



The

IPSSAN

Mission Statement: The Independent Pool & Spa Service Association, Inc. exists for the mutual professional benefit and growth of its members and for the continued improvement of the pool and spa service industry.

VOLUME XXXII, NUMBER 6

June 2020

California Capitol Report

Protect your Business from Worker's Comp Claims



With Governor Gavin Newsom signing an Executive Order last week making a COVID-19 illness a rebuttable presumption as a workers' compensation injury, CPSA would like to assist the industry in California by providing recommendations based on insurance company protocols on how to protect your business from worker's compensation claims.

By implementing the recommended program, you are more likely to avoid a worker's compensation claim. We understand that you must decide on the policies and procedures that make sense for your business.

If you choose to implement such a program, it needs to be proactive and must include training, supervision, and steps such as monitoring the temperature of

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June BORD Member Interview – Stan Phillips

Stan Phillips serves as the Director of Region 10, which includes 7 chapters: Fremont, Mid-Peninsula, Monterey Coast, Redwood Empire, Santa Clara Valley, Silicon Valley and Tri-Valley.

1. What year did you join? 1989, when I started my pool business Aqua Clean Pool Service.

2. Why did you join? I joined IPSSA because of the mentorship. When I was in high school, I used to help an IPSSA member on Friday's. I learned that I really enjoyed this type of work. Not only the work the camaradery and mentoring that comes from pool service technicians. Because of that experience in high school, I started my business and joined IPSSA. Being part of IPSSA, I felt like it was a family back then and everyone wanted to help the new guy.

3. How has IPSSA helped you over time? Because of the chapter structure, I have had trainings by vendors/manufacturers, that might be hard to come by



if I was out on my own without an association to support my profession. You have vendors at

meetings teaching you about equipment and repairs at no cost.

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"I'm so appreciative of our pool service industry and grateful that I chose this career path. In the midst of the crazy times with the COVID-19 pandemic, I am still busy and able to have an income to support my family."

— Manuel Margain, IPSSA National President



For COVID-19 business resources, visit the following IPSSA website link: <https://www.ipssa.com/covid-19>

Associate Management Team

Rose Smoot IOM, CAE - Executive Director

Email: rose@ipssa.com
Duties: requests to and from BORD, associate member relations, governance information and requests for documents, IPSSA sick route oversight, Education Fund guidelines, grievance information, chapter governance tools, IPSSA.com website updates.

Penny Gaumond - Project Resource Specialist

Phone: 888-360-9505, Ext. 2
Email: info@ipssa.com
Duties: trade show materials requests, tabletop material requests, codes for water chemistry test, process orders from chapters for sick route coverage cards, IPSSA merchandise & book order fulfillment, social media posts

Finance Team

Frank McDonald - Finance Director

Email: frank@ipssa.com
Oversees day-to-day membership transactions and accounting. Prepares IPSSA financial reports, chapter shares and census report.

Ian Bailey - Accounting

Phone: (888) 360-9505 x1
Email: accounting@ipssa.com
Duties: invoicing members, process payments, processes (financial) tax data, Swim Fund, track members that are water chemistry certified

Shyann Brown - Membership Assistant

Phone: (888) 360-9505 x1
Email: memberservices@ipssa.com
Duties: membership applications, transfers, cancellations, change of address or contact information, auto-pay sign up or one-time payments, chapter rosters and chapter officer updates

IPSSAN Newsletter

Doug S - IPSSAN Editor

Email: editor@ipssa.com
Duties: IPSSAN content, IPSSAN advertisements

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Calling all IPSSA Regular Members!

IPSSA is recruiting for volunteers to serve on the IPSSA BORD committees.

The committees meet four times a year through video or conference call. With this format very little time is taken away from your business or family. You will be able to work with the IPSSA BORD to ensure your organization is doing all it can to help the members and the community it serves.

The committees are as follows:

- Marketing and Communications - designs and implements strategies for promoting IPSSA by continuously strengthening its brand and developing web, social media, and print materials (including the IPSSAN). MCC's objective will be to execute a

comprehensive marketing and communications strategy which clearly presents IPSSA's mission and its services.

- Legislation and Regulation develops and implements strategies to ensure that the association's public policies and government affairs activities are fully addressed and communicated.

