



## **Financial Assistance Policy Plain Language Summary**

### **Financial Assistance Offered**

At Sheltering Arms, we are committed to providing fitness and recreation services of the highest quality. The purpose of the Sheltering Arms Financial Assistance Policy is to allow Sheltering Arms to provide discounted services to community members who do not have adequate financial resources to pay for those services.

### **Eligibility Requirements and Assistance Offered**

Eligibility for financial assistance is based on multiple factors, including Virginia residency, income, family size, assets, and other factors a community member would like to have considered. An interested community member must fully comply with the application process, including submitting payroll stubs, bank statements, and disability letters. In some cases, tax returns and W2s may be needed.

Community members who qualify for assistance are eligible for income/asset-based, sliding scale discounts for fitness or recreation services. In general:

- Community members whose family income is between 200% and 350% of the 2023 Federal Poverty Guidelines are generally eligible for a sliding scale discount ranging from 50% to 75%.

### **How to Apply for Assistance**

To apply for financial assistance, please submit a complete Financial Assistance Application with supporting documents to a Community Programs manager or coordinator.

### **Where to Obtain Copies**

Sheltering Arms' Financial Assistance Policy and Application are available free of charge by contacting Patient Accounting to request a copy by mail, fax, or email. The Policy and Application are also available online at [www.shelteringarms.com/financial-assistance](http://www.shelteringarms.com/financial-assistance) for downloading and printing.

### **Contact for Information and Assistance**

Additional information about the Financial Assistance Policy and assistance with the application process can be obtained from Patient Accounting using the contact information below.

### **Questions**

This is a summary of the Sheltering Arms Financial Assistance Policy. Please read the Financial Assistance Policy in full. If you have any questions about qualifying or applying for financial assistance, please contact Patient Accounting using the contact information below.

Patient Accounting  
Telephone: (804) 363-3787  
E-mail: [FinancialAssistance@ShelteringArms.com](mailto:FinancialAssistance@ShelteringArms.com)  
Website: [www.shelteringarms.com/financial-assistance](http://www.shelteringarms.com/financial-assistance)