

# **NBVM / SCIC RMCO MASS**

## **STANDARD OPERATING PROCEDURE**

### **PREAMBLE**

This Standard Operating Procedure (SOP) is designed for NBVM and SCIS and is to be read concurrently with the Guidelines for Celebration of Sacraments under the Recovery Movement Control Order (RMCO) and Post-RMCO period issued by the Titular Roman Catholic Bishop of Penang dated 15<sup>th</sup> June 2020 and SOP issued by the Federal Government (under the Ministry of National Unity and National Security Council).

The primary objective of this SOP is to ensure that our parishioners are able to attend masses in a controlled & safe environment and to minimize the risk of spreading the Covid-19 virus.

The Church recognizes its role in balancing the need of its parishioners for spiritual nourishment with the implementation of safety protections to the best of its ability.

Seating capacity for masses – 1/3<sup>rd</sup> capacity (equivalent to a maximum of 200 seats per mass).

Seatings have been arranged at 1m distancing and markings have been made the floor to facilitate physical distancing at all times.

The maximum duration of regular masses shall at 1 hour.

Mass Composition:

1 Priest

2 Communion Minister

1 Server

200 Parishioners (includes 15 volunteers)

3 Choir Members (2 singers + 1 organist)

1 Sacristan

1 Projectionist.

For Senior Citizen Mass on Friday – 150 seats (age 60 and above)

Daily Mass – 50 seats (Manual attendance on register and self-regulated by attendees)

Wedding / Funeral Masses – 50 seats (Family members to administer standard SOP compliance)

### **EVENTBRITE REGISTRATION**

- Public Masses are open to all parishioners. However, for senior citizens who are aged 70 and above, they are encouraged to attend the Senior Citizen mass on Friday at 7pm. Age limitations may be revised from time to time and will be advised accordingly.
- All attendees are required to register using the Eventbrite Application on their mobile devices or personal computers.
- Parishioners who needs assistance in the Eventbrite registration may contact their respective BEC Leader or Organization/Ministry Leader or Parish Office for assistance to register under Eventbrite.
- Registration for masses will remain open until seats are fully booked or 1 hour before the start of mass time, whichever is the earlier.

### **PRE-MASS PREPARATION**

Parish Office Staff to ensure all items / equipment required by Volunteers are restocked as per Checklist attached to this SOP (Appendix 1) and put into box at Sacristy Room

### **SAFETY TEAM - TEMPERATURE CHECKING SOP**

- Attendees drives in from church entrance gate (opposite Petronas Station) which will be opened 45 minutes before the start of mass and will be closed 5 minutes after mass starts.
- Temperature checking of mass attendees will be conducted at the front of Parish House, under the tent.
- There are altogether 4 temperature checkers, 2 at each side of the vehicles.

- Temperature Checking by volunteers will be on both sides of vehicle
- Volunteers to move about depending on the number of passengers in the car
- If temperature of driver and passengers are all below 37.5C, a green sticker is given to the driver and passengers (if any) in the car (to stick on clothes as indicator that their temperatures have been checked and confirmed below 37.5C)
- The car is directed to parking bays. After parking, driver and passengers (if any) to proceed to registration / attendance counter at mass entrance (for attendance marking via Eventbrite app)
- If temperature of driver or any of his/her passengers are above 37.5C, they will be requested to leave the church via the exit gate (after canteen).
- However, if they request for a second testing, the vehicle will be redirected to the porch area of parish house, behind priests' vehicles (which is the designated waiting area) for a second testing of temperature.
- If temperature taken after 5 minutes is below 37.5C, they will be allowed to attend mass, otherwise will be requested to leave the premise.

### **ADMINISTRATION TEAM – ATTENDANCE CHECKING**

Administration team members to check-in parishioners (using Eventbrite) as they arrive. This is to ensure we have full attendance list in the event we need to contact the attendees for quarantine, while waiting for government to arrange testing.

Physical Distancing to be adhered to while queuing for checking-in.

Parishioners to also scan MySejahtera to comply with Government requirements.

Parishioners to sanitize hand before entering church

Holy water is dispensed via a sensor-based dispenser.

