

HEALTH AND WELLNESS



You spoke... It would be helpful if the Y staff would watch for groups of people walking on the track and inform them to use the inside lane. Signs are posted but not followed. (2 similar comments)

We listened! Please inform our wellness staff if other members are not following the rules. We try to patrol the floor as much as possible, but are not always able to see everything.



You spoke... I would like to let you know how much I have enjoyed having your staff on the 3rd floor service area. They are very kind and caring representatives of the Y. (2 similar comments)

We listened! Thank you for taking the time to recognize their abilities. We really value each of our team members!



You spoke... There seems to be a lot of wasted on the 3rd floor. The seated area could be used for an additional weights and abs area.

We listened! The seating area is intended to be used to build community. We will look into possibilities for better floor layout.

You spoke... The U-shaped bar used on the Magnum fitness systems has been missing, and is widely used. What's up?

We listened! Thank you for bringing this to our attention. I will look into where it went.

You spoke... Unsupervised children on the track can lead to injury. In addition, there are too many youngsters on machines. *(1 similar comment)*

We listened! We have recently added more coverage to our fitness floor schedule. During these busier months it is hard for the fitness staff to catch everything. If you see someone not following the rules, please let the fitness staff know, so they can handle it. Thank you for letting us know.

You spoke... Is it possible to get an inclined bench in the free weight section on the southwest side?

We listened! Thank you for your suggestion. We will take that into consideration when we look into purchasing equipment.

You spoke... New ball pump, please! The balance balls need air in them. *(1 similar comment)*

We listened! We have a ball pump for employee use. We fill the balls regularly, but if you come across one that needs air please give it to the fitness staff and we will gladly fill it.

You spoke... You should be more proactive on maintenance rather than reactive on repairs in regards to the exercise equipment. *(1 similar comment)*

We listened! Thank you for your feedback. We routinely conduct preventative maintenance on our equipment, but occasionally items need repair ahead of schedule due to misuse. If you see anyone that is mishandling any equipment, please inform the fitness staff, so we can minimize the break down of the machines.

You spoke... More bosu and pilates balls please! *(2 similar comments)*

We listened! Thank you for your suggestion. When we purchase equipment next we will keep this in mind.

You spoke... The only machine I can use for back and knee issues is the NuStep. Please add additional machines as some times two cannot get on it.

We listened! Thank you for your comment, we will take it into consideration at the next time of our equipment purchase. In the mean time, please consider meeting with one of our Wellness Coaches to consider an alternative workout plan that utilizes other workout equipment.

You spoke... More straps please for the pedals of the stationary bikes. Thank you!

We listened! More straps for the bikes have been ordered. They should be in soon.

You spoke... Of the 6 upright stationary bikes in the front of the main workout equipment area, only 2 have TVs. Please order more. *(1 similar comment)*

We listened! Thank you for your suggestion. We are looking at new TV's. We have a model on one of the arc trainers near the fitness desk.

You spoke... Is there any way to get some inversion table machines upstairs or in the Strive room?

We listened! We will keep your suggestion in mind for the next time we purchase equipment.

You spoke... Where did Y-music stations go?

We listened! We are looking into an appropriate solution-thank you for the request.

You spoke... There could be better organization of the free weights. There is a lot of time wasted searching for the next sized weight. *(2 similar comments)*

We listened! Members, please help us out by putting your free weights back in the right place when you are finished using them. The wellness staff organize them at the end of each day.

You spoke... We need to keep the equipment clean. *(6 similar comments)*

We listened! We are working hard to keep the third floor clean. If you see an area that we missed, please notify one of the employees so we can take care of it as soon as possible. You also can help by wiping any equipment that you use. This simple measure will help greatly and be appreciated immensely.

You spoke... Please repair the ab equipment behind the rowing machines. *(3 similar comments, 1 about Schwinn Airdyne, 1 about handgrips on elliptical, 1 about cardio equipment, 2 about Cybex machine knob, 1 about grips on FreeMotion, 1 about TreadClimber)*

We listened! We have a date scheduled to get torn pads reupholstered. This problem should be resolved in two weeks. Thank you for your patience.



