



### **Which campuses are hosting in-person services?**

Currently, we are only having in-person services at our Mill Woods Campus. We are waiting for the Terwilligar Campus to be available for our use again, and we are looking forward to launching our new Kingsway Campus in the fall.

### **Do I need to pre-register?**

Yes! Please visit [hopecity.ca/relaunch](https://hopecity.ca/relaunch) and register online for the service you want to attend. Pre-registration will be available as long as we have space available. Shortly after registering, you will receive an email from 'orders@brushfire.com' confirming your registration. (Please check your junk mail folder.)

### **When should I arrive?**

Please plan on arriving between 10 and 20 minutes prior to the service start time to allow time for check-in, registering your children and being seated by an usher.

### **Can I invite guests?**

Absolutely! If they are not part of your cohort, please have them make their own booking so we know how many groups we have coming. If you would like to sit together (with physical distancing), arrange to meet them before you enter the building so you can enter together and be seated close together in the auditorium.

### **What can I expect when I arrive?**

Entrance to the facility will only be through the main lobby doors and the general office doors (Entrance 1). If you are not already wearing a mask, you will be provided with one to wear in our building.

You will be directed to sanitize your hands, and a host will scan the QR code on your confirmation. Please have your confirmation email printed or the QR code displayed on your mobile device as you enter the facility.

If you have children, you will be directed to the children's registration stations to get their name tags and will be directed to their drop off locations. (Please see the children's programs FAQ for more information).

You will then be seated by an usher in a manner that maintains physical distancing. After the service, the ushers will direct you to the exits or child pickup locations.

## **What if I'm uncomfortable attending?**

Please don't feel any pressure to attend church in person. Whether it's because you or someone you love is at a higher risk of COVID-19 complications, or you just are not comfortable around larger groups of people, we want to encourage you to continue to engage online. The reality is that our whole church can't attend each week because of the capacity constraints.

## **Who needs to stay away?**

To protect everyone, before you attend, you must complete the [online AHS COVID-19](#) self-assessment, and if told to self-isolate, you may not attend.

You may not attend if, in the past 14 days, you have had a fever, new or worsening respiratory symptoms such as a cough, sore throat or runny nose, any nausea, vomiting or diarrhea, travelled outside of Canada, or had close contact without appropriate PPE with anyone who has any of the above.

We encourage you to join us online if you are unable to attend in person.

## **What if someone who attends is found to have COVID-19?**

As you are wearing a mask and maintaining physical distance, you would not be considered a close contact and would not be required to isolate if someone who attended the same service tests positive for COVID-19. You may be contacted by Alberta Health Services to go for testing as a precautionary measure.

## **What if I pre-register but need to cancel or change?**

If you pre-register and need to make a change, please cancel your reservation online using the link in the confirmation email or email [info@hopecity.ca](mailto:info@hopecity.ca) and we'll make the changes for you.

## **I'm not comfortable registering online. What do I do?**

Call our office at 780.462.1515 and we'll take care of it.

## **Who can I sit next to?**

You can sit with your household contacts as well as a cohort group you may belong to. We encourage booking as a cohort group as sitting as a cohort group will allow us to accommodate more people in the auditorium.

## **What extra cleaning are you doing?**

We will be cleaning and disinfecting high touch surfaces frequently during services. Children's toys, tables and chairs and the armrests in the auditorium will be disinfected between services.

Disinfectant wipes will be supplied for the offering terminals to allow users to disinfect the terminal and surface before and after use.

We are also increasing the fresh air intake in the main auditorium. Depending on the outside weather, it may be a little cooler or warmer in the building than usual.

## **What are the hygiene requirements?**

Everyone is asked to use hand sanitizer when they enter and leave the facility, after they use the washroom and after they drop off their children. Hand sanitizer stations are available at all entrances and exits and throughout the building.

## **Are masks required?**

All participants elementary aged and older are required to wear a mask when in our building. The only exception is our platform presenters, who will not be masked when they are on the platform. Wearing a mask protects others and makes it a safer environment for everyone.

## **What if I am medically unable to wear a mask?**

Please let us know before you attend. Clear plastic face shields will be allowed for individuals medically unable to wear a mask.

## **How are you maintaining physical distancing?**

Everyone who wants to attend a service needs to pre-register online. The capacity of each service will be limited to ensure physical distancing can be maintained, and ushers will seat people to maintain space between household cohorts. There are some situations where physical distancing may not be

able to be fully maintained (such as registering, picking up children or using the washroom), which is another reason we require everyone to wear a mask when they are in the building.

### **Can I Sing?**

We ask that if you want to sing along with the worship leaders on the platform, you do so quietly (or hum along) to reduce the droplet spread. Masks need to remain on at all times, especially when singing.

### **Will the café be open?**

The café will not be open for food or beverage service. We are making the café available to parents with children under the age of 3 to watch the service on the TV monitors.