



Q & A

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General Topics

Question: When will the renovation start/finish?

Answer: Preparations for renovation will begin approximately the week of July 17th with anticipated completion around mid March 2018

Question: What is all being renovated?

Answer: First floor main entrance area is going to be larger and more easily maneuvered. The lobby will have a large community area with extra technology spaces and provide comfortable arrangement for members to talk, study, and spend quality time together. The locker rooms will be updated for safety and accessibility. There will be a significant increase in family areas with private dressing areas. The Lifestyle area, will have updated equipment, large multipurpose spaces, and a fantastic view of lake Michigan. Gym 1 is getting a fresh look with updated floors and walls

Question: Will there be an open house?

Answer: Upon completion, we will have tours upon request and an open house will be scheduled. Details will be posted

Question: Are you getting a smoothie bar/improved vending items?

Answer: Present plans include improved vending items for healthier options

Question: Are we keeping the saunas and will there be a steam room?

Answer: A steam room is not included in the present plans but saunas will remain in the Adult Locker Rooms

Question: How will you keep the facility clean and safe during renovations?

Answer: As we continue to improve our facility, we will have clean accessible construction patterns that directly support the vision and missions of the Y. Our goal throughout this entire renovation process is to improve the environment in our community by working with area businesses, community leaders, and our neighbors to continue to have a clean and safe place to be well.



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Question: Will the building hours stay the same?

Answer: Hours will remain the same June-August: Mon-Fri 5am-9pm, Sat 6am-1:30pm, & Sun 9am-1:30pm. September-May: Mon-Fri 5am-10pm, Sat 6am-9pm, & Sun 9am-5pm

Question: Can I bring a guest/friend to see the "new" Y?

Answer: Absolutely-We encourage members to bring in guests at anytime per our Guest Policy.

Question: How can I get updates on what's happening/areas open or closed?

Answer: We will be communicating updates to members and the community through a variety of outlets. Please watch our website, social media, your email for e blasts, billboards on 18th street and also Washington Street, our free mobile app, and announcements on the radio and in the newspaper. We will also be showcasing the 2 dimensional architect renderings in the lobby and each area as it is worked on with detailed updates of what to expect in the upcoming week around the building. We will provide weekly updates of what is going on in the building and what is open and closed as construction moves from area to area of the building.

Question: Will there be towel bins at the front desk or what's planned for handing them out to folks?

Answer: During construction there will be small towels in the fitness areas, but larger towels will not be available starting October 2 due to construction Full towel service will continue after completion of renovation

Question: Will there be more or additional security cameras?

Answer: We are installing a new security camera system that will allow us to monitor the parking lot and multiple locations throughout the building



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Membership

Question: Are my membership dues supporting the current renovation?

Answer: Membership dues support ongoing operations. The Capital Campaign funds the renovations

Question: Will my monthly rates be reduced during renovations?

Answer: Membership rates will remain the same as Y programs and service remain the same. Access to certain facilities (such as locker rooms and gym 1) from time to time will rotate due to construction. Notices will be given in ample time when a change must occur.

Question: Are monthly membership rates going to increase?

Answer: At present there are no plans for a membership rate increase. The Manitowoc Two Rivers Y has maintained its current membership rate structure since 2011. This is largely due to our ability to raise the necessary Annual Campaign funds to keep rates affordable. Our future challenge is keeping pace with the growing financial needs and the increase cost to operate our community YMCA.

Lobby

Question: What will the check-in process be like during construction?

Answer: At the beginning of construction, the lobby will remain unchanged therefore no change in process. When the lobby renovations are scheduled to start, there will be notifications going out and signage alerting everyone of the changes.



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Fundraising

Question: *How can I donate to the important cause?*

Answer: Interested donors can donate online using the Y website, fill out a pledge form, or stop at the YMCA Front Desk and make a donation in person. Donors may also click on the image on each Y staff members e-signature and this will link them to the donation page. It is also available on our Y APP.

Question: *What's my donation money being used for?*

Answer: Donations to the Capital Campaign are used to improve the facility. This comes in the form of bricks and mortar as well as equipment.

Question: *Is my donation tax deductible?*

Answer: Your monetary, stock or property donation is tax deductible.

Question: *How long can I make my pledge for?*

Answer: You can make a long-term pledge of up to 5 years starting no later than year end 2018.

Question: *If Annual/Capital, what's the difference between the two Campaigns?*

Answer: Annual Campaign supports operations such as membership and programs. A capital donation is used to improve the facility.

Question: *How does the Community Match work?*

Answer: Any direct donation of cash, stock or property will count toward the match. In addition the total value of any long-term pledge will count as well.

Question: *If I donate and my Company that I work for makes a Corporate donation, will there be a match in funds for my donation and a match at the Corporate Level?*

Answer: A donor may take advantage of their employers matching grant and the total of the two will count toward the Community Challenge sponsored by Prevea Health.



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Program/Fitness

Question: How are the massage areas going to work?

Answer: We do not expect an interruption of massage services during construction as the new massage rooms will be built before the original rooms are replaced. To access the new massage rooms, you will walk across the wet corridor from the men's or women's adult locker rooms. Each of the rooms will have accommodations to change inside of the rooms.

Question: Is there going to be additional fitness equipment?

Answer: We will be adding new pieces of equipment: treadmills, steppers, and a rowing machine. We will also be replacing the Badger Magnum Selectorized Circuit equipment with new Selectorized Circuit pieces

Question: Will the stereo/sound systems be upgraded?

Answer: Yes, the Gyms and Studio Y sound systems will be upgraded

Question: Are there going to be any Program Cancellations

Answer: No. Programming may be shifted during construction but we will provide advance notice to the best of our ability by the end of the week prior to the changes. Please download the Manitowoc-Two Rivers YMCA app for programming notifications, check out our Y Facebook page, and/or ask or call the front desk for specific programming change questions.

Parking Lot

Question: Where will we park during the renovation period?

Answer: You will have full access to the parking lot except where the staging areas are specifically identified by the Construction Team



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Locker Rooms

Question: Will there be kit lockers

Answer: While there has been some demand for kit lockers, the overall cost, upkeep, and maintenance outweigh the continued use of kit lockers in the new design.

Question: How will my access to locker rooms change during renovation plain the re-organization of the locker rooms and how is the family locker room going to work?

Answer: During construction, our four Family/ Special needs locker rooms will remain open. We will have one female locker room and one men's locker room available for use. This means that children and adults will share space during the renovation. These locker rooms will be staffed during peak hours to make sure that everything is secure and clean.

Question: Will there be lounges in the locker rooms?

Answer: Locker room lounges are not in the current plans, but we are creating more community spaces throughout the building.

Question: How will the locker rooms be different after renovations?

Answer: When completed, our Y will have a brand new General Use locker room for:

- All youth age 17 and under
- Adults with children
- Adults and their caregivers

When entering the new locker room, you will see a general common area with sinks, mirrors, hairdryers and a waiting area. There will be separate changing areas for boys and girls, and twelve shower/changing rooms with locking doors. We will also have women's and men's locker rooms for those 18 and over.