

Wellness Center South
Suggestion Box Comments & Responses – July 2026

At Wellness Center South we value your feedback! Below you will find responses to your comments and suggestions from the MAB and staff. We have tried our best to comment on each suggestion/comment to meet your needs. Please let staff or a MAB member know if your question/comment has not been answered and/or addressed. Thank you!

Comments & Suggestions:

Comment #1: To have games after the Ice Breaker.

Response #1: Thank you for your suggestion. We are so grateful that you have recently enrolled at Wellness Center South. Our Morning Ice Breaker Group is very enjoyable and the Catch Phrase game that we play together is extremely fun. We have designed the calendar to start our support groups at 10:10 A.M. after Morning Ice Breakers so that our members can start receiving and providing Peer Support to one another. Although you'll get encouragement from others to join the 10:10 A.M. support groups you are more than welcome to design your day by attending any two activities or groups of your choice at WCS if you plan on spending the entire day with us. We keep the Catch Phrase game in the Front Room and members can have access to it at any point of the day. We can turn your enthusiasm about Catch Phrase as a benefit to our community of wellness and possibly turning this into a Work Order Day volunteer position as our Volunteer Catch Phrase Game Facilitator. We look forward to continuing to develop our relationship with you and seeing how we can keep our momentum going in a positive direction with you.

Comment #2: Let's do more bowling as a group.

Response #2: What a fun suggestion! We have quite the big following of Bowlers in our community of wellness. This is not only a great idea to have fun as a group, but it also serves as Community Integration when we can go out into other public areas and engage with Orange County residents that are not members or staff of WCS. In addition to adding some more bowling outings to our calendar our Member Advisory Board would like WCS staff to promote our Nintendo Wii and the Wii Bowling game that we have so that we can experience the excitement of bowling a strike without having to leave the building.

Comment #3: Outing to 25th Annual "Irvine Global Village Festival" Saturday October 10, 2026, from 10 A.M. to 6 P.M. at the Great Park.

Response #3: Thank you for putting the date of the event on our radar. Yes, we will be sure to add this outing to our Saturday schedule on October 10, 2026. We will survey our Saturday members to select a time range that we can make our plans together on how much time we would like to spend at the Great Park that day while we attend the Global Village Festival. We have attended this event in the past and we appreciate the intention to introduce everyone to other cultures, food, music, and fun.

Comment #4: Driving Range experience at least once. To go a bucket or ½ bucket.

Response #4: We have the right person on the WCS staff to take us to the Driving Range. Our Peer Support Specialist Driver (pun intended) would absolutely love taking our members to this outing. All joking aside, this activity is something he really enjoys doing as part of his own self-care but also enjoys teaching people the benefits of swinging a golf club, contacting the ball, and gaining a sense of achievement by successfully executing the perfect swing. Golf is a sport that can teach us patience, grace, acceptance, and gratitude. Please

be on the lookout for our October calendar with this additional outing that will be added to our Thursday schedule.

Comment #5: We should have a donation box for members who need items such as clothing, toiletries, non-perishable food items, etc.

Response #5: Thank you for your very thoughtful suggestion. We do keep a small box of donated clothing in our storage closet for some of our members in need. Since we are not a Multi-Service Center, and we want to stay within our scope of practice to provide Peer Support and Supported Employment Services we usually refer our members to the Lake Forest Family Resource Center at 22481 Aspan Street, Suite B, Lake Forest, CA 92630 for food items and other resources as well as the Salvation Army located at 23820 Mercury Rd, Lake Forest, CA 92630. Both resources are close to our location and usually help any of our members in need of clothing items and toiletries. Thank you for being part of our community and looking out for others.

Comment #6: A slogan for M.A.B. gives directions.

Response #6: We are so pleased to hear your comment. We are happy to report that our Member Advisory Board (M.A.B.) does indeed have a slogan. A few years ago, M.A.B. worked on coming up with a slogan and they developed “WE ARE STRONGER TOGETHER.” We are very grateful for your prospect, as a new M.A.B. member we can discuss this in our next M.A.B. meeting how we promote that there is M.A.B. slogan. We can also display the slogan on the M.A.B. wall where there are photos of our volunteer M.A.B. members and the comments and suggestions box.

Comment #7: To add blinds to the windows facing inwards in the Hope Room. Private groups being held in the Hope Room, would ensure them more privacy.

Response #7: Thank you for your suggestion. We do have blinds installed on all the windows in the Hope Room including the interior windows in the hallway leading up to the Hope Room. This was an intentional design feature to keep the dialogue private and provide us with a way to give tours while groups are taking place to demonstrate what a support group may look like but not pause the discussion that is taking place during the group. The windows also provide a line of sight so that staff that are facilitating groups in the Hope Room can see anything outside of the room and help in many other ways, including keeping us all safe during the hours of operation. Safety is a priority at Wellness Center South; we have designed the rooms to eliminate as many blind spots as possible in the building that we can. We make regular safety checks throughout the day inside the building and around the exterior of the building. We want our members to know that it is an intention of our community of wellness to create a culture of recovery and wellness in our building.

Please contact Program Director, Raul Fernandez directly if you have any question or any other concerns at (949)528-6822 or Raul.Fernandez@clarvida.com