



COVID-19 UPDATE

MEMBER UPDATE: 3.27.20

At the Stevens Point Area YMCA, everything we do is guided by our mission to support and strengthen the communities we serve. This is even more critical now. Our YMCA is a community and this situation has proven again that our community is not defined by a physical building. It is defined by the many caring and generous people who make it up - like YOU!

We understand that you probably have a lot of questions and while we are still working through a lot of the logistics of this shut down, here are a few answers to commonly asked questions:

I UNDERSTAND THE Y WILL CONTINUE TO DRAFT MY MEMBERSHIP DURING THE CLOSURE. PLEASE TELL ME, HOW ARE THOSE FUNDS BEING USED?

We are very thankful for the support of our members who are continuing their membership during the closure. Supporting the Y by maintaining your membership will allow us to:

- Operate programs for vital community needs, such as providing child care for the children of families who are working in the front-line efforts to contain COVID-19 and other essential workers;
- Support limited staff while normal operations are suspended to provide child care, virtual workouts, general maintenance, member communications and other areas of necessity so that your Y can reopen as soon as possible;
- Repair and deep clean our building, including the daily cleaning and sanitizing in child care;
- Cover expenses related to the continued operation of critical utilities and building mechanicals even though we are operating at a reduced capacity.

HOW CAN I REMAIN ACTIVE DURING THIS CLOSURE?

Our building is closed but we are still here for you! We continue to focus on our members by securing online fitness relationships and recording fitness workouts for our members to use from home. Find links on www.spymca.org for Y360 YouTube, Les Mills Fitness Classes and

Silver Sneakers. Visit our Stevens Point Area YMCA Group Fitness Facebook page for virtual classes by instructors you know!

WHO CAN I SPEAK TO WITH QUESTIONS ABOUT MY MEMBERSHIP?

There is no financial difference between putting your membership on hold or canceling it, but putting it on hold lets us know that you're ready to return as soon as possible. If put on hold, as soon as we are able to open our Y again your account will automatically be reactivated. We are asking you to #staywithus and continue your membership so that we can provide vital community services, such as child care for essential workers.

If you choose to #staywithus during this time and not place your membership on hold, your monthly draft will be considered a charitable donation that goes to work right here in our community helping everyone through these difficult and uncertain times. You will receive an official tax receipt for your thoughtfulness. Please contact Member Services with any additional questions by emailing acook@spymca.org.

ANY CHANGES TO YOUR MEMBERSHIP DRAFT

PLEASE NOTIFY US by March 30th by NOON for an April 1st draft, and by April 13th by NOON for an April 15th draft.

WILL I GET A REFUND OR CREDIT FOR THE PROGRAMS I AM ENROLLED IN?

If we are unable to resume operations in time for the Spring Session beginning on April 19, we will provide refunds or program credits to all current registrants. We will be issuing credits for the unused amount of the Winter 2 Session at a prorated rate. Families enrolled in Before or After School Care are receiving separate communications from ckelly@spymca.org.

HOW LONG WILL THE Y BE CLOSED?

We are closely monitoring guidance from the Wisconsin Department of Health & Human Services, Centers for Disease Control and Governor Evers office. This is an ever-changing situation and we will communicate any decisions to reopen via email, Facebook, and on our website.

WHAT ARE YOUR BUSINESS HOURS DURING THE CLOSURE?

We're always happy to serve any of your needs by phone or email. Child care entrances are the only access to our facility and is limited to those families only. The rest of our facility remains closed. In the event you would like to speak to a staff member, please contact Member Services by emailing acook@spymca.org.

WE'RE BETTER TOGETHER #staywithus #hereforyou

Since its founding 51 years ago in a downtown firehouse, the Stevens Point Area YMCA has been ready to step in when our community needs us. Through good times and bad, the Y has been there for the

community. And with your continued support, we will again.

As we all navigate these new physical distancing requirements, please take care of yourself, your family and those around you. Continue to adhere to the preventative measures as recommended by public health officials, such as limiting interaction, practicing social distancing, and avoiding gatherings.

This is a time of great opportunity to come together as a community, support one another, and truly show the magnitude of generosity and kindness that this community is known for. If you or someone you know needs support, please reach out to the YMCA and we will do our best to help and connect people to the services they need.

Thank you for staying with us and we will see you again soon.



Sharon Johnson
CEO
Stevens Point Area YMCA



See what's happening on our social sites

Stevens Point Area YMCA, 1000 Division Street, Stevens Point, WI 54481

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