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## YMCA of Metropolitan Chattanooga Virtual Town Hall – Leadership Q&A

To: All YMCA Staff  
From: Senior Leadership Team, YMCA of Metropolitan Chattanooga  
Date: April 7, 2020

YMCA Staff,

We understand that the situation regarding COVID-19 has brought many questions for you. We asked last week for these questions to be submitted anonymously for answers by our senior leadership team. Below are the answers to the questions we have received.

### **What happens when we run out of PTO? Do we have to use all our PTO up before filling for unemployment?**

When you have exhausted your PTO, you unfortunately no longer have an option to be paid through the Y until you return to active work. You can absolutely file for unemployment. You do not have to exhaust PTO prior to filing.

### **Let's say we run out or almost run out of PTO - what happens for the rest of the year if we have to take time off because generally speaking unpaid time off is frowned upon? Will there be a different policy in place to allow for some unpaid time off do you think?**

**With the shutdown not only have I been forced to file unemployment which is no certainty with the amount of others who have applied due to the many shutdowns, I have and will be forced to use all 65 hours of my PTO. My question is will my PTO be re-credited or reimbursed to my account as this is no vacation but forced layoff?**

Although a full policy has not yet been developed, we are looking at options to work with staff who exhaust their PTO during this time. These options may include an opportunity to use a certain amount of unpaid time off with supervisor approval. More details will follow as this policy is put in place. You do not have to exhaust your PTO prior to filing for unemployment.

**Is there any information you can give us about TN residential camps and the future probability of those? Is there anything we can do to take measures to ensure the kids and staff are safe while still providing that once in a lifetime opportunity?**

As always, the safety of our staff and children in our care is of utmost priority. We will make every effort to provide a safe environment when our residential camp is ready to re-open. Unfortunately, at this point, we do not know when that will be. We will take into account guidance from federal, state, and local authorities, as well as recommendations from the CDC and American Camp Association as we make plans for summer residential camp opportunities.

**When is the YMCA going to be open again?**

We are receiving guidance through the form of mandates and recommendations from federal, state, and local levels about the re-opening of our facilities. At this point, we know the earliest we will re-open our branches for exercise facilities will be May 1, 2020. This, of course, may change given further guidance or stay-at-home orders that are issued. We will continue to update our staff as we know more.

**If I am not working can I file for unemployment?**

Yes, you can certainly file for unemployment. This can be done electronically on the state website of the state in which you performed work.

**What is going to happen to my job?**

We anticipate that there will be some type of phase-in of operations and programs once we are able to re-open the facilities. At this point, we do not know exactly what that will look like. We will communicate further details about recalling staff to work as we know more about re-opening the facilities.

**For full-time employees being able to take 40 hours of PTO and then request 5 days of EXT sick leave- is this something we can do more than once? Or is it a one-time 5 days?**

**Could the Y allow a little bit more of extended sick to be used because some hourly workers like me who are not allowed to work much will likely run out of PTO if this goes on past the end of April. We may also have the same issue in the Fall.**

Extended sick can only be accessed with a Family Medical Leave Act qualifying event. A special provision was voted on by our Board to allow for 5 days of extended sick use (for those full-time staff who have it) due to COVID-19. That was a one-time exception, so extended sick time cannot be accessed again without a qualifying event under the policy.

**To keep all personal trainer staff working, not just myself, I understand and am grateful that virtual training through Skype and other means have been approved but with no way to charge clients consistently when sessions run out, can all sessions for the clients who have paid money be frozen as we provide them a service to keep their mental and physical health during this time going and keep us financially stable?**

Some virtual training is being allowed, with prior approval from the Wellness Director at each location. The client must have a valid voucher available for use. The Wellness Director for each location will be in touch directly with personal trainers about the possibility of conducting virtual sessions, including the process for purchasing and validating vouchers.

**Why have we not transitioned our business (the fitness side) to online for all members at this time? With apps and platforms such as Trainerize, where we can provide all our members the same virtual and online training where we can answer all their supplementation and nutrition questions and concerns it would make the transition very smooth.**

We are using virtual platforms that are currently available to deliver content to our members through our website, including Y360 and Les Mills. We are exploring other avenues to further these efforts, and will be in touch with any staff who could be helpful as we broaden our reach.

**Why has the YMCA chosen to not fully pay their staff during the layoff as fitness directors can approve Active Trax schedules put in by trainers weekly and department heads such as membership have team schedules made in advance?**

The Y is funded monthly through membership and program revenue. This revenue has obviously greatly decreased during this time, since most of our operations have temporarily ceased. This decrease in revenue unfortunately affects our ability to continue paying staff when they are not working. The Y is currently exploring all courses of funding to continue operations.

**Have fitness directors brought in staff to keep all fitness centers clean to follow all CDC and government guidelines?**

The facilities were cleaned initially and will be cleaned again prior to members using equipment at re-opening. In addition, some maintenance projects have taken place that cannot normally be completed when members are present.