



Letter from Pastor Vijay

Dear Friends,

Words cannot express how thankful I am for all of you, and for the fact that I get to be a part of the family here at The Well, particularly at a time like this.

I know it has been hard to miss out on significant aspects of our life as a faith community over these past few months. For that reason I am thankful for the opportunity to gather again for in-person services. We are grateful for the vigilance and care our government has shown us in these days, helping us as a church do our part to stop the spread of COVID-19 while still allowing us to gather.

In what follows, you'll find our comprehensive plan for adhering to health and safety best practices in order to keep our congregation safe. Our plans align with the guidelines from WHO and Provincial Public Health. Each of our rented facilities also has guidelines which we are following. We have tried to think through all the ways that we can maximize safety and mitigate risk, while still creating a space for authentic and joyful gathering. Please understand, our primary goal is that our congregation (especially those in higher risk categories) are as safe as possible when we return. Our staff and elders love you and take seriously your physical, mental, emotional and spiritual health.

Much love,

Vijay Krishnan, Lead Pastor



These guidelines are ultimately about love

These are certainly different times we are living in. Our normal ways of greeting each other and expressing love (hand shakes, hugs, fist bumps, etc.) now fall into a list of do's and don'ts, introducing awkwardness into every interpersonal interaction. As we navigate how COVID-19 has impacted our everyday lives from the way we shop, entertain, and to the way we connect with people, many of us feel the confusion described above. And going back to church will be no different. While going back to church is exciting, we expect that there may be some difficult or uncertain moments. For example, the We Team member who used to greet you with a warm hug will now greet you from a physically safe distance. Or the person who used to be super friendly and engaged now seems distant or disengaged. In these moments, we may be tempted to judge a person's behaviour or motives. "She/He doesn't like me." or "That person used to ask me how I was doing every week and now they aren't talking to me. They must not care about me."

This is where Ephesians 4:32 has to govern our hearts and minds. Paul writes, "Be kind and compassionate to one another, forgiving each other, just as God in Christ forgave you." So, when we regather, be gracious. Be kind. Be compassionate. Give the benefit of the doubt. Why? Because we have an opportunity now to show everyone that we are [His] disciples by our love for one another (John 13:35).

The following procedures and practices are not meant to be a hindrance to community but rather to ensure that we all know what it looks like to be caring and safe for each other, in the midst of a pandemic. Our mutual commitment to following these procedures is a demonstration of our love.



The Well COVID 19 Procedures

This document has been created to give clarity around how the worship service will proceed, expectations for events at the Hub (ministry office @ 55 Costa Rd) including rentals, and off-site church events. These guidelines may change as the government of Ontario updates their guidelines.

Before You Come...please ask yourself these questions.

Should you come to church or an event?

You and all those who are attending an event or church service are required to perform a COVID self-assessment prior to attending service or an event held at the Hub or an offsite church event.

- Do you have any of the following:
 - Fever
 - Cough
 - Difficulty breathing
 - Sore throat, trouble swallowing
 - Runny nose
 - Loss of taste and smell
 - Not feeling well
 - Nausea, vomiting, or diarrhea
- Have you been in close contact with someone who is sick or has confirmed COVID-19 in the past 14 days?
- Have you returned from travel outside Canada, including the United States, in the past 14 days or have been in contact with someone that has traveled outside of Canada, including the United States, in the past 14 days?



If you have said “yes” to any of those questions, we invite you to join us for our online service or remain home and refrain from attending any Hub or off-site events. You may also consider seeking medical advice to see if a COVID test is needed.

If you are part of a particularly high-risk category (e.g. older adults, pre-existing health conditions, compromised immune systems, etc.), we ask that you consider joining us online as well.

****NEW INFORMATION****

New Variants of COVID-19 are of great concern. Please go to the [York Region Public Health Website](#). Scroll down to the drop down boxes and open “How COVID-19 Spreads - Transmission”. Scroll down again and there is a section labeled “ COVID-19 Variants of Concern are here in York Region”. This is where you will find more information regarding the procedures for the new variants of COVID-19. If you have further questions, you can call the York Region Public Health Number at 1-800-361-5653.

