

Reopening Frequently Asked Questions

When will the Center be open?

The Center will be open at reduced physical capacity on Tuesday, October 13. Starting that day, we will be open in-person Monday-Thursday. Our operation hours will be from 9 a.m.- 12 p.m. & 2 p.m.- 5 p.m.

The center will be closed for members Monday-Thursday 12 p.m. - 2 p.m. for midday staff meeting/ janitorial services & all-day Friday.

Teleconference groups will be offered at 10 a.m. & 3 p.m. Monday-Thursday and all-day Friday.

Members can line up outside the front entrance no sooner than 8:30 a.m. & 1:30 p.m. to be screened for symptoms. After the building has reached capacity and when the center is closed, members will be asked to vacate the premises and come back later.

Members can stay at the center for either the morning (9 a.m.- 12 p.m.) or afternoon (2 p.m.- 5 p.m.) shifts. They cannot stay all day. 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 loan one to be returned and sanitized. Returned masks are placed in a biohazard bin and sanitized at a high heat laundry facility.

Face masks, face shields, cloth bandanas and neck gaiters are all acceptable face coverings to be worn.

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 guidelines set by the CDC. Chairs are spaced at least 6 feet apart and are not to be moved.

Before entering the building, all members will be asked if they have experienced any symptoms in the past two weeks and have their temperature taken with a touchless thermometer. Those that do not pass the health screening 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 your temperature with a touchless thermometer
- Monitoring you for the following symptoms: fever, coughing, sweating, chills, diarrhea, weakness, shortness of breath and muscles aches.
- Asking if you have had any of the above-mentioned symptoms in the past two weeks
- Asking if you have been exposed to a confirmed 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.

Social outings using the van will also not be available. We will be visiting our walkable venues near the Center for community integration.

How many people can be in the Center?

To abide by the physical distancing and disease prevention guidelines, only 25 members will be able to be in the center at any time. Attendance is on a first come first serve basis and must participate in a group during their visit to the Center.

We invite everyone to participate in the online support groups at 10 a.m. & 3 p.m. Monday-Thursday and all-day Fridays.

How many people can participate in a group?

For any of our classrooms, up to 3-4 members can participate in a group depending on the room capacity. Online, up to 8 members can participate. For larger groups, such as our local social outing and/or groups hosted in the living room, up to 10 members can participate.

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

Unfortunately, no. Members who would like to participate in an online group must do so outside of the center in a private space. (See our Tips on Online Support Groups)

What happens when the center is at capacity?

For a group: The group facilitator will assess if a larger classroom or area is available. If there are none available, then those remaining members will be invited to participate in another activity.

For the building: If the center exceeds capacity and then a new member arrives, members will be encouraged to come back later and be given priority to enter the building.

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. 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.