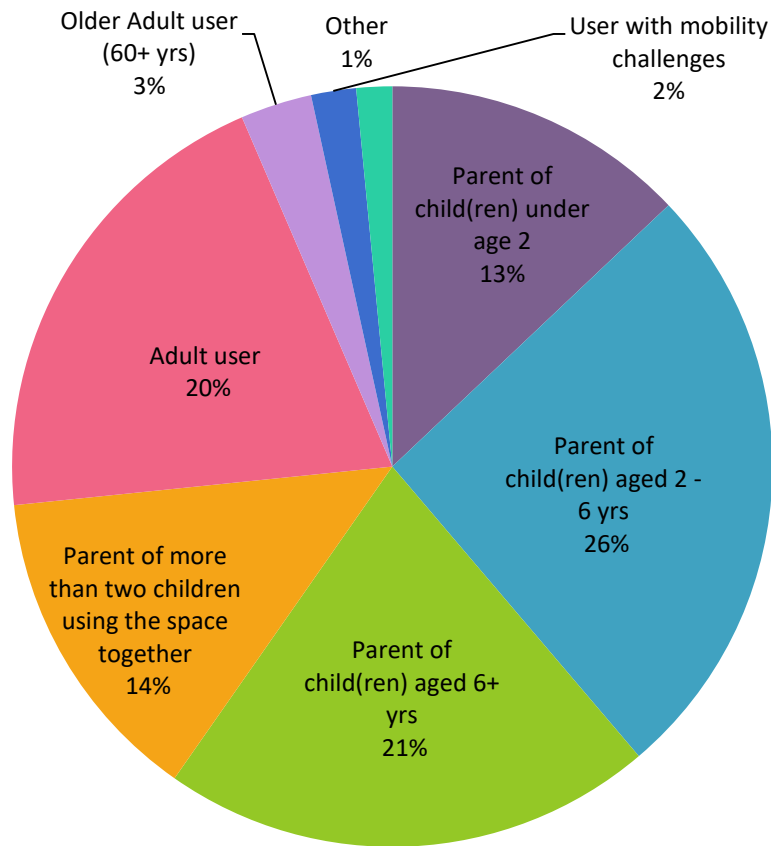


# Universal Change Room Feedback - 2017

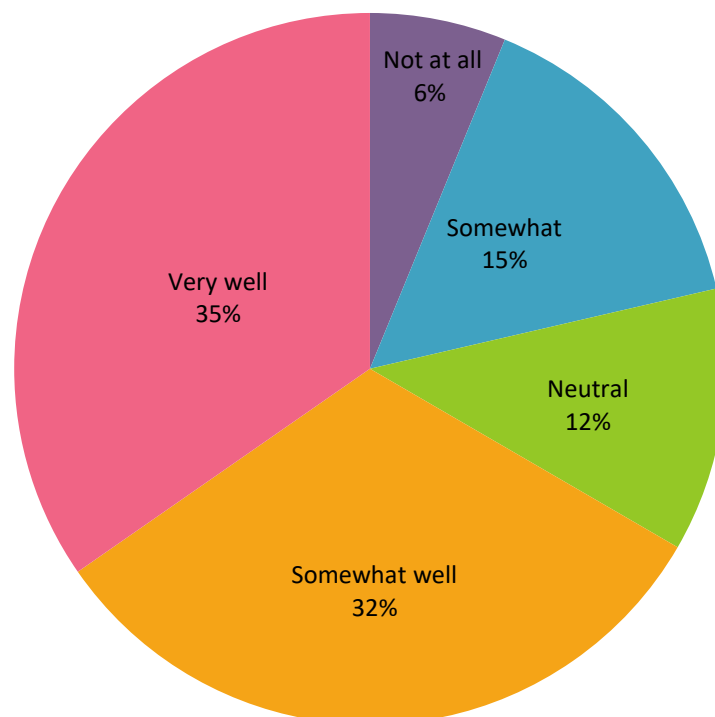
449 survey responses were received from a mixed demographic of users.



Users were asked:

**How well do the universal change rooms at Emerald Hills Leisure Centre meet the needs of yourself / your family?**

- 67% of responses indicated that their needs were met somewhat well, or very well.
- 33% of responses were either neutral, or felt their needs were either met somewhat, or not at all.



Users were further asked:

**Do you have any specific suggestions on how we could improve the design of the Universal change rooms at the Emerald Hills Leisure Centre?**

\*the following responses have been sorted into themes, and are verbatim. Some comments may appear in more than one category.

**Showers (water flow)**

- Adjust the spray on the showers so it points more down instead of out.
- Better shower heads.

- Better showers. Maybe play pens or change tables for babies.\*
- Better shower heads. Spray is so diffused it doesn't removed suds and this spray inhibits a parent from getting close enough without getting wet to help rinse soap out. Very frustrating. Klc has great shower heads with ideal pressure.
- Water pressure in the showers is too strong as well.
- The shower heads are terrible, Millenium has a much nicer shower tap and faucet
- The shower heads aren't very good. There is only one that has enough spray to wash your hair properly.
- The shower heads need to be improved!! Trying to shower little kids is almost impossible without the parents getting soaked. They spray everywhere and the force of the water is harsh on little kids. Hand held options would be nice or at least better flow of water.

