To our JFAMILY,

It has been an unprecedented set of days; since we made the difficult decision to suspend our programs, services, and facility access and commit wholly and uncompromisingly to community health. These difficult choices, made based upon the recommendations of the Centers for Disease Control (CDC) and the North Carolina Department of Health and Human Services (NC DHHS), were without question the appropriate leadership action, and that by suspending our normal operations, we undoubtedly saved the lives of some of our community members, for whom we acted as their Shomrim; in this case guarding their lives, not our traditions.

As we continue to follow the guidance from, and in accordance with, the CDC and NC DHHS we have extended our suspension of programs, services and facility access through Sunday, May 10, 2020.

Our decision to suspend programs and services on March 13th and extend them today are based on the guidance of health experts and the firm understanding that COVID 19 can only be abated by the immediate and sustained adherence to the social distancing and quarantine protocols recommended by the CDC. We cannot implore you strongly enough to help to ensure for our entire community’s health by immediately practicing the social distancing and quarantine protocols of the CDC, now and throughout the near term. For as we say in our tradition, Kol yisrael arevim zeh bazeh, - we are all responsible for one another.

We also want to take this opportunity to thank those individuals, organizations, and institutions who have joined us in this active commitment to community health, especially those who joined us by proactively suspending their operations before they were legally compelled to do so. We encourage everyone to recognize the severity of this moment, prioritize the needs of our at-risk communities, and insist on bravery in making the best choices based on the best, expert guidance.

Community is our middle name and not only does our community need us, but we need our community now more than ever. Times of crisis accentuate our need for connection, we long to be together, and we are excited to turn our attention towards creating community, albeit without the use of our facilities.

**How will we deliver our programs and services during the suspension of normal operations?**

Over the course of the days since our initial suspension of normal operations and in the days ahead, the LJCC staff has been and will continue to explore how we can fill new spaces, online and beyond, to continue to bring our community together in new, healthy, and meaningful ways.
We have begun to deploy our resources to supporting the community in emerging ways in the coming hours and days – These new channels to virtually connect will be available on our website (www.charlottejcc.org), Facebook (@levinejcc) and through our weekly JNEWS email. If you have an idea, want to connect with community members, or otherwise want to explore ways to demonstrate our values and celebrate our community (while ensuring strict adherence to the social distancing and quarantine protocols of the CDC) please reach out to us. Look for more in the coming days!

Your support of us and of one another has been nothing short of awe-inspiring. Thank you for the time and space to make the right choices, communicate accurately and efficiently, and build a strong foundation for continued service.

**With the support of the LJCC Board of Directors, we have established these guiding principles for:**

**Membership Dues, Enrollment Fees, and Program Expenses**

**Membership Dues:** LJCC Membership is a diverse and engaging experience; even as we suspend our normal operations and facility access, we continue to explore ways to serve the community, engage our members, and deliver a unique experience for all.

During the initial suspension period of March 13 – 31, 2020, Your membership dues for March have been allocated to the full compensation and benefits of every member of our LJCC Family of Staff, regardless of employment status, number of hours worked, or role in the agency. However, we recognize that some of our members have suffered job loss or other substantial financial impact as a result of COVID 19, far in excess of the half-month of membership fees, therefore for those in need, we will facilitate a refund or credit. For all requests, please contact our membership department at ljccmembership@charlottejcc.org.

**Members will have three options for the membership dues payments as of April 1st, 2020:**

1. Join the commitment of the entire LJCC Board of Directors to continue to support the critical work, inclusive mission, and the full compensation of our entire Family of Staff of the LJCC through your ongoing membership as a tax-deductible contribution to the LJCC’s Staff Sustainability efforts. *(See full information on the Staff Sustainability efforts below)* If you choose this option, **no action is required** and your membership dues payments will continue without interruption.

2. Freeze your membership starting April 1st at no cost, and your membership will automatically activate upon the resumption of our facility access without penalty. To freeze your membership, please contact our membership department at ljccmembership@charlottejcc.org.

3. Membership cancellation: Cancellation requests must be received by March 31, 2020 (month end) to be effective as of April 1, 2020. All other cancellation requests will be honored within 30 days of receipt, and incur any applicable rejoining fees upon re-enrollment. To cancel your membership, please contact our membership department at ljccmembership@charlottejcc.org.