You spoke... It would be nice if the staff better monitored use of weight equipment. Too often people are taking long breaks between sets, doing more than one exercise and holding both machines, or pausing to flex or talk. *(2 similar comments, 1 about 30 minute rule for cardio equipment)*

We listened! Please remember to be courteous when using your equipment. The rule requires that members be willing to let others work in with them when they are resting. If a member is monopolizing a piece of equipment that you want to use, please simply ask him or her if you can work in. If the individual is obstinate, please notify our employees so that we can inform that member of fitness floor rules.



You spoke... The handle is missing on the dual cable cross Free Motion machine.

We listened! The handle has been ordered and will be here by Wednesday, November 18th. Thank you for your patience.

You spoke... Please set the running direction on the track for clockwise on odd days and counterclockwise on even days. The current system results in more runs in one direction which is bad for runners. *(1 similar comment)*

We listened! We change up the running direction of the track several times throughout the year. Consider altering your running schedule to better accommodate your fitness goals.

You spoke... Any chance of purchasing some Kettleball weights or installing a third weight squat rack? *(1 similar comment)*

We listened! We will reassess the need for new and different equipment the next time we prepare to make an equipment purchase.

You spoke... We could use some new jump ropes, as well as some clocks around the running track. *(5 similar comments)*

We listened! Thank you for your suggestions. We will take this into consideration the next time we purchase supplies for our department.



You spoke... Sicfit Pro 1000-I would like to see more than one of these machines for the handicapped. I often cannot work out because it's being used.

We listened! We will take your suggestion under consideration when making new purchases for the department.

You spoke... I am tired of people throwing down weights, banging on the equipment, and grunting loudly. Many people I have spoken with agree. *(1 similar comment)*

We listened! We are currently working on a solution for this situation. Thank you for your patience.

You spoke... I worked out at GVSU and they have an awesome new cardio machine. It's by Precor, and I think it's called a 100i. It's a cross between an elliptical and stair climber. Can the Y get one?

We listened! We can do some research and will take it into consideration when making new purchases for the department.

You spoke... Let's have a weight loss contest for cash prizes and cruises.

We listened! The YMCA offers several fitness challenges throughout the year including the Holiday Cross Challenge, Count Down to Summer Challenge and the Summer Fitness Challenge. Unfortunately, cash prizes and cruises are not in our budget, but we always welcome donations.



You spoke... Bring back the exercise wheel for the abs area. You could purchase more than one. *(1 similar comment about the "Bob" step)*

We listened! Many items in the soft fitness area (such as the Ab wheel) are donated by members. When these items break, the YMCA does not necessarily replace them. We do however welcome donations of fitness equipment.

You spoke... Some of the treadmills do not seem to be working correctly. I also only heard the sound from the T.V. coming through one of my ear pieces. *(5 similar comments)*

We listened! Thank you for bringing it to our attention-we are currently working on a solution for this situation.

You spoke... Is the 70 pound preset curl bar missing?

We listened! The 70 pound present curl bar broke and was sent back to the company to be replaced.

You spoke... In the interest of protecting our environment, why don't you shut off many of the unused TV's on the 3rd floor? Or put a little sign up asking members to turn them off?

We listened! We try to get around as often as possible to shut off TV's on the 3rd floor. In addition, all of our cardio equipment gets shut off every evening to conserve energy and is turned back on in the morning. Members can help us out with this by shutting off their own TV's when they are done on a piece of equipment.

You spoke... Why doesn't the Y have any rowing machines?

We listened! The YMCA has five rowing machines located on the 3rd floor in front of the raquetball courts.



You spoke... The timer on the rower (second rower from racquetball courts) freezes after a few seconds (*9 similar comments*).

We listened! We try hard to maintain all of our equipment regularly. Please help us by notifying our fitness staff when a piece of equipment is not functioning properly. Unfortunately, sometimes repairs take time due to the ordering of parts or waiting on contractors.

You spoke... I would really like you to put the boxing bag back up.

We listened! We are looking into purchasing a new bag, and will take care of your request as soon as possible. Thank you.

You spoke... I was cycling on the 3rd floor east side. Cycles are moved frequently to face outside windows-but kids practicing on the court frequently toss balls out. This is dangerous.

We listened! We do not want members turning the bikes in the basketball court area out to face the windows. This becomes dangerous to members wanting to use them.

You spoke... I would love to see 1 or 2 spin bikes out on the fitness floor-so I could get a great workout without attending a spin class! *(1 similar comment)*

We listened! Due to the amount of supervision needed for our spin bikes, we are not able to place spin bikes on the wellness floor. Thank you for the suggestion.