### **Showers (design)**

- The showers could be more private
- More room for the showers!!!!
- More showers
- the benches in the shower area do not allow room for moms to help kids shampoo without forcing the mom to stand in the shower too.
- Shower design is poor. It's difficult to use the showers as a parent in street clothes after my kids have had swimming lessons.
- Put private showers in the change room stalls in the universal change room. I have actually seen this done at a couple pools in Calgary. I like to give my daughter a full shower (I.e. without swimsuit) after swimming lessons and we obviously cannot do that in the current universal change room. A couple years from now she will be too old to go in the men's shower with her dad (which we do about half the time). It would be great to have the private shower option in the new universal change room.
- Shower stalls (even if the front is open) make it easier to help younger children without getting myself soaked after their swimming lessons.
- Please add shower stalls, private showers or at least not have them out front for all to see. With young kids it is still nice to be able to shower them off with some privacy if we wish to take off their swim suits and not have the whole world watching.. the shower situation is awful at emerald hills
- More showers

- The changerooms themselves are great! It's the showers that are terribly designed! The showers at EH are situated so that a parent can't help your child wash if they aren't on the very end stalls without getting soaked! And even if you are lucky enough to get an end shower, the parent still gets pretty wet. MP shower stalls are the most ideal... enough splash free zone for parent to assist and lots of stalls.
- Perhaps more showers are required.
- More showers with some having heads being lower for kids. It's hard to rinse hair under 1 tiny stream. If they were closer to their heads it would be better.
- More showers are needed. The wait time is too long. Additionally the push buttons are hard for small kids to press on their own.
- More showers are needed.
- The showers need to be designed better. You cannot turn them on for your child with you getting soaking wet as well. They spray directly at you as well past the shower curtain and area. At the Kinsmen pool a stick was available to start the shower. Also the shower spray is direct downwards not outwards at the shower stalls at the Kinsmen if the showers were more like this at Emerald Hills it would be an improvement.
- More showers, more towel hooks \*
- The showers need improvement. With the height of kids it is really hard you get them clean when the head sprays so far apart. I would also prefer a solid wall rather than a glass wall in front of the showers and a barrier between shower heads for privacy and less distraction for young kids who use the space.
- The showers are such that you can't help your child wash their hair etc as the glass wall is there. Other than that I loved the set up
- Make shower area larger. Parents can't wash their children's hair without getting soaked because there isn't enough room to stand in front of their child while they rinse.
- Private shower areas so you can actually shower after swimming instead of just rinsing off.
- Make the showers out of public view. It's frustrating that I can't give my 2 sons a good shower because 1) I can't take them in the women's room and 2) they can get naked in the universal shower. The nudity is short lived as they just need a quick body wash and then it's towel on.
- Private showers - I don't think everyone - even in the swimming pool should be able to see into the shower area- major flaw in that design in my opinion
- I love the universal change rooms but the glass to the pool creates a problem for parents of small children who strip them down in the shower- now the whole pool

can see them. It's poorly designed in those 2 ways. Love the universal rooms though

- It would be great to have more closed door bathrooms with showers. Currently, there's only one. My kids don't like to use the ones that face the pool, there's no privacy.
- bigger shower area
- the ability to help little ones in their respective shower (actually turn it on) without having to walk across all the other showers, thereby getting wet
- It would be great to have more shower heads in a bigger space. Maybe a little lower to the ground for the parents that didn't swim but need to wash their child's hair.
- It would be nice if the showers didn't face the glass that looks into the pool deck. There is nowhere to rinse off privately and I have heard parents get in trouble from lifeguards for trying to rinse off their naked babies in the shower because other guests can see them.
- Don't like the glass in the shower part. Everyone can watch u shower. Weird.
- Don't like the showers at all. Having a couple of private shower stall to wash kids is needed.
- I do not appreciate how the showers are directly in view of the pool area
- I dislike the showers to be honest. Hard to get to a little one who is showering and then one must yell over water running to get them to listen.
- have a bigger shower area so parents can help their kids wash without getting wet
- I do not like the shower set up at Emerald Hills. Would prefer it not be open to the outside and even possibly have a few actual shower stalls so kids can take their bathing suits off when they shower.
- I don't enjoy the showers facing the pool area. A couple more showers would-be nice too.
- The only change I would make is to add private showers.
- More bathrooms More showers More benches to sit on in dry areas to don socks and shoes
- I understand why the universal change room showers are visible to the pool (and front entryway as well) but for some reason, some parents remove their childrens' swimsuits to shower and it makes it incredibly uncomfortable, especially when you are sitting on the benches right by the showers. Perhaps a set up like Millennium Place has would allow a bit more privacy?

