



Suggestion Box November 2019

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

| Location | Comment | Response |
|-----------------------|--|--|
| Edmonton - RAH | Rumor has it the water fountain is not being replaced?? Pls confirm. | We encourage everyone to bring a water bottle as there is a water fountain outside of the fitness centre (by the gym) to fill up water. |
| Edmonton - RAH | Shower against the wall the drain is not working. | This was brought to our attention and a facilities request was done. For item requiring urgent attention please email pulsegen@ahs.ca or call our main office at 780 407 6053 as we can assist you quicker. |
| Edmonton - UAH | Fix your treadmills – Always broken. | UAH have 3 new treadmills that have just arrived. |
| Edmonton - UAH | You never have clean towels on the wknd. Disappointing! | Towel service can only be managed during the week when PG staff are in the facility. |
| Edmonton - EMS | 8 lb Dumbbells | We will take this request into consideration. |
| Edmonton - RAH | Can we get a full Vectra Wall Chart Exercise Poster? | We will take this request into consideration. |
| Edmonton - MCH | Both treadmills need replacement or some sort of maintenance. | A new treadmill is on the way. |
| Edmonton - RAH | Please recommend people to leave their personal belongings in the locker room and not bring coats, lunch bag etc etc etc into the gym. Thanks. | We have posted signs requesting that belongings not be kept in the fitness centre work out area. |



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| Edmonton - RAH | I am concerned about the strong smelling sewage gas in the ladies change / washroom. Seems like it would be unhealthy to breathe. Also it is very unpleasant. | Thank You for bringing this to our attention. We, along with housekeeping have investigated and are unable to locate the smell you refer to. Please let us know next time it happens the date, time so that we can figure out what is going on. |
| Edmonton - RAH | Honestly Fix Water Fountain ASAP. There is no way anyone is getting H2) from the hallway. It is the least you can do given that we pay the same as all other Pulse Generators that seem much, much better equipped. | Unfortunately the water fountain is part of the RAH infrastructure and Pulse Generator doesn't have any say in whether or not it is replaced. We believe that there wasn't the budget for this and because there is a fountain located outside our front door and our members have water available to them in the facility change rooms, the decision was made not to replace it. We don't have fountains in any of our other facilities, except UAH. We encourage people to bring a water bottle to their workouts (always a great habit to get into) and fill them from the washrooms or the hall. |
| Edmonton - RAH | Hand Sanitizer Please | We will look into this request. |
| Edmonton - UAH | Get some towels for the wknd users. Maybe your staff can come in to ensure there are towels on the wknd? | Towel service can only be managed during the week when PG staff are in the facility. |