- Membership Program - promotes and facilitates the recruitment and continuity of IPSSA members.

- Education - provides advice to the BORD on the strategic directions and development of the educational activities of IPSSA and supports the ED FUND.

Please submit your email intent with your name, and committee you wish to serve. Those wishing to volunteer may select one-committee to serve. Committees may have no more than eight to serve on a committee. If interested, please submit your name right away. If you are not selected for the committee of choice, please know that committees change throughout the year and we will keep your name on file. If you are interested or would like more information about the committee purpose and how best you can serve, please feel free to contact me, Rose Smoot at 888-360-9505 or rose@ipssa.com

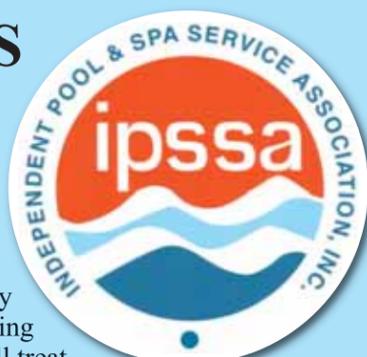
IPSSA CODE OF ETHICS

As a member of the Independent Pool and Spa Service Association, Inc., I will utilize my professional knowledge and skilled practical workmanship in providing quality customer service. To that end, it will be my responsibility to keep informed of developments in the pool and spa industry including new techniques and product applications.

My second obligation will be to the members of IPSSA by giving them any professional assistance they may need including sick route coverage. With respect to sick route coverage, I will treat sick route clientele with professionalism and respect, and will not solicit the business of a sick route client while providing sick route coverage.

My final responsibility will be to my community and its citizens. I will strive to communicate the necessity for pool safety and other issues of importance to pool and spa owners.

In these ways, I will promote the ideals and objective of the Independent Pool and Spa Service Association, Inc.



Things to do in June

- Filter Maintenance
- Increase Filter Run Times
- Check Conditioner Levels

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THE IPSSAN

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P.O. Box 3367, Rocklin CA 95677
(888) 360-9505
Email: editor@ipssa.com
Website: www.ipssa.com

Executive Editor:
Adam Morley

Managing Editor: Rose Smoot, IOM, CAE

Graphics and Production: Kim McGill

Deadline for submission of articles is the 20th of each month. Material submitted late will be considered for the following month.

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What's going on at IPSSA National

By **Rose Smoot**
Executive Director

- New and improved member website at www.ipssa.com. Check it out!
- Members on autopay-Action required. If you are one of those members that is on autopay and have not updated your information for the new member website, please do so now. [Click Here for Credit Card information.](#) [Click Here for E-Check information.](#)
- IPSSA Chapter Treasurer-Good News! Treasurers, there is an easier way to fill out the Quarterly Tax Data reports. Below is a link to be able to fill out a survey for your quarterly financials. We will be sending out an email at the conclusion of every quarter from now on reminding you of the new way to fill in your chapter's financial formation to report to IPSSA. <https://www.surveymonkey.com/r/IPSSATaxData>

Your Member Benefits

- Matching grants are back. Your IPSSA BORD has reinstated matching grants for the 2020 year. There is \$1,000 per region for such grant. Please see the attached documents for instruction on how to take advantage of this great program.
- IPSSA Swim Fund: The IPSSA Swim Fund has a simple structure: it provides matching funds, up to \$500, for any IPSSA chapter who wishes to contribute to swim lessons in their community. Talk with your chapter about more information.
- IPSSA ED FUND: Now is a great time to take advantage of IPSSA's Education Fund! We know that group classes are not



Rose Smoot

happening now, but if you can further your professional knowledge and growth individually...let IPSSA help pay for it! [Click here for more details: Member Benefits](#)

Pentair Rebate Program



- Take advantage

Pentair Aquatic Systems appreciates the support of IPSSA membership. Pentair is pleased to continue offering IPSSA a rebate incentive based on individual pro-

duct purchases of each member. Pentair will reimburse IPSSA one dollar (\$1.00) for each whole good that a member purchases throughout the year. The listing of qualifying whole goods is the same as listed in the Pentair's PIP Program, for example, pumps, filters, heaters, heat pumps, cleaners, automation systems, IntelliChlor and colored lights.