- I would like to be able to shower them naked but I can't at the front by the window.
- the rinsing area is facing the pool which would be fine if parents didn't strip their kids down to their birthday suits to rinse them off after their lessons. You can see the showers right from the lounge area by the doors..
- It is a great design, the only adjustment would be to be able to get to the pool deck without going through the water spray from the showers. With a wheelchair it makes it difficult when on deck as a viewer
- The showers do not allow me to easily shower my kids without getting wet myself. It's completely open to the pool. I was very disappointed in the whole facility after my first visit.
- there is no way to properly shower them. At Kinsmen, you have semi-private shower stalls but the showers at EH are visible to everyone, so kids cannot strip down fully. I feel safer managing two kids with the large benches and built in showers in the accessible room.
- More showers would be great and having showers with hand held shower heads to help wash kids hair. Otherwise the universal change rooms are great.
- More showers!
- I like the natural light through the glass in the showers, but they need a bit more room. As a parent who has to help the kids shower, it's impossible to stay dry.
- The showers in the changeroom are horrible. They are too high, spray water everywhere - I am soaked when I help my 6 year old daughter wash her hair. Absolutely awful!!!
- The showers are the problem area. My daughter has two young children under six, and they need help with showering, particularly getting the shampoo out of their hair. Very awkward for parent to assist them if they are not in a bathing suit themselves. Also full glass exposure poses a problem, if the kids needed to remove their swim suits, be showered, put in their pajamas, and ready for bed when they get home.
- More showers, vacancy signs on the stalls\*
- Private shower stalls as well as benches for families with more than one children.
- Shelter the shower section more for privacy so that it isn't open to the whole pool.
- The shower heads! The pattern is much too wide for the little ones. They need something much more precise for lack of a better word. Go take a look, a child 3' tall has a hard time rinsing anything off in there because of the lack of water actually falling on them. They kind of need to run around!
- Showers not open to pool or private showers so kids can undress and shower

- The showers also suck. I can't help my little ones shower as I get wet and the shower heads spray all over and make it hard to rinse soap out of their hair.
- The shower area needs some privacy glass... it's also awkward and sprays on parents wanting to help their kids. The best thing to do are spray wands for the showers so parents can help kids without getting soaked! A towel rack/hook system would be helpful.
- The showers are not set up very great, it's hard to wash a little one in them.
- The showers are poorly designed considering we used to just shower the kids there and then go straight into PJ's and home. Now with this lame design we can't do that.
- The showers are terrible

## **Benches**

- Benches in between lockers
- Benches in main area
- Benches outside of the lockers so you have places to set your stuff instead of on the wet floor
- Benches to put your stuff on when getting things out of your locker
- Benches, play pens, more space. \*
- Bigger benches or the playpen not blocking the benches would be more helpful.
- Could use some benches to change on instead of standing in the aisle when the individual change rooms are full
- Have a bench area as well as the cubicles. Otherwise love the concept
- Larger benches to sit on
- Benches would be nice to put your stuff down when your not in a room and trying to get your stuff in a locker.
- Make the bench wider (in cubicles)
- I like the change rooms but I'd also like to see some bench areas so I can quickly change the kids.
- I really wish there were benches so that we didn't have to place our bags on the floor when loading/unloading clothes into the lockers. It would also be helpful to change babies and small children on benches rather than trying to change them and yourself in the rooms.
- More larger change rooms with change tables or play pens. The benches in the small rooms are just so small for a young child and the larger rooms are in high demand. Even larger (wider) benches would help immensely and be more cost/space effective in sure.

- Need numerous cubicles but also many benches outside the cubicles so you can organize your things while leaving a changing cubicle free. \*
- Possibly have some benches out in the open instead of just individual stalls.
- Benches in the rows to set stuff on while you get your locker organized. I always have to put my stuff on the floor.
- Some benches by the locker would have been nice and an easier area to take shoes off More garbage cans . Always walking all the way down the hall and to the other asile
- There are no benches and not enough space between the lockers and change rooms
- There's no where to put your stuff down, there's no benches to sit on.
- I would prefer benches in the change room to put stuff down.

### **Hooks**

- Hooks for towels in the shower area so you don't have to put your towel on the wet bench.
- It would be nice if there were a few more hooks in the lockers as well.
- Maybe more hooks?
- Do not have the hooks behind the benches. Have them on the side wall or on the back of the door.
- Place so to hang up towels while showering..
- The Hooks over the bench are not practical.
- More hooks to bring all our stuff in to the change room instead of having to only bring some items at a time due to space restrictions with a parent and small child in a wet change room.
- Please install some hooks!!
- More showers, more towel hooks \*

### **Change table**

- Would love a change table or something like that in the change rooms as well.
- Baby changing tables in some rooms
- Maybe some change tables for babies in the change stalls? Lots of parents use the counter by the sinks but there isn't child restraints.
- Better showers. Maybe play pens or change tables for babies.\*
- I didn't notice any change rooms with change tables.
- More play pens and change tables in all individual stalls



## **Bench near entrance for removing shoes**

- At the entrance, there needs to be benches to sit on when removing shoes/boots.
- More seating for putting shoes back on.
- It also often seems that there is a lot of dirt tracked into the pool area because people don't take off their shoes. There isn't a good area to stop and put shoes on without walking barefoot into a shoe-heavy traffic area and that is gross. Perhaps you can install folding seats that fold flat against the wall when not in use?
- Also if there were some more benches for taking shoes on and off that would be wonderful.
- More benches to take off shoes and put shoes on after swimming.
- More seating to put your shoes on at the entrance or some sort of way of keeping the shoes away from the seating. I found shoes are everywhere and you have to trample over the shoes tons of down.
- There needs to be a place to put your shoes on/off.
- Need place for shoes and places to sit to put on your shoes. \*
- Have benches to sit to remove foot ware
- More bathrooms More showers More benches to sit on in dry areas to don socks and shoes\*
- Need boot racks and more benches to put shoes back on\*
- Safe place to put shoes /boots that's not in the lockers. People wearing dirty shoes make changeroom floors disgusting!
- Shoe racks outside the changerooms. Who wants muddy gross lockers?
- Shoe shelves. We don't want wet, dirty shoes n the lockers where we also have to put our clothes.
- Space and seating to remove shoes prior to entering change rooms. The need to remove shoes is necessary but there is nowhere to sit and it difficult especially in the winter months with boots, etc
- The only thing i can think of is long bench like seating in the communal hall just before entering the change room. Currently there is 3 benches that may sit 3 in front of every entry. If we are respecting removing your footwear before the line we need a better area to sit to take the footwear on and off.
- A solution regarding footwear and a space to put them on needs to be looked into. I didn't like my kids making the lockers dirty and all their stuff that went in their locker, but apparently they couldn't leave them outside the lockers.
- Winter is a struggle for taking shoes off and on before entering the changeroom. There needs to be a better place to out shoea and a bench to help put them on little ones as you dont put them on inside a cubicle.

