



SHILOH BAPTIST CHURCH

MEMBER/VISITOR

PLAYBOOK



courtesy of
**PROJECT
REIMAGINE**

SHILOH BAPTIST CHURCH
703 Central Ave. Chester, PA 19013
shiloh.clerk@shilohchesterpa.org
610.872.8147

“Growing in Christ, Loving like Christ, Serving with Christ”

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GENERAL OVERVIEW

Shiloh Baptist Church (SBC) wants to keep you spiritually fed but also wants to ensure that you and your loved ones are healthy and safe.

We've taken key safety measures to ensure your safety in accordance with Centers for Disease Control and Prevention (CDC) guidelines, as well as the Pennsylvania Department of Public Health guidelines. Here's what we're doing:



- Requiring face coverings in accordance with Pennsylvania Department of Public Health guidelines



- Conducting COVID member/visitor pre-screenings (including temperature checks) prior to anyone entering into the building for worship services



- Installing sanitizer stations
- Requiring social distancing of six feet between you/your party and others



- Limiting of congregational attendance in accordance with CDC guidelines



- Recommending the use of online giving (i.e. Tithe.ly) to minimize contact (for those not utilizing online giving, SBC will be collecting tithes and offering prior to entering the sanctuary)



- Seating areas for those with special needs
- Enhancing SBC staff education on cleanliness and safety practices



- Posting Signage reminding members/visitors of safety and cleanliness guidelines



- Enhanced sanitizing after worship service

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MEMBERS/VISITORS – WHAT TO DO BEFORE YOU COME TO WORSHIP SERVICE AT SBC

- Arrive 30 minutes prior to worship service to allow time for parking and the screening process
- If you are assigned to serve at worship service, please arrive 45 minutes prior to service
- Come directly to SBC (do not stop anywhere on the way to SBC) to reduce the risk of being exposed to COVID-19
- Masks are required to be worn to enter the building. Please have your mask on when approaching others in the parking lot and building. If you forgot your mask, one can be provided to you when you arrive at SBC.
- Have hand sanitizer with you; SBC will also have sanitizing stations in the building
- Be prepared to be screened prior to entering the sanctuary; if you have a temperature above 100.0, have had international travel or traveled to a high risk/COVID hot spot state within the United States (unless a 14-day quarantine has been completed), or have been exposed to someone diagnosed with COVID-19, you will be denied entry



MEMBERS/VISITORS – WHAT TO DO WHILE YOU ARE IN WORSHIP AT SBC

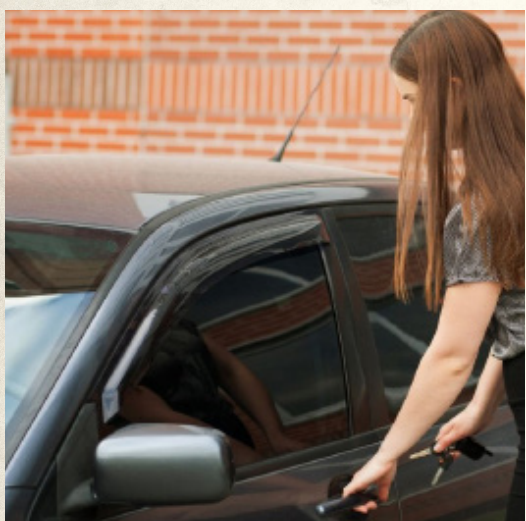
- After being screened and are allowed entry, follow the direction of the usher/host to enter the sanctuary; please practice social distancing of 6 feet
- Practice social distancing for you/your loved ones when walking to the sanctuary
- Once you enter the sanctuary, follow the directions of the usher for seating; you may not change your seat once the usher seats you/your loved ones
- Practice social distancing during worship service by staying 6ft apart from others
- Keep your mask on during worship service