We cannot and will not honor these requests via telephone as per our current policies outlined within your membership agreement.
If you find yourself confronted with an immediate hardship as a result of this community pandemic, please connect with the JCC Scholarship Team to explore additional options and resources by clicking here.

**Monthly Drafted Programs** *(JFORCE, JTEAM, JAWS Swim Team, Ceramics, and Early Childhood/Youth Dance Classes)*: Recognizing the direct, and community wide, impact of the suspension of our normal operations; JCC Families will have the option to:

1. Apply the remaining half of March 2020’s already-processed enrollment charge as a credit in a future billing period. **No Action Required.**
   
   OR

2. Direct the remaining half of March 2020’s enrollment charge as a tax-deductible contribution to the JCC’s Staff Sustainability efforts. *(See full information on the Staff Sustainability efforts below)* **Action Required** – To direct the remaining half of March 2020’s program enrollment charge, please email Kristi.Fallowes@charlottejc.org.

Effective **April 1st, and continuing through our suspension of normal operations of these programs, no additional enrollment charges will be processed for monthly drafted programs**, though families will continue to have the option to direct enrollment charges as a contribution to the JCC’s Staff Sustainability efforts. **Action Required** – To continue your monthly drafted program enrollment charge, please email Kristi.Fallowes@charlottejc.org.

**Program Registration Fees** *(classes, events, training sessions, etc.)*: Any current program fees (where the program will not be rescheduled, or otherwise delivered online or in a virtual environment) that have already been collected will be credited to your membership account for future use.

**Camp Fees**: The JCC has extended the cancellation and refund period through June 1, 2020, and will suspend all payment plans for the next 60 days. Camp families still have the option to log into their Camp Minder accounts to continue making payments directly through Camp Minder.

You have told us, in your voices and actions, that **being a member of the JCC is more than access to our Facilities**. We believe that membership is about the connection to one another, a shared vision for the future, and an investment in the values we share.

SUSPENDING our programs, services and facility access will not stop **our commitment to the most vulnerable and at-risk community partnerships we have in Charlotte**. Our dedicated staff has **mobilized quickly and yesterday delivered food to sustain our Senior Oasis Members and Freedom School participants for the next 14 days**. We will continue to find ways to support these vulnerable members of our community for the duration of our community’s need to follow the CDC protocols.

**Staff Sustainability Fund**

We want to thank our entire Board of Directors who have committed to continuing their membership which will provide funds to directly support our Family of Staff. We invite you to join us in this support by electing to continue your membership, of which 100% of your membership dues will be directly allocated to the continued compensation of our Family of Staff.
We are blessed to partner with members and users who recognize that our Family of Staff delivers exceptional service, with a tremendous amount of heart and expertise, and are enthusiastic to **Fully compensate every member of our Family of Staff at this time.**

This talented team of LJCC professionals have been and will to work remotely throughout the suspension of our normal operations, in our tireless pursuit of ways to serve our members, program users, and community. We will do all we can to ensure support for them, and to make it possible for them to be back in place the moment our normal operations resume.

**Here are the following ways to help fund the Staff Sustainability effort:**

1. Join the commitment of the entire LJCC Board of Directors to continue to support the critical work, inclusive mission, and the full compensation of our entire Family of Staff of the LJCC through your ongoing membership as a tax-deductible contribution. **No Action Needed**
2. Direct the remaining half of March 2020’s monthly drafted enrollment charge as a tax-deductible contribution. **Action Required** – To direct the remaining half of March 2020’s program enrollment charge, please email Kristi.Fallowes@charlottejc.org.
3. Continue your monthly drafted program enrollment charges as a tax-deductible contribution. **Action Required** – To continue your monthly drafted program enrollment charge, please email Kristi.Fallowes@charlottejc.org.
4. Additional contributions to our Staff Sustainability effort can be made by [clicking here](#).

As we close one door, we open another. We look forward to engaging with you in ways we could not have imagined as recently as last week, and to continuing to deliver value for your membership in our community.

We understand there are still questions left unanswered. **THANK YOU** for your continued patience as we navigate through this unprecedented time. We have started to formulate frequently asked questions (FAQ’s) that you can find by [clicking here](#). The Levine Jewish community is strong and we have never required facilities to thrive, and tomorrow is no different.

As we say in our tradition and I look forward to saying it with you soon: **Shevet achim Y’chayom – We lived through that together.**

Peter Blair  
Chief Executive Officer