- need some sort of area to sit and remove shoes.

### **Boot space / racks**

- Not enough public shoe space. Parents and children end up putting shoes in the hallway which I've witnessed other children tripping over
- Just a place for shoes. Not really an issue in the summer but was a huge pain (and mess) in the winter.
- Also, somewhere to put shoes, like a rack or shelf maybe in the hallway where it's not as congested. Benches are nice too.
- There is no place to put shoes, as you can tell at Emerald, they end up all over the floor in the halls which is a tripping hazard.
- Short of a spot to actually put your shoes/boots (imagine winter time, it'll be a mess), none.
- Shoes racks and more benches are a MUST
- Shelves for footwear at the entrance into the change rooms.
- A better system for storing shoes. Putting them in the lockers just encourages people to walk in with dirty shoes.
- There needs to be boot racks or somewhere for shoes outside of the change rooms,
- A place for your dirty, snowy boots
- The shoe situation! Signs say to remove shoes. One tiny little bench for people sit on. No where to put wet shoes. Most people don't take shoes off so those that do have to walk through slimy dirt, sand and rocks. A better set up is needed.
- Add a shelf at the bottom of the locker. As a family of 5 there isn't enough room for our shoes on the bottom of the locker. A shelf would allow twice as much space for shoes.
- Add an area for boots outside in the hallway.
- Adding boot racks would really help.
- There needs to shelves to place shoes/boots at the entrance.
- Better shoe storage. Possibly more changing cubicles. \*
- Please put a shoe rack before change room.
- Better solution for shoes.
- Shoe racks as they don't want shoes by the glass doors.

- Shoe racks/ cubbies and some seating, it's a fire hazard and not matter what people are putting them at the door. It's common sense to take them off and not get mud/dirt everywhere. I realize that it maybe for theft issues, but the users must also realize it's at their own risk too!
- Emerald hills could improve by having some sort of bench available to be able to take shoes on/off and then I can carry them to the locker.
- Boot/shoe racks!!!! People put them in the lockers. And in the winter the snow melts and gets everything dirty and wet!!
- Boottracks! I don't understand not having them. I basically have lived at pools across Alberta and emerald hills is the dirtiest because people have no where to put their boots. No one wants to put them in a locker because you make that a muddy, wet mess.
- Maybe something about the shoe storage at coming into the change room
- Definitely need shoe/boot storage
- Somewhere to put boots
- Also there is no shoe rack outside the changing rooms, so many people wear their shoes into the change room when then drags rocks and dirt into the change room and pool area. Last time we were there to swim there was a pile of rocks and dirt in the corner of the kiddy pool, it was gross.
- Designated space for outdoor shoes/boots.
- Need place for shoes and places to sit to put on your shoes. \*
- A shoe rack would also be great. So not all the shoes are piled at the entrance.
- having a place to put shoes in a rack upon entering the change room would be great. I know that people are supposed to bring them into their locker, but no body does so it becomes a hazardous mess of shoes!
- Encourage people to take shoes to lockers. Fire Marshall would not be happy with all shoes in hallway impeding a safe and expedient egress. Also creates a big trip hazard upon which liability would fall on County. Not to mention shoe theft is prominent!
- Outdoor footwear storage. I completely understand that if one chooses to leave their footwear unsupervised that someone else may walk (ha ha?) away with it either accidentally or on purpose and that is likely the reason no footwear storage exists in the facility. However, practically and realistically, there is no way my family, nor many others from the number of shoes I see outside the changeroom entrance each day, is going to rent a locker for each swimming lesson just to store shoes in it
- Foot wear racks

- Would be nice to have somewhere to put shoes.
- Put in some shoe racks.
- Maybe adding a place to keep wet/muddy boots other than in the bottom of your locker, which leave a mess? Maybe have a biodegradable bag station that you can grab a bag to put your boots in?
- shelving near the entryway to put shoes and better signage to remind people to remove outdoor shoes so they aren't tracking dirt into changeroom and pool area
- Shoe rack or else a bench to sit on while you put them on/off.
- Shoe rack and benches for putting on and taking off shoes
- I would add shelves or shoe racks.
- I would also suggest having a boot rack or some type of shoe lockers like at the other facilities as I know that has been a huge issue.
- There is no place to take off boots/shoes. There is no no place to put them. Do you really want muddy/snowy boots IN the lockers? What a mess!! Some benches and shoe racks would go a long way. If people are concerned about theft, maybe there is another option for footwear other than in the lockers? Maybe dedicated shoe/boot lockers? Maybe something like a coat check system but for boots at the front desk? Just throwing out ideas because the Emerald Hills shoe system is really bad.
- Have a better idea for people's shoes.
- It would be nice if there was somewhere to put your shoes. If you want people to put them in their lockers a shelf in the locker would be nice so that it was separated from the rest of the clothes.
- Some type of system for shoes/boots is needed rather than the littering the floor. Somehow dirt/mud being tracked into change rooms - how does that happen???
- A single point entry with vertical shoe racks would be ideal. The exit point could share access to this shoe rack and would eliminate the mess of walking barefoot through shoe debris.
- Need boot racks and more benches to put shoes back on\*
- Rack for outdoor shoe storage and more seating for taking off and putting on outdoor shoes.
- There is no place to take off and put on your shoes (need shoe racks).
- There should be benches installed outside the change room entrance for outdoor shoe removal. Shoes should be carried not worn into the changeroom and locked up.

