

# Reopening In-Person Services: Frequently Asked Questions

Sage continues to prioritize the health and safety of volunteers, staff, and the people we serve. We are taking a phased approach to reopening our building, and will begin pre-registered group programming only starting in May. Social work and other one-one-one supports continue to be available by appointment. Drop-in programming and the Sunshine Café remain closed at this time.

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## **Q** Who will have access to Sage's main building?

**A** Sage's main building will reopen for pre-registered group programming, and social work and other one-on-one supports by appointment only.

## **Q** Will the Sunshine Café reopen in May?

**A** No. We are asking people to stay masked and maintain social distancing at all times while they are in the building, so the Sunshine Café will not reopen at this time.

## **Q** How do I pre-register for Life Enrichment programming?

**A** Pre-registration for May programming is **now open**. To register, or for more information on which Life Enrichment programs will remain online, and which programs will move in-person in May and require pre-registration, please visit [www.mysage.ca/events](http://www.mysage.ca/events), email [life@mysage.ca](mailto:life@mysage.ca), or call 780.701.9016.



**Q Do I need to be vaccinated?**

**A** The full course of the COVID-19 vaccination is strongly encouraged for your own health and safety. Proof of vaccination is not required for program participants to access Sage's main building. Sage staff, students, and volunteers are **required** to be vaccinated.

**Q I need to access Sage's Seniors Safe House. Do I need to be vaccinated?**

**A** No. Proof of vaccination will not be required to access the Seniors Safe House.

**Q I don't want to wear a mask and/or I have a mask exemption. Can I come to Sage?**

**A** No. If you choose not to or cannot wear a mask at Sage, you will be asked to leave the premises and alternate forms of service delivery, including service online or over the phone, will be explored.

If you do not have your own mask or face covering, or staff determine that the mask you are wearing is not effective, we will provide you with a mask to wear. Please clean your hands with hand sanitizer before and after putting your mask on.

**Q I have an appointment at Sage. How can I be sure the building is still open when I get there?**

**A** You will be contacted the day before your appointment, and staff will do a health screening to confirm that nothing has changed for you since the appointment was made. We will also have Sage staff members positioned at the main door to let you in and direct you further.

**Q I have questions about Sage's main building re-opening. Who do I contact?**

**A** For the most up-to-date information about service delivery and the phases of reopening Sage's main building for in-person services, please call 780.423.5510 or visit [www.mysage.ca](http://www.mysage.ca).