

## Frequently Asked Questions

- ▲ Will a video format still be provided if I'm unable to attend?** Yes, we plan to livestream all elements of our Sunday service via Facebook, and then upload the archived video to our website.
- ▲ Will kid's ministry be provided for my child(ren)?** Yes, we currently offer programming for children ages nursery through third grade. Heritage Kid's Ministry will: (1) Encourage the use of Elexio Remote Check-in; (2) Require temperature screenings of all volunteers and kids; (3) Face coverings are required for volunteers and recommended for parents during drop-off and pick-up.
- ▲ Will offering plates be passed?** No, we will station safe and secure offering boxes at the beginning of each aisle.
- ▲ Will there be a worship folder?** Yes, a revised worship folder will be available for you to personally pick up at the beginning of each aisle.
- ▲ Will there be a formal greeting time during the service?** No, we ask all Heritage attenders to refrain from handshakes, hugs, fist bumps, etc. during this time.
- ▲ Will there be greeters at the doors?** Yes, greeters will be positioned to assist you and answer your questions. Our First Impressions Team is up-to-speed on recommended best practices and will be happy to assist you and your family. All doors of entry will be open to minimize handling.
- ▲ Will all food and beverage stations be closed?** Yes, the refreshments table and coffee bar will remain closed until further notice.
- ▲ Will items be removed from the pew racks?** Yes, all Bibles, hymnals, connect cards, and pens will be removed until further notice. A electronic Connect Card is available on our website homepage at [hbclakeland.com](http://hbclakeland.com)