

Reopening Services FAQs

Crossway Community Church

Last updated 7/29/20

General

What time will in-person services be held?

Please join us for an hour-long service beginning at 9:30 or 11:00 AM.

Will we continue to livestream our service?

Yes, to serve our vulnerable members and anyone uncomfortable gathering in a large group, we plan to livestream our first service at 9:30 AM.

What are we doing to minimize the spread of Coronavirus on surfaces?

- All doors will be propped open so that no one has to handle the hardware.
- Frequently touched surfaces like handrails, bathroom handles, and counters will be disinfected between services.
- We will be suspending our coffee service.
- We will not be celebrating the Lord's Supper during the initial re-opening phase but are working through options for beginning this soon.
- We will not pass baskets to receive the offering. We encourage you to give by credit card or text. There will also be a lockbox at the back of the auditorium for those who would prefer to give a check.
- The water fountains will be turned off. Please bring your own water with you.

How will we maintain social distancing during the service?

- Every other row of chairs has been removed from the auditorium in order to leave 6 feet between rows.
- We are asking that you reserve seats [at this link](#). Please reserve seats for your entire family or social group together.
- When reserving seats, please leave 4 seats between your group and the other reserved seats on your row.
- We will be using all entry and exit doors in the lobby. Greeters will be outside to help you locate the best entrance/exit door to your reserved seats.
- Also, ushers will be available inside to help you find your reserved seats.
- We ask that you maintain 6 feet of social distance between family groups at all times. We ask that you not congregate in the lobby, but proceed directly to your seat and remain there for the entire meeting.

Does that mean that we will not be able to fellowship at all?

- If you feel comfortable fellowshiping, please move outside. There are plenty of shady areas near the church office to have a conversation in the fresh air. With multiple services the building will need to be cleaned in between services, so exiting the building immediately after the service ends assists those serving on our cleaning team.
- Please greet one another with kind words versus handshakes or hugs.

Do we need to wear face masks?

- In order to serve our vulnerable population and allow for the most members and guests to attend each Sunday, we ask that you would please wear a mask. This request both follows the spirit of the N.C. governor's executive order, but even more importantly allows us to serve those who would be most at-risk in our church and allow them to still attend safely. If you don't have a mask, we will have extras for you at our welcome desk.
- Our request to wear face masks does not apply to children. Parents may decide whether or not their children should wear face masks while in our church building.
- We understand if you are unable to wear a face mask due to any medical or behavioral condition, disability, or if you are communicating with someone who is hearing-impaired in a way that requires the mouth to be visible.
- Please note that the singing portion of our service is the most important time to wear a face mask.

Should I attend the service if I am in an at-risk population?

If you are elderly, immunocompromised, or have an underlying health condition we encourage you to consider not attending in-person services at this time but instead to continue to participate by joining our livestream at live.crosswaync.org.

Children

Will Children's Ministry be provided?

We will not be offering Children's Ministry classes during this initial stage of resuming in-person services.

Are my children permitted to attend the service?

Children are welcome to attend the service and sit with their parents. However, there will not be opportunities for you to move out into the lobby or the Infant Care Room with your children. Parents, please keep your children with you at all times.

Will the Infant Care Room be available for nursing moms?

The Little Lambs classroom located downstairs will be available for you to feed your infant or change their diaper. However, due to restrictions, we will not be able to provide volunteers, snacks, or supplies. Please use this room for nursing or diaper changing only.

Exposure

What should I do if I am sick?

If you are running a fever near or above 100 degrees or experiencing any respiratory symptoms, please stay at home.

What should I do if I become sick after attending a church service?

If at any time you develop COVID-19 symptoms and/or test positive and have recently attended a church service, please contact the church office as soon as possible (info@crosswaync.org or 704-948-9900).

Will the church notify others of possible contact?

Yes, we will inform those who attended the same service as someone who subsequently tested positive for COVID-19. We will also ask you to identify those with whom you may have had "[close](#)" contact while there and request that you notify them or give your permission to the church office to do so on your behalf.

What should I do if I attended a service with someone who has tested positive for COVID-19?

If you did not have close contact with that person, self-monitor for [symptoms](#), and get tested for COVID-19 if symptoms develop.

What should I do if I have been in close contact with someone who has tested positive for COVID-19?

Consider staying at home and self-monitoring for [symptoms](#) and get tested for COVID-19 if symptoms develop.

When can I return to a church service after I have symptoms, or test positive, for COVID-19?

You should not return until you have met the [CDC criteria](#) to discontinue home isolation.