



**MID-ATLANTIC EPISCOPAL DISTRICT**  
**AFRICAN METHODIST EPISCOPAL ZION CHURCH**

## **GUIDELINES FOR REOPENING CHURCHES**

**Modified for 2021 Openings**

### **CORONAVIRUS PANDEMIC**

**PRESENTED BY**

**A MID-ATLANTIC EPISCOPAL DISTRICT TASK FORCE**

*Rt. Rev. W. Darin Moore*  
PRESIDING BISHOP

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***“And let us not neglect our meeting together, as some people do, but encourage one another, especially now that day of His return is drawing near.”  
(Hebrews 10:25, New Living Translation)***

### **Introductory Statement**

It is the desire of Bishop W. Darin Moore, Presiding Bishop of the Mid-Atlantic Episcopal District (MAED), African Methodist Episcopal Zion Church, to provide guidance and guidelines that will aid churches when the time comes for them to reopen.<sup>1</sup> The MAED is an expansive district that is comprised of domestic churches physically located in Ohio, Pennsylvania, Delaware, Maryland, the District of Columbia, Virginia, West Virginia, North Carolina, and Tennessee. To provide guidelines for churches throughout the MAED, Bishop Moore formed a MAED Coronavirus Task Force comprised of persons throughout the MAED. The Task Force was organized by the chair as follows:

Rev. Dr. Adrian V. Nelson, II, Chair  
Rev. Dr. Rita J. Colbert, Administrative Elder/Consultant

#### **Governmental Precautions Sub-Committee**

Rev. Dr. Rebecca Branch-Griffin, Chair  
Mrs. Sandra Crowder  
Rev. Sybil Felton  
Presiding Elder Dina Martin

#### **Church Plant Sub-Committee**

Rev. Samuel Warren, Chair  
Mrs. Joy Williamson-Foster  
Rev. Amos Goodwine  
Mr. Jerry Pannel  
Mr. D’oleous Parker

#### **Pandemic Protocols Sub-Committee**

Rev. Dr. Darrell Gaskin, Chair  
Rev. Rose Bryan  
Rev. Dr. Jeanette Clark  
Ms. Kimberly Duffey  
Ms. Debra Hairston  
Ms. Vicki Moore

#### **Worship Practices Sub-Committee**

Rev. Dr. Frances “Toni” Draper, Chair  
Rev. Dr. Mark Bass  
Rev. Jonathan Counts

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<sup>1</sup>By using these guidelines, you acknowledge and affirm that nothing set forth in this document may result in any liability for the AME Zion Church, the MAED, and any conference or local church within the MAED, including any bishop, Task Force member, pastor, trustee, or assign affiliated with the AME Zion Church.

The guidelines contained in this document are based on what is currently known about the coronavirus disease (COVID-19). There is much more to learn about the transmissibility, severity, and other features of this virus through ongoing investigations. The following guidance is not exhaustive. Nonetheless, it is our hope that that these guidelines will help prevent exposures to COVID-19 as churches resume activities.

### **Governmental Precautions**

The Centers for Disease Control and Prevention (CDC) along with state health departments update their guidelines as additional information becomes available. Please refer to your respective state websites and the CDC website as needed ([www.cdc.gov](http://www.cdc.gov)). Each local church within the MAED should adhere to all applicable local, municipal, county, and state guidelines.

## **CHURCH PLANT**

As you prepare to reopen the local church for operations, please consider some best practices and recommendations relating to the church plant. These guidelines are driven by current information available about Covid-19. These guidelines are offered as a starting point as you develop a plan to return your church to “normal” operations.

### **Preparing to Reopen**

In preparing to reopen the church consider the following:

- Create a committee of persons to prepare, implement and maintain the safe and healthy return to the church. Be prepared to provide training to those who are responsible for the safety and operations of your local church.
- Consider adding a technology committee as technology and virtual servicing will become increasingly more the norm than a luxury.
- Deep clean your church with attention to the sanctuary, offices, fellowship areas, other often used areas inside and outside of the building and restrooms. Be careful when cleaning children’s areas as disinfectants can be harmful if ingested by little children who love to put toys in their mouths.
- Consider having carpets and floors cleaned by a professional carpet cleaner who can clean and disinfect carpets and hard floor areas.
- Consider taking all hymnals and other materials out of the pews including visitor’s cards etc.

