

# Church Office Operation (Rev. 1)

## Complying and Referencing to JCC SMP

### 1. Introduction

- a. As JCC is slowly granted to having more activities approved by MCCY, JCC Office Support may take one step at a time to resume it's operation. Under the Phase 2 guidelines from MCCY "Safe Transition", telecommunication is still to be perform via "Work From Home" by default.
- b. However, JCC do understand that there are some critical or essential matters that may need to go onsite for settlement. Under Phase 2, Church Office Support is a "Privilege" and not an "Entitlement". Therefore, JCC Taskforce has consider the factors to allow partial office support and balance between safety and urgency.
- C. Please refer to the undermentioned steps and guidelines that everyone has to observe during the transition. If there are practices non-conforming to JCC Safety Measures Plan during this period, JCC taskforce shall cease any activitiy that posts any risks of Covid-19 transmissions and related issues.

### 2 .Be Responsible

- a. Members/Staffs on Duty must comply with all active Leave of Absence (LOA), Stay Home Notice (SHN) or Quarantine Order (QO) issued by MOH, MOM and other government agencies.
- b. Members/Staffs on Duty are to do self-temperature taking before coming on-site. Do not come for the appointment if temperature is abnormal, or not feeling well in anyways.
- c. SafeEntry submission to be comply upon reaching and leaving of premises. SafeEntry QR code is located at the entrance/gate of the church, and the office entrance.
- d. Put on mask at all times. Minimum Safe distancing of 1 meter must be always in place and no handshakes or bodily contacts. Hand sanitizer are placed in office, toilets, and at key areas of functions readily for use.

### 3. By Appointment Only

- a. Members who wish to come to church office to settle their matters **MUST** call 1 (one) day in advance to make an appointment.

b. The contact persons to receive, accept, or reject the appointment are as follows:

<b><u>IN-CHARGE</u></b>	<b><u>CONTACT PERSONS</u></b>	<b><u>RESPONSIBILITIES</u></b>
English Congregation Rep to handle Office related appointment. (9.00 am - 6.00 pm)	Rev. Rev. Anthony – HP: 918303590	To receive, approve or reject members request to come onsite office for matters settlement.  Contact person shall advise member which day at which hours staff on duty are available.
Chinese Congregation Rep to handle Office related appointment. (9.00am – 6.00 pm)	Rev. Chung – HP: 9752 6254	
Dialect Congregation Rep to handle Office related appointment. (9.00am – 6.00 pm)	Deacon Peter - HP: 9816 3264	

c. Contact Persons must communicate via whatsapp (staffs chatgroup which consists of both English and Chinese) for appointments that has been approved once it has been accepted.

d. The church office will only allow 3 (three) members at one time inside the office. All matters shall be settled within 30 mins or shorter whenever possible.

#### **4. Essential Matters to Settle at Church Office**

a. Offering – for those members that is not able to use applications to do fund transfer such as Paylah / Paynow / Internet Banking etc. may come to office to hand over their offerings. However, we encourage members to do it digitally as far as possible to reduce contacts with staffs.

b. Bible Study Materials – members may come to office to collect bible study materials which have been outstanding due to total closure of church previously.

c. Important Document – members may do so to submit or collect confidential documents as such AGM proxy form etc.

d. Pastoral Care / Counseling – members may seek Pastoral for help if there are urgent matter which is related to life threatening issues. Pastoral staffs will access and determine the seriousness case by case. For non-urgent matter, please talk to Pastoral staff.

e. Any other matters not pertaining to item 2 a, b, c, d should be practice and telecommuted from home. Matters not stated above are strictly not allow. If member need to appeal, please send the request via email to Worker In-charged. The request shall be made known and approved by JCC Taskforce.

## **5. Guidelines to Observe**

- a. Members upon reaching church office must always have the mask covering the face upfront. Show to staff on duty that he/she has already clocked in the SafeEntry QR code. However, if it is not performed, staff on duty will refer member to go outside the office and to re-submit the SafeEntry. The SafeEntry QR code will also be available outside office door. After completed scanning, member may proceed into office.
- b. Thermometer must be place at a common area for staff on duty to be able to access. Staff on duty will do a temperature taking for the member on the spot.
- c. If the member has a temperature of 37.9 degree and above, the staff will inform the member, and he/she has to leave the office immediately. Preferably to also go and consult a doctor asap.
- d. All the essential matters as stated under item 2 a, b, c, must be completed within **½ (half) an hour**. Do not hang around to chit chat after the matter has been settled.
- e. For Counseling, the section should not take more than **1 (one) hour**. Both parties shall have their masks put on during the whole section, and safe distancing of 1 (one meter must be observed. No shaking of hand and any other form of bodily contacts.
- f. Member is not allowed to move over to other premises such as Chapel, Classroom, Kitchen, Multipurpose hall after the office matter settlement. Unless member has an official activity to be continue after the office visit.

## **6. Church Staffs Workscope**

- a. Church staffs will only resume back to office as per JCC Staff Deployment Plan E.
- b. Pastor or Admin Staff on duty are to attend to matters pertaining to item 2 a, b, c & d to support members within the time frame and safety measures as stated.
- c. Other office works will consist of printing of accounting documents, hard copies for signatures, processing cheques, checking bank statements, collection of letters from letter box, and distribution to various departments.
- d. Staffs on duty are to leave the premises as soon as works are done at the shortest possible timing.

**By: JCC Emergency Taskforce**

**Dated: 07-July-2020**