



Suggestion Box JUNE 2019

Thank You for taking the time to submit to our online and physical suggestion box. Your feedback is appreciated.

Location	Comment	Response
EDMONTON - MCH	Kettle Bell Weights	In terms of kettlebells at the Misericordia, we will put that on our list for equipment purchase in the future.
Calgary - FMC	It's unfortunate that there are no options for payment other than credit cards, even pre-paid or visa-debit are not accepted. Classes often seem under attended it may be more attractive if there were alternate ways to pay for them.	Unfortunately the limitations are due to platform that is being use. At this time this is not something that we are able to change.
Calgary - EMS	It would be great if we could get another fan for the EMS facility. Thanks!	There is an additional fan at EMS.
Edmonton - RAH	Yoga Accessories Please. 1) Straps 2) Brick 3) Chip Foam Block	We will add your suggestion for future equipment purchasing. These items are not typically available in the fitness centres. Currently we don't offer a yoga class due to lack of participation. If we have a regular class that is attended then we will have the necessary props for the class.
Edmonton - GNCH	More Fans Please! One person takes it and then everyone else is dying.	Additional wall fans have been mounted at GNCH.
Edmonton - UAH	Don't Hide the Suggestion Box	The suggestion box is behind the desk at the UAH –this message was left in it so we are assuming you found it. We also have the link to the online suggestion box on the website. If you find that the physical suggestion box cannot be found please let us know – you can email us at pulsegen@ahs.ca or use the online suggestion box.



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Edmonton - UAH	Can you guys please get an ab wheel? One of the ones w/foot straps. Thanks!	We did have an AB Wheel, but it disappeared. We likely will not be purchasing another one. There are many alternatives to the ab wheel including using a swiss ball, gliders and TRX. You can always ask us to show you some options. You did ask for an email reply, my apologies as I could not read your email address.
Edmonton - RAH	Can we please have a bag of clothes (sic) in the gym area to clean the equipment?	When I arrived today there was a lack of rags and no paper towel. Usually there are some rags left by the office I suspect they go quickly. I will work on a better system so that there are items needed to clean the equipment. My apologies for that not being available to you. If you find there are issues that need addressing feel free to email pulsegen@ahs.ca
Calgary - SPT	(Name) uses her gym pass to let her whole family come and work out. She gives them her pass and her daughter comes during the day to use the facility. It is already busy enough in their(sic), without non-paying family members coming in an using it. Please address.	Thank You for bringing this to our attention. We did connect with the parties involved to ensure that they clearly understood the PG rules and consequences. When these issues arise please email pulsegen@ahs.ca with as much detail as possible including date and time. Pulse Generator memberships as well as AHS IDs are not transferable. Allowing non-members into the facility will result in a suspension of membership for the offending member.



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Edmonton - UAH	I would like to commend Lenore on the excellent job she does cleaning/organizing the gym and re-stocking towels before she leaves for the day – she goes above and beyond and far out performs any other PG staff member with her attention to detail. She is also very friendly and helpful. Well done!	It is great to hear a compliment! We are lucky to have Lenore.
Edmonton - UAH	Please consider new treadmills! Maybe 1 or 2. Thanks!	We will add your suggestion for future equipment purchasing.
Edmonton - UAH	Please consider adding a box jump to the gym. Thanks! (Large foam box).	We will add your suggestion for future equipment purchasing.
Edmonton - UAH	We have a suggestion about the weight. Plz put low weights (dumbles (sic)) down shelf and heavy weight in the middle row. Plz and Thank You. God Bless You ☺	Typically the heavy weights are lower. Placing them on higher shelves would pose a greater difficulty for removal and return to their spots.
Edmonton - MCH	A water cool would be awesome	We encourage everyone to bring a water bottle as there are water fountains outside of the fitness centre to fill up



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Edmonton - UAH	Move the seated row and squat rack back to their previous positions. It is more difficult to access the plates and the passage in front of the dumbbells is narrower now.	This is a great suggestion and we will take a look and see what can be changed.
Edmonton - GNCH	Family/Spousal membership/access at GNCH	This is not something that is possible. To access the Fitness Centre at GNCH a hospital ID card is needed.
Edmonton -RAH	Wall fan or floor fan by treadmills as RAH please!	We will be working on the fan situation at RAH.
Calgary ACH	More plates for the Olympic Bar	We will add your suggestion for future equipment purchasing.