

MEMBER COMMENTS / SUGGESTIONS

August 2017

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:

- 1) Would really like power yoga twice per week at 8:45 am. Thank you! (Two Comments)
- 2) Please let Jason teach more Saturday morning classes at 7:45. Just switch to switch it up.
- 3) I request the new Wellness Director continue to bring in classes like Refit, Cha-Cha, Zumba, Aqua Zumba, etc. Thanks!
- 4) Please find someone to do weight training soon or I will go elsewhere. (Three Comments)

YMCA Response: As you can see the comments suggest a request for diverse classes at the same time slots and based on current certified, available and interested instructors we have done our best to offer a full and varied Group Exercise Schedule. The Group Exercise schedule is largely dependent upon instructor availability and whether or not they can or desire to teach at a certain time/day. It is always helpful to know what participants want and we are always accepting applications if you or anyone you know may be interested in becoming a certified fitness instructor. Many classes mentioned above require additional training and finding the right combination of someone who is interested in teaching a particular class at the requested time is not always easy. We do plan, however, to continue training those who fit the call and to reintegrate Strength Train Together at the popular time slot again as soon as possible. The search for such a person is ongoing and we have been asking current instructors to consider it as well as seeking new ones, stated previously. In the meantime we hope that members are able to enjoy the current schedule and understand that it is always subject to change. We also encourage members to try new classes or programs that may get you out of your regular routine or that may meet your needs as well as or better than what you have been currently doing. You may find a new favorite in the process or address an area you have overlooked without being aware. I know our new Health and Wellness Director, Leslie, will continue to work hard on addressing the ever challenging Group Exercise Schedule while doing everything possible to offer all the old favorites along with new and interesting classes and instructors.

