

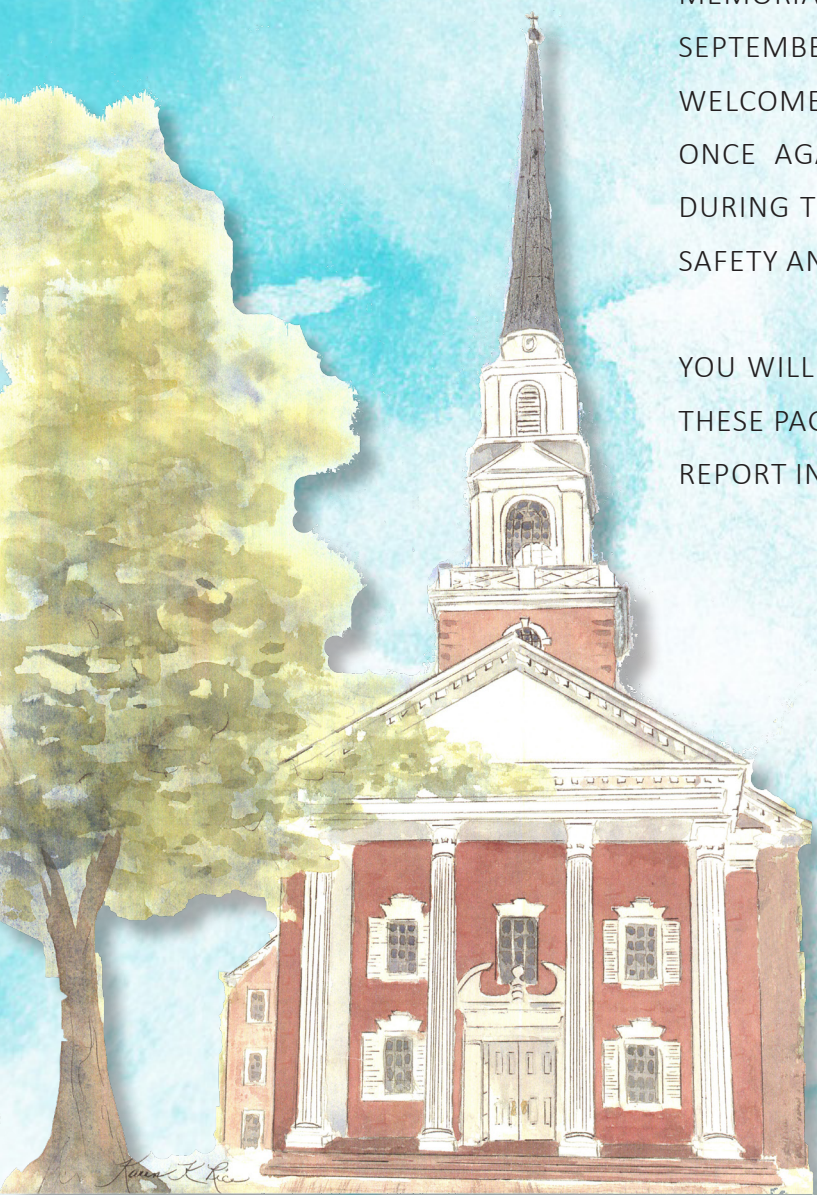
when? how?

THE REOPENING TASK GROUP ASKED THE CRUCIAL QUESTIONS OF WHEN AND HOW TO REOPEN FOR IN-PERSON WORSHIP.

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AS OF PUBLICATION, NORTH CAROLINA IS STILL IN SAFER AT HOME PHASE 2 OF THE COVID-19 PANDEMIC AND WHITE MEMORIAL'S CAMPUS REMAINS CLOSED UNTIL AT LEAST SEPTEMBER 11. IT IS WITH HOPEFUL ANTICIPATION THAT WE WELCOME THE DAY WHEN WE OPEN OUR SANCTUARY DOORS ONCE AGAIN FOR IN-PERSON WORSHIP. ON THAT DAY, AS DURING THIS ENTIRE TIME, OUR FIRST PRIORITY WILL BE THE SAFETY AND HEALTH OF OUR CONGREGATION AND STAFF.

YOU WILL FIND ANSWERS TO QUESTIONS YOU MAY HAVE ON THESE PAGES AND CAN FIND THE REOPENING TASK GROUP'S REPORT IN FULL ON OUR WEBSITE.



GUIDELINES & PROTOCOLS

- We will adhere to federal, NC and Raleigh guidelines for re-opening.
- We are in close contact with the Governor's team and will continue to consult with city leaders and medical professionals.
- We will stay informed on current trends of the COVID-19 virus.
- We will observe social distancing protocols and congregants will be required to wear a mask upon entering church facilities.

