



WELCOME BACK NEWSLETTER: REOPENING GUIDELINES

A Note from Pastor Jonathan...

Dear Friends,

Your pastoral team is excited to welcome you back to corporate worship once again. While gathering together will look and feel different in the months ahead we look forward to seeing one another. In this newsletter you will find our comprehensive plan for adhering to health and safety practices based on things we have learned from reviewing the recommendations of various Public Health organizations and consulting other private and public organizations. Our aim was to develop our own best practices to keep all those who call NAC home, or who are our guests, to be safe from the spread of the Corona virus.

We attempted to think of every aspect of your visit to the building from navigating the building, to cleaning protocols, to communications and training of staff and volunteers. Please know that you are a LOVED people and the pastoral staff and elders care for you deeply. Our shared goal is to keep the congregation, especially those among us who are vulnerable and at high risk, as safe as possible and to be a source of hope, love and service to our community.

Remember, **You Are the Church!**

Jonathan

Expectations

These are undoubtedly unprecedented times, our generation has never encountered the kinds of challenges we face today. While we work towards defining a "new normal" we ask for your patience and understanding; you may need an extra measure of grace as we journey through this together. There may be some difficult moments ahead as we gather together without the usual hugs and hellos, the opportunity to catch up in conversation and share with one another. Please keep in mind that while we all participate in social distancing this does not mean that our feelings for one another have changed. Be mindful not to judge a person's motives if they engage with you in a different way during this season. Think of this season of change as an opportunity to show everyone that we are (His) disciples by our love for one another (John 13:35)

Before you come...

Should I attend?

- If you are experiencing symptoms of Covid-19, if you have had contact with someone who has had Covid-19, or if you have travelled outside of Canada in the last 14 days we ask that you continue to join us for the online service at this time. A Covid-19 Assessment tool is available on our website for your reference.
- If you are in a high risk category (i.e you are a senior, you have a pre-existing health condition or a compromised immune system etc.) We ask that you continue to join us online as well. We are committed to continuing to provide online ministry so that no person feels left out by not being able to join us in person.
- York Region requires all people over the age of 5 to wear a mask in public spaces, this will include your visit to NAC so please bring your mask with you when you come

Pre-Registration

- Please note pre-registration is required.
- Download the Church Center App for the fastest way to register
- If you are not comfortable with this technology and are unable to register online you are welcome to call the church by Friday at noon and a staff member will be happy to assist you.

When you get to NAC...

Capacity

- There is a strict 30% capacity in place by York Region Public Health that we are obligated to adhere to. For this reason we ask you to pre-register before you attend so you are not disappointed if we are unable to accommodate your visit.
- A very small number of seats will remain available for guests that are unaware of our pre-registration requirement. We want to continue to be a welcoming church to visitors so we will try not to turn any of them away. Please note these few seats are reserved for visitors and we will not be able to accommodate you if you simply forget to preregister. Your understanding and cooperation is very much appreciated!

Early Arrival

- Please plan on arriving early (refer to your online registration confirmation for your designated arrival time). Arriving at your appointed time will help the Welcome Team get everyone checked-in efficiently
- You will join a check-in line outside the building upon your arrival. Please practice social distancing while you wait.
- Your temperature will be taken before you enter the building (please note that should your temperature exceed 37.5 degrees we will respectfully ask you not to enter the building)

Entering the Building

- The main entrance on the north side of the building will where you enter; this entrance will now be one way foot traffic only. The door at the east side of the building will not be available for use. You will exit the building using the doors from the back of the sanctuary (which is the building's west side and parking lot)

- You will be greeted by a member of the Welcome Team while you wait in the check-in line. They will provide you with some hand sanitizer and they will confirm your registration and check you in following your temperature check.
- Please place your mask on while you wait in the check-in line. We will all practice the art of smiling with our eyes as we greet one another through our masks! We understand that mask wearing is uncomfortable for most of us however not only is it a requirement by Public Health it is also a way of demonstrating to others that we care for their health and safety.

The Service is About to Begin!

Once you are Inside

- There are one directional signs posted throughout the building to help you navigate your way.
- Please be aware to follow the signs as there are one set of doors to enter the sanctuary and another set to exit should you need the restroom
- Please continue to practice social distancing throughout your visit to NAC. We ask that you remain 6 feet/2meters apart from others at all times

Where to sit

- We understand that we all have a favorite spot we like to sit in however preferred seating will be unavailable at this time. As you enter the sanctuary we ask that you make your way forward so that rows are filled from front to back.
- Please sit together with your family group or Bubble (those you are isolating with)
- Leave 3 seats between your group and the next group.
- Ushers will be available to assist you should you need assistance finding your way.

