

**March 24, 2020**

**Dear Valued Y Family,**

We deeply appreciate your understanding and patience as we navigate the challenging circumstances related to the Coronavirus. We are working as quickly as we can to keep you updated and address your questions.

At the YMCA of Greater Grand Rapids, everything we do is guided by our commitment to support our community, and this is even more critical now. When you belong to the Y, you are not only a member of a health and wellness facility, you are a member of an organization dedicated to strengthening our community. In difficult times, the Y pivots in response to community needs, and finds ways to use our resources to offer solutions – and you can help.

**Stay with Us – Your YMCA Membership Choices**

Your membership helps support our efforts to meet the critical needs in our community during this pandemic. Two examples of how the Y is helping include emergency care for children of healthcare workers and child nutrition for the hungry. More of our initiatives are highlighted below.

**Click below to learn about our efforts from President/CEO Scott Lewis.**

The next membership draft will be occurring this Wednesday, March 25. There are several options for you to consider:

**Option 1**

**Remain an Active Member and Receive Credit for Days Closed**

We respectfully ask that you consider keeping your membership active during this time so that we can remain fully focused on our efforts to help our community stay strong in spirit, mind and body. Our numerous initiatives to help our community during this time are outlined below.

Should you choose to keep your membership active, please know how deeply grateful we are for your generosity. **If you decide to continue your membership, you need to take no action. Members who remain active throughout the facility closure will have a credit applied to their account when we reopen our facilities.** The credit will be equal to the number of days we were closed. This system credit can be redeemed for membership or programs, excluding child care. Credits will not be automatically applied to payments; members must request to use their credit in order for it to be redeemed. This can be done at the branch locations and/or online upon reopening. Further redemption details and eligibility can be found on our [website](#).

**Option 2**

**Change Your Membership Status**

We also understand that you may have financial obligations; and naturally, we will place your

membership on hold for 1, 2, or 3 months at a time, with no charges to your account. You may come back early from your hold once we reopen, or extend your hold if necessary. Of course, no Joining Fee would be required, when you reactivate your account. If this is your choice, please [click online here](#), otherwise, your account will be charged.

We also understand that some of you may need to cancel your membership altogether. If you feel you need to cancel your membership altogether, you can go [online here](#).

### **How You Can Help**

It goes without saying that the Coronavirus has created enormous uncertainty. However, our response is within our control. As soon as we realized the severity of the situation, we mobilized to explore ways the Y could help our community. You play a critical role in helping us deploy these services and serve our community by CONTINUING your membership.

- **Emergency Child Care Services:** Beginning March 23, we will provide critical care for children of our local health care workers, so they can focus on public health needs. Centers will operate according to the strictest guidelines for health assessments, social distancing and sanitation. We will open additional sites as needed.

- **Food Distribution to Those in Need:** We are continuing our partnership with schools in our lowest income communities to distribute food to children and families at six sites.

- **Family Resources:** With recent school closures, families are adjusting to a new normal. It can be overwhelming to contemplate what to do with new found time. We have compiled fun and educational resources for parents and their children during this time. [Click here to learn more.](#)

- **Virtual Group Exercise Classes:** We continue to roll out resources to keep our members and participants safely connected, active and healthy during this time in spirit, mind, and body. A selection of virtual group exercise classes is available [online here](#) and many more will be added to our website in the next days and weeks.

- **Senior Outreach:** We are reaching out to our most vulnerable population, our senior members, to ensure they are supported, have access to services, and are connected during this time.

If you would like to support each other and your community, we invite you to make a donation. You may do so by [clicking here](#). We offer you our deepest thanks for your gift during this time. Together, we will come through this pandemic stronger than ever.

Thank you for being a Y member.