WHAT YOU NEED TO KNOW BEFORE ATTENDING SUNDAY WORSHIP

- Live streaming of worship services will continue on Sunday mornings (8:00 a.m. and 11:00 a.m.).
- You will need to pre-register through Brushfire prior to worship service. (see how to register page 6)
- Within the registration process, you will be required to answer a series of health questions.
- Social distancing and masks are required on church property in all public areas and in worship (children under 5 are not required to wear masks). If you forget your mask, the church will provide you with one.
- When you register you will receive a campus map showing designated entrances and exits. We ask that you please follow.
- A one directional system for moving around campus will be in place.
- To start, the bathrooms between the Sanctuary and Jane Bell will be open.
- Hand sanitizers will be available throughout the church campus.
- Entrance doors and exit doors will be propped open at the appropriate times.
- A deep clean will be done prior to and between services.

WHAT TO EXPECT WHEN YOU ARRIVE?

- Entrances will be open 30 minutes prior to the beginning of each service.
- Signage will be placed throughout the campus reminding people of social distancing and general hygiene.

WHAT TO EXPECT IN OUR WORSHIP SERVICES?

- Every other pew will be blocked off.
- Hymnals, Bibles and other literature have temporarily been removed.
- The pastors will dismiss the congregants by sections.
- You will not be able to exit through the door you used to enter.

REOPENING FAQ'S

THESE QUESTIONS AND MORE ARE AVAILABLE ON OUR WEBSITE.

- 1. I AM LOOKING FORWARD TO IN-PERSON WORSHIP. HOW SOON MAY I REGISTER FOR WORSHIP? HOW LATE?**
We will open the Brushfire app for weekly registration each Monday and close it Saturday at 6:00 p.m.
- 2. WHAT IS BRUSHFIRE AND HOW DOES IT WORK?**
Brushfire is a seating reservation system designed specifically for our sanctuary, Pickard Hall, and the Main Hall in the Edinburgh Building. It will allow you to select your seat or your family group's seats and then automatically block off surrounding seats to provide for adequate social distancing. www.brushfire.com
- 3. WHAT IF I REGISTER AND DECIDE NOT TO ATTEND?**
You can and should cancel your reservation. Contact Tonya Higgins before 1:00 p.m. on the Friday before Sunday worship at thiggins@whitememorial.org.
- 4. I AM NOT QUITE READY FOR IN-PERSON WORSHIP. WILL WE CONTINUE TO OFFER STREAMING ONLINE?**
We will continue streaming worship services as we have done for years with the addition of streaming the 8:00 a.m. service and OnPoint@1704 (when it resumes).
- 5. DO I HAVE TO WEAR A MASK? WHAT IF I FORGET MY MASK?**
Masks will be required for all events on campus including worship. If you forget your mask, the ushers will provide you with one.
- 6. WHAT STEPS IS WMPC TAKING TO ENSURE A CLEAN, DISINFECTED CAMPUS?**
During the time the campus has been closed, our staff, including custodial staff, have worked to understand the best and safest practices for disinfecting the spaces used on the campus. Service times have been set so as to provide ample time for cleaning and disinfecting between services. >

REOPENING FAQ'S

- 7. HOW WILL I KNOW WHERE TO GO WHEN I ARRIVE FOR WORSHIP?**
All entry to the sanctuary will be through the Narthex.

Entry to Pickard Hall will be from the courtyard. Brushfire will provide you with a ticket showing your pew and seat(s) in the designated worship space.
- 8. WILL THERE BE AN ONPOINT SERVICE?**
We anticipate resuming OnPoint services in October and when they resume, streaming of this service should be available as well.
- 9. WHERE DO I PARK?**
Parking will be available in all the church lots and along the streets surrounding the church.
- 10. WILL WE OFFER THE SHUTTLE?**
At the outset of in-person worship, we do not anticipate the need for shuttle service. That is one of many things we will grow into as we resume worship services on campus.
- 11. WILL WE HAVE SUNDAY SCHOOL IN PERSON OR ONLINE?**
Sunday School will be online only at least through January 1.
- 12. WILL THE NURSERY BE AVAILABLE DURING WORSHIP?**
Nursery will not be available at this time.
- 13. CAN CHILDREN ATTEND WORSHIP? WHAT RESOURCES ARE AVAILABLE FOR THEM?**
Children can and are encouraged to attend worship services with their parents.
- 14. TELL ME MORE ABOUT WHAT WORSHIP DURING COVID WILL INCLUDE?**
If you have been attending worship online during the past several months, you should anticipate essentially the same worship service, in the Reformed Tradition. There will be some alterations within the worship spaces in terms of how congregational singing and speaking are handled.
- 15. WHAT ABOUT BULLETINS?**
Bulletins will be placed in each seat assigned through the Brushfire system prior to the beginning of the service.
- 16. WILL THERE BE HYMNALS?**
While you will not find the *"Glory to God"* hardbound hymnals in the pew racks, the hymn texts will be printed in the expanded service bulletin.
- 17. SHOULD I BRING MY OWN BIBLE?**
You may always bring your own Bible, but scriptural texts will be printed in the expanded service bulletins.
- 18. WILL THERE BE A PASSING OF THE PEACE?**
Initially, we anticipate foregoing the Passing of the Peace, but over time we will work to find ways to reintroduce this meaningful element of worship.
- 19. WILL I HAVE AN OPPORTUNITY TO MAKE MY OFFERING?**
We encourage you to make your offering online. We will have offering baskets at the entrance.
- 20. WILL COMMUNION BE SERVED?**
Communion will be served at all services on the first Sunday of each month. The elements will be pre-positioned at each seat assigned using the Brushfire system. The elements will be in pre-packaged and sealed "Friendship cups" which have been utilized for several months by the staff in the streamed services.
- 21. WILL I BE ABLE TO GET COFFEE IN THE CONNECTOR BEFORE WORSHIP?**
Coffee stations will not be available at the start of re-opening.
- 22. WILL RESTROOMS BE AVAILABLE**
Yes. As we first re-open restroom facilities will be open between the Sanctuary and the Jane Bell Gathering Space. Restrooms in Edinburgh and Luther Buildings will also be accessible.