- Create and post signage related to not shaking hands and hugging and other known social distancing standards and safety measures. (See Appendix 1)
- Share preparation information with your congregation well before the building re-opens via emails, flyers, internet on-line services, reminding them that we will be choosing to use safe and healthy practices while also reminding all to stay home if they are not well for the safety and welfare of all.
- Purchase cleaning supplies like all-purpose cleaners, EPA regulated disinfectants and handwipes, microfiber cloths and mops and personal protective equipment (PPE) for cleaners. (See <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>)
- Evaluate and repair HVAC systems to make sure each area has proper ventilation.

## Cleaning and Disinfecting

Cleaning and disinfecting protocols are now of paramount importance. Custodial service employees, products, and PPE will become an increasingly important part of the general budgets of our churches. Consider the following:

- Create a cleaning protocol that reflects the way each area of the building is used. It is important to have sufficient air flow and ventilation while using cleaning agents and disinfectants.
- Cleaning staffs should properly clean and disinfect all areas such as offices, the sanctuary, choir rooms, children's spaces, kitchens, fellowship halls, the choir loft, pulpits, all touched surfaces, computer equipment, electronic equipment, musical instruments and equipment, telephones, touchscreens, cameras, control booths, and any other area used by the congregation. (Be sure to use manufacturers recommendations for cleaning electronics, computers etc.)
- Non-porous surfaces should be cleaned with all-purpose cleaners, detergents or soap and water to remove visible dirt and grime before disinfecting.
- Other areas, such as cushioned pews, couches, chairs, etc., should be cleaned and disinfected using manufacturers recommendations.
- For disinfecting, most common EPA-registered household disinfectants will be effective in killing coronavirus. Follow product directions as it relates to proper use and wait times where applicable.
- Additionally, diluted, unexpired household bleach solutions are also effective at 1/3 cup per gallon of water or 4 teaspoons bleach per quart of water. **(For safety and**

**health reasons never mix bleach with ammonia with any other household cleaner.)**

- Create self-care stations throughout the building that include, but are not limited to, hand-sanitizer stations, soap dispensers and hand towels in every restroom, seat protectors, and no-touch trash cans.
- For all linens, launder them according to manufacturer recommendations at the highest water temperature recommended. Disinfect laundry baskets and machines when finished.

### **Safety And Social Distancing**

- Follow all federal, state, local, and AME Zion guidelines for social gatherings.
- Limit the number of people in building to reflect all social gathering guidelines.
- Continue virtual services and meetings where possible.
- Limit the number of chairs and available pews to reflect a 6 foot social distancing perimeter around persons in sanctuaries and fellowship halls.
- Limit the availability of open restrooms to reflect the number of persons using the building at that time. There is no need to have all restrooms open if all activity is to be limited to one area of the building. (This will also decrease the amount of restroom cleaning that will need to be done.)
- Create funeral and other services protocol that reflect social distancing standards. (Consider inserting a statement reflecting CDC coronavirus guidelines on all building use applications.)
- Create protocols for greeters and ushers in parking lots and sanctuaries that reflect no touch procedures. This could mean repositioning ushers farther from the doors in the sanctuary, decreasing the number of greeters and parking lot attendants, or revising or eliminating after church fellowship opportunities inside and outside of the building during the beginning phases of re-opening.
- Explore alternative methods for collection of tithes and offerings and communion that reflect health and safety and social distancing standards.
- Consider moving Christian Education classes (Bible study and Sunday School) to more open and larger areas as opposed to smaller classes and offices. Consider holding some classes virtually. (Please note: In the Worship Practices guidelines it is recommended that Bible study and Sunday School be held virtually until further notice.)

- Create ministerial and office staff attendance protocols to reduce the number of ministerial and office staff in the building at one time during the work week. (Consider alternate schedules for staff, i.e. consider a Tuesday-Thursday group and a Monday-Wednesday group)
- Encourage staff, who can, to work from home remotely. Staff meetings should be done virtually when possible.

