

# MEMBER COMMENTS / SUGGESTIONS

September 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:** I think the YMCA should have Lamaze class add to the list of other classes you provide.

**YMCA Response:** We appreciate the suggestion but this would fall outside our area of expertise and be far to unpredictable to schedule for participation.

**Member Comment:** Change posters showing different exercises or fitness in general. Very inexpensive but can provide good information, consider changing every couple of months.

**YMCA Response:** Thanks for the suggestion and Leslie has added new posters around the wellness center.

**Member Comment:** What activities can children 8 – 12 do while parents are attending a class or using the wellness center other than swimming? My son would like to use basketball courts.

**YMCA Response:** This has always been a tough age group as youth transition to teens. Currently for youth under 10 the only option is to be in the Aquatic area as it is supervised and from 10 – 12 the gym is an option as well as the track provided they are with an adult. All that being said we are looking very hard at what we can add to meet this growing segment of members.

**Member Comment:** I think there should be some other solution to the entry on track to Studio A door. There are many times when I go to a class, I come a little early, sometimes set my stuff up or just come ½ hour early to walk. It's a nuisance to have to walk all the way downstairs and then back up to go through downstairs wellness center. Also, sometimes I set up my stuff 10min before class and want to do a few laps, I think we should be allowed to enter upstairs if we are already walking on the track. Also, instructors could educate people to make sure they check both ways if anyone is walking. Sometime there are only 2 or 3 people walking. I and others would appreciate if you could come up with another solution.

**YMCA Response:** Thanks for the suggestion and I believe Leslie has communicated to the instructors on education to participants regarding the door to the track. Entering the studio from the track is not as much of a concern as is exiting the studio on to the track and not being seen or seeing oncoming runners. Initially in building plans there would have been no door there, however due to building codes and structural requirements it was added as a fire door with the intent that primary entrance and exit from class would be via the stairway. Due to some of class participants requiring use of the elevator we did need to make an exception to that and allow access via the track. Our intent is to limit use as much as possible to minimize disruption during periods when the track is heavily used. Education to be aware of oncoming track traffic is vital to keeping all members safe and while we are ok with it being used as an entrance/exit in special circumstances our preference would be to use the stairway entrance.

