

# WEEKDAY STEWARDS' DUTIES

## On Arrival

- **Put on hi-viz jacket**

This should have been provided; please keep for your own use. New jackets are kept in a cupboard below the alabasters on the left hand side through the cloister [corridor] door.

- **Check WC door is locked**

The key is on a bunch, which is kept in the flower sacristy (1<sup>st</sup> on right through cloister [corridor] door), in the 1<sup>st</sup> cupboard on the left (the one with the rota on it) on a shelf.

- **Check cloister door is locked**

Ask the priest who opens up if you don't know the code.

- **Ensure a candle is lit at each votive stand**

Lighters are kept on the piscina (alcove), top right of the chancel as you face it, just before the door in the corner to the small sacristy.

- **Retrieve counting clicker and clipboard with recording sheet from the bookstall area**

These are kept on the shelf next to the cleaning materials and should be returned there. Turn the knob on the side in order to zero the counter; press the lever to record a visitor.

## Steward in Narthex (porch)

- **Manage entrance of visitors in a socially distanced way**

If necessary, manage a socially distanced queuing system on Norfolk Row.

- **Ensure visitors sanitise hands**

The sanitiser on the low table is for people in wheelchairs and children.

- **Ensure visitors wear a face covering**

This is a requirement from 8<sup>th</sup> August. We have disposable masks which may be offered. In practice, if a visitor refuses, steward may politely ask if there is a reason; if the person still refuses you may allow them entry, but try to escort to a seat away from other people.

- **Ask Mass attendees to fill in contact slip**

We are 'strongly advised' to take contact details in order to help with the government's Test & Trace if necessary; we cannot require visitors to comply if they refuse. Only contact phone number is required, not names; the slips are destroyed after 21 days.

Pens should be laid out on the narthex shelf, visitors write their contact number on a slip, place the slip in the large box, and put the used pen in the used pens box (labelled). Please disinfect used pens when these build up, using paper with disinfectant spray (both kept on bookstall shelf) or wipes, sanitise your own hands. Dispose of paper in the bin in the bookstall area.

- **Use clicker to count total number of visitors through the door**

## Steward Inside

- **If necessary explain one-way system**

i.e down either side aisle, up the middle aisle and out of the south door.

- **If necessary ensure visitors comply with social distancing**

This includes when lighting candles, making purchases from the shop, and filling in contact slips.

- **Administer shop purchases**

Stewards should not handle cash, no change is given: ask people to put the money in the pedestal near the pillar in the bookstall area. Bottles of Holy Water are £1 for large and 50p for small; prices of other items are marked. Visitors should not handle and replace items.

Some rosaries and small items are on the top glass-fronted shelves – the key to unlock these is on a tag on the same bunch as the WC key (see 1<sup>st</sup> item under 'On Arrival' above).

- **If you notice that anyone has spent more than 15 minutes in private prayer, ask them to fill in contact slip as they leave**

- **Manage exit from the Cathedral through the south door**

People may need to be warned of the step hazard at the exit: if necessary escort those with limited mobility out through the narthex (porch), ensuring this is done in a safe and socially distanced way.

## **Confessions**

- **Confessions are held by request between 11:30 am and 12:15 pm**

Confessions will be held with the priest in St Joseph's Chapel behind a screen and the penitent standing just outside the Chapel. Those wanting to go to confession should wait in a socially distanced manner no nearer than half way down the side aisle to ensure privacy until there is a space to go to confession.

## **Before Mass**

- **Unlock WC door ten minutes before Mass**

Check both the main and the disabled cubicle doors are both unlocked as cleaners sometimes lock both at night. See note under section 'On Arrival' above for location of key. Hand sanitiser is available at the entrance to the WC.

## **At Mass**

- **Escort visitors to seats if necessary, ensuring socially distanced seating**

If it is busy, especially if Mass fills up and people are arriving late, you will need to show people to vacant seats. Alternate pews are to be used. Socially distanced seating is: 3-6 people from one household on one pew, a 'couple' on one pew, single people one on each end of one pew. (You can take people down the middle aisle to seat them.)

- **Manage Holy Communion queue**

Go down a side aisle to the front at the final blessing. After the blessing come into the middle aisle and indicate with a downward motion of your hands that people should sit down. If there are a lot of people at Mass, direct one side to communion, then come back and direct the other side. You should position yourself at all times near a marked-off pew as you move back to ensure your distance from others. If there are people in the side aisles, direct them next, bringing them round the front (not down the middle aisle). If there are few people in Mass, you may direct both sides of the middle pews out at the same time.

