



YMCA

We build strong kids,
strong families, strong communities.

June 14, 2010

NOTICE TO OUR MEMBERS: POOL UPDATE

On Saturday, May 15, 2010 the YMCA experienced flooding of the main pool that caused us to shut down the aquatics facility immediately. The Insurance adjuster was contacted and an investigation into the flooding ensued. During this period it was discovered that a crack had formed in one of the main pumps which was determined to be the direct cause of the flooding.

Recently the YMCA contracted a third party company to complete upgrades to our pool mechanics. We are now investigating whether improper installation of a new pump may have caused the crack in the pump. We would like our members to know that we are taking all necessary steps to work with our insurance company and the other parties involved to repair the damaged pump and reopen the pools as quickly as possible.

We recognize the frustration that our members must feel with the closure of the pools. Unfortunately we are not able to control the timelines of processes that are beyond our control, and have to ask for your continued patience at this time.

We are considering the effect that this recent closure has had on our members and will be reviewing a loss of service plan once we know the exact period of closure.

The YMCA of Wood Buffalo is committed to providing our members with the highest level of service, the greatest degree of diligence and the most transparent communications. Daily updates will be provided on boards within the Westwood Family YMCA as well as on our website. Thank you for your understanding,

YMCA of Wood Buffalo