



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

Membership Services FAQ as of 3/19/2020

A message to our members–

We hope these answers help with any questions you may have. The Skagit Valley Family YMCA is here for our community now and will continue to be for many more generations to come.

1. Why is the Y closed?

Per Governor Jay Inslee's state-wide mandate we will be closing our Hoag Road facility and Bakerview Sports Center per the emergency proclamation. Childcare and Oasis centers will remain open at this time.

2. How long will the Y be closed?

The Hoag Rd and Bakerview facilities will remain closed until further notice. Governor Inslee's proclamation states that "Health and Fitness clubs and other similar indoor social or recreational venues must cease operations until March 31 with the possibility of extension." At this time, we are anticipating being closed at least 2 weeks. We will continue to follow the guidance of Skagit Public Health and will provide updates through email, social media and our website.

3. Will I get a partial refund for the month of March?

We will not be able to refund memberships and still meet the needs of our community. We will not be giving a refund for the last part of March. During this time of change we appreciate your continued partnership with the YMCA; your membership not only supports our healthy living and social responsibility programs but also our early learning and before/after-school childcare programs, and our Oasis programming, including our shelter for homeless youth, which remains open at the direction of the Skagit County Public Health Department.

These are unprecedented times and we ask for your patience as we are working with Skagit County Public Health and other nonprofits to determine how we can best serve the greatest needs of our community. We ask that you consider sticking with the YMCA so that we can continue to serve our community.

We understand that these are hard times and if you are unable to continue paying your monthly membership dues, we can help you place your membership on hold. We typically do not accept holds over the phone, but we are making an exception during this time of need. Please remember that processing hold requests typically takes about 10 business days to process and there may be a delay since our staff are working to isolate themselves and their families at this time. We will work to get back to you as soon as we can. If you would like to place your account on hold please contact our Membership office via email: welcomecenter@skagitymca.org

5. I left a message or an email and have not heard back yet?

Thank you for your message/email. Please know that our staff are working to isolate themselves and their families at this time and there may be a delay. We appreciate your patience and will get back to you as soon as we can.

6. Will the program I've paid for (swim lessons, volleyball, Girls on the Run etc.) be refunded?

All programming will be rescheduled when we get the all clear to do so. We will reschedule all programs as soon as we are able. If you would like a credit to your account please email welcomecenter@skagitymca.org and we would be happy to assist you.

7. Will you be offering online classes or videos?

Yes! We have teamed up with Mossa Move to offer free on-line classes to our members for 60-days. We will also continue to add classes led by your favorite Skagit Valley Family YMCA instructors to our YouTube channel: https://www.youtube.com/channel/UCZ5K576SOz4HrX_xgyP2j9A.

60 days free with Mossa Move: <http://www.mossamove.net/orders/mossa-home-workouts-complete/45907/user/?tid=ymcaskagitvalleyfamily>

Y-USA also has a number of video workouts available on the YMCA 360 YouTube channel. Y's around the country are working to add more videos to this channel regularly. https://www.youtube.com/channel/UCOGt_IpceP_xQhhCMCrut_A

8. What can I do to help?

The best way to help is to continue your membership/partnership with us. Always remember your membership goes toward a worthy cause.

If you are looking for more ways to help, please contact our Volunteer and Community Engagement Coordinator for volunteering opportunities: Rosemary Alpert r.alpert@skagitymca.org.

To help sustain your YMCA in these difficult times please consider making a donation: <https://www.skagitymca.org/give>

10. What if my membership lapses during the closure?

Once we are back up and running at our normal hours with full staff, we will be reviewing memberships and waiving our joining fee for recently lapsed memberships. It will be our top priority to get our members back to their normal routines as quickly as possible.

11. What about Healthy Kids Day?

For those of you looking forward to our annual Healthy Kids Day event. We are still planning on having one later in the summer. We will have updates as soon as soon as they become available.