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MEMBER/VISITORS

WHAT TO DO AFTER WORSHIP SERVICE IS OVER AT SBC



- Once worship service has concluded, follow the direction of the ushers to exit the sanctuary and building;
- Avoid congregating in the corridors and maintain social distancing for you/your loved ones of 6 feet
- Once you have exited the building, please go directly to your vehicle (or mode of transportation); avoid congregating in the parking lot/outside of the SBC building
- Go directly home from SBC worship service to reduce your risk and exposure to COVID-19
- Once home, wash your hands for at least 20 seconds



If you are not feeling well (i.e. fever, cough, shortness of breath, runny nose, sore throat), age 65 or older, or have an underlying medical condition (i.e. diabetes, lung disease, asthma) we ask that you take care of yourself, stay home, and please worship with us virtually. We want you to be well!



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PROJECT REIMAGINE MEMBER FAQs

1. What is Project Reimagine?

The Shiloh Baptist Church (SBC) building has been closed for in-person worship services since March 2020, in accordance with the Centers for Disease Control and Prevention (CDC) and the PA Department of Public Health. In order to re-open (adhering to CDC and PA Department of Public Health guidelines) in a safe and thoughtful manner that reflects Shiloh's concern for the health, emotional and spiritual well-being of its members, the concept of "church" needed to be reimagined. Project Reimagine seeks to connect members of the Shiloh community, through a thoughtful blend of in-person and virtual congregational gatherings, plus small group meetings. "Behold, I will do a new thing; Now it shall spring forth..." - Isaiah 43:19 KJV

2. Why isn't the church building open? When will the church reopen?

The SBC building has been closed for in-person worship services since March 2020, in accordance with the Centers for Disease Control and Prevention (CDC) and the PA Department of Public Health. The safety of our staff, members, and visitors is our highest priority. We will not reopen our building until we can ensure the safety of all who enter. While our building is closed the SBC church, which is the people, has been very much open and active, serving and praying for our community.

3. What is a "Virtual Community"?

While we cannot worship, have meetings, or fellowship in-person, we can use the SBC website and social media (Facebook, Twitter, Instagram) to stay in touch and connect with one another. We can attend Services, Bible Study, Intercessory Prayer, Sunday School, and ministry meetings all online. These online interactions, connections and fellowships allow us to maintain our relationships with each other, forming a virtual community.

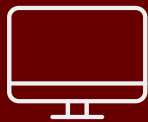
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PROJECT REIMAGINE MEMBER FAQs



4. I have a tablet/smartphone but don't know how to see the services online or attend ministry meetings. Can someone at SBC help me?

SBC is currently recruiting for Tech Team members who can assist members with accessing the SBC website to view Sunday service, Sunday School classes, etc. The Team can also help with downloading and using apps like Google Meet and Zoom.



5. What is SBC doing for our sick and shut-in during the pandemic?

From the Church Office, periodic check-in calls are being made as well as mailings of Daily Bread, monthly Newsletter and birthday cards. Our Deacons are utilizing the Family Care Plan to stay in contact with our members.

6. Are ministries still meeting during the pandemic?

Yes! Ministries are meeting virtually through Google Meet. Check with your ministry President for more information.

7. Will SBC still have weddings, funerals, and baptisms during the pandemic?

All events will get addressed on a month-to-month basis as we continue to follow CDC guidelines and PA State restrictions.

8. Can I share the on-line services with my friends and relatives in other states?

Yes! SBC is committed to spreading the gospel to all nations. Friends and family can join us for Sunday Services, Sunday School and mid-week Bible study by going to our website under Worship With Us.

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PROJECT REIMAGINE MEMBER FAQs



9. I don't want to give on-line. Can I still write a check?

Yes! There are several ways that our members and visitors can give to support SBC. You can give in person by dropping off your gift to our Trustees (SBC Annex overhang) on the 1st Sunday of each month at the church at our Chester campus from 12 noon – 2:00pm. You can also give by sending your gift to SBC via the US Postal Service to Shiloh Baptist Church, 703 Central Avenue, Chester, PA 19013.