For IPSSA to receive payment each member must register individually on the Pentair IPSSA Incentive Program Registration Form (hyperlink for form) click here and also available on the IPSSA member portal site. This will allow Pentair to monitor and collect electronically from participating distributors purchase details, or direct from the member purchases for the rebate accumulation.

If a member does not register, their purchases will not qualify and cannot be added later.

The Pentair Incentive Program dates reflect purchases made from October 1, 2019 through September 30, 2020.

This program does not affect any member purchases that may also currently be individually enrolled in the PIP program.

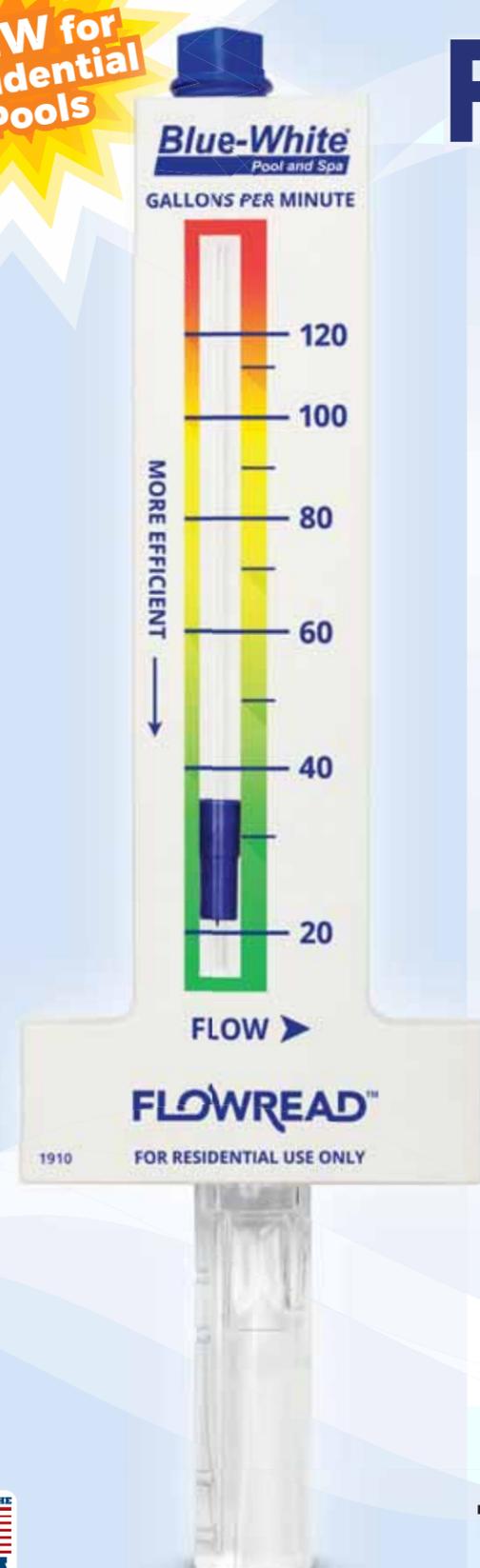
If dealers have any questions regarding the program, please have them dial 800-693-0171 and speak with their program coordinator.

The funds generated will be used for IPSSA's continuing education and research programs.

We have IPSSA logo gear available. Call the IPSSA executive office at 888-360-9505 to order!

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BORD Meeting
August 8, 2020
Virtual Video Meeting

BORD Meeting
Nov. 6, 2020
Monterey Plaza Hotel,
Monterey, CA

February BORD meeting minutes published in the IPSSA Member portal

Retrieve the Arrow/HUB Insurance 1st Qtr Claims Report, via IPSSA Member Portal under shared documents. If you can't find it there, check out the IPSSA Chapter toolbox, it will be waiting for you there.

Streamline your service routes with swimming pool route software

Using the latest software technology will drive efficiency for both your team and your customers

By Rachael Pritz
RB Retail & Service Solutions



Rachael Pritz

To make the most of your seasonal service business, you don't want your staff stuck in traffic or to be on a call for which they are over or under-qualified. You want to promote efficiency. The goal is to figure out the best way to perform the most jobs in the least amount of time, to generate the most revenue in every hour of the service tech's day. The most efficient, profitable service companies in the country do this in two ways: they are master planners and they use the latest in pool software technology.

