

April 27, 2020  
COVID-19  
Frequently Ask Questions (FAQ) #5

*1. Is the "Stay-At-Home Order" still in place?*

On April 23, 2020, Governor Pritzker announced a modified Stay-At-Home Order extending stay-at-home restrictions through May 30, 2020.

*2. Should in-person worship services be performed during the current state of affairs surrounding COVID-19?*

On March 16, 2020, Bishop Sally Dyck released communication indicating all in-person worship services are to be suspended until further notice.

*3. With in-person worship services suspended until further notice, may in-person meetings, Bible studies or even choir practices be held?*

Churches should look to online forums such as Google Hangouts/Zoom/WebEx/Facebook to carry forward ministries.

*4. With the churches closed, no members on the premises, no ministry services performed and/or daycare services suspended, can repairs be performed throughout the church building?*

*Repairs/improvements of any nature (e.g. carpet cleaning, painting, electrical, plumbing, HVAC servicing, etc.) may be performed on an "exceptions" basis.* Please contact Dwayne Jackson, Director of Risk Management Services, at 312.783.5945 or via email ([djackson@umcnic.org](mailto:djackson@umcnic.org)) for further discussions and approval.

If an exception is granted, social distancing should be maintained. Limits on how many workers/volunteers can be on the premises as the work takes place should also be established.

*5. We have a food pantry. Do we now just shut down?*

Food pantry operations may continue at the church's discretion. Cautionary steps should be implemented restricting clients from accessing the building premises. In line with scheduled operating hours, assembled food items should be placed into plastic bags for retrieval by clients outside of the food pantry premises.

**Persons assembling food items within the food pantry should wear personal protective equipment (PPE); for example, facemasks and disposable gloves.**

**Social distancing that entails limiting face-to-face contact and keeping a distance of six (6) feet apart should be practiced continuously.**

*6. PADS...we cannot turn away clients!*

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PADS is not housing guests in churches at this time. Due to the concern for the health and safety of clients, volunteers, and congregations, all interim (overnight) housing shelter sites were closed beginning Saturday, March 21, 2020.

*7. The church was instructed by local governmental agency to conduct a deep cleaning of the area used for PADS. Is the cost of deep cleaning covered under insurance?*

No, any cost to perform deep cleaning stemming from the pandemic is not covered.

*8. Can PADS continue to operate in DuPage County?*

Due to concern for the health and safety of clients, volunteers, and congregations, all interim (overnight) housing shelter sites were closed beginning Saturday, March 21, 2020. [Click here](#) for more information.

*9. A person visiting the food pantry shows signs of illness associated with COVID-19...what should we do?*

If you identify and/or suspect any client is showing signs/symptoms of COVID-19, instruct the client to seek immediate medical care. **Access to facilities located at the church by the client is prohibited.**

According to the CDC, symptoms of COVID-19 range from mild symptoms to severe illness, which may appear 2 - 14 days after exposure to the virus. Symptoms include:

- Fever
- Cough
- Shortness of breath or difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

[Click here](#) for additional information via the Illinois Department of Public Health (IDPH) website.

Please notify your District Superintendent and Dwayne Jackson (312-783-5945 or [djackson@umcnic.org](mailto:djackson@umcnic.org)) of any incident.

10. *What is "Deep Cleaning?"*

The coronavirus is known to spread mostly person to person via respiratory droplets (like mucus or saliva). There are also studies that suggest the virus thrives on plastic or steel surfaces for days. There is also evidence that transmission can happen by touching infected surfaces that include, but are not limited to:

- Doorknobs, handles, light switches, remote controls
- Smartphone screens
- Hard surfaces (e.g., computer displays, keyboard & mouse, desk surfaces)
- Conference tables and chairs
- Porous surfaces and carpets

The CDC recommends a two-step preventive measure that entails "cleaning of visibly dirty surfaces followed by disinfection."

**Disinfecting** ~ works by using chemicals to kill germs on surfaces and objects. This process does not necessarily clean dirty surfaces or germs, but by killing germs on a surface, which can further lower the risk of spread.

**Sanitizing** ~ lowers the number of germs on surfaces and objects to safe levels, as judged by public health standards. This process works by cleaning and disinfecting surfaces and objects.

11. *What is the cost of deep cleaning performed by professional cleaning services?*

The number of professional cleaning services available in the marketplace grows each day as government mandated Stay At Home Orders expire.

In an effort to gauge pricing for deep cleaning services, the approximate cost for an Illinois local vendor that performs preventive, pre-exposure sanitization cleaning of high touch surfaces on an hourly basis is approximately \$145, with minimum requirements for number of workers and hours.

The pricing for "**pre-exposure**" sanitizing cleaning includes labor, products, chemicals, and any necessary PPE.

Pricing charged by the same Illinois vendor for "**post-exposure**" sanitization cleaning is charged per square foot, depending on the size of the property, on a scale ranging from \$2.85 per square foot to \$0.75 per square foot. An estimate should be obtained to calculate the actual cost based on the specific scope of work.

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There is concern that there are vendors/firms in the marketplace that falsely represent their services...so buyer beware!

*12. Will the Conference look into obtaining "volume" pricing when/if "deep cleaning" becomes a mandated task required by the government and/or the church is interested in having deep cleaning performed?*

As the issue of "deep cleaning" develops in concert with receiving guidance/instructions from governmental leadership, the Conference will respond accordingly.