- **Record the number of attendees at Mass and enter on recording sheet**

## **At end of Mass**

- **Ask any attendees who have been missed on entry to fill in a contact slip**

## **After Mass**

- **Lock WC door and replace key in the cupboard in the flower room**

Check that there is no one in the disabled WC before locking the main door.

- **Cleaning after 12.30 Mass**

Please could you do some cleaning – but we do understand if you feel unable to do this. Cleaning materials are on the shelf in the bookstall area. Please wear disposable gloves and use paper for wiping, not cloths. Pews which have been sat on should be cleaned using the pink spray; door handles should be cleaned using the clear spray; WC if it has been used with clear spray (seat, handles, tap, bin lid). There is a bin for used items in the bookstall area.

## **At End of Shift**

- **Ensure recording sheet is complete – total number of visitors, number at Mass, any comments**

- **Replace clipboard with recording sheet and clicker in bookstall area**

Leave them on the shelf near the cleaning materials.

- **Put all contact slips in an envelope marked with the date and time of shift, sanitise hands**

There is a envelope labelled for each shift on the shelf in the bookstall area, next to the cleaning materials. Post envelope containing contact slips through the letterbox of Cathedral House – do NOT leave these in church.

- **Handover procedure at 2pm**

There should be a handover to the clergy member at 2pm. If they do not show, the steward should go to Cathedral House and ring the bell to inform that a priest either needs to go to steward or to close the Cathedral because no one is available. If nobody answers the door

the steward should drop the envelope of track & trace slip through the letterbox and call Cathedral House on 0114 272 2522 and leave a message to say that they have left the Cathedral. Stewards' responsibility ends when they have done this - Cathedral House takes responsibility from 2pm. (Cathedral House is on Norfolk Street; follow the church building towards the Crucible and round the corner; the House door is opposite the side door to the Crucible.)

Please log any difficulties with this system on the recording sheet.

## **Other**

### **• Bookings for Mass**

Saturday Vigil and Sunday Masses must be pre-booked, using the text-based booking system. If anyone asks how to book, you can direct them to the instructions on the cathedral website ([www.stmariecathedral.org](http://www.stmariecathedral.org)).

If they do not use the internet, show them how to do it on their mobile: text to 07476 558810 - day of Mass (case sensitive) followed by time of Mass (4 digits) then a space, then number of attendees. So for 2 people to attend Sunday 9.30 Mass you would text Sun0930 1

If they do not have a mobile, ask them to ring Cathedral House on 0114-2722522 in order to book.

### **• Operations Manual**

If there is something you don't know, eg the location of an item, you may find the answer in the cathedral Operations Manual, which is kept in the bottom middle cupboard in the bookstall area, on the side continuous with the south (exit) door.

### **• Candles**

Please replenish votive candles at the stands if necessary. Boxes of candles are kept in the bottom middle cupboard in the bookstall area, below the shelf with the cleaning materials on it. Spent candle cups should be cleared off the votive stands and put in the bin in the bookstall area.

## **Safety**

### **• Incidents and Accidents**

Record and report any incidents and ensure a record of accidents is kept. The accident book will temporarily be placed near the First Aid box.

### **• Be conscious of Health and Safety at all times**

### **• Be vigilant at all times regarding the safety of visitors, yourself and colleagues**

Always keep your personal belongings with you at all times. Also, keep a mobile phone with you (turned on and in silent mode) with you at all times so that if necessary you can call for help). Panic alarms are available for your use: these are kept in the same place as the WC keys, in the flower sacristy (1<sup>st</sup> on right through cloister [corridor] door), in the 1<sup>st</sup> cupboard on the left (the one with the rota on it) on a shelf.

Never do anything that might put you in harm's way. For example, do not confront a person who is being aggressive towards you, rather be quietly persuasive that they leave the Cathedral. Keep an eye out for anyone who seems to be acting aggressively to other people, and if possible ask for help from others to escort them from the Cathedral.

If anyone is stealing from the Cathedral or damaging Church property, try to take a photo of what is happening as this will be evidence for the Police.

## **USEFUL PHONE NUMBERS**

Cathedral Office: 0114 2722522

City Centre Ambassadors: 07736 477122 / 0114 2736895

101 – non-emergency number for Police

111 – non-emergency number for NHS

999 – emergency services