Planning Tips for Efficient Service Routes

Successful swimming pool and spa service companies never forget that "prior planning prevents poor performance." Following a few basic steps can help improve the efficiency of your service team and ultimately generate greater profits. Here are some tips on planning service routes.

Optimize pool tech abilities: Pairing up particular techs with one another often leads to greater efficiencies. Sometimes two techs will get eight jobs done together, where splitting up that team could result in only six jobs completed. Be sure to team up your crews with complementary skills to optimize efficiency. As a

rule of thumb, it's best to put the most senior techs on pools with water-features, infinity pools etc. Look at historical data to help determine the effectiveness of teams. Ensure the right techs are scheduled for the right jobs – meaning, their skills are up to the task and, if not, give them thorough training and a good mentor to walk them through the job.

Minimize driving time: Rush hour is a big factor in most parts of the country, so it's important to find ways to avoid having valuable technicians sit in traffic. Many service companies find it helpful to give their service techs local jobs near the office from 7am-9am, and then send each truck out to the farthest point

from the office as the second stop after the morning rush hour. This way, they get to the job in 30 minutes rather than one to two hours. Then, the techs move 'back' toward the office/local area to finish their service calls. This planning tip has the added benefit of bringing techs 'back together' at the end of the day, which can be helpful if a wrench is thrown into the mix; it allows techs to more easily swap with one another for emergency calls or other unexpected tasks.

Group 'type' of calls together for a particular truck: Be sure that each truck is stocked with all the items needed for the same type of service call (pool opening, repair, etc). This might require that the service manager provide checklists to technicians to stock their trucks before leaving for the day. Techs that are adequately stocked with the right materials and tools to complete their scheduled jobs are the most efficient.

Software features that help service route optimization
Service professionals have everything to gain by using mobile technology to improve business operations. These include:

Instant Access: Forget the hassle of going back to the office to look up important customer information such as spa cover

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10 Summer Season Business Tips

By Nicole Wisniewski

Pool, spa and hot tub professionals faced an unusual spring this year.

The season started out OK in March, but into April, right when business usually begins to boom, their leads for new pools and schedule of pool installations came to an abrupt halt amid the

spread of COVID-19, and the subsequent shutdown of many businesses, schools and regular life activities across the country.

However, the one bright spot for the pool, spa and hot tub industry this summer is that most Americans are home. Attractions are closed. Events are cancelled. Travel is severely limited. With vacation refunds in their pockets,

Americans are staring out their windows at their backyards and dreaming. What improvements could they make by the pool? Maybe they should open it up early? And what about that hot tub they wanted to add?

As a result, pools, spas and hot tubs are still being serviced and installed as staycations become pandemic escapes. This way, people can “get away” from every stressors ... just not very far away.

Here are some ways pool, spa and hot tub professionals are

opening the summer season this year amid some very different challenges.

Season Starts Early; Expect a Surge in Service Side of Business

Today, there’s one thing that most Americans are experiencing: stress. And it reached a high point in April and May. An ABC/Washington Post survey found that 70 percent of people were stressed as a result of the coronavirus outbreak. Most adults (nine out of 10) answering a National Endowment for

Financial Education survey were anxious about money. Worries ranged from concerns about job security to their ability to pay bills.

Enter nature. University of Washington researchers tout that one doesn’t need to escape to a remote location to obtain the mental and physical benefits nature provides. A backyard will do to reduce these heightened stress levels.

Since the spread of COVID-19 closed theme parks, water

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Stan Phillips

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4. Why do you serve as a BORD member? When I first became involved with IPSSA, I knew at that time that I would want to be on the BORD someday. I also recognized that I was not mature enough to serve on the BORD. After time, and serving as chapter president, I learned that to be a good leader you must listen, not just talk. I also saw changes in IPSSA National that was a diversion from the past. I wanted IPSSA to remain the

same and for what it was founded. By being on the BORD I think I provide a check and balance between the history and the future of IPSSA.

