



## **Re-Opening Plan – Frequently Asked Questions (FAQs)**

**20/20 Clear Vision:** We dream of becoming a Church on the RISE. We will reach out to ALL people in our community. We will impact our city with the Gospel and with Justice. We will share Christ with our neighbors, Westwood Baptist Church (WBC) remains prayerful and committed to making decisions that honor our loved ones; protecting health and safety is the primary goal of how and when we interact in person as a church community. We have compiled a number of questions posed by our disciples, guests and friends regarding plans for a safe reopening. As we've stated, this is a fluid document and we remain flexible in adjusting our plans in response to the most recent data from reputable health organizations, National and local. As we review new data, assess the risk and make decisions, we will update the FAQs accordingly. The new version will reflect the "As of Date" so you'll know that it is a revised version of the FAQ document.

### **Capacity Constraints**

- 1. Is the maximum capacity 50, including those needed to lead the service?**  
The capacity limitation of 50 includes those persons needed for leading the in-person worship (such as Pastor, designated diaconate, musicians, etc.) experience. Therefore, the capacity for other disciples and/or guests will likely be around 30 people.
- 2. Will the entire ministerial staff be included in the 50?**  
No, the entire ministerial staff will NOT be included in the 50. Only those who are required for in-person service will be included in the 50. All other ministerial staff will need to complete the registration.
- 3. Is there a way to let people know where they are in terms of the capacity limit?**  
No, we don't have the software/workflow to enable this capability. We will notify participants by the Tuesday before the intended Sunday for in-person service.

### **Participation (Church and/or Church School)**

- 4. Will the virtual service continue?**  
Yes, virtual service will continue. Our Media Ministry enhancements provide the capability for live streaming. This functionality gives us the ability to have in-person service, while those who may not feel comfortable can engage in service from a remote location. As we determine the details for engaging virtually, we will communicate those details.
- 5. Will congregants connect to the virtual service in the same way (as currently)?**  
Yes, we will continue virtual connection via our Zoom platform. As more details are determined, we will communicate them to the disciples and guests (via our website and the ONECall system).
- 6. Will Church School also be available via the virtual platform?**  
Yes, we will host a combined class and will live stream the experience from the main sanctuary. Participants for virtual Church School will engage in the same way as with the worship experience.
- 7. Should all ministry leaders attend the 1<sup>st</sup> in person service?**  
No. Only ministry leaders needed for the in-person service delivery will be required to be onsite for in-person service. All other ministry leaders have the option of engaging virtually, unless they registered for the in-person service.
- 8. If you're in service to deliver the Invocation (for example) and you're not comfortable with in-person service, can you fulfill your role via the virtual platform?**  
We hope to be able to support that functionality. As we learn more about our live streaming capability, we will be in a better position to more fully answer this question and offer specific instructions on how the process works.

### **Registration Process**

- 9. Does everyone have to register for service, including those who are leading?**



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### **10. How do we register for service?**

Registration for service will occur in two ways: disciples or guests can register online via the WBC website or they can call the WBC office to verbally convey their intentions. Verbal registrations can be accomplished via the phone and/or by leaving a voicemail message.

### **11. When will the online registration be available?**

The online registration will be available at least ten days in advance of the projected date for hosting in-person service. For example, for the September 26<sup>th</sup> service, the online registration will be available on Tuesday, September 14<sup>th</sup>.

### **12. Will there be a distinction between registration for Church vs. Church School?**

Yes, there will be a distinction between sign-up for Church vs. Church School. We will need to know if your intentions are for one or both.

### **13. Is there a registration required for After Church Chat?**

At this time, we will not continue the After Church Chat. We will focus on the in-person experience. We will continue to monitor the situation and assess it in the coming weeks.

### **14. How will it work if a person registers for every week?**

There will likely be a waiting list from the prior week. Those on the waiting list will be given priority for the next in-person service date. Persons who register for each week will be accommodated after we honor those on the waiting list from the prior week's in-person service date.

### **15. Will the in-person registration be monitored to allow ample opportunity for others to attend in-person service?**

The registrations will be monitored. Participants (not needed to lead the service) will be determined on a first come first serve basis. We will simultaneously monitor both online and verbal (by calling the church office at 804-288-3224) registrations.

### **16. If you don't make the confirmed list for the September 26<sup>th</sup>, will you be automatically placed on the Waiting List for the next service (October 12<sup>th</sup>)?**

Yes, those who register for a service, but cannot be accommodated due to capacity constraints, will be placed on the Waiting List for the next in-person service date.

### **17. Will those who register need to indicate the number of people and names?**

Yes. We will need to know exactly how many people will be participating in the in-person service. Each and every individual will need to provide their contact information and answer the pre-qualifying questions about their health status (with respect to the COVID-19 protocols).

### **18. Will there need to be separate registrations, per each individual?**

Yes, there will be a separate registration for each individual, as we need to have contact information and each individual's response to the pre-qualifying questions about their health status (with respect to the COVID-19 protocols).

## **Communication**

### **19. Will the first 50 who sign up for in-person service be notified?**

Yes, we will communicate confirmations to the participants for in-person worship by the Monday prior to the Sunday for service. Example: For the September 26<sup>th</sup> service, participants will be notified by Tuesday, September 21<sup>st</sup>. At the time of notification, the participant / registrant will need to confirm their ability (includes any changes to health situation that may preclude in-person attendance) and plans for attending.

### **20. When people sign up via the website, can we have them update their information (address, phone and e-mail)?**



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**21. Can we track the same information (address, phone and e-mail) for WBC guests as well?**

The ReOpening Workgroup will gather (via the registration form) contact information for anyone who registers to participate in an in-person service.

**22. What if people signed up but can no longer attend the in-person service, how do they cancel their registration?**

All registered participants will receive a communication (the Tuesday prior to the in-person service on Sunday) to confirm their ability to participate in person. If their situation has changed, the participant / registrant will need to respond to the e-mail communication and/or contact the church office at 804-288-3224.

**23. How are we prioritizing guests who may be interested in coming to church to join?**

Persons who may be coming join will need to engage directly with Rev. Jeanette and would likely be included in the list of persons needed for the worship experience.

The registration process will be on a first come first serve basis, unless Rev. Jeanette confirms the participant's interest and intent to join during an in-person worship experience.

### **Culinary Service**

**24. For Church School, will breakfast be served?**

No, we will not have any food being served. Given the current situation and our commitment to guarding our health and safety, we will be suspending any/all food service until further notice.

**25. Can we have 'to go' muffins as we leave church?**

We have suspended any/all food / culinary ministry offerings until further notice, due to our commitment to protecting the health and safety of our WBC disciples / guests.