### **Pandemic Protocols**

In order to resume worship services during the coronavirus pandemic, we recommend that churches observe the follow protocols:

#### **Stay Informed**

- Know where to find local information on COVID-19 and local trends of COVID-19 cases.
- Know the signs and symptoms of COVID-19 and what to do if organization members/staff become symptomatic.
- Identify safe ways to serve those that are at high risk or vulnerable (outreach, assistance, etc.).
- Review, update, or develop emergency plans for the organization, especially consideration for individuals at increased risk of severe illness.
- Encourage staff and members to stay home and notify organization administrators of illness when sick.
- Encourage personal protective measures among organization/members and staff (e.g., stay home when sick, handwashing, respiratory etiquette).
- Clean frequently touched surfaces at organization gathering points daily.
- Ensure hand hygiene supplies are readily available in building.

Further, churches should direct their staff and members to health educational materials about COVID-19. We recommend they use only scientifically reliable sources.

- CDC : <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.
- For Guidance on Vulnerable Populations, visit here: <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>.

- For Guidance on Cleaning and Disinfecting Facilities, visit here: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>.
- For Guidance on Wearing Face Coverings, visit here: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>.
- For Guidance on Social Distancing, visit here: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>.
- For handouts and videos about COVID-19 see the following CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>.
- Use information pamphlets/information/websites provided by your state health department, local county or city health department, local hospital provider, school of public health.
- Discourage the circulation of information from non-scientific sources

## **Stay Stocked**

The church should have the following items on hand for use by staff and members in preparation for worship services and meetings:

1. Masks
2. Gloves
3. Sanitizer
4. Disinfectant
5. Thermometer

We offer detailed descriptions relating to each of these items and how to use them. (See Appendix 2)

## **Stay Vigilant**

The follow procedures should be implemented for attending church (services, meetings):

- To the extent possible, staff and members should be screened for COVID-19 symptoms before they are allowed to enter the church facilities before services with the following questions being asked (or at the very least posted). (For details see Appendix 3.):

1. Have you been in close contact with a confirmed case of COVID-19?



2. Are you experiencing a cough, shortness of breath, or sore throat?
  3. Have you had a fever in the last 48 hours?
  4. Have you had new loss of taste or smell?
  5. Have you had vomiting or diarrhea in the last 24 hours?
  6. Temperature screening for staff and volunteers before services:
    - a. Best practice: staff should take temperatures on site with a no-touch thermometer each day upon arrival to church.
    - b. Minimum: Temperatures can be taken before arriving. Normal temperature should not exceed 100.4 degrees Fahrenheit.
    - c. Refer any staff or member with a high temperature to their health care provider.
- Direct any staff member or volunteer who exhibits COVID-19 symptoms (i.e., answers yes to any of the screening questions or who is running a fever) to leave the premises immediately and seek medical care and/or COVID-19 testing, per CDC guidelines.
  - If possible, keep attendance at worship services and church meetings. Use an electronic sign in sheet or if you use paper make sure person are not using the same pen or only a designated person is recording names. (We are doing this because if someone is diagnosed with COVID-19 we will need to contact others who attended worship services or church meetings with them.)
  - Clean surfaces before, in between multiple, and after services.
  - Remove Hymnals, Bibles and offering envelopes.
  - Suspend the serving of all food items.
  - Wear face coverings during services and meeting.
  - Practice social distancing by staying 6 feet away from others. Avoid close personal contact that may be part of your services, such as handshakes or sharing food and drink.
  - Vulnerable populations (everyone 65 years and older, people with disabilities, people with serious respiratory or cardiovascular conditions, people who are immunocompromised, and others) and children's activities/nursery programs should not gather in person until a later time.
  - Limit the size of attendance in your sanctuary and other confined spaces to create seating arrangements that provide at least 6-foot distancing between household units. It is recommended not to exceed 50% of maximum capacity of the room and should enable full compliance with CDC recommendations for social distancing and hygiene.

- Encourage members of your church to stay at home if they are symptomatic, have a fever, have been in close contact with someone who has tested positive, or have traveled internationally or to a domestic hot spot in the past two weeks.
- If you learn that a member of your congregation has tested positive for COVID-19, consult CDC guidelines and local health department recommendations to determine whether you should immediately cease in-person gatherings, close for additional cleaning, or otherwise change your protocols.
- Sanitize shared resources after each use, and sanitize all high-traffic/high-touch areas (restrooms, doorknobs, counters, microphones, seats, etc.)
- Use a clearly designated entrance and a separate clearly designated exit to maintain social distancing. Put up signs so it's clear to everyone.
- Communicate with members of your faith community (flyers, e-mail, social media) about steps you're taking to prepare the house of worship for their arrival and ways the in-person gathering will be different. Remind them of social distancing protocols. Be mindful of the diverse health needs of other members.
- **Remind people who are sick or have been exposed to not attend in-person gatherings and participate virtually instead.**

## Stay Proactive

Churches must be proactive in these times.