5. What are you passionate about? I absolutely love to Scuba Dive. I have logged over 1,000 dive hours. One of my coolest dives was in Puerto Vallarta, Mexico. I got to dive with the Manta Ray’s. While diving with them, I was able to ride on one that was 18 feet tip-to-tip.

California Capitol Report

Continued from page 1

employees each day in order for the employer to be in the best position of avoiding a workers’ compensation claim. This will not be easy, but it is the only real defense any employer has to a workers’ compensation claim that could run into the hundreds of dollars if an employee contracts COVID-19 which results in extended hospital stay.

As always, refer to an employment lawyer if you have specific questions regarding such a program. If you need a recommendation, please email info@thecpsa.org as we are happy to provide a recommendation on legal counsel.

Download Recommended Policy

A Social Distancing Protocol can be applied to your business as well. A copy of the company’s protocol must be provided to each employee and businesses

must make sure all employees understand it.

Download Form Now

CPSA needs your support now! Without support, the future of the California Pool & Spa Association is limited. For over 40 years, CPSA, and its predecessor SPEC, has been THE organization keeping its eye on CA government to protect from bad policy and to help shape positive initiatives. We have a long history of successes in California. This current pandemic has strained our support as several donations have been reduced and some fundraisers had to be cancelled. Our projected income will not meet our budget unless the industry helps. This is a critical time for our industry.

Join Now

Without your support, CPSA is unable to fight all the necessary battles for the pool and spa industry in California. Join today!

VOLUNTEER SPOTLIGHT

IPSSA’s newly launched Volunteer Spotlight feature puts our amazing volunteers front and center in the IPSSA Community! We want to use this unique opportunity to thank the wonderful individuals that continuously donate their time and energy to help IPSSA and the pool and spa industry thrive. We encourage all IPSSA members to connect with these star volunteers to let them know about the Spotlight. To be featured in our next Volunteer Spotlight, in the IPSSAN, Face Book and YouTube email your picture, pictures of any information that supports the spotlight, and answer a few questions. Forward to info@ipssa.com.



1. Tell us about yourself
2. Tell us about your volunteer experience with IPSSA. Project in the past that would be featured as a spotlight.
3. Why did you decide to become a volunteer
4. How has volunteering impacted your career
5. How has being involved with IPSSA made a difference in your community or outreach to the public

* IPSSA Education Fund *

The IPSSA Board of Regional Directors unanimously approved the new guidelines for the IPSSA Education (formally Scholarship) Fund, February 7, 2020.

The IPSSA Education Fund: Advancing Professional Training and Education in the Swimming Pool and Spa Industry

Guidelines

The IPSSA Education Committee is charged with identifying educational opportunities in all facets of the swimming pool and spa service and repair industry.

Individual and Class Scholarships through the IPSSA Education Fund are available to all self-employed pool professionals in Arizona, California, Florida, Georgia, Nevada, and Texas

Funding is provided to applicants who have completed qualified classes.

In accordance with these guidelines, the following classes qualify (not exclusive):

- Industry Trade Show education offerings
- Certified Pool Operator (CPO)
- Aquatics Facility Operator (AFO)
- Contractor license schools
- Manufacturer-sponsored courses
- College-level courses in: Bookkeeping, accounting, computers, and chemistry
- Trade-school courses in: Plumbing, electrical and mechanical

Based upon the determination of the Committee, other courses may qualify for funding.

Individuals that received a discount on classes sponsored by IPSSA are not eligible for reimbursement.

Applicants may apply two times a per calendar year, up to \$200 per class instruction for individuals. Maximum two submittals per calendar year.

Class instructors may apply two times per calendar year, up to \$200 per student with a maximum of \$4,000. Maximum two submittals per calendar year.

Eligible individuals may to download the application from ipssa.com or email info@ipssa.com. Applications are reviewed quarterly by the Education Committee.

For questions about the program, please inquire at info@ipssa.com or call 888-360-9505 xt. 2.

Mission Statement:

IPSSA Scholarship [Education] Fund is to advance professional training and education of the Self-Employed Swimming Pool and Spa Service and Repair Professional by subsidizing group classes that will expand his/her knowledge of their profession.