Arriving Early

At each site location, please arrive 20 minutes prior to church service as it will require more time to enter the building and have everyone seated. While waiting in line, please remain 6 ft apart.

Capacity/Registration

At each site location, we are required to adhere to a reduced maximum capacity as per the Provincial guidelines. To ensure that we do not exceed the allowed capacity, we will require pre-registration to attend service. We will be using the Church Center app or church website (if you don't have the app) for registration. Registration will be open from Monday until Saturday at 9:00pm for Bolton & Vaughan and at 1:00pm on Sunday for



King City. We will be requiring each attendee to check in before being seated. The We Team will be there to assist with the check in and ushering.

General Expectations

Masks must be worn at all times by volunteers and congregants, including all children 2 and older. The only exception will be the site or preaching pastor when they are speaking at the front. We ask that you bring a mask but not to worry if you have forgotten as we will have masks onsite.

Sanitizing your hands before entering the building. If you have skin sensitivities, we ask that you bring a sanitizing product that works for you and be prepared to use it on your way in.

As it is a recommendation from Ontario Public Health to refrain from singing, so we also are asking all participants to refrain from singing.

Once seated, we ask you to remain in the seat that you have been assigned. This will decrease contact on surfaces from yourself and other congregation members. We ask you to patiently wait for an usher to seat you. This will assist us in maximizing our seating arrangement and help avoid crossing paths with other congregation members.

We ask that you exit the building after service has been completed. If you would like to visit with others, that can be done in the parking lot at a safe distance. There will be no congregating inside the building after service.

When in the building, we ask that you diligently adhere to social distancing guidelines and remain at least 2 meters from other congregation members wherever possible.

Sanitizing Practices



All three of our locations have a sanitization and cleaning plan. In addition, we will have sanitizer available for you to use when you enter and leave the building.

Cleaning at the Hub has been increased to twice a week once before youth and after youth.

Kids and Youth

At this time, we will not be offering a kids program at our King or Vaughan Site. Bolton will be providing a school age kids (SK - Grade 5) program, where parents must pre-register the names and number of any children planning to attend this program. At this time, no nursery, toddler or preschool programs will be offered at any site.

Both Junior and Senior High programs have started with enhanced COVID procedures. Those procedures can be found online under the Youth Ministry page.



FAQs

What if I forget to pre-register? Can I still show up for an in-person service?

We are requiring pre-registration so that we can plan appropriately and ensure we don't exceed the capacity limits of each location. If for some reason you were not able to pre-register, you can come to a location and wait in line, and if we have not exceeded capacity restrictions (beforehand or by the time service begins) then we will gladly welcome you in, taking name and contact information for contact tracing purposes.

What if I pre-register and then cannot make it?

If you no longer are able to make it, you can cancel your registration via the church center app, church centre website, or the link on your registration confirmation email. In the event that you are having trouble cancelling, please contact the church (site pastor if you have their info or www.thewell/contact) ahead of time to advise us of this then that would be ideal.

What if someone takes off their mask or isn't following social distancing protocols?

Kindly ask them to put their mask back on or maintain proper distance. If they refuse to do so, please request assistance from a church staff or We Team member.

Are you sure I'll be safe?

We can't guarantee that you'll be safe. We can only guarantee that we try our best to have hand sanitizer and masks available in order to keep you



safe. Additionally, we will continue to provide online worship services for those who are not yet comfortable gathering.

What if you find out that someone who has attended a service has contracted COVID-19?

We will be transparent. We would not disclose the name of the individual(s) who has been diagnosed (for privacy reasons), but we will inform you that someone has tested positive. Our service registration tool will allow us to directly contact every person that attended a service that a COVID-19 patient attended. The procedures we have put in place are not just to help us mitigate the risk of spread but also to be able to track and inform any who might be at risk.