

FAQ for PHPC's Guiding Principles During COVID-19

Q: Is July 31 a hard and fast date?

A: If conditions improve (using the parameters set by the CDC) we may consider beginning Phase One for returning to church (as outlined in our guiding principles) prior to July 31. The PHPC Pandemic Task Force will monitor and evaluate public health developments, and Phase One may begin after July 31 if conditions have not sufficiently improved.

Q: How will we receive updates from the Session and the Pandemic Task Force regarding next steps for reopening church?

A: The Pandemic Task Force will monitor and evaluate public health developments and will communicate updates in the Friday churchwide email newsletter. If you do not receive this newsletter and would like to, please contact Marianne Anderson at office@pleasanthillpc.org.

Q: How can I find out more information about PHPC's programs, ministry, and other details during COVID-19?

A: Churchwide email newsletters (sent out on Fridays) have a wealth of information about ongoing and new ways to be connected together. Our website has updated information specific to this time: <https://www.pleasanthillpc.org>. Additionally, our Pleasant Hill Presbyterian Church Facebook page and PHPC Forum on Facebook are regularly updated. There you will find information about how to stay connected to your church family in many ways!

Q: How do I contact a member of the staff while they are working remotely?

A: As always, all of our staff members are available via email. Check your Realm directory for information. You may contact Senior Pastor Katie Day on her cell phone: 904-635-0990 or via email: katie@pleasanthillpc.org.

Q: I will miss my church family during the summer! Will there be opportunities to gather virtually if we are unable to gather in person?

A: Yes, we will miss you, too! The staff and other leaders are actively working on creative opportunities for fellowship, faith formation, and mission. Please keep checking the weekly emails for the latest updates! If you have an idea to share, please reach out to a member of the staff via email.

Q: Why are we cancelling summer mission and conference trips?

A: All of our mission and conference partners have already cancelled summer events. All trips require in-depth logistics planning. With the continued uncertainty around the timing of when it will be safe to return to non-essential travel, all trips have been cancelled. We are working on safe alternative events for this summer.

Q: My teenager is having a particularly difficult time with the many cancellations they face this summer. Any suggestions for helping them through this time?

A: We wish we had magic words to make the grief disappear from losing opportunities and experiences that are so important or to make not going on summer trips any easier. A helpful perspective is that they truly are grieving a loss. With grief comes anger, sadness, negotiating, acceptance, and denial. All these emotions come in different ways and will come at different times. All emotions are OK; affirm their experience, and don't try to fix them. Walk with them, let them know you hear them, and that it's OK to be mad, upset, and sad about all this. Children's Healthcare of Atlanta has a helpful article [here](#). The

American Red Cross has a [free online course](#) if you'd like some more in-depth information. Of course, your pastors are here to help, too. Let us know how it's going and if we can reach out in any way.

Q: As a church member, how can I support PHPC's children, youth, and their families?

A: Thank you for asking! As a church family, we can support our young people and their families during this time by reaching out with notes, emails, calls, and any way that you would normally care for another member of our church.

Q: How will PHPC support our mission and outreach partners and our conference center partners if they are impacted by having to cancel summer trips?

A: All of our partners have cancelled summer trips and many have created opportunities to assist them during this time by contributing funds, deferring refunds, etc. PHPC strives to support our partners in any way feasible and we will continue to work with our partners to do so.

Q: I'm not sure I will feel comfortable participating in worship or other gatherings even when it is safe for most of the population to do so. How can I be a part of our church life?

A: Our number one priority is to offer ways to keep our members and community as safe as possible. We will continue to worship online, offer online small group opportunities, and find other creative ways for folks who aren't able to attend in person to participate. We would love to hear from you if you have ideas!

Q: Will church ever be "normal" again?

A: We know that it is hard to get our heads around this situation and its long-term impact on life as we know it. First, as the people of God have done for centuries, we trust that God will continue to be faithful to us and call us to be faith-filled people bringing hope to the world. In that assurance, we know that whatever tomorrow brings, we will continue to be the same strong congregation, and perhaps even stronger. Our calling from God won't change in spite of tweaks that we may need to make in our life together in the months ahead.

Q: If my PHPC group meets off-site, can we go ahead and begin meeting in-person again?

A: No matter where group gatherings are located, all PHPC meetings or events will follow the guidelines set forth in the Guiding Principles document. All small groups and church school classes will continue to meet virtually until the Session gives authorization to do otherwise.

Q: Will PHPC be OK financially?

A: The good news is that the congregation continues to faithfully and generously give during this time, and we trust that this will continue. Thank you! Be assured that the Business Committee of Session is working diligently and attentively on all aspects of the church finances. We do, of course, have substantial ongoing expenses related to staff and our facility, even if we are unable to be there to enjoy our wonderful campus. If you have specific questions, ideas, or need information about your particular giving, please contact our Financial Secretary, Kristie Johns at kristie@pleasanthillpc.org.

Q: I typically put my offering in the plate and have not submitted my monthly gift. Who can I contact to get set up to give via auto payment?

A: We are grateful for your continued support of the work and ministry of PHPC! To set up a regular contribution or to give a one-time donation, you may do so here: <https://onrealm.org/PleasantHillPre/-/give/now> You can also text givePHPC to 73256. If you need assistance, please email Financial Secretary Kristie Johns at kristie@pleasanthillpc.org.

Q: I live by myself or have limited technology and would like to have regular communication with someone from the church (doesn't have to be a staff member). Who should I contact to set this up?

A: We would be glad to help you get connected. Contact Marianne Anderson at office@pleasanthillpc.org or 770-497-0233.

Q: I want to support efforts to help our community during this time but can't leave the house. Are there opportunities that the church is involved in that I can help with?

A: Thanks for your generous offer! We do have opportunities for church members to help in many ways. Contact Marianne Anderson at office@pleasanthillpc.org to get plugged in.

Q: I/my neighbor have been laid off/furloughed. Does the church have resources they can suggest that could help us/them during this time?

A: If you are in need of financial assistance, pastoral care, or other support due to COVID-19, we want to share the burden of these difficult times with you. Please contact your pastors, and they will help as they are able.

With thanks to the Session of Saint Luke's Presbyterian Church in Dunwoody for sharing the framework of this document for our adaption.