

Reopening Frequently Asked Questions

When will the Center be open?

- The Center will be open at reduced physical capacity on Tuesday, July 1st, 2021. Starting that day, we will be open in-person Monday-Saturday. Our operation hours will be from 9 a.m.- 5 p.m., except Wednesdays 9 a.m.-4 p.m. and Thursdays 9 a.m. -7 p.m.
- Teleconference groups will be offered from 10 a.m.- 3 p.m. Monday-Saturday. Not every hour will have a teleconference group available.
- Members can line up outside the front entrance no sooner than 8:30 a.m. to be screened for symptoms.
- Members are not to loiter outside the center.

Are there any new guidelines to participate?

- All persons who enter the building are required to wear a face covering. We encourage members to bring their own face covering. If a member does not have one, the center will give one.
- Face masks, face shields, cloth bandanas and neck gaiters are all acceptable face coverings to be worn. Surgical masks that sit close to the skin are preferred.
- Those who cannot wear a face covering will be invited to join our online support groups but will not be permitted in the building.
- We have revised social agreements that includes information on COVID-19. This will be emailed out, posted in the center, and reviewed by staff.
- All who enter the building will abide by the physical distancing and handwashing guidelines set by the CDC.
- Before entering the building, all members will go through the approved COVID-19 health screening including symptom, exposure and temperature check.

How is the Center abiding by COVID safety guidelines?

- The center will be educating members on disease prevention, enforcing COVID related social agreements, and sanitizing surfaces regularly.
- Members and staff will go through a health screening before entering the building (asking about exposure, monitoring for symptoms and checking temperature).
- Members and staff showing symptoms are not to come to the center and if they do, they will be asked to return home until they are symptom free for two weeks.

What is included in a “health screening”?

A health screening includes a staff member...

- Taking members’ temperature with a touchless thermometer
- Monitoring members for the following symptoms: fever, coughing, sweating, chills, diarrhea, weakness, shortness of breath and muscles aches.
- Asking members have had any of the above-mentioned symptoms in the past two weeks
- Asking if you have been exposed to a confirmed or suspected COVID-19 patient
- Asking if you have tested positive for COVID-19

If at the time of arrival, you have a temperature of below 99 degrees Fahrenheit, can truthfully answer “no” to the above questions, and are displaying no symptoms.

Will there be anything not available at the Center?

- The Culinary Academy is closed for the time being. We ask that members not bring food items that need refrigeration or microwaving as those will not be accessible. Members will have access to our drinking fountain and are encouraged to bring their own refillable water flask.

Can I participate in an online group while at the Center?

Yes. Members who would like to participate in an online group can do so by locating groups labeled as Hybrid. For example, Happy Harmony (AA/H-A) on the calendar, means that the group Happy Harmony is located in the Art Academy and is an online group A simultaneously.

When will the center be fully open (no longer physical distancing)?

The center will be reopening to normal operating hours in phases when it is deemed safe to do so by Orange County and our upper management at the Mental Health Association of Orange County. We do not have set dates for this to occur.

How can I contact the center if I have more questions or suggestions?

To contact us, visit our website at www.WellnessCenterWest.org or call our front desk at (657) 667-4455. While at the center, any of our staff will be happy to answer your questions.