



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

EMAIL LETTER TO MEMBERS

March 16, 2020

Dear YMCA Friends,

The health of our members, staff, guests, volunteers and community is our mission. We have communicated with you throughout the past weeks that as a community service organization, the YMCA of Metropolitan Dallas would continue to serve our community to the best of our ability so long as we do not put the health and wellness of our staff, guests and members, and the community at risk.

We learned just a few hours ago that Dallas Mayor Eric Johnson and Dallas County Judge Clay Jenkins are requiring several institutions in our City and County to close. These orders include the YMCA. However, for the health and safety of our members, we have made the decision to temporarily close all our locations, including:

- Coppell Family YMCA
- Cross Timbers YMCA
- Frisco Family YMCA
- Grand Prairie Family YMCA
- Irving Family YMCA
- J.E.R. Chilton YMCA at Rockwall
- Lake Highlands Family YMCA
- Lakewest Family YMCA
- McKinney Family YMCA
- Moody Family YMCA
- Moorland Family YMCA
- Oak Cliff Family YMCA
- Park South YMCA
- Plano Family YMCA
- Richardson Family YMCA
- Semones Family YMCA (formerly Town North)
- T. Boone Pickens YMCA
- Waxahachie Family YMCA
- White Rock YMCA
- Camp Grady Spruce
- Camp on the Lake
- YMCA Collin County Adventure Camp

These facilities are closed as of 11:59pm on March 16th and will be closed until at least March 31st. At that time, we will re-evaluate based on the information we have available. Senior/Active Older Adult, Youth Sports, Adventure Guides and Community Health and Wellness Programs that were previously postponed will be cancelled through the end of March.

In our history, we always step up when there is need and we will continue to do so going forward. We are working to determine how we can support our community members during this difficult time. For the families in our community who have children that rely on the YMCA for a hot meal, we will still provide those on a daily basis. Meals will be available for pick up in order to comply with city orders for meal service.

We recognize that these actions are necessary to help prevent the spread of this virus. We also know that the programs we run are important for our members and participants, and they contribute to making the community a better place. Our Y staff will continue to be paid for their regular hours to reduce the economic burden brought on by this pandemic. This is a very challenging and unsettling time for all of us. We at the Y are facing the added challenge of doing what we can by providing salary and benefits continuation to assure that our staff can afford to keep themselves and their families safe and be available to serve you when this health emergency ends. *Therefore, if it is at all possible for you, we ask that you please continue your Y membership and program enrollment.* We, as a community, will get through this. And when we do, we want to be in the best shape to support you and your family.

The Y is here to support your health and wellness as we navigate this new territory together. Our team is working to provide workouts for you and your family to do at home. Within the next few days, we will begin sharing links, tips, and ideas including:

- *Les Mills Virtual Workouts* with over 900 workouts to choose from within 13 different formats, designed for all ages and fitness levels
- *Les Mills Born to Move* classes for kids of all ages

Meanwhile, please take care of yourself, your family and those around you, and continue to adhere to the preventative measures as recommended by public health officials, such as limiting interaction, practicing social distancing, and avoiding gatherings of 50 or more. [Visit the CDC website](#) for more information.

Thank you for being a loyal YMCA member and for your continued understanding during this difficult time. Our hearts go out to all who have been affected by the outbreak of Coronavirus and we continue to pray for the quick healing in our community. Given how quickly this situation is evolving, we will continue to provide updates on our website, ymcadallas.org, and via our social media channels. Thank you for your patience and partnership as we work together under these unprecedented circumstances.

Thank you,



Curt Hazelbaker
President & CEO
YMCA of Metropolitan Dallas

MEMBER FAQs

Can I still be a member of the YMCA?

Yes, you can still be a member of the YMCA. In fact, maintaining your membership helps our community during this time of uncertainty. We know your membership is rooted in the relationships you have built at the Y. Help us create a history that demonstrates how we came together and served those families who needed us most. Naturally, we will put your membership on hold if you wish, but if you want to join us in service to others, please keep your membership active.

How would I put my membership on hold?

You may place your membership on hold by contacting our Resource Operation Center at 214-880-9622.

Requests can also be submitted via email to the Resource Operation Center at resourceoperationcenter@ymcadallas.org. There will be no form or additional paperwork and no advanced notice is required. **Holds can be placed for 30 days at a time up to three times per 12-month period.** This can be consecutive if needed, but you will need to submit an email request to resourceoperationcenter@ymcadallas.org to extend past the original hold request at least 3 business days before your next draft date. Otherwise, your membership draft will resume as scheduled.

Who do I contact about my membership?

While the branches are temporarily closed, please contact the Resource Operation Center at the email and phone number listed above.

How will I know when the branches come back open?

Please visit ymcadallas.org for continued updates. In addition to our website, we will share updates via our social channels and member emails as information becomes available.

What happens with my membership if I put my membership on hold and the branches re-open?

Just let us know and we can take your membership off hold so that you can start enjoying your membership again immediately. A pro-rated fee will apply if you take your membership off hold early.

How do I cancel my membership?

We recognize this is a difficult time. If possible, we ask you to consider the work we do as a nonprofit organization. Your membership dues are the foundation of our work and will allow us to continue to serve so many in this challenging time.

Keeping your membership active will allow us to continue to support our community and employees as much as possible.

If you would still like to cancel your membership, please contact the Resource Operation Center at the contact information listed above.

GROUP EXERCISE

How can I stay active during the Y's closure?

The YMCA of Metropolitan Dallas is offering FREE online fitness classes for members of all ages and fitness levels, including children! These online classes will be available through Les Mills OnDemand for 60 days. Please stay tuned for our member communication coming out soon regarding how to access the following:

- *Les Mills On-Demand Workouts* with over 900 workouts to choose from within 13 different formats, designed for all ages and fitness levels available for 60 days (link to come soon)
- *Les Mills Born to Move* classes for kids of all ages

These options will also be posted on our website at ymcadallas.org/membershipfaqs.

Can I visit another area YMCA?

All 19 branch facilities of the YMCA of Metropolitan Dallas are closed through the end of March. Currently, it is still possible to utilize your Nationwide

Membership benefit at the YMCA of Metropolitan Fort Worth, however many YMCAs are evaluating their operating hours due to the current concern regarding Coronavirus/COVID-19. The Arlington-Mansfield Area YMCA is also closed.