## Privacy

- More privacy and more rooms\*
- Change the glass wall to the pool. It's uncomfortable to shower with a pool looking.
- More frosting on glass wall between showers and pool deck. Understand want transparency but it is awkward with people sitting right outside shower area while I'm showering off.
- More privacy
- More privacy and enclosed like the kinsmen
- More private shower area
- No glass for people walking by to look in.
- Not clear so everyone can see everything including showering. Frosted at the least
- Private showers. More of the larger private change rooms.
- Mine biggest concern-all the glasses - the shower area is horrible and if you can't wait for a change room there is no private space to change your child - all glasses I understand it let's in light and appears more open but you don't change your child in a space like that As a parent of 2 different gender child this change room is a pain although pretty to look at
- The glass wall to the showers seems a bit invasive and exposed.
- The glass windows make it a bit Uncomfortable to undress and wash my child in the showers. Maybe a bit more privacy so the whole pool dosnt need to see.
- The option to shower privately
- Need some privacy glass so gawkers aren't looking in at you as you race around after your kids while half-dressed. Yes it's universal, but that shouldn't mean "open season" for people to stare at you while waiting or walking in the hall.
- The showers facing the pool doesn't make much sense to me....why should everyone be able to watch the kids showering?
- These rooms should not be visible to the entire pool and hallway. Privacy is a huge issue.
- Yes, when I shower the entire pool does not need to watch me and my children. Glass in front of these showers is ridiculous.
- When I take my 2 year old to swimming lessons I find it inappropriate to shower him naked in the glass fronted showers that face the public. I guess we will keep using the women's change room until he's not allowed anymore. Maybe individual shower stalls?

- The glass to the hallway is also horrible. Even though this is a family change room some consideration for privacy needs to be made.

### **Cubicle / room size**

- I work with children who have special needs but not to the severity where we need to use the specialty changeroom. These individuals are fully mobile and capable of using a public changeroom but need assistance in getting dressed. I find that with myself and a child in the universal changeroom together things can get quite squishy very fast. Also, if I bring a child with special needs and their two siblings under the age of 5 there is no place for me to change with all 4 of us together. I think it may be more beneficial to have less changerooms and make them a tad bit larger.
- The actual rooms you go into with the door to change could be a bit bigger. Not the easiest fitting 3 people in a room.
- My suggestion would be the stalls being larger, like the family ones at millennium place . Those are the perfect size .
- I would like them slightly bigger to accommodate 4 people, like the ones at Millenium.
- It would have been nicer if the stalls were a bit bigger. I am a mom with 3 boys, so I love the universal changerooms but it is very squishy.
- Larger changing space. It's harder with a smaller child but my husband and I like to use the universal one
- Larger stalls. There is not enough room for more than two people in there.
- More larger change rooms with change tables or play pens. The benches in the small rooms are just so small for a young child and the larger rooms are in high demand. Even larger (wider) benches would help immensely and be more cost/space effective in sure.\*
- More of the larger family-sized washrooms would be ideal. These are the preferred change rooms for us because of the change table for our baby but they always seem to be in use.\*
- stalls should have been larger and hallway more narrow
- Have a few rooms that are larger for a parent with multiple children.
- Somewhat Larger change rooms for families to use together.
- For a parent of three they are too small to fit everyone. Millennium place size is much better
- The actual rooms could be a bit bigger

- The change rooms are not large enough for myself and my 3 kids to use all at once. There are not enough hooks or bench space inside the change room. And there is no where to put a baby to change them unless you want to break your back bending over.
- The private change rooms are wide enough, but the door is so large getting 3-5 people past the door is very tight, the changeroom needs to be deeper. The bench in the change rooms and hooks are great.
- They are a bit small. Also, not many washrooms in the universal change room.
- They are on the small size for a family. We found we often needed two, so my husband would take one kid and I would take the other which pretty much defeated the purpose. My favorite ones in the city have showers.
- They need to be a bit bigger cubicles. At millenium place we are able to fit the 4 of us comfortably in the cubicles. At Emerald hills it barely first two.
- The change rooms are a little cramped to have me and my two boys in.
- The change rooms are only big enough for one adult and one child, some parents need to change with two children.
- The change rooms are small for two kids who won't stay still and all the stuff.