10. How do I know that on-line giving is secure?

SBC using Tithe.ly for online giving. Tithe.ly has SSL Certificates installed to ensure your data is kept safe on any computer, hardened firewalls to keep the server safe and even CCTV surveillance and biometric access controls at their data centers. All Tithe.ly databases and backups are encrypted at rest to ensure the safety of the data. You can utilize Tithe.ly for your giving by downloading the app to your phone, texting “give” to (833) 702-0276, or going directly to the SBC website giving page.

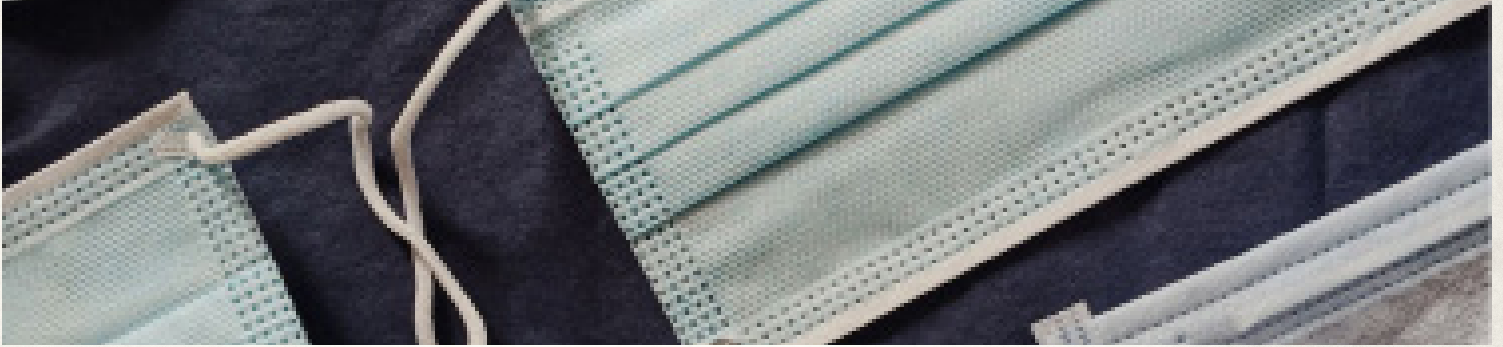
11. What processes are you using to determine when it's safe for everyone to return to in-person

Your safety is our highest priority. Our Nurses Ministry monitors the COVID-19 statistical information daily, along with information and guidelines from the CDC and PA Department of Health. We will only reopen our building for in-person worship services when we are sure that we can provide a safe environment for you that are in accordance with the CDC and PA State mandates.



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PROJECT REIMAGINE MEMBER FAQs



12. When we resume having in-person services, how will I know that I am safe?

Your safety is our highest priority. We've taken key precautions to ensure your safety in accordance with the Centers for Disease Control (CDC) and PA Department of Public Health guidelines. Here's what we're doing:

- Requiring face coverings in accordance with PA state mandate
- Conducting screenings (including temperature checks) prior to entrance to worship services
- Installing sanitizer stations
- Requiring social distancing of six feet between you/your party and others
- Limiting of congregational attendance in accordance with CDC guidelines
- Recommending the use of online giving (i.e. Tithe.ly) to minimize contact (for those not utilizing online giving, SBC will be collecting tithes and offering prior to entering the sanctuary)
- Seating areas for those with special needs
- Enhancing SBC staff education on cleanliness and safety practices
- Posting Signage reminding members/visitors of safety and cleanliness guidelines
- Enhanced sanitizing after worship service

13. Should I take my temperature before coming to SBC?

You are free to take your temperature before coming to SBC. However, to ensure the safety of our members and visitors, the SBC Nurses Ministry has a very thorough COVID-19 Prescreening process in place which includes a temperature check. If your temperature is 100.0 or greater you will not be able to attend in-person services. Our Nurses Ministry/support staff will ask some additional questions to determine if you need to go home or contact your family doctor for further directions.



