



## **Center 4 Hope & His Branches Partnership FAQ Sheet**

This FAQ sheet is designed to provide clarity and peace of mind regarding the upcoming partnership between Center 4 Hope and His Branches Community Health Center. It addresses the most common questions we've heard from congregants and supporters and highlights the steps being taken to ensure this partnership runs smoothly.

### **Will there be enough parking when His Branches opens?**

We know parking is tight, especially on Tuesdays. A traffic and parking study is underway, and speed bumps will be added to improve safety. Expansion of parking is also being considered.

### **How will guests be welcomed?**

When the Food Pantry is in operation, Center 4 Hope volunteers will direct His Branches patients to the medical office. At other times, His Branches staff or designated greeters will be available to welcome and guide patients.

### **How many patients will His Branches see?**

Each provider will see 4 to 5 patients per hour. His Branches plans to start with 2 providers, so we would anticipate approximately 8 to 10 patients per hour. As the medical office grows, that number may increase to about 15 patients per hour.

### **What will His Branches' hours be?**

The initial hours will depend on the provider assigned to our medical office. The plan is to begin with two providers who will see patients approximately 35 hours per week, with an additional 5 hours dedicated to administrative work. These hours are flexible and may be adjusted depending on the provider's schedule, but typically fall between 8 a.m. and 5 p.m.

### **What is full primary medical care?**

Full primary medical care means patients schedule appointments in advance with their provider. This is not urgent care or an emergency room. We will not be performing invasive procedures such as stitches or surgery, and there will not be walk-ins or crisis-level visits. Same-day appointments are available but are scheduled in advance. Instead, patients will come for regular

check-ups, ongoing care, and planned appointments. This allows us to create predictable rhythms of care for the community.

### **What about concerns over illness spreading in the building?**

His Branches follows strict medical safety practices, including infection-control measures (such as meeting air-handling requirements and following cleaning procedures), to help protect patients, volunteers, and guests.

### **Will medical patients also receive food?**

Yes. Patients in need will be supported through the Food Pantry or directed to a local pantry closer to where they live. A clear policy will ensure food support is available where needed.

### **Who can use the bathrooms?**

Bathrooms within Center 4 Hope will be available to all guests.

### **What changes are happening in the building?**

The area within Center 4 Hope originally designed for medical services will be expanded to include six exam rooms, one mental health counseling room, a nursing and reception station, and a small waiting room. A new back-office area will also be created for the Food Pantry team, and mail delivery will be updated to include secure mailboxes for both Center 4 Hope and His Branches.

### **When the Food Pantry is closed, how will patients enter?**

His Branches will have a receptionist or volunteer greeter, supported by video doorbell and access control systems, to welcome patients and guide them directly to their appointments.

### **Will Center 4 Hope volunteers be able to serve in chaplain roles?**

Yes. Center 4 Hope volunteers will have the opportunity to serve as volunteer chaplains at the His Branches site. They will do this in partnership with His Branches leadership to ensure chaplain care is coordinated and well supported.

### **How do we know there is a real need in Greece for expanded medical services?**

His Branches has deep experience serving the Rochester community through Christ-centered healthcare and community outreach. Conversations and research around healthcare access in Greece continue to reinforce the need for affordable, relationship-based primary care services in our area. This partnership reflects a shared desire to care for the whole person through accessible medical care, compassion, and spiritual support.

### **Where will the medical space be located?**

The redesigned medical space will be created within the existing Center 4 Hope offices and exam room area, specifically rooms 21 and 22, just west of the Café.

### **When will construction begin?**

We anticipate beginning renovations for both the medical space in the fall of 2026. Construction timelines may adjust slightly as planning and permitting progress.

### **How does adding medical care help Center 4 Hope live out the Great Commission?**

Center 4 Hope reflects the love of Christ through both care and witness. By adding primary medical care within a church-based nonprofit, we provide our community with a unique expression of God's love. Patients will encounter high-quality care and may also be supported by chaplains and providers who, when appropriate, offer prayer and spiritual encouragement. As people visit, they see our connection to Hope Church, our commitment to prayer, and our desire to support the whole person. In these ways, adding medical care allows Center 4 Hope to live out the Great Commission by sharing God's love in both word and deed.

### **Who assumes medical liability?**

Hope Church maintains coverage for the building itself, while His Branches carries full medical liability for its space, the medical professionals, and the organization as a whole. This ensures that all aspects of care are properly protected.

### **What is the relationship between Hope Church, Center 4 Hope, and His Branches?**

Our relationship is built on a mutual love for Jesus, for one another, and for the people we serve. In terms of structure, Hope Church leases space to Center 4 Hope, which operates as a separate 501(c)(3) nonprofit organization. Center 4 Hope has a Memorandum of Understanding with Hope Church and will sublease medical space to His Branches for their operations.

### **Does the leadership of Hope Church support this partnership?**

Yes. Pastor Kirk, the Board of Directors of Hope Church, the Board of Elders, the Center 4 Hope Board, and the Hope staff are united in their support of this partnership and its mission.