- Modify the logistics of in-person gatherings to promote social distancing.
- Return to in-person gatherings in phases for your in-person ministries.
- Communicate with vulnerable populations and families requiring child-care during the worship service to encourage them to delay their return for several weeks. (Please note: In the Worship Practices section of these Guidelines, providing child-care is not recommended at this time.)
- Keep an online meeting option for those who are uncomfortable or unable to attend your service in person for any reason.
- Offer more services than you typically do to allow greater social distancing and accommodate lower capacity limits, while considering spacing services out to allow for cleaning and social distancing. (Please note: In the Worship Practices section of these guidelines, we recommend against adding more services, but instead favor rotating the opportunities for people to participate in services in person.)

- Ensure seating is spaced out at least six feet apart, with groups of seats together to allow household units to sit together. Consider broadcasting the service to other rooms in the facility to allow proper social distancing.
- Move and limit unnecessary physical objects in order to reduce potential transmission of the virus.
- Develop a fun, no-contact way to greet each other. Rely on staff or other ministers to welcome congregants and set the tone for new behaviors.
- Consider creating new routes or methods of entrance and exit, avoiding congregating in highly populated areas, and dismissing in an orderly way to ensure proper social distancing.
- Be prepared to provide resources to help staff and members deal with anxiety and stress associated with the pandemic, such as:
  - The Wellness Society - Coronavirus Anxiety Workbook - A Tool to Help You Build Resilience During Difficult Times <https://thewellnesssociety.org/wp-content/uploads/2020/04/Coronavirus-Anxiety-Workbook.pdf>.
  - Kroger - Sharing what we have learned: a blueprint for businesses. <https://www.thekrogerco.com/blueprint/>.
  - American Psychiatric Nurses Association - COVID-19 Pandemic - The Pivotal Role of Psychiatric-Mental Health Nurse. <https://www.apna.org/i4a/pages/index.cfm?pageid=6685>.

## **WORSHIP PRACTICES**

As you reopen and return to participate in some of the worship practices that have been suspended due to the coronavirus pandemic please consider the following guidelines:

### **Safe Services**

1. Don't rush back into full-fledged ministry activities. Remember, our highest priority must be and remain the safety of our members and staff during this global health crisis.
2. Take time (2-3 weeks) to share new safety protocols with leaders, ushers, greeters and then the congregation as a whole and to train all stakeholders about all new safety protocols.
3. Develop signage that reiterates safe practices; mandates sick people to stay home; requires worshippers to wear masks/gloves. (See Appendix 1 for examples.)

4. Put safety protocols for in-person worship/services on websites, social media, etc. and review frequently before reopening the church.
5. Even after the church building reopens, continue doing worship services via live stream, Zoom, Google Hangouts, Go to Meeting, conference call (or whatever your church has been using since the COVID-19 quarantine has been in place adhering to your state's guidelines). Yes, do both in person and virtual services as you will not be able to accommodate everyone due to group size restrictions and social distancing requirements, as well as some people may either be reluctant to come to the building or have medical conditions that make it safer for them to worship virtually.
6. Entire worship service (including Holy Communion) should be one hour or less. Include all generations in the same service, i.e. no separate (in person) children's or youth church.
7. People from the same household (those who already share a house, apt., etc.) may sit together; others should be directed to sit at least six (6) feet apart from one another.
8. Consider rotating congregants from week to week (i.e. by classes or other designation) to allow for proper social distancing. For example: Group A consisting of classes 1-3 comes to the church building for worship on the first Sunday; Group B consisting of classes 4-6 on the second Sunday; Group C consisting of classes 7-9 on the third Sunday, etc. Alternatively: Group A (the pastor decides who's in which group) comes on the first and third Sundays and Group B comes on the second and fourth Sundays or a variation of the above depending on your context and consistent with your state's laws and regulations relating to social distancing and group size.
9. Do not hand out bulletins. If possible, project order of service, announcements, songs, etc. on screens. Also, bulletins, announcements, and songs may be emailed prior to the service for people to access via their electronic devices. They also may be placed on the church's website for people to access electronically. If you do decide to use bulletins at all, place them on pews and encourage people to take them home when they leave.
10. Remove hymnals from pews. Limit choir/praise team to 4-6 people, making sure that social distancing is observed.
11. Due to the need for social distancing and limited safe space to change, it is recommended that choirs not wear robes.
12. No in person choir/praise team rehearsals.

