

MEMBER COMMENTS / SUGGESTIONS

February 2018

YMCA staff review comment cards every week at our staff meeting to look for ways to better serve our members and respond as quickly as humanly possible. Recently we've noticed a trend in comments that mimic the way some people anonymously respond on the internet, meaning we see derogatory, rude and hateful comments that have nothing to do with our YMCA and making positive changes. The YMCA reserves the right to NOT post these types of comments. We encourage people to give us constructive suggestions that help us serve our members better but we ask that you show the four values of caring, honesty, respect and responsibility when responding or we will not display them.

Member Comment: Total Body Conditioning class before Zumba rarely clears floor by 6:35 pm. Zumba is supposed to start 6:30pm. Could TBC at least move stuff to back of room to spray if you can't get out.

YMCA Response: Currently Zumba is scheduled to start at 6:35 and I believe Leslie has addressed the issues with all Fitness Instructors to be aware of the class following and to urge members to please clear in time for the following class. We are glad members are connecting in class but do ask to be respectful of others who are coming in to following classes that they also have an enjoyable experience.

Member Comment: I think that the Y is so good.

YMCA Response: Thank you for your positive comment and outlook!

Member Comment: Do you know what really irks me? When people come in late to class and we have to start class late to wait for them to set their stuff up! Or come in the middle of class! Class should start on time and continue on schedule if these people are setting up. There should be a sign at each entrance to the room saying no admittance class in session.

YMCA Response: While we agree that classes should start and continue at scheduled times we also understand that life happens and members may be delayed making the scheduled start time for a multitude of reasons. In order to maintain safety an instructor may have to briefly pause class in order to accommodate late arrivals but this should be a very minor interruption and one that the instructor can address with the member after class in privacy if it is a member that is continually arriving late. Since we want the Y to be open and welcoming to all we feel that putting up a sign to ban entrance is not sending a positive or welcoming message.