



## **Coming Together Again**

### **Wellness House Plans for Return to In-Person Programs**

June 25, 2021

When we closed our doors on March 13, 2020, we knew we would work diligently to open them again as soon as it was safe to do so. We're excited to announce that we are moving to another reopening phase.

After more than a year of online programs, we are excited to continue our phased approach to returning to in-person programs at the main location in Hinsdale. This summer, we will continue to offer individual consultations and appointments in-person and will begin offering limited group programs in-person as well. Registration will be limited for in-person programs and screening and safety measures will be in place at the house.

Look for the In-Person icon throughout the [program guide](#) to indicate in-person programming. We recognize in-person programs may not be the best choice for all participants at this time and encourage you to consult your healthcare team if you have questions about your safety. The majority of programs will continue online this summer.

We will continue to follow the guidance set forth by the Centers for Disease Control, Illinois Department of Public Health, DuPage County Health Department, and Cook County Department of Public Health, and with feedback from area healthcare providers as we roll out the Coming Together Again: Wellness House plan. Over the next seven months, we will gradually and safely increase the number of programs offered in person.

As we enter this next phase of re-opening our doors, please know how much we look forward to seeing everyone!

#### **Coming Together Again FAQs**

##### **Q. When will Wellness House resume in-person programs?**

**A.** Wellness House will begin a phased approach to in-person programs at the main location in Hinsdale beginning the week of May 17, 2021.

##### **Phase 1: May 17, 2021, to June 30, 2021**

- The Main Entrance and Lobby will remain closed to the public
- All regular programs will be available online as they are currently scheduled

- Wellness House staff will be available to meet with participants individually, in-person, at the main location in Hinsdale by appointment only

**Phase 2: July 1, 2021, to September 30, 2021**

- Wellness House will begin offering limited group programs in-person at the main location in Hinsdale by registration only
- Look for the In-Person icon throughout the Summer Program Guide to indicate in-person programming
- Wellness House staff will be available to meet with participants individually, in-person, at the main location in Hinsdale by appointment only

**Phase 3: (Tentatively) October 1, 2021, to December 31, 2021**

- Wellness House will increase the number of group programs offered in-person at the main location in Hinsdale by registration only
- Wellness House staff will be available to meet with participants individually, in-person, at the main location in Hinsdale by appointment only
- Updates and more information will be provided through email and via our website in September

**Q. Will Wellness House offer programs online once in-person programs begin?**

**A.** Yes, programs will be offered online during the phased return and in the future. For our July to September quarter, the majority of programs will remain online. We will gradually increase in-person programs and reduce online programs between October through March with a plan that most programs will be in-person by the Spring of 2022, with a selection of programs that will remain online. Please continue to check the website and Program Guide for updates and current schedules.

**Q. Will social distancing measures be in place at Wellness House?**

**A.** Yes, all participants, volunteers, and staff are expected to maintain a safe distance from one another. Social distancing has been identified as a key to stop the spread of the COVID-19 virus and is defined as keeping space of 6 feet between yourself and others. At Wellness House, the following procedures and protocols will be used to promote social distancing:

- All meetings will take place in rooms that allow for at least 6 feet between individuals from different households
- Restrooms are single occupancy
- A plexiglass barrier has been installed at the front desk at the main location

**Q. What other safety measures are in place at Wellness House?**

**A.** Upon arrival to Wellness House, all participants, volunteers, and staff are screened for symptoms, and temperatures are taken. High-touch surfaces are cleaned regularly, including the spaces that are used for individual appointments.

**Q. How will you notify participants if they were in contact with someone who has tested positive for COVID-19 while at Wellness House?**

**A.** If Wellness House learns that someone with a confirmed COVID-19 diagnosis came in contact with others while at the Wellness House main location in Hinsdale or partner locations, Wellness House will contact those who were in direct contact with the diagnosed individual without disclosing identifying information.

**Q. Do I need to be vaccinated to attend in-person programs?**

**A.** At this time, Wellness House is not mandating that staff, volunteers, or participants receive the COVID-19 vaccine. We will continue to practice social distancing, hand washing, temperature checks, and mask-wearing as outlined by the CDC.

**Q. Are Wellness House staff and volunteers vaccinated?**

**A.** As an organization, Wellness House encourages all staff, volunteers, and participants to receive the COVID-19 vaccination after discussing the decision with their health care providers. At this time, Wellness House is not mandating vaccination for staff, volunteers, or participants and is not disclosing staff vaccination status.

**Q. How can I make an appointment to meet with a staff person at Wellness House?**

**A.** If you would like to schedule an appointment with a Wellness House staff person, please contact the reception desk at 630.323.5150 or contact the staff person you would like to meet with via phone or email. The day before an appointment, participants will receive an email with instructions on entering the building and safety checks.

**Q. Will food or drinks be provided or permitted at Wellness House?**

**A.** Food and drink will not be provided or permitted at Wellness House, as participants must wear a mask at all times. Participants are welcome to bring a personal water bottle, and we ask that you only remove your mask to take a drink when in a private space away from others.

**Q. Will Wellness House offer hybrid programs with in-person and online simultaneous participation?**

**A.** Our current goal is to offer in-person and online programs separately. In addition, a select number of programs will pilot new technology and hybrid options between July and December.