



## **St. Louis Oasis Frequently Asked Questions (FAQs)**

### **Regarding Coronavirus**

## **Program Suspension Extended to May 11**

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- 1. Will St. Louis Oasis temporarily suspend programs in response to the outbreak of the Novel Coronavirus, COVID-19?**
  - Yes. St. Louis Oasis will temporarily suspend all programs, including tours, from **Monday, March 16 to Monday, May 11**. There is no higher priority than the health and safety of our Oasis participants.
- 2. Does the temporary suspension affect Oasis classes and activities at ALL partner sites?**
  - Yes. In an effort to mitigate the risk of the Novel Coronavirus, COVID-19, Oasis programs at ALL sites, to include tours, have been temporarily suspended from Monday, March 16 to Monday, May 11, unless otherwise noted.
- 3. What programs are affected by the temporary suspension?**
  - **ALL** Oasis programs scheduled to take place from **Monday, March 16 to Monday, May 11** have been temporarily suspended.
- 4. Will Oasis reschedule programs affected by the temporary suspension?**
  - Oasis will attempt to reschedule many programs. However, not all programs will be able to be rescheduled. If you registered for a program that is not rescheduled or the new date does not work for you, you may choose to receive a credit to use toward another Oasis program. You may also donate your class fee to Oasis.
- 5. Will the St. Louis Oasis main office be open while programs are temporarily suspended?**
  - St. Louis Oasis employees will not be available at the Center of Clayton while programs have been temporarily suspended, March 13 – May 11. However, you may call 314.862.4859, ext. 24 and leave a detailed message. An Oasis team member will respond to you within 24-48 hours regarding your inquiry.
- 6. What happens if my program is NOT rescheduled?**
  - If you registered for a program that is not rescheduled or the new date does not work for you, you may choose to receive a credit to use toward another Oasis program, or you may donate your class fee to Oasis.

## **7. When will St. Louis Oasis resume regular programming?**

- This is a rapidly evolving situation and we will follow guidance from health agencies regarding the resumption of Oasis programs. We will keep you informed of any changes through direct email, updates on the Oasis website, updates on social media, in response to phone inquiries, and updates on the current FAQ accordingly.

## **8. How will I receive notifications and updates?**

- In an effort to ensure that you stay informed, St. Louis Oasis will disseminate notifications/updates via:
  - Email – Make sure you are Opted In to receive emails from us!
  - Website ([stloasis.org](http://stloasis.org))
  - Social media, Facebook (<https://www.facebook.com/stlouisois/>)
  - Partner sites
  - Oasis office telephone messaging – 314.862.4859, ext. 24

## **9. How is Oasis responding to Novel Coronavirus, COVID-19?**

- We encourage participants to avoid handshakes or physical greetings.
- Hand sanitizer is available in the office and classroom, and we recommend hand washing as much as possible.
- Every venue for Oasis programs has intensified their cleaning and disinfection protocols. At Clayton Oasis, we use Clorox wipes on touchpoints and surfaces. We will continue a heightened cleanliness protocol indefinitely when we end our suspension of programs.
- If you have any symptoms such as sneezing, fever or other flu-like indications, or believe you may have been exposed to anyone with the COVID-19 virus, we recommend contacting your physician immediately.

## **10. Where can I learn more about Novel Coronavirus, COVID-19?**

- In addition to the Centers for Disease Control (CDC), there is information available on the following websites:

National Institutes of Health (NIH)  
World Health Organization (WHO)  
US Department of State  
European Centre for Disease Prevention and Control (ECDC)  
Ledge Light Health District  
Coronavirus Global Cases