

RESOURCE 6: STEWARDING

1. THE ROLE OF THE STEWARD

The objective is to provide a safe and secure environment in your given area. Be familiar with the methods of queuing, zone management, capacity monitoring and the maintenance of the physical distancing required to ensure a safe and secure environment. Ensuring the controls in place to prevent the transmission of the COVID-19 virus to those in attendance at liturgies are always maintained. These goals will be most effectively achieved with patience and courtesy.

2. THE STEWARDS FUNCTIONS AT LITURGIES

The steward will be trained to undertake the following tasks to prevent the transmission of the virus and ensure the safety of the congregation and all in attendance at liturgies. The functions of the steward include:

- ✓ Assist with the zoning of the Church building into sectors which are easily accessible from the building doorways to ensure minimum movement within the Church building
- ✓ Direct the movement of the congregation to designated zones and seating arrangements in such a way that crossover or “pinch points” are kept to a minimum
- ✓ Make a particular point of facilitating families with small children in buggies / prams
- ✓ Make a particular point of facilitating people with disabilities
- ✓ Monitor and restrict the numbers arriving to enter the building to ensure physical distancing is maintained in seated and standing areas
- ✓ Assist with the installation of tape/rope and signage to facilitate physical distancing in seating areas
- ✓ Assist with the formation of designated household seating to ensure the optimum space available is utilised
- ✓ Direct the congregation for the distribution of Holy Communion and where required during the liturgy
- ✓ Organise queues with physical distancing at entrances, exits and at sanitising points
- ✓ Be present as required outside the church building to manage car parking and surge capacity

3. KEY ACCOUNTABILITIES

Stewards need to be easily identifiable and will be provided with identification, ranging from HI-Vis Jackets to Badges or Sashes. The steward team will be accountable to a stewarding coordinator who will organise their schedule and positions at each liturgy. Each steward is expected to:

- ✓ Arrive at an agreed time in advance of the liturgy and register on arrival
- ✓ Always wear identification while on duty
- ✓ Attend training and be familiar with the role of the steward and the risks posed by the virus
- ✓ Remain in position until the congregation has left the church grounds and move people on as required
- ✓ Ensure all in attendance are following physical distancing guidelines
- ✓ Identify and resolve any problem in a courteous and polite manner
- ✓ In the event of an accident/incident involving a member of the congregation ensure the stewarding coordinator is immediately informed with accurate and easily understood information
- ✓ Ensure that members of the congregation remain in their designated places
- ✓ Ensure all entry and exit routes are kept clear of obstructions
- ✓ Monitor your area to resolve breaches of physical distancing protocols in a timely fashion
- ✓ Move people along to discourage the attendees from causing obstructions
- ✓ Ensure that you comply with regulations and policies for public safety and safe working
- ✓ Keep doors always open to ensure adequate ventilation (subject to external temperature)