

FAQs - Frequently Asked Questions

GENERAL

1. What do I need to do if I want to participate in the in-person worship?

- I. Pre-Registration: There're 4 different ways to Pre-Register. We recommend you to download the Church Center App & register with this App.
https://www.scbc.com/doc/HowToPreRegistration_English.pdf
- II. On Sunday morning, complete the Health Self-Assessment Form (Electronic Form or Paper Form) per person.
<https://docs.google.com/forms/d/e/1FAIpQLSfKN18DzYe7VALHH1lqt7CIhQX9Kj8S03ShK89oYE8VSasjQ/viewform> (Electronic Form) or print and complete hard copy at home
https://www.scbc.com/doc/SurveyScreeningPoster_EM.pdf (Paper Form)
Please bring your own pen if you need to fill out the paper form on site.

2. How early can I complete the Health Self-Assessment Form?

The earliest time you can complete the Health Self-Assessment Form is **within 3 hours before entering the church**. This is to ensure you do not have any listed symptoms prior to you entering the church. Therefore, we purposely did not include this Form in the Pre-Registration process.

3. Why do I need to do so much to come to church to worship, I don't even need to do all these to go to work?

SCBC is following the Toronto Public Health (TPH) guidelines for Place of Worship. We want to do all our due diligences to keep everyone safe and follow the government requirements.

<https://www.toronto.ca/home/covid-19/covid-19-reopening-recovery-rebuild/covid-19-reopening-guidelines-for-businesses-organizations/covid-19-guidance-faith-based-organizations/>

4. What do I expect when I arrive at SCBC on Sunday?

- I. Mandatory Face Mask required while indoor
- II. Temperature Screening
- III. Hand Sanitization
- IV. Check in at the Check-Ins Station
- V. Submit the Electronic Health Self-Assessment Score or Paper Form

5. How long does it take to complete the entire Check-Ins process?

The Check-Ins process can be completed within as short as 30 seconds if you are able to complete these 2 items before entering the church building:

- I. Generate the Pre-Check-Ins QR Code from the Church Center App
 - II. Have the Summary Score page ready if you use the Electronic version of the Health Self-Assessment Form OR have the completed Paper Form ready to submit.
6. If I answer “YES” to any listed symptoms or if I refuse to follow the Screening and Check-Ins procedures, will I still be able to attend the worship in church?
- I. Refusal to follow the Screening/Check-Ins procedures established could result in denial of entry.
 - II. If you have symptoms listed, you will be directed to consult with the Health Team Members on site. There will be a possibility that you may be denial of entry as the Health and Safety of the congregation as a whole is our utmost priority. When you have symptoms, we highly recommend you join the online worship with us.
7. It’s allergy season and I always have runny nose or itchy throat. Does this mean I cannot attend in-person worship?
- I. Please be truthful when you complete the Health Self-Assessment Form to protect the health and safety of the congregation. If you obtained less than 30/30 score on your Electronic Health Self-Assessment Form or answered “Yes” to any one of the listed symptoms on the Paper Form, you will be directed to consult with the Health Team member and may be denied entry.
 - II. When you have symptoms, we highly recommend you join the online worship with us as it is sometimes difficult to determine if the symptoms are related to allergy or infection.

8. Can I use one Electronic Health Self-Assessment Form for the entire family?

No. Each family member needs to complete his/her own Self-Assessment Form in order to be valid. Unfortunately, due to technical reason, if each family member does not have his/her own device to complete his/her own individual form, they will be required to complete the paper forms instead.

9. How long does SCBC keep the record of the Health Self-Assessment Form (electronic/paper version)?

The Church Office will only keep the record for 30 days. After 30 days, the record will be destroyed as per public health guidelines.

10. Is there an “Isolation Room” for those who had been “flagged” and potentially required to go home?

Yes. The Choir Room has been designated to be the Assessment “Isolation” room. If someone is sick or flagged during the Check-Ins process, they’ll be escorted into the Choir Room accordingly.

11. Will there be any cleaning after people have been visited or gathered (currently this is limited to spaces open for worship only)?

Yes. There will be sanitization and cleaning to the areas where people have been/visited/gathered/touched after every Sunday by Cleaning Team &/or Custodians.

12. Can we bring kids to worship?

- I. The Toronto Public Health guideline doesn't specify age group; who can attend, who cannot attend, etc. Currently, there are no children or childcare programs available at this time, therefore children will always have to stay with the parents while in worship service.
<https://www.toronto.ca/home/covid-19/covid-19-reopening-recovery-rebuild/covid-19-reopening-guidelines-for-businesses-organizations/covid-19-guidance-faith-based-organizations/>
- II. Currently, we are only opening the worship areas (Sanctuary & Gym) on Sunday. Other rooms (e.g. Nursery, Room at the back of Sanctuary) are closed to the public.

13. Can we have more Reception Team members to check the Health Assessment Form and to remind brothers & sisters to open their Church Center App to generate the Pre-Check-Ins QR Code while brothers & sisters are lining up before they reach the Check-Ins Stations?

If there are enough Reception Team members, this can be done to speed things up.

14. Do I sanitize my own seat after worship?

No, we have brothers & sisters signed up as Cleaning Team. In order to minimize their workload, we recommend you stay at the same seat and do not move around during the worship service.

PRE-REGISTRATION & CHECK-INS

1. Why do I need to Pre-Register to attend in-person worship in my congregation worship?

In order to follow the church reopening limited capacity guideline as mandated by the government, brothers and sisters who plan to attend in-person worship are required to Pre-Register.

2. I'm serving in the worship; do I need to Pre-Register & Check-Ins?

Yes, everyone who enter SCBC on Sunday during worship time is required to Pre-Register & Check-Ins. According to the current policy, except for the custodians on duty, all people entering the church must complete Health Screening & Check-Ins. This includes all worship leaders, pastors, deacons, speakers & helpers.

