

Timeline of Interaction for Member Concern

3/3/10

1st week of January, Reva a Customer Service Representative approached me about a concern with a member. She had been having friendly conversation with him, but that he continuously was inviting her to go for coffee or see a movie. She had declined on numerous occasions.

Thursday, January 7, I was informed by an MOD that this member approached Reva, took out a camera and asked to take a picture with her. The MOD intervened and told him no. Reva was shaken and reported it to the manager.

Monday, January 11, the facility Manager contacted the member to discuss her concern with him.

Monday, January 11, (same night of the call) the member had interaction with another Customer Service team member. She felt very uncomfortable but he kept asking personal questions. He then asked her to a movie and she declined. He continued to hover at the desk until an MOD suggested she move to the back office area.

Tuesday, January 12, the manager spoke with the Parks and Recreation manager about her concerns. It was suggested that she call Tracey Luke with the police to discuss next steps.

Friday, February 19, the member was in the facility and was walking back and forth in the front lobby area. He would loiter at the concession area and attempt to engage in conversation. The two girls working at the concessions contacted the MOD. In her conversation with the girls one of them (Kelly) stated that this member had approached her one day on the fitness floor and tried to engage her in conversation. He then asked her out to a movie. She said no, but felt as though she had to leave the fitness area while he was there.

Saturday, February 20, there was an incident with this patron and an MOD. MOD reported this incident on Monday, February 22.

On Monday, February 22, manager contacted the Park and Recreation Director to begin process to trespass member.