



May 5, 2020

Y Leaders,

We hope this letter finds all members of our Y Family safe and healthy. We are writing to update you on the status of the Association, as well as insure you have access to support and resources to help you and your family navigate the COVID-19 crisis.

Since our Ys closed 50 days ago, the YMCA of Metropolitan Washington staff have continued to fulfill our mission by serving those in need across our communities with critical services.

Critical Services

- **Served** the most vulnerable throughout the DMV with food insecurities by providing 30,127 pounds of food.
- **Hosted** oversubscribed blood drives that have contributed 181 pints of blood to potentially save the lives of 543 individuals.
- **Provided** 919 virtual mental health counseling sessions for those that need our social service connections and expertise.
- **Led** 68 live group exercise classes; helping an average of 276 members in each class to remain connected and to maintain their wellness goals.
- **Opened** four Emergency Child Care Centers in Maryland and the District of Columbia. Plans are underway to open up additional sites in Virginia.
- **Conducted** hundreds of well-being check-in calls to our seniors who may be home alone (and have welcomed a friendly call from their Y staff).
- **Answered** phone calls from members, and placed hundreds of outbound calls to members each day, to answer questions and & reassure all that we are here.

To support the Y's capacity to deliver critical services to the community in this phase while we are closed, and pivot towards the next phase where the branches reopen (featuring adapted, modified, and redesigned programs and services); the Y has undertaken several steps:

- to raise funds, the Y continued to fundraise; applied and received grants to help offset the financially devastating impact of COVID-19 on operations.
- to continue to operate as a nonprofit charity, as shared with all members via email and on the website in March (www.ymcadc.org/staywithus), membership payments have been recognized as tax deductible donations to support the YMCA's work while the YMCA facilities are closed.
- to raise awareness, the Y generated over \$270K in earned media to support improved communication across broadcast, print and digital platforms.



Cautious Reopening

We have received a number of inquiries asking when we will reopen and begin the process of returning our team to work. We are cautiously optimistic that we can open some areas of our branches within the next 30 days. We continue to monitor our environment and await guidance from the federal and local governments. We are preparing for the multiple versions of tomorrow that will be encountered over the weeks and months ahead. Though we are anxious to reopen our Ys, we will only reopen once we know we have a safe plan and environment to offer:

- We will be reviewing best practices related to staggering usage, facility design and layout; keeping social distancing always at the forefront.
- We will test air conditioning and heating systems, change filters and look to adapt with new technology that is being offered related to light and humidity.
- We will engage the appropriate number of housekeeping staff to keep facilities sanitized.
- We will make required modifications to our front desks, showers and toilet areas. During the closure, the Y has performed much-needed and required maintenance on pools, locker rooms and facilities.
- We will have Y staff wear masks and gloves, where appropriate.
- We are reviewing all YMCA programs and services, so that in the first phase of reopening, social distancing and safety are supported as the primary guiding principles. Programs will be reinvented and many will remain virtual.

Stay With Us

Over the past several weeks you may have seen Ys across the countries unite to ask our members to *Stay With Us*. Please know that we are also *Staying With You*. We remain a source of support and resources for the entire Y Team, active staff and those who are on furlough or lay off status. We have a webpage with internal and community resources available at: www.ymcadc.org/employeeresources. In addition, you can reach our Human Resources department or your Executive Director through YMCATeam@ymcadc.org or 202-459-4258. Please take a moment to log into Dayforce and update your personal email information to insure timely receipt of future communications.

We are confident brighter days are ahead for all of us at the Y. We look forward to seeing you again in the near future. Please stay healthy and well during this time.

Yours truly,

Pamela Curran
Chief Operation Officer
YMCA of Metropolitan Washington