Only 1 entrance to church for all masses.

Note: Parishioners who are not registered will be required to wait at designated waiting area and if there are vacant seats available, they will be allowed to enter and take these seats. They are required to manually record their attendance in the manual register at the administration table. However, walk-in is generally discouraged.

## **SOP DURING AND AFTER MASS**

Face mask have to be worn properly (with nose and mouth fully covered) throughout the mass.

Usage of toilets are limited to a maximum of 2 persons at any one time.

During communion, parishioners are requested to follow the instructions of the ushers and queue at the physical distancing markers on the floor.

Parishioners to receive communion strictly on palm of hand only and face mask removed to consume the host, thereafter, mask to be put on again before returning to seats

Parishioners to exit church via 3 designated exit doors.

Collection box are placed at the exit doors for parishioners who wish to contribute.

Parishioners are requested to exit the church immediately after mass in an orderly manner and avoid congregating in groups.

Sanitization of chairs are carried out immediately after mass before the next mass commence (on Sundays only in view of multiple masses)

Main Exit Gate (beside Canteen) will be closed 15 minutes after mass.

## **POST-MASS ADMINISTRATION**

- Details of Mass attendees are to be downloaded (exported) from Eventbrite application to Microsoft Excel Spreadsheet and kept in file (By Admin Team Head) for a period of not less than one month, in case need to activate contact tracing

- The list of volunteers and “non-Eventbrite registered attendees” which is recorded manually shall also be kept for a duration of not less than one month (by Admin Team Head)
- Video Recording of seating place of mass attendees to be kept by videographer for a duration of no less than one month and shall be forwarded to RMCO Taskforce in the event of need.

### **SANITIZATION OF CHURCH INTERIOR IN BETWEEN MASSES**

- Representatives from the volunteer team will sanitize the interior of the church immediately after mass before the next mass commences.

### **LITURGY**

- The recommended duration of each mass should be between 45 to 60 minutes.
- One Commentator and one Reader will be assigned by Liturgical Team for each mass
- No sharing of mikes is allowed.
- Hence, the Commentator and Reader is allowed to take off their face-mask when speaking through the mike. However, they are required to wear their respective face-mask when they are not speaking through the mike.
- For the priest, in view that he is seated alone at the altar away from the congregation, he has the option to wear or not wear his face-mask during mass proceedings. However, he is required to wear his face-mask during distribution of holy communion and/or when in contact with any parishioner or volunteer before / during and after mass.
- A maximum of two choir members to lead in the singing of hymns accompanied by one organist / musician.
- All hymns are kept to its minimum

## **DRIVE THROUGH COMMUNION (IF IMPLEMENTED)**

- Drive Through is from 12.30pm to 1.00pm
- One Priest and One Communion Minister shall be on duty at the porch of the Church
- Only one volunteer is required to handle the collection box

(Note: Drive through has now been temporarily suspended in view that there are multiple masses and age restrictions have been uplifted)

## **CRISIS MANAGEMENT PROCEDURE (DRAFT – TO BE FINED TUNED)**

- In the event a mass attendee or volunteer is diagnosed by any medical doctor to be a person suspected of Covid-19 infection, he will be designated as a “Person Under Investigation” or PUI in short.
- Parish Response Team (RMCO Taskforce) will immediately review video clip taken during mass to identify parishioners who had come into close contact with PUI
- Parish Response Team (RMCO Taskforce) to interview PUI (via telephone call) to identify parishioners who had come into close contact with PUI and to obtain verbal PUI’s consent to share such information with Government / Health authorities, in conformance with Health Regulations, and this information will be kept confidential.
- Information to be obtained from PUI include the following:
  - a) Information regarding the PUI family members with cough flu fever symptoms and duration;
  - b) Date, time and duration of visit to Church (and match back to Eventbrite attendees listing)
  - c) Activity during church visit (and ministry served, if applicable).
  - d) All places PUI attended in Church
  - e) PUI seating position during mass (can be verified from video of seating taken by Parish Media Team)
  - f) Identity or description of persons in close proximity or physical contact with PUI, if known.

