

NOTE: Petition received with letter (53 signatures).  
Available under separate cover.

8118 Laurel Street ,  
Vancouver, B.C., V6P 3V1

September 23, 2015

Nick Volkow, Chair, Parks, Recreation & Cultural Services  
#101-4946 Canada Way,  
Burnaby, B.C., V5G 4H7

**RECEIVED**  
Parks, Recreation & Cultural Services

SEP 24 2015

Dear Mr. Volkow.

Re: Bonsor Seniors Badminton Group Registration

Refer To	Initials

We, the undersigned, are the members of the "Non-Burnaby Seniors Badminton Club".

We write to inform of the inhuman treatment received while registering for the 2016 Badminton Season at Bonsor Recreation Centre. The current registration process is flawed and needs review for which I hope you can assist. Below is a summary of events we endured:

- At **6am** on September 18, 2015 the group met at Bonsor Recreation Centre.
- Though the official registration was at 4pm, we wanted to ensure our position so we arrived early.
- Upon entry, we received a "standing number" from Bonsor Staff.
- Once the numbers were disbursed, the Staff instructed us, approximately 90 in attendance, would need to remain in the room until **4pm** when official registration would begin.
- If anyone left, his/her number would be null/void and he/she would lose their place.
- Confused with the relevance of a 10 hour wait, we complied and all sat in the room.
- While patiently waiting, several seniors requested leave to purchase food, obtain medication and/or get fresh air.
- Permission was requested from the Staff but dismissed.
- They were reminded the majority were seniors and the 10 hour wait was of hardship and leniency was requested.

- Explanation ignored.

Eventually, we did get processed at 4pm but this experience has angered many. We are all seniors and grateful a medical emergency did not result from the 10 hour ordeal. The inability for us to step away with our "standing number" and obtain food and/or medication is totally unacceptable.

The Staff's uncompassionate and inhuman treatment of the group is the reason we write and request for your review.

Thank you



Peter T. Hsu  
(604) 321-4657

cc: Teri Sabot, Manager, Bonsor Recreation Centre  
Mary Horton, Bonsor Seniors Society  
Peter McConville, Seniors Badminton Group

P.S. Attachments