.
4. Volunteers are advised to use the <https://111.nhs.uk/covid-19> online Coronavirus Test and Trace Service to find out what to do and get a Coronavirus test – call 111 if you cannot get help online. Anyone you live with must self-isolate until you've been tested and received your result. If you follow this process you will be contacted by the NHS who will advise you on your next steps.

Operational Procedure

1. All Volunteers must attend a socially distanced **induction** for briefing on the new working procedures. The Briefing (and de-briefing) will be given by the verger on duty (alternatively a staff member) at the start and end of each shift. He or she will brief the volunteers on how to contact them, should they not be in the Nave. The verger and staff member on duty will have radios and volunteers can also have a radio if requested (they will be cleaned for each person).
2. At the Briefing session volunteers will be assigned their designated area to work:
 - Outside the main North door entrance
 - In the North Porch
 - At the Welcome area (North West Nave Aisle)
 - At the North East Aisle between the candle stands and exit

We are likely to move volunteers around during the shift, to give variety and 'fresh air space' (subject to abilities).

3. All volunteers must sign the **Track and Trace logbook** located at the **Friends Door** which must be signed upon start and end of each duty. It will also include a check box where volunteers will be required to certify they are symptom free.
4. Entry/exit for volunteers is via the **Friends door only**.
5. The Duty Verger will open it approx. 10 minutes before the briefing starts. The pre-shift briefings are at **10.45am** and **12.45pm**.
6. Where possible volunteers should bring their own pen, though one will be provided.
7. A distance of 2 metres between each volunteer/staff member **must** be observed at all times whilst on site.
8. The North Porch will be the only ingress/egress point for access into the Cathedral for people who wish to pray and reflect.
9. This entry and exit point will be managed with a Welcome Desk and signage to direct worshippers via a dedicated route from point of entry, through to the designated Nave prayer area and out again. Signage in place to direct visitors to specified and controlled circular route through the Cathedral and out. New signs will be on the large green noticeboards, on A frames outside the main entrance and various points in the Nave.

10. The Nave areas will be restricted and have a one-way route:
 - In through the west side of the North door
 - Past the welcome area, into the main Nave/via visitor signed circular route
 - Exit is via the east side of the north door
11. Wooden chairs will be spaced for socially distanced seating for individuals, couples or households of up to six.
12. We will execute a 'clean as you go' policy during the day while we are open (as well as at the end of each day). This will include the chairs and flat surfaces.
13. There are candle stands across the Nave Altar/pulpit area. This area will have signs on protocol for use.
14. There will be designated hand sanitising stations in place for Volunteers to use in the North Porch and at the Welcome Desk. Sanitiser must be applied upon entry and exit of the site and after contact with common surfaces such as door handles or pens.
15. The Welcome desk will be set back to facilitate more space so that volunteers can easily socially distance from visitors. The Welcome desk will have a Perspex safety screen installed for your safety.
16. Hand Sanitiser will be located at the Welcome Desk as well as spray sanitiser and paper towels for usage on the contactless payment points.
17. The Cathedral clergy will also be working on a daily rota. They will be contactable via the vergers or duty staff.

Air Circulation

1. We will keep the two-side door of the main entrance open (this will also limit the doors having to be touched).
2. Weather-permitting we will have the West doors open to let fresh air circulate. However, access to the West end will be blocked off (the West Gardens remain closed at present).

Interaction with Visitors

1. Volunteers will need to be firm and clear, as well as friendly with visitors. We cannot allow people to come in without having heard and read the Welcome instructions.

