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**Updated 1/12/2022**

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

**In-Person Program Suspension: January 2022**

1. **Will St. Louis Oasis temporarily suspend programs in response to the outbreak of the Omicron and Delta variants of the Novel Coronavirus, COVID-19?**

* **Yes. St. Louis Oasis will temporarily suspend all in-person programs, including tours, for January 2022.** There is no higher priority than the health and safety of our Oasis participants.

1. **Does the temporary suspension affect Oasis classes and activities at ALL partner sites?**

* **Yes. In an effort to mitigate the risk, Oasis in-person programs at ALL sites, to include tours, have been temporarily suspended for the entire month of January 2022. Many programs pivoted to the online format and can be taken virtually.**
* **Visit** <https://st-louis.oasiseverywhere.org/?_locationnameonline=Zoom> **for a complete listing of online classes.**

1. **What programs are affected by the temporary suspension?**

* **ALL Oasis in-person programs scheduled to take place in January 2022 have been temporarily suspended; many moved to online. If you are registered for a program in January, you will be contacted regarding whether your program is going online, being rescheduled, or temporarily cancelled.**

1. **I registered for a program that was Hybrid – now what?**

* **Hybrid programs are pivoting to Online Only. Anyone who registered for the in-person version of a program will receive a Zoom link for that class. We invite you to attend virtually instead. Need help with using Zoom? Oasis has YouTube videos to help AND free How to Use Zoom classes available starting this Friday, January 14.**
* **YouTube Zoom Instructional Video:**

<https://www.youtube.com/watch?v=hwTxhzjYCfA&list=PLM3hQ1nhCVMoNqPbx90iz0sJ9-J-I3up6>

* Free How to Use Zoom classes taught by Oasis: \*Registration is open!

<https://st-louis.oasiseverywhere.org/?_locationnameonline=Zoom>

1. **I don’t know how to use Zoom!**

* Oasis is a leader in technology education for adults and we are prepared to help you get comfortable on Zoom! We have a series of YouTube videos you can watch that will give you the basics. We also invite you to join us for some How to Zoom classes starting Jan 14. See question #4 for details.

1. **Will Oasis reschedule programs affected by the temporary suspension?**

* **Oasis will attempt to first offer programs online. If that is not possible, we will attempt to reschedule the 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.**

1. **Will the St. Louis Oasis main office be open while­­­ programs are temporarily suspended?**

* **St. Louis Oasis employees and volunteers will not be available at the Center of Clayton while programs have been temporarily suspended in January 2022. However, you may call 314.862.4859, ext. 24 and leave a detailed message. An Oasis volunteer or team member will respond to you within 48 hours regarding your inquiry.**

1. **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 program, or you may donate your class fee to Oasis.**

1. **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 provide updates as we know more.

1. **How will I receive notifications and updates?**

* In an effort to ensure that you stay informed, St. Louis Oasis will disseminate notifications and provide updates via:
  + **Email** – Make sure you are Opted In to receive emails from us!
  + **Website** – ([www.stloasis.org](http://www.stloasis.org))
  + **Social media** – Facebook (<https://www.facebook.com/stlouisoasis/>) and Instagram (<https://www.instagram.com/stlouisoasis/?hl=en>)
  + **Oasis Office Telephone Messaging** – 314.862.4859, ext. 24

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

* When in-person programs resume, participation requires one to be fully vaccinated against COVID-19 and to wear an appropriate mask over one’s nose and mouth.
* We encourage participants to not eat or drink during in-person indoor programs.
* 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 the Clayton Oasis office, Clorox wipes are used on touchpoints and surfaces. We will continue a heightened cleanliness protocol indefinitely when we end our suspension of in-person 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, please do NOT attend in-person programs. We recommend contacting your physician immediately.

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

* In addition to the [Centers for Disease Control](https://www.cdc.gov/coronavirus/2019-ncov/index.html) (CDC), there is information available on the following websites:  
    
  [National Institutes of Health](https://www.nih.gov/health-information/coronavirus) (NIH)  
  [World Health Organization](https://www.who.int/emergencies/diseases/novel-coronavirus-2019) (WHO)  
  [US Department of State](https://travel.state.gov/content/travel/en/traveladvisories/ea/novel-coronavirus-hubei-province--china.html)[Centers for Disease Prevention and Control](https://www.ecdc.europa.eu/en/novel-coronavirus-china) (CDC)  
  [Coronavirus Global Cases](https://gisanddata.maps.arcgis.com/apps/opsdashboard/index.html?fbclid=IwAR0O8cXO3Ezenx87avRypd7cqYJYkwlYem4QsK0XOjI94pyFoQOVauLW9T0#/bda7594740fd40299423467b48e9ecf6)

St. Louis County Health Department

BJC HealthCare

Illinois Department of Health

Missouri Department of Health and Senior Services