Corporate Worship

- Service times will be concise to allow for the extra time needed to navigate the physical space given these new procedures
- Services will continue to incorporate all the things we love about NAC: worship, the word and time together!
- York Region Public Health is discouraging congregational singing in places of worship at this time and we have made the decision to follow this recommendation though it hurts our hearts a little! While we cannot completely prevent singing we ask that you are respectful of others and consider engaging with the music in other ways (i.e raising your hands, kneeling, pray or reflect). Again this is an opportunity for us to redefine how we worship together and engage with one another in our shared faith!
- So to be clear. There will be live music and song from our Worship Team. They will be using personal protective equipment so adhere with the new guidelines and to keep them safe as they share their hearts with us.
- The offering plate will not be passed during the service. Please consider one of the many alternate ways to give (online or using the mail box outside the entrance door)
- We have adopted a **No food or Drink** policy at this time so please enjoy your coffee at home before you come.

Cleaning Protocol

- Volunteers will ensure frequently touched surfaces in common areas are cleaned and disinfected routinely
- You are encouraged to practice proper handwashing during your visit and alcohol-based hand sanitizer is available in common areas throughout the building for your use

What about the Kids?

We are sad to share that we are unable to offer kids programming during our Sunday service at this time. Tiny Treasures, Kings Kids and Forge will join their families for the service. We will continue to work diligently on a plan that will safely allow our kids to gather together again soon.

- Some spaces, including the upstairs classrooms and kitchen are closed and unavailable for use at this time.
- The Nursery is available to parents needing to feed or change their infants. We ask that you follow the guidelines posted in the room and clean the feeding or changing area after you are finished using it. Also note the Nursery is closed for play at this time.

As you Go...

Exiting

- We will continue to practice social distancing following the service as we exit the building. The front row (closest to the stage) will exit the west doors (beside the stage) to the parking lot
- Once you are in the parking lot you are free to engage in conversation with others. We ask that you continue to wear your mask and social distance as you connect with one another

Frequently Asked Questions –FAQs

What Cleaning Protocols have you put in place?

The church facility is routinely being cleaned using products recommended to safely eliminate Covid-19. High touch areas are being cleaned more frequently both Before and after services and events. Please note the best defense against the spread of Covid-19 is frequent handwashing, wearing a mask and staying home should you feel any cold/flu like symptoms.

What if someone takes off their mask?

Here is where we ask you to extend that extra measure of grace. Please do not confront the person and entrust that the Ushers and Welcome Team have appropriately applied the guidelines (remember that there are people who are exempt from wearing masks for valid reasons). If you are concerned you may discreetly bring it to the attention of an Usher or Welcome Team member and entrust the situation to them to follow up.

What if someone if not socially distancing?

Remember that many people have been isolating for long periods of time so they may not yet be accustomed to the practice of physically distancing yet. If you encounter this simply take a step back to give you the space you need to socially distance properly. Or, gently remind the other person to remember to remain at a distance. Again we ask that you do this with sensitivity towards the other person so their feelings aren't hurt.

When will you recommence Kids and Youth programming?

We don't yet know. We are closely following government guidelines and will reopen when they recommend it is reasonably safe to do so. Until then Pastors Kris and Glen will continue to find creative ways to engage our kids and youth. Please continue to monitor the website for updates.

Are you sure I will be safe?

We cannot guarantee that you will be safe but together we can limit the risk by practicing the recommended safety and cleaning protocols. If you are vulnerable due to your age or preexisting medical condition we encourage you to remain at home and participate in our online service.

What if you find out that someone who attended a NAC service or event has been exposed to Covid-19?

We have committed to being transparent about any known cases linked to someone attending NAC. Please note for privacy reasons we cannot release the name or any personal details about the individual.

You will receive a notification, to the email or phone number you provided during the registration process, which will indicate a suspected or know cases of Covid-19. This notification will inform you that you will be contacted directly by York Region Public Health if you were in direct contact with an individual with Covid-19. We will also encourage you to get tested at one of the local testing facilities. Please note that Public Health requires that you self-isolate in these circumstances (for either 14 days or until you receive confirmation of negative test results).

We understand that encountering a positive case may cause you some worry or fear. Please know that the pastoral staff, elders, ministry leaders and NAC friends are available to walk with you through this.

Thank you for your efforts in helping keep one another safe. We are excited to welcome you back in September both in person and online and we look forward to all the things God has for us in this season ahead!