- Telephone calls are to be made to parishioners who has come into close contact with PUI to immediately exercise self-quarantine themselves and their family members, until they are tested and/or the results of the PUI is confirmed to be negative
- Telephone Calls to these “close-contacts” will be undertaken by taskforce members with the assistance of all Parish Office Staff and selected Leaders from various organizations (if needed)
- Telephone Script to be designed for the above purpose (Vernon to design)
- When Covid-19 diagnosis is confirmed, a PUI becomes a confirmed case of Covid-19.
- Parish Response Team (RMCO Taskforce) will work closely with government and Public Health Department (Jabatan Kesihatan Negeri) to perform contact tracing to identify parishioners who had come into close contact with the Covid-19 confirmed case.
- A summary of the Contact Listing (From Eventbrite) will be provided by Parish Response Team for notification to the Public Health Department.
- A copy of this notification to Public Health Department and Contact Listing will be provided to the Chancery.

### **COMMUNICATION / PUBLIC RELATION**

- The Parish Response Team should assist the Parish Priest in the dissemination of timely, accurate information about Covid-19 to all parishioners and the public.
- The Parish Response Team has a duty to maintain confidentiality and respect the privacy of information about identity of confirm cases of Covid-19 and PUI.
- The Parish Response Team must strictly adhere to Medical Act 1971 and Malaysian Medical Council (MMC) Code of Professional Conduct 1986 which prohibits the release of names of those who is confirmed to be infected &/or PUI.
- In the interest of public health prevention and control of infectious diseases, the Diocese and Parish Response Team recognizes a social need and moral obligation

to notify and inform persons who may have come into close contact with confirmed cases of Covid-19 and PUI, without divulging the identity of the persons.

- The Parish Response Team should also immediately disseminate any related notices or advice / information (which is intended strictly for internal distribution) to all its members via Whatsapp BEC Leaders and Ministry Leaders Chatgroups. This will be carried out by Media Team in consultation with Parish Priest / Assistant Parish Priest and members of Parish Response Team. **It should carry a note to advise that it is for internal circulation to members only and not to be publicly circulated. Vernon will prepare script in advance.**
- The Parish Response Team shall be responsible to receive and respond to parishioners' enquiry with the support of Media Team and with the concurrence of Parish Priest and Assistant Parish Priest as any response should be attended to with utmost care.
- The Parish Response Team will consult the Diocese and seek advice on issuing social media statements, press statements, and responding to external enquiries.
- However, in the event of urgency and the Diocese response is not immediately obtainable, the Parish Priest and/or Parish Pastoral Council Chairperson shall handle any external communication in managing the crisis.
- In the absence of the Parish Priest and/or Parish Pastoral Council Chairperson, the Assistant Parish Priest and/or RMCO Taskforce Chief Coordinator (Mr Vernon Fernandez) will take over this role.
- Parishioners and the Parish Response Team is advised to exercise caution when approached by the Media to make statements.
- In the event, State &/or Government Authorities, Chief Minister or his representatives, etc (Non-Media) makes a visit to the parish to enquire on the situation, Parish Priest / PPC Chairperson / Assistant Parish Priest / RMCO Taskforce Chief Coordinator shall inform them of the following:
  - a) The Parish Response Team has been activated to manage the situation jointly with Penang Diocese and will fully cooperate with all relevant authorities and Health Ministry to minimize the spread.



- b) All mass attendees, including “close-contacts” are being identified / have been identified.
- c) 1<sup>st</sup> level contacts and their family members will be requested / have been requested to exercise self-quarantine while waiting for turn to undergo Covid19 testing
- d) All activities in church has been suspended immediately.

Prepared by : RMCO Taskforce

Date:

Parish Priest: Fr Dominic Santhiyagu

Assistant Parish Priest: Fr Louis Loi

Parish Pastoral Chairperson: Mr. Stephen Chin

Task Force Chief Coordinator: Mr. Vernon Fernandez

Tamil Apostolate Chairperson: Mr Alfred

Mandarin Apostolate Chairperson: Ms. Elizabeth Ng

Liturgical Chairperson: Ms. Jacqueline Lourdes

Parish Media Team Chairperson: Mr. Brian Baptist