2. Volunteers and staff will need to manage the distance between themselves and visitors. They will be reminded of this at each briefing. There will be extra wording on the sign at the entrance (station) asking visitors to keep a distance from staff.
3. Volunteers and staff should not actively talk to the same visitor/s for too long. We need to be mindful of others that may be queuing or someone else needing attention.
4. We will be removing our current leaflets as the information in them is now incorrect. We are working on revised leaflet for our next phase of opening (when general visiting is allowed).
5. Numbers coming into the Cathedral are to be counted and monitored by means of a **clicker system** to be used by the volunteer at the entrance. With the socially distanced seating we can accommodate up to 84 people (if the majority were same households, seated in rows of six. However, we do not anticipate this number of people coming for prayer and reflection. Feedback from other Cathedrals in the first week of opening has been 19 – 125 per day with an average of 61 per day, so an average maximum of about 15 per hour.
6. There will be signs on chairs to show where visitors should or should not sit. There will also be standing space for people who do not want to sit down to prayer or reflect.
7. There will be room for wheelchairs at the end of each row of chairs. The standing area is also designated for wheelchair users if they are unable/do not wish to use the end of a chair row.
8. The average dwell time is anticipated to be between 10 – 20 minutes.

Face Coverings

1. Worshippers, staff and volunteers at the Cathedral may wear face coverings to offer protection to others.
2. Face coverings may be worn if the individual chooses to but be advised that this is **not a mandatory requirement or Governmental Regulation** as is the case with Public Transport at this time.
3. If staff members or volunteers choose to wear a face covering, they must:
 - Wash their hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on or removing it.
 - Avoid touching their face covering.
 - Change their face covering if it becomes damp or if they've touched it.
 - Change and wash their face covering daily. If it is not washable, it must be disposed of carefully in their usual waste.

Travelling to Work

1. If possible, avoid using public transport. If you must travel via Bus or Train you must wear a face covering as per Government Regulation: *The Health Protection (Coronavirus, Wearing of Face Coverings on Public Transport) (England) Regulations 2020*.
2. As far as reasonably practicable follow Government guidelines and Public Health England procedures when traveling to and from work.
3. Parking is available for volunteers (on welcoming/stewarding duty) to use on **College Yard**.
4. Drive in through the 'no entry' gates. Park on the right-hand side of the sweeping drive (grass side).

Welfare Provisions

1. Welfare facilities will be provided for volunteers and will be stocked with cleaning materials, to include antibacterial spray and paper towels.
2. Users must only use the facility designated to them as set out in their return to work induction. The toilet designated for use by the volunteers is **the Disabled toilet in the Cloister toilet block**.
3. The Toilet Keys will be provided to a lead volunteer(s) at the start of the shift. Please note that we are not providing toilets for visitors at this time.
4. Taps and all other contact areas must be wiped after each visit by the user.
5. It is recommended that there is a 30-minute gap between each usage if possible.
6. In addition to this measure, a dedicated member of staff will be on site to clean the welfare facility on a rota basis which will be recorded 3 times a day. An extra bin will be installed for used towels and will be changed regularly by the same staff member.
7. A dedicated member of staff will also be responsible for checking all hand sanitising stations in the North Porch and Nave to replenish as needed.
8. If you notice that sanitiser or cleaning products need replenishing, please notify the vergers on duty in the first instance.

9. The lockers behind the leaflet stand can be used to store volunteers' bags/coats. Please bring your own padlock. Volunteers are asked to spray clean/wipe the locker & door after use.

10. You are welcome to bring your own refreshments as the Café is closed. You may want to bring and eat your lunch before or after your shift outside, or if you bring a drink to have during your shift, the best place to have this is behind the leaflet stand (by the lockers).

Method Statement

The following method statement relates to the prevention of spread of Covid 19. The document is to be used as a supplement to site/task/departmental specific existing or future Risk Assessments and relate only to the risks associated with coronavirus/Covid 19 at the time of circulation.

Where the measures herein conflict with measures in the site/task/departmental specific Risk Assessment, additional advice must be sought before work can proceed.

Please note that this may be subject to change in keeping with Government and Church of England advice, guidance and directives issued.

