

YMCA Members Frequently Asked Questions

If questions or concerns contact Tom Bolin, Executive Director of the Marshall Area YMCA
tbolin@marshallareaymca.org or 532-9622

Question: Will March 18th – 27th dues be reimbursed? What is the plan for April dues?

Answer:

Coronavirus Impact to the YMCA

Like all local businesses the Y is being adversely impacted by our unprecedented situation. As a charitable non-profit our financial situation is always fragile. Now we face the unknowns of the coming months and our situation is precarious. As a membership and program based organization, we have no income at this time while retaining many of our fixed expenses. We are currently doing everything within our power to minimize expenses. We also have limited operational reserves which will support the organization on a short-term basis. These factors along with being asked to operate as an emergency child care center and our continued outreach in support of the community are a part of our fabric while simultaneously stretching our limits as an organization.

March Membership

The YMCA facility was mandated by the governor to close on March 17th. We hope to reopen on March 28th. During this time we are serving community needs and providing value to our members through the Information Resource Hub. Today we paid staff for hours worked the February 27th – March 11th and will have another payroll on April 3rd. These factors along with the origin being an Executive Order, has led the Board of Directors to retain membership dues paid in March.

April Membership Debits

We are hoping the facility will be operating again on March 28th and April payments are scheduled to take place as normal. A bank batch with all the 1st and 15th payments will be computer generated on the 31st. It is logistically impossible for us to manually adjust all membership units in the short March 28 – 31 timeframe and *we are thus making April membership a decision of each membership unit.*

Member Options:

- We are asking members to Stay with the YMCA in April. We plan to be operating normally and you can support your YMCA by maintaining your membership. You will be ready to go when the facility reopens. If the Governor were to extend the Executive Order you would be supporting the YMCA mission during this time of crisis and providing the framework for the Y to reopen with minimal loss of capacity.
 - If the facility were to remain closed the entire month of April your dues would become a donation helping us to continue to serve the community through emergency child care. We would provide all members with documentation for your 2020 taxes.
- We strive to treat members as we would like to be treated and we would reimburse any April payments upon request.

- You can put your membership on hold by March 27th by calling 532-9622 or emailing amiessner@marshallareaymca.org. When you choose to restart your membership, you would need to complete a form at the front desk.

We're in this Together

As members, **we care about you and your health and wellness**. You are the heart of this organization, and we know how much you depend on the Y. We hope you understand how difficult this decision has been.

Thank you for working with us to demonstrate how we come together to serve our community. ***Even apart, we're together. For a better us.***

Question: There have been many questions about using the facility in different ways. Having specific times for different age groups. Allowing member use in small numbers. Using specific areas of the facility at specific times.

Answer: Governor Walz signed an executive order that mandates the entire facility be closed through March 27th. This order excludes school-age childcare which we are asked to provide due to the critical situation of parents who are required to work and have no other childcare options. Although we appreciate the desire to make the facility available we are legally obligated to remain closed to any normal operational use.

Question: Is it at all possible to be able to borrow, lease, or rent some equipment until the Y facility reopens?

Answer: Staff are currently working on Fit Kits which will be available the week of March 23rd. Watch for details on the [Information Resource Hub](#).

Question: How is the Y reaching out to members during the facility closure?

Answer: Although the YMCA is closed through March 27th by Executive Order of the Governor, the staff continue to work diligently to serve you. Most notable is an [Information Resource Hub](#) which is located on our website at www.marshallareaymca.org. This hub is being populated in our 3 Focus Areas on a consistent basis, so check back often for new links and ideas.

Youth Development – Contains many links to **FREE** child and family activities for all ages.

Healthy Living – Includes links to a wide variety of **FREE** fitness opportunities. This will continue to grow as our local instructors create more content.

Social Responsibility – Provides links to local information and resources regarding our current situation.

Beginning Monday the 23rd, the Y will be sending out 3 social media posts per day, with a different theme each day. Our staff will be sharing tips and information to keep you moving, occupied, and healthy during this time. Make sure you follow us on [Facebook](#) and check the information resource hub often.

Question: Are you taking drop off donations?

Answer: As a charitable non-profit organization we are always willing to accept appropriate donations. Financial support is critical to our mission of strengthening the community. Please contact Curtis Boelter at cboelter@marshallareaymca.org if you are wondering what type of donations may be needed and appropriate.

Question: Has the Y received information from community leaders about needs throughout the community & anything they can help with. If so, can the Y assist in publicizing those groups they reach out to?

Answer: Currently the Y has been asked by Governor Walz to provide school-age childcare for families without other childcare options during this time. Other community needs are evolving and the Y has set up an Information and Resource Hub on our website at www.marshallareaymca.org. Links to community resources and information are listed under the Social Responsibility icon.

Question: Why is the YMCA providing school-age childcare when the government is trying to promote physical distancing of the population?

Answer: Governor Walz has asked YMCA's to spearhead this critical need. Ideally every child has a place to shelter but the reality is that many parents are required to work. The Y is working with local and state officials to ensure all possible precautions are taken. For example, all staff and participant children are having their temperature checked upon arrival. Handwashing takes place throughout the day. Groups are intentionally small and practice physical distancing. Each group is given their own area within the facility.

Question: Is it possible to check into the Y by calling the front desk or checking in remotely? I want to support the Y during this time by making my required visits – is this possible?

Answer: We have checked with these companies and they will not allow check-in's while the facility is closed. They will also not allow remote check-in's for activity which is completed at a different location. The only practical way to support the Y during this time is through maintaining a membership or a direct donation.