Brushfire.

Intuitively easy.

23. WILL THE PLAYGROUNDS BE OPEN?
Playgrounds are temporarily closed for non Weekday School use.

24. WILL THE CHURCH OFFICES BE OPEN ON SUNDAY?
In an effort to keep our campus as safe as possible for in-person worship during COVID only worship spaces (Sanctuary, Pickard Hall and the Main Hall in Edinburgh) will be open.

DO YOU HAVE OTHER QUESTIONS? PLEASE DIRECT THEM TO A PASTOR OR EXECUTIVE DIRECTOR ANDREW AMODEI. CHECK OUR WEBSITE OFTEN AS WE WILL UPDATE FAQ'S REGULARLY.

While we wish such measures were not necessary, our utmost priority is the safety of our members and staff. After much consideration White Memorial selected Brushfire to establish a pre-registration ticketing system. While Brushfire is able to offer seat selection with social distancing for our worship spaces, many features are hard-wired and cannot be altered. You will see language more familiar with purchasing a ticket for an event than attending worship. Please note we welcome everyone who wishes to attend in-person worship again with (virtual) open arms.

1. Sunday Worship Service (474440) @ 1704 Oberlin Road, Raleigh, NC 27608 US. 2 reserved out of 406 (404 remaining) | 23 days away. REGISTER | MANAGE. BRUSHFIRE

2. Welcome. Back TO IN-PERSON WORSHIP AT WHITE MEMORIAL. Welcome. Back to in-person worship at White Memorial! Our staff and volunteers are working hard to ensure our campus is clean, sanitized and disinfected for your participation in Sunday worship. In turn, we ask, to protect the health and safety of our congregation and staff that you please worship from home if:

- You have had a fever of 100.4° F or higher in the past two days, or
- You have a cough, shortness of breath, sore throat, new loss of taste or smell, or other symptoms typical of COVID-19 or
- You have had known exposure to someone with COVID-19 in the past 14 days.

Additionally, if you are over 10 years of age, you must wear a face covering to enter all church buildings and the face covering must be worn at all times while inside the buildings. If you do not have a face covering please ask for one.

If you do not have any symptoms associated with COVID-19 we welcome you and your family to register for worship on Sunday, August 16.

3. Sunday Worship Service (474440) @ 1704 Oberlin Road, Raleigh, NC 27608 US. Please select a section or give the location.

4. STAGE. Row A through Row M, with seat numbers.

5. Sunday Worship Service (474440) @ 1704 Oberlin Road, Raleigh, NC 27608 US. Are you over 10 years old? Do you have any COVID-19 symptoms? Do you have any COVID-19 symptoms? Do you have any COVID-19 symptoms?

6. Sunday Worship Service (474440) @ 1704 Oberlin Road, Raleigh, NC 27608 US. Your reservation is not completed. 28:49. Sunday Worship Service (474440) @ 1704 Oberlin Road, Raleigh, NC 27608 US. Events Total: \$0.00.

7. Follow Christ's Command to Love Your Neighbor by Working your hands, Keeping your distance, Wearing a mask. WE LOOK FORWARD TO SEEING YOU IN PERSON ON SUNDAY - A NEW TRAGEDY TO REMEMBER.

8. Sunday Worship Service (474440) @ 1704 Oberlin Road, Raleigh, NC 27608 US. Sun 8:00 AM. \$2.00. QR code.

- 1 SELECT WORSHIP DATE**
 - 2 GUIDELINES AND PROTOCOLS FOR IN-PERSON WORSHIP**
 - 3 SELECT THE SPACE YOU WOULD LIKE TO WORSHIP ON THE CAMPUS MAP (SANCTUARY, PICKARD HALL, MAIN HALL) NOTE: SANCTUARY WILL BE THE ONLY SPACE AVAILABLE TO WORSHIP IN SEPTEMBER**
 - 4 SELECT YOUR AND YOUR FAMILY'S SEATS. AFTER YOU SELECT YOUR SEATS SOCIAL DISTANCING WILL AUTOMATICALLY OCCUR**
 - 5 CONFIRM THAT YOU AND YOUR FAMILY ARE COVID-19 SYMPTOM FREE**
 - 6 REGISTER**
 - 7 CONFIRMATION AND REMINDERS**
 - 8 RECEIVE EMAIL TICKET. YOU MUST BRING TICKET (EITHER PRINTED OR ON YOUR MOBILE PHONE) TO WORSHIP**
- WELCOME BACK TO IN-PERSON WORSHIP!**