*13. Should the church perform deep cleaning?*

As of this date, government leadership inclusive of the Center for Disease Control (CDC) has not issue guidelines regarding when deep cleaning should be performed (e.g., what, where and when).

*14. The pastor was called to perform ministry services at a member's residence. Should the pastor go to the member's residence and perform ministry services?*

No, ministry services are not recommended to be performed at a member's residence.

Conversely, should the pastor be contacted to perform ministry services at a hospital, long-term nursing facility, and/or assisted living facility, PPE attire should be obtained from the facility and worn.

*15. A church member's family is requesting funeral services be held at the church. Should the church host funeral services?*

Funerals may be performed while ensuring cautionary steps restricting attendance to 10 persons in line with the recommended "six (6) feet" safe distance between persons.

*16. Does the Conference maintain Business Interruption insurance to cover lost revenue streams (e.g., including tithes, offerings, employee wages, preschool/daycare, camps usage/enrollment, etc.)?*

The Business Interruption coverage provided under the Conference's "Property" policy does not cover financial losses where the cause of loss is other than direct physical damage of the property.

The commercial insurance marketplace is extremely restrictive in offering a coverage extension, which would pertain to such losses and the cost for such coverage is prohibitive.

That said, as there is some uncertainty as of this date regarding the possibility of Congressionally mandated coverage, each church should maintain detailed accounting records documenting lost revenue and/or costs incurred stemming from the pandemic, as follows:

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- For the period starting January 2020 through August 2020
- Record lost revenue by church / ministry / preschool / daycare / camp
- Record all expenses incurred pertaining to deep cleaning
- Maintain year-end financial statements for 2018 & 2019

*What should the church do with the financial data?*

*Hold onto the financial data/records until at such time as it may be requested by the Conference.*

*17. A church employee states he/she contracted COVID-19 at his/her workplace and wants to file a Workers' Compensation claim.*

Assemble the employee's information, circumstances wherein the employee was exposed to COVID-19, the name and address of all medical providers, and dates of treatment.

Assemble the information and report the claim to:

Insurance Company: Hartford Insurance  
Phone #: 800.327.3636  
Policy #: 83-WEBT-9716

Hartford Insurance will initiate an investigation and adjudicate the claim.

*18. Should steps be performed to inspect the church premises during this period of closure?*

Yes, each week during the period of church closure a walk-around/walk-through inspection of the exterior and interior of the church premises should be performed. The inspection of the church premises should address the following:

#### *Exterior Walk-Around*

- All doors and windows are secure/locked.
- No sign of break-in. *If there are signs of break-in, immediately call the police. DO NOT enter the church premises.*

#### *Interior Walk-Through*

- Minimum usage of electrical equipment (unplug "non-used" appliances, computer equipment, music equipment, etc.)
- Minimum usage of lights left turned on
- Check floors and ceilings for visible signs of leakage

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- Heating/HVAC temperatures set to low/medium setting
- Garbage removed for pickup by city services

***When conducting the walk-around/walk-through, a minimum of two (2) persons should attend. Both persons should wear PPE and perform social distancing.***

## HELPFUL INFORMATION

- Centers for Disease Control and Prevention (CDC)  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- White House - 15 Days to Slow the Spread  
[https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20\\_coronavirus-guidance\\_8.5x11\\_315PM.pdf](https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20_coronavirus-guidance_8.5x11_315PM.pdf)
- CDC Guidance for Community and Faith-Based Organizations  
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/index.html>
- Symptoms  
<https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html>
- Illinois Department of Health  
<http://www.dph.illinois.gov>  
  
<http://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus/preventing-spread-communities/homeless-shelters>
- Guidance for Community and Faith-based Organizations  
(As prepared by the Chicago Department of Public Health)  
<https://www.umcnic.org/media/files/Bishop/COVID-19%20Guidance%20for%20Community-%20and%20Faith-based%20Organizations%2002.28.2020.pdf>
- Faith-Based Community Preparedness Checklist  
<https://www.umcnic.org/media/files/coronavirus/faithbasedcommunitychecklist.pdf>
- How the Rural Church Can Help During COVID-19  
<https://www.ministrymatters.com/all/entry/10178/how-the-rural-church-can-help-during-covid-19>
- World Health Organization (WHO)  
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

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- Coronavirus Information for Individuals and Organizations  
<https://www.phly.com/rms/blog/Coronavirus.aspx>
- Keeping Your Workplace Safe  
<https://www.umcnic.org/media/files/coronavirus/workplace-school-and-home-guidance.pdf>
- OSHA Quick Reference Card  
<https://www.umcnic.org/media/files/coronavirus/Corona%20OSHA%20Card2.pdf>
- What to do if you're sick  
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-symptoms.pdf>
- “Stop the Spread of Germs” Poster  
*English Version*  
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf>  
*Spanish Version*  
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs-sp.pdf>
- JOURNEYS | The Road Home (PADs) and COVID-19  
<https://www.journeystheroadhome.org/covid-19.html>

### *FAQs Updates*

FAQs will be updated as new questions are received. The information listed herein is also available on the NICUMC webpage as follows:

<https://www.umcnic.org/riskmanagement>

### *Questions & Contact Information*

If you have additional questions, contact Dwayne Jackson at 312.783.5945 or via email at [djackson@umcnic.org](mailto:djackson@umcnic.org).