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PROJECT REIMAGINE MEMBER FAQs



14. Do I need to wear gloves to attend in-person services?

No, you are not required to wear gloves to attend in-person services.

15. Will the church building be sanitized before and after in-person worship services? How often

Yes, the janitorial staff will conduct fogger/steam cleaning service clean after each in-person worship service. This will be done once a week.

16. Will there still be a 7:30AM service once in-person services at SBC resume?

There will be one in-person service at 10:30am with a restrictive/required number of attendees.

17. What happens if someone attending in-person services doesn't want to adhere to the guidelines in place?

SBC has worked diligently to put guidelines in place to ensure you are safe. If someone attending in-person services does not want to adhere to the established guidelines they will be asked to leave the building.



18. Does SBC have adequate ventilation in the building?

Our Trustees have ensured that our building is properly ventilated to ensure your protection.

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PROJECT REIMAGINE MEMBER FAQs



19. What if someone starts shouting in the Spirit during in-person service?

Ushers (in masks and gloves) will not attend to the individual unless the person falls to the floor. If this happens, one usher will safely attend to that person.

20. Is it okay for me to talk to church family/friends in the parking lot?

In order to ensure your safety, we are asking that after in-person services, members and visitors should go directly to their vehicles, keeping conversations to a minimum.

21. What if someone who attends an in-person service tests positive for COVID-19 after they have been to SBC? What is the notification process?

Everyone in attendance must be notified and tested following the CDC contact tracing guidelines. Using the registration/waiver documents, individuals will be made aware via telephone call from the Church Office.

22. When someone joins as a new member during the pandemic, how does SBC handle that?

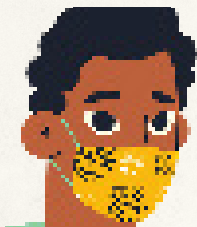
We love new members! If someone wants to join the SBC family, they can do so by going to the SBC website "Join our Family" page and complete a New Member Enrollment form. A member of our SBC staff will contact them about what's next.

23. Will the choirs be singing when we have in-person services?

Choirs will not be singing during in-person services. If there will be singing and praise dancing, will those ministries or anyone speaking have on masks? Everyone in attendance at in-person services are required to wear masks at all times. Safety precautions will be adhered to for certain circumstances.

24. Is Pastor preaching with a mask on?

Everyone in attendance is required to wear masks at all times. Everyone in attendance at in-person services are required to wear masks at all times. Safety precautions will be adhered to for certain circumstances.



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PROJECT REIMAGINE MEMBER FAQs



25. When we return to in-person services at SBC, can we sit anywhere within the sanctuary that we'd like?

SBC is committed to your safety, so we will be practicing social distancing within the sanctuary in accordance with the CDC and PA Department of Public Health guidelines. This means that some of the areas of our pews will not be available for seating. When you enter the sanctuary after completing the prescreening process, our ushers will direct you to where to sit. Once seated, you will not be able to change your seat.

26. I heard that bibles, hymnals, and offering envelopes have been removed from the pews. Why?

In adherence to CDC guidelines, to keep our members safe and to minimize the risk, we have removed frequently touched objects, such as bibles, hymnals, offering envelopes, and fans.

27. Are the restrooms going to be open during in-person services?

The restrooms on the main floor of the annex will be open during in-person services. They will be thoroughly cleaned and sanitized frequently.

28. Will we have access to the Fellowship Hall at SBC?

To ensure the safety of SBC members and family, the Fellowship Hall will be closed until further notice.

29. Will food preparation be allowed in the Fellowship Hall for ministry or fund raising?

To ensure the safety of SBC members and family, the Fellowship Hall will be closed until further notice.



Thank you