### **More rooms / stalls**

- More privacy and more rooms\*
- More stalls to change in could make a better use of the space.
- More rooms with showers would be nice. The communal showers get overwhelmed and it can be difficult managing multiple kids, especially if you're alone.
- Another room with a private shower would be nice. The one at emerald hills is always occupied
- Better shoe storage. Possibly more changing cubicles. \*
- More change rooms are needed every single time I have been there, especially during swim lessons.
- Have more change rooms for family and babies The ones there now are perfect but often busy and full and baby's get cold fast well waiting
- Have more of them. Every week after swimming there is a wait for change rooms
- More of the larger lockout change rooms pls!
- More of them, better locker situations\*

- I think they're great! You just need more of them! (It's the parking I have an issue with, especially in the winter.)
- more change rooms stalls
- More of the larger family-sized washrooms would be ideal. These are the preferred change rooms for us because of the change table for our baby but they always seem to be in use.\*
- There are not enough change rooms for the number of kids taking lessons. We would end up walking to the womens chanhe room to get a place to change
- Not even close to enough during busy class start end times.
- If possible have more of the private bathroom/shower/change room combos
- More change rooms.
- The change rooms are not bad It would be better to have more rooms less lockers I think - when we have been there for classes change rooms are the struggle not the lockers
- More larger change rooms with change tables or play pens. The benches in the small rooms are just so small for a young child and the larger rooms are in high demand. Even larger (wider) benches would help immensely and be more cost/space effective in sure.\*
- More rooms with bathroom access would be helpful
- More rooms. It is nice though that I can bring my son in with me. But I feel more rooms would make a lot of families happier so they don't have to be split up. My 8 year old son still need help and he is no longer allowed in the women's change room so the family ones are a welcome addition
- My only recommendation would be to have more universal change rooms! (that have the playpen and change station in 1). They are very handy when trying to get my 11 month old daughter and myself ready for swimming.
- More would be better. Someone we wait for a room after swimming lessons. I would have loved to see all the space allocated to change rooms set up as universal.
- More stalls, change tables, playpens. Much to open to deal with a moving baby. There is hardly room to put your bag and supplies down. I was very disappointed in the set up.
- Need numerous cubicles but also many benches outside the cubicles so you can organize your things while leaving a changing cubicle free. \*
- Maybe having family size and single person use could be a better use of space to fit more change rooms in.



- Wish that there were more change rooms as there always seems to be a wait for them.

### **Cubicle doors**

- Change room door design is a little strange how it opens. It's misleading having the handle on the other side of the door
- Change room handles are situated in odd location which effects usability.
- The doors are so heavy they swing shut, they have such low clearance that one can only see feet if one crouches down, and there are no indicators on the doors to let people on the outside know if they are locked (and therefore occupied) or not.
- Handles on change room doors open awkwardly
- I do not like the way the doors open to the actual change cubicles, the swing seems awkward.
- I did have a terrible experience of the door latching shut with my 18month old inside the change room. I couldn't access the change room because the door comes all the way down to the floor.
- The doors to the change rooms are difficult to open and it's hard to tell if someone is in the room already.
- the change room doors slam very hard into small and curious hands. My son lost his fingernail because the door slammed so hard on it. Plus the handles seem to be backwards so it's awkward to open the change room doors.
- My 5 year old went in the change room and locked the door wanting to be a big boy but was unable to open the door and with the space below being so low was unable to slide under staff was not helpful and a dad had to climb over to help so make a bigger space.
- Doors are really heavy and I've seen some seniors struggle
- The locks for the doors are terrible and the doors slam shut soooooo loudly when you let go of them.
- Please put an indicator on the doors so we can tell if anyone is in there. Also if a child locks himself in there, the door is so close to the ground- how would we get him out?
- Individual change room doors bang closed when exiting.
- The handles to the stalls are on the wrong side.
- The change room doors are a little heavy, I've seen several kids catch their fingers in it when it closes so quickly due to the weight.

- The doors on the change rooms come almost to the ground for privacy - a good thing, but I've watched toddlers lock themselves in there while their moms are busy, and then the door is too low to crawl under and unlock it to get them out.
- The doors to the changerooms open the wrong way.
- The handles are ridiculous and there should be something that helps indicate when a stall is taken or available.
- The locking system is not very good, I do not feel very secure while in it
- The doors SLAM shut. This has scared my toddler before heading into swimming lessons, either from ours slamming shut or a neighbour door. There must be a design flaw or alternate way to slow the closing/prevent the loud slamming noise.
- You have to push/pull on the doors to figure out if they are empty or occupied. It would be Better to have a occupied label of some kind for the lock.

## **Washrooms**

- I would suggest more washrooms. Instead of 2-3 that are all huge, why not only 1-2 larger handicap accessible/baby change station ones and then 4-5 smaller bathroom rooms. It seems we often wait for a toilet (actually the shortage of toilets is a problem in the women's change room as well), but for sure in the universal change room.
- More bathrooms More showers More benches to sit on in dry areas to don socks and shoes\*
- I do like how the showers and sinks are located at EH but think that maybe there should be more bathroom stalls as well.
- I found it difficult to find a bathroom...more bathrooms and/or more signs directing you to a bathroom would be helpful.
- Last thing is that area needs one more bathroom stall. Always have to wait as most parents take their kids to the potty prior to swim lessons....
- There should be more bathroom/toilets. I found it difficult to ever find one that was open
- it could use more washrooms
- They are a bit small. Also, not many washrooms in the universal change room. \*

## **Lockers**

- I love the wider lockers - at least they seem wider than the other lockers at MP, etc.

- One other thing that would be really appreciated is lockers that fit car seats. We weren't able to use the pool much in the winter without somewhere to keep our car seat so we didn't have to take a young baby out of the car in the cold and bring them back out without the seat while they are still damp
- More of them, better locker situations
- Maybe have free lockers or the option for people to use their own
- Coat hooks in the lockers that you can actually reach....
- The lockers are a great size, but they need more than one hook, especially as we are a winter climate.
- Maybe just a few more lockers which can use your own lock.

