



## 2019 LOBBY SURVEY ANALYSIS AND RESPONSE

### Portland Lobby Survey

Response date: 8/1/2019

Thank you so much for providing the below feedback from our Lobby Survey completed on May 6 – May 17, 2019. Here is where we are at with these suggestions.

Lobby: We have tried to improve the brightness and color scheme to improve the lobby.

Bathrooms: We do not own this building. We are working with the landlord to renovate the bathrooms if we can come to an agreement. Thank you for your patience.

Magazines: We thank you for your input and have ordered these magazines for inclusion in the lobby.

White Noise machine added for additional privacy when working with clerical.

### Compiled Portland Survey Responses (22 total surveys received):

- I would recommend the following ideas to improve this lobby:
  - The lobby is kind of dreary and dark. Brighter colors.
  - Artwork like in the offices – scenery.
  - More lighting.
  - Bigger lobby
  - Updated bathrooms
  - Different colors
  - Lobby needs color
  - Dark, gloomy – need more color.
  - Claustrophobic bathroom needs work and updating.
  - Larger lobby.
  - More colorful, tranquil colors.
  - A bit more color
  - A little brighter lighting in the seating area.
  - Psychology Today and Health Magazines.

### Belding Lobby Survey

Response date: 8/1/2019

Thank you so much for providing the below feedback from our Lobby Survey completed on May 6 – May 17, 2019. Here is where we are at with these suggestions.

Coffee: We will continue to provide just regular coffee.

Reading materials: Our facilities manager will work to improve options for reading material.



Open Wi-Fi: Guest Wi-Fi is coming in fall of 2020. Our current bandwidth cannot support guest Wi-Fi and our new contract will allow for this.

White Noise machine added for additional privacy when working with clerical.

#### **Compiled Belding Survey Responses (5 total surveys received):**

- I would recommend the following ideas to improve this lobby:
  - Decaf coffee option
  - Better Reading Materials
  - Open WiFi

#### **Ionia Lobby Survey**

Response date: 8/1/2019

Thank you so much for providing the below feedback from our Lobby Survey completed on May 6 – May 17, 2019. Here is where we are at with these suggestions.

Reading materials: We will be updating our reading materials and will add LIFE Magazine.

Coffee: We intend to keep coffee available for all appointments. Please let us know if we've run out.

Smoking area: We will continue to remain a smoke-free campus.

Books: We are working to bring back a smaller scale library for the lobby.

Furniture set-up: Our facilities manager will try to improve navigational path of the lobby and group room.

Handicap Doors: This was just recently extended. It was recommended by the company to not extend it any further as we will then have issues with rain/snow.

White Noise machine added for additional privacy when working with clerical.

#### **Ionia Compiled Survey Responses (15 total surveys received):**

- I would recommend the following ideas to improve this lobby:
  - LIFE Magazine
  - Keep coffee available for all appointments.
  - A smoking area – this is a mental health facility. Stress and bad nerves are a given.
  - Bring back the books!
  - Another white noise machine.
  - The furniture set up makes it hard for wheelchairs to navigate at times. I have to go slow through doorways with the wheelchair.
  - The group room has a lot of furniture that makes it hard with my wheelchair.



- The handicap doors close too quickly and can be hard to navigate for any type of wheelchair, electric or manual.