13. Limit instruments (during in person services) to drum, guitar, and keyboard instruments, i.e. piano, organ. No woodwind or brass instruments that require blowing.
14. Do not pass microphones from one person to another.
15. On your first Sunday back, praise Him for His faithfulness, encourage testimonies—there are sure to be many!

### **Small Groups /Sunday School/Bible Study**

1. Small groups, Bible studies, Sunday School, Children’s Ministry, etc. should meet only by conference call or other virtual methods mentioned above until further notice.
2. Groups that usually meet on Sunday, i.e. Sunday School classes, should consider another day to meet virtually, i.e. Saturday.

### **Sacraments**

- **Baptism**

1. It is recommended that all baptisms, in any form, be postponed until further notice.

- **Holy Communion (in the Sanctuary Only)**

1. Virtual communion is prohibited.
2. Clergy and deaconesses must wear gloves/masks and use hand sanitizer during the entire communion service.
3. Use pre-packaged communion cups with wafers, recognizing that these are sometimes hard to open. Order immediately, as supplies may be limited due to the high demand.
4. Invite congregants (using proper social distancing) to the altar to receive their prefilled communion from celebrant/con celebrants and return to their seats to commune together.
5. No self-service.
6. No passing of elements.

## **Tithes and Offerings**

1. Do not pass a plate or basket – ask worshippers to put their offering in the basket on their way out of the sanctuary; alternatively, baskets can be placed at the end of the pew or row for gloved ushers to retrieve.
2. Encourage online giving via PayPal, Zelle, Cash App, Givelify, etc.

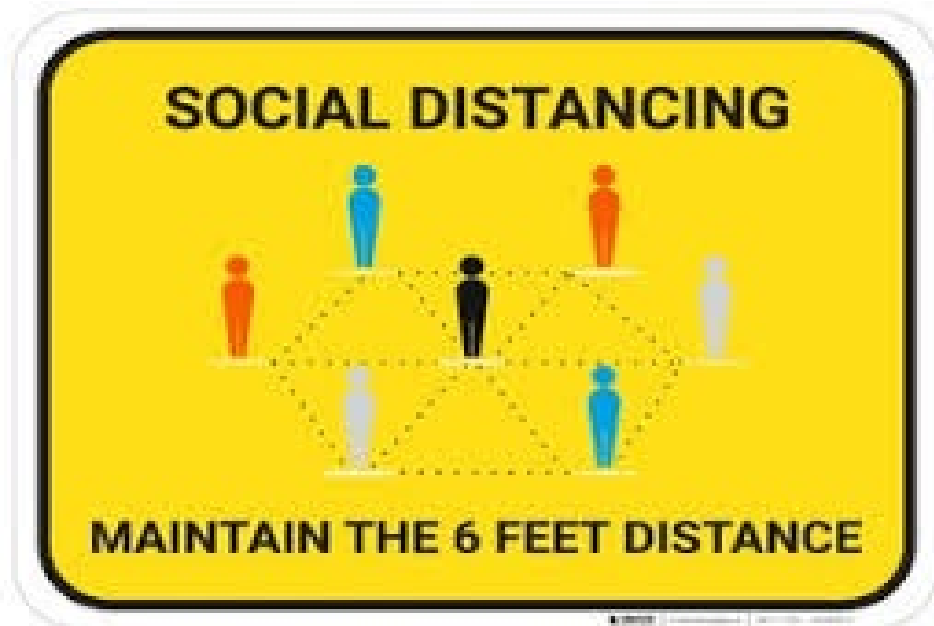
## **Other Considerations/Recommendations**

1. Only one person should use the bathroom at a time (except in cases where a parent needs to go in to assist a young child).
2. Pastor should dismiss congregants by pews/rows/sections encouraging them to immediately leave the sanctuary.
3. Do a virtual monthly check in with all ministries, i.e. women, men, children, youth, missionaries, Christian educators, etc.
4. Plan a virtual after church or mid-week fellowship with entire congregation using Zoom breakout rooms. (Note: There may be a cost for Zoom.)
5. Encourage Christian educators to develop short (15-30 minutes) creative virtual activities for children.
6. Consider emailing or posting Bible Studies on your website, or on social media.
7. Reach out frequently to those who may not be able to attend service because they are in a higher risk category.
8. Pray often!
9. Need Tech help? Reach out to Darin Kent [dk@amezma.org](mailto:dk@amezma.org) or your Conference or District Technology Coordinator. Young people are also a great source of help.