For more information, please visit www.ipssa.com/resources/IPSSA_education_fund. There you will find details and application.

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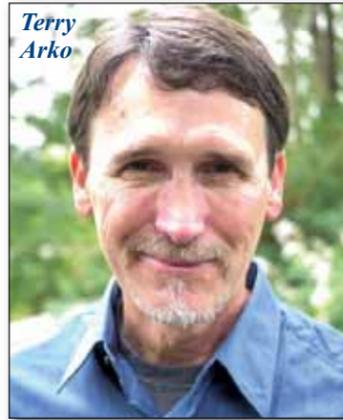
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Pool Season 2020 Navigating Recreational Waters in the times of COVID

By Terry Arko
 HASA Pool

In our challenging current times, the combination of closed commercial facilities is being offset by increased backyard activity, leading to opportunities for pool pros.



your success in life.” Amidst all the change there are plenty of opportunities as well. Based on my experience and conversations with experts in the industry I believe these are some of the challenges and opportunities that will exist.

Consumers want their pools heated, and they want it now:

One of the constants I have heard from pool pros whether in Texas, Southern California or Seattle is the immediate flurry of service calls for heaters. In very early spring water temperatures are still cool. With families at home and public aquatic facilities closed, people need to warm up the pool to swim. In some cases, homeowners turn the heaters on without an understanding of the additional chemicals needed due to the increased water temperature and swimmer load.

Heating the pool quickly in conjunction with longer days of sunlight will lead to:

- Destruction of free available chlorine (FAC) from UV sunlight
- Fast Bacteria Growth
- Increased Algae Activity
- High Chlorine Demand

It is vital to note as water heats, virtually all biological and chemical reactions speed up. Bacteria will grow and multiply very rapidly. Sleepy algae spores

Continued on page 7

The world changed for me on March 12th, 2020. It changed for pool professionals too. I was busy working to get the Hasa booth set up for the Western Pool and Spa Show. Later that afternoon while teaching a class on water chemistry with eighty pool service techs, a show volunteer walked in. He announced that the Western show had just been cancelled by the Long Beach City Department of Health. The reason was due to the threat of COVID-19. The streets of Long Beach went from bustling crowds of service techs to a ghost town within an hour. That was the day I knew this pool season was going to be different from any other in history.

Fast forward to now and the official opening weekend of pool season (Memorial Day) is days away. The difference this year is in many ways, the pool season began back in March. As public pools, gyms and schools shut down, people were mandated to

be home. For the residential service tech that meant challenges first in determining if they could continue servicing under the classification of an essential worker. Then communicating the message to customers on the importance of keeping pools running and properly disinfected. Once those hurdles were crossed the flood gates really began to open. The first sign of homeowners anxious to begin their staycations was the rash of heater calls many service techs reported. There is no doubt, things have changed. And this will be a challenging summer for pool service pros. However, as Benjamin Franklin said, “Change is the only constant in life. One’s ability to adapt to those changes will determine

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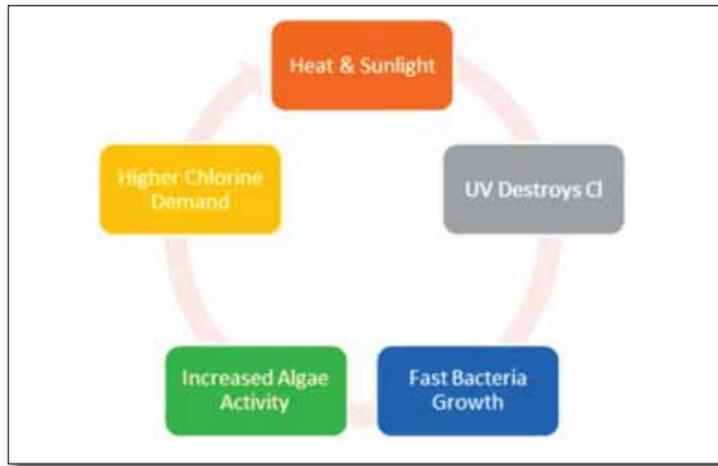
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Pool Season 2020

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begin to wake up and become active. Sanitizer reactions occur faster and chlorine is consumed

In pool care, as in life, an ounce of prevention is worth more than a pound of cure.



at a higher rate.