Job/Activity	The Opening of the Cathedral for Individual Prayer, Services and Sunday Eucharist
Description of Activity	<p>To welcome and direct visitors to Nave prayer area through the designated entrance and exit point.</p> <p>To welcome and direct visitors to designated route through entrance and exit point.</p> <p>Managing the visitors experience, their expectations and social distancing.</p> <p>Beginning 11 a.m. to 3 p.m. from Monday 22nd June.</p> <p>Vergers on duty to open and close ingress and egress points and Cleaning Operative on duty to monitor welfare facility.</p> <p>Shift 1 arriving by 10.45am promptly for a shift briefing by a vergers or staff member. 11am open to the public, Shift 1 finishing at 1pm</p> <p>Shift 2 arriving by 12.45pm promptly for a shift briefing by a vergers or staff member. Shift change over at 1pm, Shift 2 finishing at 3pm, followed</p> <p>Closing of Cathedral 3 p.m.</p>
Significant Risks and Hazard: Transmission of the coronavirus via contamination person to person, and via contaminated surfaces	
Persons at Risk: Volunteers, the Vergers, the Cleaning Operative and the Public	
Consequences: Transmission of coronavirus to others	
Control Measures: <ul style="list-style-type: none"> • All volunteers working in the Cathedral will take part in a site induction on safe working procedures. Brief and De-brief before and after shift. • All volunteers working in the Cathedral will have a copy of the site induction and risk assessment. • A two-metre distance between staff and public will be mandatory • Signage in place for social distancing and sanitising stations. 	

- Floor stickers, stanchion barriers and signage in place outside and throughout the designated route.
- The Cathedral Café, Shop and the toilets will not be open at this time
- Total number of Volunteers in attendance restricted to four per shift. Located at strategic points on the route. One or two on the North door, one at the Welcome Desk and one inside in the north aisle to direct visitors to the exit point after their prayer/reflection.
- Rotas for volunteers will be provided by the Operational Manager and agreed in advance.
- Rotas will be assigned and designated to a regular shift group to limit contact with other colleagues and to create a limited sphere of exposure.
- Dedicated toilet to be provided for volunteers use only. Stocked with cleaning materials. Enforced with signage and additional cleaning rota initiated.
- Track and trace logbook on site to aid with transmission tracking should a member of the team become unwell.
- All staff to wear Cathedral identification at all times so they are easily identifiable to the public. Sash to be provided and not shared.
- Public Ingress/egress point to be supervised at all times: North Porch.
- Dedicated entrance and exit at the Friends door for volunteer's sole usage.
- Socially distanced queue route with 2-metre markers in place for the ingress point, through route and to exit.
- Designated hand sanitisation stations located in the North Porch, Friends door entrance and at Welcome desk.
- Cleaning materials to include surface spray and paper towels provided for use on all touchable surfaces and for the contactless payment points.
- Welcome desk fitted with protective screen.
- Maximum total number of visitors allowed in for individual prayer are 84. This will be monitored at the ingress and egress point.
- Clear signage placed at the start of the queue point, will be a first line of defence to limit unnecessary contact with the public in the first instance.
- All visitors approaching the Cathedral will be notified at safe social distance that the Cathedral is open for individual prayer and a specified visitor route is in place. Signage in place to inform as a first line of defence.

- Training will be provided during induction of how to notify the public at safe social distance.
- Vergers to open and lock doors, place stanchion barrier and place out the sanitiser stations at the start of the day and remove at close of play.
- Toilet key wiped and sanitised after each usage and at the end of the day.
- Limited seating area for worshippers, placed at safe social distance with signage in place to enforce.
- Cleaning of seats and surfaces throughout the day to be enforced and a final clean to be undertaken at end of play.
- Cleaning regime in place for volunteers, vergers and cleaners to follow.
- Worshippers will not have access to the Cathedral Public toilets.
- Worshippers will have a designated, socially distanced and limited route in and out of the Cathedral with no access to the Cloisters, Chapels or wider areas other than the designated route through.

Risk Assessment

Worcester Cathedral will identify hazards relating to its current activity and objectives. Some hazards would have very little impact if things went wrong whilst others would have a highly damaging effect.

There is therefore a risk impact score of between 1 and 5 against each hazard registering on the following scale:

1. Minor 2. Low 3. Medium 4. High 5. Catastrophic

Each hazard is then rated as to the likelihood of it happening. Likelihood is also rated on a score between 1 and 5. The question asked in achieving this rating is: 'Is there any real likelihood that things could go significantly go wrong in this area'?

