

# RE-OPENING FAQ'S

## Which campuses are re-opening for weekend services?

We are re-opening all three of our campuses.

- West Campus | Saturdays, 6:30pm ONLINE SERVICE ONLY; Sundays, 9:15am & 11am
- Southwest Campus | Sundays, 9:30am & 11:15am
- Lighthouse Campus | Gathering at Southwest Campus, Sundays, 1:30pm
- Online | Saturdays, 6:30pm; Sundays, 9:15am & 11am

## Do I need to pre-register?

Pre-registration is the most efficient way to attend a weekend service. Please visit [beulah.ca/reopening](https://beulah.ca/reopening) to register online for the service you want to attend. Pre-registration is available as long as we have capacity, which is limited due to physical distancing requirements. After registering, you will receive an email outlining Beulah's weekend service gathering guidelines.

If you are uncomfortable registering online, please contact us at [info@beulah.ca](mailto:info@beulah.ca) or call our office at 780-486-4010 and someone will be happy to register you.

## When should I arrive?

Doors will open 15-minutes prior to the service start time to allow time to check-in, register your children, and be seated by an usher.

## Are guests welcome?

Absolutely! Everyone who is healthy and not experiencing symptoms is welcome to attend. Please encourage them to pre-register.

## What will be different about attending Beulah now?

Upon arriving at the building, you will be directed towards check-in or registration. If you have pre-registered, please visit the check-in table for you to gain fast-access into the building.

If you have children, you will be directed to the KidZone registration area to check them in and walk them to the appropriate classrooms. Please see the KidZone FAQ document for more information.

To enter the Auditorium, enter through the designated entrance and wait to be seated by an usher. Please remain seated until dismissed by an usher after the service.

## Are masks required?

All attenders 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. Please see the KidZone FAQ document for mask requirements for kids.



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

Clear plastic face shields are permitted for individuals medically unable to wear a mask. We encourage you to join us online if you are unable to attend wearing a mask or face shield.

## 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 throughout the building.

## How are you maintaining physical distance?

The capacity of our building is limited to ensure physical distancing can be maintained in open common areas. Ushers will seat people to maintain space between households and cohorts. Masks are required inside the building to provide additional protection in instances where physical distancing may not be able to be fully maintained.

## What additional cleaning are you doing?

We will be disinfecting high touch surfaces during and in between service times. Alternate rows will be available to ensure no shared seating across service times.

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

## Are there restrictions on who is allowed to attend?

For the safety of everyone, we strongly encourage you to complete the [online AHS COVID-19 self-assessment](#) before you attend. If told to self-isolate, you may not attend.

You may not attend if, in the past 14 days, you have had a fever, cough, sore throat, runny nose, 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.

## Who can I sit with?

You may sit next to anyone in your household, as well as any members of a cohort you may belong to.

## 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 Higher Ground be open?

Higher Ground will not be open for food or beverage service. We are utilizing the space as a larger area for the Parents Room during our service times.



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### **What if I'm unsure about attending?**

Choosing to return to in-person gatherings is a personal decision. We will continue to have an interactive online experience that you can engage with on the weekends if you choose not to return at this time.

### **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.

If you have any other concerns not listed here, please contact us.

[info@beulah.ca](mailto:info@beulah.ca) | 780-486-4010