## **Signage**

- It could be better signed that it is open to the pool and hallway though as I have seen some people changing right there.
- A visual aid to tell if changerooms are in use would be great (like outhouses and airplanes).
- More showers, vacancy signs on the stalls\*
- shelving near the entryway to put shoes and better signage to remind people to remove outdoor shoes so they aren't tracking dirt into changeroom and pool area\*
- Hard to tell which is full and which is available. An occupied sign when a door is locked would help
- Maybe an indicator on the locks to say if it's occupied or doors that will stay open a bit? You have to push on every door at Emerald Hills to know if someone is in there.
- Doors that show in use/available as you have to push on each door to find an available room.
- Changeroom Occupancy Indicator. While the size and privacy of the rooms are perfect, it is impossible without pushing on the door to try and open it to know if it's occupied or not.
- there are no indicators on the doors to let people on the outside know if they are locked (and therefore occupied) or not.
- better signage on where to remove footwear, clean the change rooms more frequently.

- Indicators on the individual change rooms that show vacant or occupied.

### **Kudos**

- No - I LOVE the change room!!!! So bright, open, and I've never had to wait for a stall!! Thank you!!
- No I feel like they are very well Done!
- No I really like the design and concept. It is very inclusive
- No improvement needed
- No, everything appears to be great
- No. They are great!
- None!
- None.. it's perfect.
- Nope
- Nope finally a decent change room.
- Nope. I think they are great.
- Love love love the Universal change room it works wonderful for us. Now if only people using it would move their shoes from the walking area. My husband and I always put ours in the locker along with any family members that come with us. I don't see the problem why others can't do that. Thank you for trying to keep the shoes out of the area.
- Overall works very well.
- Great, love having the large number of large change rooms when you're dealing with multiple young kids. Might be nice to have those flip down baby seats in more of them, like in the universal change room at clareview rec centre. Love how open and bright it is though.
- I love it! It's functional and clean. Also keeps the hallways clear of people changing and their personal belongings all over! Plus it's easy for kids going to swim lesson, especially the showers it's easy to get them in cleaned and out!
- I love the ability to use your own lock on the lockers! Millennium has reduced the amount of lockers that can be used with your own lock and it is frustrating.
- I think the design works well enough just hoping there will be plenty of change rooms. Millennium Place's family change rooms are lacking compared to emerald hills. I think they are great! Well done!

- I cannot see any difficulty with the change rooms. They are completely discreet, doors cover the entire opening. The walls are high on the sides. There is a feeling of safety as the ends of the passage ways are open to view.
- I really like them, and I love that there are so many
- Like have the option of just the change room without the bathroom for a quick change. The accessible bathroom is great for the person with mobility issues, large space and a large bench
- Seems to be simple and effective. It's quite open which is nice
- The rooms were great when we go as a family, when it's just us girls we use the ladies! Found the universal very open and convenient.
- They are fantastic as is!
- I absolutely love them. Makes it so much easier with kids that the family can be together and we only have to pack 1 bag for all of us.
- love them
- They are fantastic! If I had to make a suggestion, one of the folding seats for babies that are in the change room would be nice in a bathroom too.
- They are great!! We love to use them when we come as a family
- They are great.
- They work great. I am very pleased with them. For a mom with two boys ages 5 & 7, I appreciate this option. My 7 year old still won't use the boys changeroom unless his Dad is there. It helps if you have a child with social anxiety. When we did bus to swim with the school, there was a boy trying to look over the stall into another one. Other
- I find the counter, mirror space is almost useless
- Are they really required?
- The front door to the facility is quite small and is so heavy and the handicap push button is extremely slow, if you are carrying children and swim gear it is a little frustrating.
- Areas for safe electrical inputs.
- At the clareview rec centre they have baby seats that you can strap a small baby into which I found really helpful - their placement on the wall seems high but that might be to accommodate other children sitting on the bench.
- Love the items available in them (play pen and garbage). Well lit which makes it easy to use.
- More play pens for babies.

- Benches, play pens, more space. \*
- Better lighting would make them easier to use Also making the doors go to the floor so that water doesn't spray under them when the main area is being cleaned
- Garbage cans in each change room so there is a place for used diapers and swim diapers. Dripping them across floor to get to a garbage can is unsanitary and unnecessary.
- A baby chair such as they have at kinsmen attached the wall is more useful to me.
- Maybe the height of the walls could've such that it was not possible for someone to stand on a bench and peer over.
- Changing name to family change . When I've used the female change room there is still mom's that bring their little boys with them, possibly because they don't understand what the universal change room means??
- Doors leading to the pool.
- Get lights that work, they flicker off and on. Also they bang shut which is annoying.
- Have a better toilet system
- It would be nice to have a playpen available as well to use while you get yourself dressed like at kinsmen and millennium.
- Have a spot where you can put baby off the ground in change rooms themselves and also a spot to restrain or put baby and or toddlers in order to have a shower. I also like how at millennium there are drains in the rooms.
- Have the lights stay on for a longer period of time.
- I do not like being in a changeroom with my children, and strange men. It makes me very uncomfortable. It is also very unnerving that the showers are behind a glass wall that faces the pool. Family changerooms make sense, this does not!
- I enjoy the specialty change rooms with a toilet and shower and changing space all in one room with a door I can lock as I often take 2-3 small Dayhome children with me and it is very convenient to wash and change them and inevitably one always has to pee once naked. I also think the lockers should all be free. I don't think the county needs to charge extra to lock up belongings when you don't have or forgot a lock I think the admission cost can and should include the lockers. 😊
- I like the fact that my husband could come and help me get the kids changed however I am often by myself so choose to use the women's change room anyways. I am not a fan of the glass to the hallway and the glass to the pool area

in the universal change rooms. I understand this is probably for security reasons but it is not very private and feels uncomfortable.