APPENDIX 1

**NOTICE**

**We're Practicing  
Social Distancing**



## APPENDIX 2

### US COVID-19: Workplace Temperature Screening: How To Develop and Implement A Screening Protocol

[H]ere we address the question of *how* to implement such a protocol, i.e. what procedures for temperature screening in the workplace should employers implement?

Below are a number of issues for churches to consider:

1. Decide who will be screened.
2. Decide who will do the screening.
3. Consider safety requirements.
4. Determine which type of thermometer will be used.
5. Determine where you will conduct screenings.
  - The CDC recommends that screenings be conducted before entry.
  - Ideally, the screening will occur very close to the entrance and each individual should use hand sanitizer prior to getting in line for screening.
6. Develop the screening process.
7. Implement Health and Safety Measures.
8. Maintain privacy.
9. Develop the documentation process.
10. Communicate the screening process to employees.
11. Send persons home if they have a fever or if they refuse to be tested.
12. Provide instructions to any person who is sent home due to fever.
13. Follow-up with persons who are sent home.
14. Establish return to church procedures.



## APPENDIX 3

### Resources churches should have on hand/provide:

**Masks (cloth mask)** – CDC on Homemade Cloth Face Coverings CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), especially in areas of significant community-based transmission. CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure. Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cloth face covering without assistance. The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.

**Face Coverings** – These should be required and made available. Here are some common questions relating to face coverings.

- **Should cloth face coverings be washed or otherwise cleaned regularly?**  
Yes.
- **How regularly?** They should be routinely washed depending on the frequency of use.
- **How does one safely sterilize/clean a cloth face covering?** A washing machine should suffice in properly washing a cloth face covering.
- **How does one safely remove a used cloth face covering?** Individuals should be careful not to touch their eyes, nose, and mouth when removing their cloth face covering and wash hands immediately after removing.

**Gloves** – Consider non-healthcare glove alternatives In instances of severely limited or no available disposable medical gloves, non-healthcare disposable gloves (e.g., food service or industrial chemical resistance gloves) may be considered for situations where HCP are **not** exposed to pathogens. These gloves are available in many different materials, including polyvinyl chloride, nitrile, and latex. Sizing and limitations to dexterity should be considered. Additional information regarding glove alternatives can be found in [the FDA guidance for medical glove conservation strategies external icon](#). The recommended extended use guidance (below) **does not apply** to non-healthcare glove alternatives.

Gloved hands must be cleaned following cleaning procedures described in detail below at intervals where gloves would normally be changed (e.g., when moving from a 'dirty' to 'clean' task, between patients) or hand hygiene normally performed.

Disposable medical gloves should always be discarded after:

- Visible soiling or contamination with blood, respiratory or nasal secretions, or other body fluids occurs
- Any signs of damage (e.g., holes, rips, tearing) or degradation are observed
- Maximum of four hours of continuous use
- Doffing. Previously removed gloves should not be re-donned as the risk of tearing and contamination increases. Therefore, disposable glove "re-use" should not be performed.

After removing gloves for any reason, hand hygiene should be performed with alcohol-based hand sanitizer or soap and water.

### **Disinfectant**

- Recommend use of EPA-registered household disinfectant external icon.
- Follow the instructions on the label to ensure safe and effective use of the product. Many products recommend:
  - Keeping surface wet for a period of time (see product label).
  - Precautions such as wearing gloves and making sure you have good ventilation during use of the product.
- Diluted household bleach solutions may also be used if appropriate for the surface.
  - Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
  - Unexpired household bleach will be effective against coronaviruses when properly diluted.
  - Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser. Leave solution on the surface for at least 1 minute.
  - To make a bleach solution, mix:
    - ❖ 5 tablespoons (1/3<sup>rd</sup> cup) bleach per gallon of water
    - OR
    - ❖ 4 teaspoons bleach per quart of water
- Bleach solutions will be effective for disinfection up to 24 hours.
- Alcohol solutions with at least 70% alcohol may also be used.