3. Can I come to SCBC during worship time but not participating in any worship service? Do I need to Check-Ins?

Currently, we have only opened the worship areas (Sanctuary & Gym) on Sunday. All people entering the church must complete Health Screening & Check-Ins. Reception Team member will ask for your reason to stay if you're not participating in any worship service.

4. How do I know the worship service that I plan to register is full?

- I. The Pre-Registration process will indicate the number of "Remaining Spots" left for each worship when viewing an Event from a Browser online. So, if capacity is reached, then the next person to register will be declined.
- II. Currently, the "Remaining Spots" is only displayed when viewing the Event Online. A feature request was submitted & hoping the viewing of "Remaining Spots" soon be available to the Church Center App.

5. Is there a Waiting List available if the registration is full?

At this moment, we have not opened this option yet, but our experience so far is that we are nowhere near the capacity. We are constantly monitoring & reviewing the registration status.

6. Why do I need to provide my phone number during the Pre-Registration process?

- I. This is to ensure we have accurate contact information for contact tracing as part of the Toronto Public Health requirements.
- II. Your personal information will be protected under the church's Personal Information Protection Policy.

7. What if I plan to attend two worship services on the same Sunday? (E.g. English Worship & Cantonese Worship)

- I. You're required to Pre-Register twice. Pre-Register the first worship and then select "Register Again" to Pre-Register another worship. This will ensure the registration count is as accurate as possible.
- II. Also, when you arrived, you also need to check-in twice. Generate a Pre-Check-Ins QR Code to check-in the first worship by selecting the first worship location (e.g. English Worship @ Sanctuary) & scan. Then, select "Start Over", generate another Pre-Check-Ins QR Code by selecting the second worship location (e.g. Cantonese Worship @ Sanctuary) & scan. This will ensure accurate attendance count of each worship is recorded properly and ensure proper contact tracing if needed.

8. I pre-registered but the Check-Ins system stated that I did not register when I scan my QR code.

- I. If you registered successfully, you will receive an email confirmation. We have found some people forgot to click “Complete Registration” at their last step.
- II. No worry. If this happens, please go to the Regular/Manual Check-Ins Station, the Reception Team member will be able to assist you.

9. What if I pre-registered for the wrong worship during the pre-registration process?

- I. You can cancel your registration by selecting “cancel online” option on your Church Center App or on your email confirmation.
- II. Then, register again for the worship service that you plan to attend in-person.

10. Can I pre-register my other family member using my Church Center App?

Yes! Any family members living in the same address can be setup as Household. You should be able to see their names when you log into your Church Center App. Please make sure the person you registered also understand the Declaration of Compliance and Assumption of Risk Related to Coronavirus/COVID-19 Statements.

11. What if I cannot see my family members name(s) on my Church Center App?

- I. You can use the “+ Add someone else” to register someone not on the list.
- II. Select the checkbox beside “This person is in my household”.

12. Can I pre-register someone else other than my family members using my Church Center App?

- I. Yes! You can use the “+ Add someone else” to register someone not on the list.
- II. Do not need to select the checkbox beside “This person is in my household”.

13. How do I know my pre-registration is successful?

You will receive an email confirmation almost instantly.

14. How early can I generate my Pre-Check-Ins QR Code on my Church Center App?

The Check-Ins function will be enabled at 8am on Sunday morning.

15. Is the Sunday Check-Ins process being fully touchless?

Yes! If you use the Church Center App and complete the Electronic version of the Health Self-Assessment Form. We highly recommended this method because this will ease the pressure of the Reception Team and speed up the whole registration process.

16. Can 1 QR Code to check in everyone in my family using the Church Center App?

Yes! Check-in your family members together by selecting all their names on your Church Center App prior to generating the Pre-Check-Ins QR Code.

Please notes:

- I. Make sure everyone you selected had pre-registered. Otherwise, you cannot use the Express Check-Ins Stations, and must use the Regular/Manual Check-Ins Station instead.
- II. Make sure everyone is entering SCBC **at the same time**. If someone drop you off and go park the car, do not check them in yet as they have to go through the screening first.

17. Can my family member(s) attend different worship from mine? How to Pre-Register & Check-Ins?

- I. Pre-Registration: You can select different worship service from the dropdown menu for each person.
- II. Check-Ins: Ensure the worship location displays correctly prior to generating the Pre-Check-Ins QR Code.
- III. Make sure everyone is entering SCBC at the same time. Otherwise, they should check in separately as each one enters SCBC.

18. I pre-registered a specific language group worship but when I try to generate the Pre-Check-Ins QR Code, the location shows another worship?

- I. This may happen depending on when you registered. For those who registered any time before 8am on Sunday, the system will automatically assign the worship location based on your registration.
- II. If the worship location doesn't show correctly, click the Arrow down key "∨" in the Location dropdown menu to select the correct location.

19. Why am I able to generate a QR Code when I did not pre-register?

- I. The QR Code is a "Pre-Check-In QR Code", like an I.D. to prepare you to check-in. If the Event is enabled to allow check-in, anyone who has the Church Center App can generate the QR Code. The system will confirm your registration status when you scan your QR Code at one of our Check-Ins Stations.
- II. In other words, having the Pre-Check-Ins QR Code does not mean you registered.

20. How do I know my Check-ins is successful at the Express Check-Ins Station?

- I. You will see a 4-character code and a barcode displays on your phone if Check-ins is successful. The tablet will also display a message stating that your Check-Ins is successful.
- II. If there are any issues, Reception Team members are available to assist you to check-in at the Regular/Manual Station.