



CITIZEN CAFÉ OUTCOMES – FALL 2008 ***Appreciation – Understanding – Planning***

SUGGESTIONS FOR A BRIGHTER FUTURE AT TAMARAC

In September 2008, Tamarac Leadership held the first Citizen Café to obtain feedback from Citizens. The purpose of the Café was to learn about Tamarac and its Citizens through facilitated group discussions. From these outcomes, Tamarac staff responded to immediate needs and took additional steps to fulfill our mission and declaration and use feedback for strategic planning. We hope you will enjoy this compilation of the most common topics.

COMMENT: Tamarac has been an early success and we have heard about Phase II expansion. Several requests have been made including:

- Larger locker rooms, lap pool, fitness space
- Addition of tennis, basketball and racquetball courts
- Development of an outdoor space to include an outdoor pool, a play area for children, shuffleboard courts, band shell, gardens, walking path
- Whole Foods market
- Expanded café/restaurant/bar, banquet facilities
- Camping/lodging facilities
- Indoor/outdoor water park
- And much more!

ACTION: The GMHS Board of Directors and Leadership Team are thankful for the outpouring of community support and are currently researching the best use of space, costs, and benefit to the GMHS organization and community. Tamarac is successful by all measures. In 2009 the entire GMHS organization will emphasize safety/quality, wellness, and prosperity as three pillars of strategy. We are committed to further enhancing the medical wellness destination through bridging clinical and preventative services as a key organizational strategy. Developing countywide partnerships and teams that would further enhance community and family recreation are also topics of interest for the organization. Tamarac and GMHS must be financially stable and prosperous before detailed planning of any expansion begins.

COMMENT: Offer a wide variety of fresh, interesting programs of interest to all ages, abilities and interests.

ACTION: We are thankful for regular suggestions from Citizens and have already made several additions for group exercise, nutrition, education and mind/body activities. In addition to our regular programs, we are pleased to introduce yoga, journaling and sports clinics to our listing of activities for 2009. Future opportunities are being explored. It is important to us to research highly credentialed, educational opportunities that appeal to all interests and we will continue to plan high quality, affordable educational opportunities and challenges for you!

COMMENT: Tamarac has a great opportunity to address the obesity epidemic with today's youth.

ACTION: Tamarac recognizes both the challenges and opportunity to educate and motivate today's families. We are exploring partnerships with the local schools and youth agencies through participation and regular attendance in the Newaygo County Healthcare Improvement Council. Tamarac currently offers Way To Go Kids and Fit For The Future opportunities as well as Camp Tamarac (a summer day-camp for youth), a session on Body Image and Health for Teenage Girls, and will partner with Spirit of

Women in 2009 to reach the adolescent female population. Several Tamarac staff members are passionate about youth and family programming and several educational opportunities are already in the planning stages and will be introduced as programs are developed.

COMMENT: Healthcare costs are skyrocketing and the current system treats as a sick-care system. Wouldn't America be healthier and see a decline in healthcare costs by educating Americans on well-care and prevention through payment of membership dues by insurance companies?

ACTION: Yes, there will always be a need to have a safe and efficient sick-care system. At GMHS we feel this must be balanced with programs that emphasize health and prevention. Our aim is to participate in a new movement in healthcare by educating insurance companies and legislators to begin treating America in preventive model instead of treating chronic conditions in repetition. It will be a slow change to implement, but Tamarac and GMHS are committed to pursuing healthcare reform and taking a new, proactive approach to healthcare.

Employers are leading the charge on this initiative by rewarding employees for healthy endeavors. Many local employers have already taken advantage of the corporate wellness programs offered by Tamarac.

COMMENT: What is the purpose of the Tamarac Declaration?

ACTION: The Tamarac Declaration of Two Worlds One is the document that reinforces our commitment to programming that supports physical health and inner well-being. It is our commitment to serving our community and environment as well as our citizenship and facilities. It is our beacon, our reminder of possibilities, and challenge to constantly re-create a new experience. You can read the document either on the website or a framed version is located in the lobby across from the café.

COMMENT: I am not familiar with *Ahhh, The Spa at Tamarac* or the services they offer.

ACTION: The spa at Tamarac is located just inside the bridge entrance and their services are available to the public. Citizens receive a discount on products and services. The spa is a supervised, medically-based spa that offers a wide variety of services including massage, pedicures, microdermabrasion, cosmetic treatments, skin therapy and Botox. Experiencing the spa is an excellent way to balance inner-well-being and reward yourself for milestone celebrations. Stop by *Ahhh* today and pick up a brochure of services or visit their page on our website.

COMMENT: How do I make a suggestion at Tamarac?

ACTION: We welcome your feedback and encourage you to make a suggestion by any of these methods:

- Experience Cards: Did you enjoy exceptional customer service or do you have a success story to share? Experience Cards are located at the Welcome Center.
- Suggestion Boxes: Do you have a great idea? Share it with us by completing a comment card. Place it into our suggestion boxes located in the locker rooms.
- Talk with a Tamarac Associate: Would you rather verbalize your suggestion? Talk with any of our staff members or ask for a Manager.
- Website/Email: Provide feedback by contacting us through the website or responding to e-mail blasts.

Your comments and suggestions are reviewed regularly by the Leadership Team. Responses are provided when identified or requested by you. Changes and updates are included in e-mail blasts and newsletters.