The scale is:

1. Very unlikely 2. Improbable 3. Possible 4. Probable 5. Very likely

Multiplying the impact by the likelihood produces a risk score as illustrated below:

Impact	Catastrophic 5	5	10	15	20	25	Scoring – 1-6 Low Risk 7-12 Medium Risk 13-18 High Risk 19-25 Catastrophic
	High 4	4	8	12	16	20	
	Medium 3	3	6	9	12	15	
	Low 2	2	4	6	8	10	
	Minor 1	1	2	3	4	5	
	Likelihood	Very unlikely 1	Improbable 2	Possible 3	Probable 4	Very Likely 5	

IMPACT POTENTIAL (*rate the hazard i.e. from a scratch on the hand to death.*)

1. minor	2. low	3. medium	4. high X	5. catastrophic
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LIKELIHOOD POTENTIAL (*rate the potential occurrence of this hazard.*)

1. very unlikely	2. improbable	3. Possible	4. Probable X	5. Very likely
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Hazard rating before controls – High Risk

HAZARDS				CONTROLS				FURTHER ACTIONS
IMPACT	LIKELIHOOD	TOTAL	HAZARD POTENTIAL WITHOUT MEASURES IN PLACE <i>(rate the hazard i.e. from a scratch on the hand to death.) List all the hazards associates with the activity, imposed on others through it being carried out and, on the persons doing it without any control mechanisms being applied. Then fill in the rating in the columns on the left.</i>	IMPACT	LIKELIHOOD	TOTAL	HAZARD POTENTIAL AFTER CONTROLS IN PLACE <i>(rate the hazard i.e. from a scratch on the hand to death.) It is often the case that the hazard remains the same as the consequences will not change.)</i>	
4	4	16	Transfer of virus between individuals.	4	3	12	<ol style="list-style-type: none"> 1. Under no circumstance can any volunteer attend if they or a member of their family or household have in the last 14 days been ill with covid-19 symptoms. 2. Track and Trace logbook in effect to inform of any potential spread and to aid in containment should a volunteer become unwell/unconfirmed or confirmed 3. Site, procedure and layout induction to be given to all returning volunteers 	

								<ol style="list-style-type: none"> 4. Signage in place to direct visitors to keep a 2-metre distance to each other and volunteers along a dedicated route into the Cathedral 5. Visitors limited to one route with no access to any other part of extra areas of the Cathedral during their visit. 6. Protective screen installed at Welcome Desk 7. 2-metre social distancing will always be observed whilst on site this will be enforced with signage. 8. Under no circumstance can any individual attend work if they have been in contact with any infected person or if they themselves show any symptoms no matter how minor. This is outlined in the return to work pack and during the induction 9. If a volunteer finds they have been to a location in the last 14 days where a 	
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								<p>case has been confirmed they again must not attend the workplace.</p> <p>10. Volunteers will have access to dedicated hand sanitiser stations. This should be applied after common surfaces such as door handles are touched and entry and exit of site. Enforced with signage and induction process</p> <p>11. Shift groups will be timetabled to limit contact with other colleagues and to create a limited sphere of contact</p> <p>12. Ingress and egress route, one way in and one way out</p> <p>13. Dedicated volunteer entrance and exit away from visitors</p> <p>14. In commonly used shared areas such as bathroom facilities all surfaces must be wiped down after use with antibacterial spray and towels provided.</p>	
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									<ul style="list-style-type: none"> 15. Toilet facilities to be designated to limited staff members to reduce unnecessary contact across multiple cubicles 16. Dedicated staff member to carry out facility cleaning and to check all sanitising stations for stock at regular intervals 17. Cleaning regime in place for all areas during opening and after closing 18. Socially distanced que and seating 19. Limited number allowed in at one time, via invigilation 20. Limited opening hours. 	
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Hazard rating after controls – Medium

Name of the person carrying out the assessment – Emily Draper

Signed-

Date- 11/06/2020

COMMENTS AND REVIEW POST ACTIVITY

The operational measures should be regularly reviewed and kept as simple and straight forward as it can be whilst being safe. Further actions and adjustments should be reviewed in view of improving using feedback and any further governmental guidance as the situation progresses.

A weekly review will be in place on this risk assessment.

Monday, June 15, 2020: Revised and updated.

Friday, June 19, 2020: Revised and updated.