- I liked it when you got your money back from the lockers when you were done using them. Also, the handles are on the wrong side of the doors. They should be opposite the hinge side.
- I love all of the lockers that use your own lock. I also love that there are lots of change rooms.
- I love them, but the ones with the bathroom are way better, every kid needs to pee the moment a one piece suit is on...so I'd do more space and toilets in more change rooms
- I think people need to understand to NOT strip their kids naked to shower in the Universal change room- it's clear glass, everyone can see your kid, including my special needs teenage son... be respectful of others rights to NOT see your kid...
- Make the universal more like the male/female rooms. With large benches to sit, etc this provides a place to get the kids organized. The actual changing would happen in a room but if there were benches it would allow people to get in and out of the rooms quicker
- Also a bathing suit spinner would be a good idea. And cubbies on deck to put towels so they aren't on the floor.
- they could be cleaned/sprayed down more often.
- More room.
- Don't go with white tile it's already stained and looks dirty when you know the staff has just cleaned it Bottle neck for people taking off their shoes one bench not secure shoe storage .
- My only concern is the filthy floors. No one takes shoes off so it just carries through the entire change room and pool floors. I also would have more private change room stalls in both the male and female rooms. I'm a mother of two girls and still use the universal change room because the girls only has 1 or 2 private stalls.
- Not enough. Too open to public. Hard to tell which are occupied without testing each door. Sucks and being back normal change rooms. Men women family
- Nothing on the design however the control. It should be for parents with kids only. People who don't have children with them shouldn't be in there.
- Please make the glass to the pool more opaque.
- Pool elevator too far from changerooms. Sprinkler system already dripping rust.

- When they had lockers that gave you your quarter back, that was so awesome. A great feature for young families or for when kids do lessons and then I change to go swim with them part way through. More showers.
- So far I haven't noticed any issues going there. Have only gone twice for swimming lessons with both kids. I do notice a lot of people wearing dirty shoes in changing area AND on deck. Many times seen chunks of dirt around the pool area
- Someone mentioned a bathing suit spinner, that would be great and a place for shoes.
- You have to stand the kids on the bench to dry them and everything gets wet. With two kids it's pretty cramped and you have to figure out where to put the bag, dry and wet cloth. If you have a baby, it's not possible to change/put on a diaper.
- The area around the pool entrance from the universal change room is gross (hair, dirt, etc.) The playpens make the change rooms too crowded. The automatic lights don't stay on in the change stalls (they turn off when you're changing).
- The change room floors are dirty and the little rooms need drains as The water pools in them.
- The doors to the change rooms are too big. Go inside of one with two kids and try to get out to grab something while leaving them in there. Very awkward
- The fold down chairs that strap to the wall in all change rooms
- The motion activate lights are 'fritzy' at the best. They seem to turn on/off at random intervals and no idea how to ensure they stay on.
- The motion lights need to be looked at. They do not stay on when using the Changeroom.
- The solid benches in the change rooms are great (parents stand their kids on these to get changed!). As an alternative to the shower area I would also vote for change rooms with wand showers in them for families to get washed and dressed (apologies if these exist but I haven't seen them) .
- The other poor element is the lights in the stalls. They shut off automatically way to fast and half the time is spent jumping around the stall like a fool to find the motion sensor so the light goes back on.
- I like the change rooms themselves, and like the lockers facing them so that clothing is near to change rooms.
- I really liked how the lockers returned the change when the facility first opened.



- Those baby chairs with a harness are life savours and little pens for toddlers when trying to take kids any where especially when trying to change after the pool. I fully support having this in all change rooms
- There needs to be easier access to a diaper disposal.
- have washroom and shower in changerooms. kids crawl underneath. have a full door, so no crawling toddlers. Have paper towel inside so people can wipe water off bench for next user
- It would be so nice if the change rooms were warmer. My kids are always freezing after swimming lessons.
- Somehow keep the change room warmer if possible. It is very open and 'drafty' with the main automatic door opening and closing so often with all the coming and going.
- I like the size - easy to find space. I can't remember how many toilet rooms there are, but that is certainly something millennium is lacking.
- nice to be able to change as a family with a little one. It would be very useful to figure out a way to be able to secure a baby while you change. Sometime find a problem in emerald hills because it gets difficult to navigate the hallway between the change room because people are putting stuff in their locker.
- no suggestions just wanted to add how much better these are than the kinsmen change room especially for parents with children not the same gender. Kinsmen is inappropriate in my opinion for kids not old enough to change themselves but too old to be seeing naked adult bodies of opposite sex.
- please do not make the change rooms the same as you have at emerald hills. those change rooms leave a lot to be desired. in fact the whole pool does please do not change the kinsman to anything like emerald hills. who ever design these areas know nothing about change areas.