Pools are being heated and seeing increased swimmer load and activity earlier.

The combination of heating the pool with an earlier increased swimmer load can quickly overwhelm the water chemistry. Add to this, spring rains, pollen and other contaminants entering the pool, along with pools being heated, puts more of a strain on chemical demand. This is due to the influx of nutrients from rainstorms and run off. Nitrates and phosphates, used commonly in springtime gardening and landscaping, are also two main nutrients that drive algae growth in pools. With heat added to the equation, bacteria and algae have all the comforts of home to thrive. Pool techs this season need to be aware of all the ingredients and physical scenarios that are affecting their service pools.

A Proactive Check List

There is still time to take a proactive approach to this unprecedented pool season. Here is a checklist of what to do:

- **Test Total Dissolved Solids (TDS)** – this is a test that should be done at least twice annually. Compare to source water. If the pool TDS is 1500 ppm over the source water. Drain a quarter of the pool and dilute. For chlorine generator pools, check to make sure salt levels are at the manufacturer’s recommendations.
- **Test Calcium Hardness** – As pool water heats calcium comes out of solution and can begin to form damaging scale. Calcium hardness in a plaster pool should be 350 ppm. 250 ppm for vinyl and fiberglass.
- **Test cyanuric acid (CYA) stabilizer levels.** Target for this is 30-50 ppm. Proper levels of CYA will protect FAC from the rapid destruction from UV sunlight.

High levels of CYA will make chlorine less effective against bacteria growth and algae. High levels especially near 100 ppm should be diluted out. Using an un-stabilized form of chlorine such as liquid sodium hypochlorite can help to reduce bacteria growth and algae without adding more CYA to the water.

• **Shock the pool with summertime levels in mind,** with liquid chlorine this means 1 gallon per 10,000 gallons. This is the best and quickest way to disrupt bacteria and algae and make them very uncomfortable. Regular shocking throughout the season with liquid is recommended.

• **Test and treat for phosphates.** Aim for lowering phosphate level below 500 ppb. 200 ppb is best.

• **Add an algacide now, even if the pool is clear.** Prevention is what it is all about. The best algacides for prevention are quats or poly quats.

• **Make sure filters are clean and working, and pumps are operating properly.** Moving water is healthy water. The more movement and filtration the pool has the better the water quality. Passing the entire amount of pool water through the pump and filter one time is defined as a turnover. One turnover of the pool water means it is only 63% filtered. After two turnovers 86%. Three turnovers and water is 95% filtered. It takes four turnovers of the pool water through the system to get 98% filtered water. Proper pool systems need to accomplish a turnover in 6 hours. Based on this to accomplish 98% filtered

Continued on page 8

COVERAGE IF YOU ARE INJURED ON THE JOBSITE



Members participating in the IPSSA Group Insurance Program are automatically insured to \$5,000 for medical bills due to accidental injury at the customer jobsite. This coverage can pay for an emergency room or urgent care visit and covers injuries like dog bites, lacerations and slips and falls. It's even available to pay a deductible expense if you already have health insurance.

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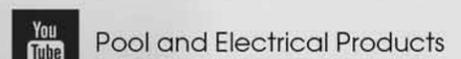
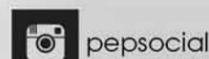
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STAY CONNECTED



Pool Season 2020

Continued from page 7

water the system must run for 24 hours. All of this varies depending on whether there is a single speed or variable speed pump on the system. Single speed systems can accomplish turnover in less time than a variable speed pump. Check the information on pumps and filters to determine the flow rate and turnover of the pool. Equipment manuals and sales representatives can help to determine the turnover of any pool based on pump and filter sizing.

• **Enhance the filtration of the pool by incorporating weekly use of a natural based clarifier.** Heavier than usual swimmer use will lead to more unfilterable materials in the water. This will cause a pool to become cloudy very quickly. Clarity of the pool is an important safety standard to keep swimmers safe.

The need for social distancing coupled with increased use of the pool means a need for flexible service times.

Another imperative this summer will be working around the need to social distance. Even as things begin to open-up there could still be mandates such as wearing masks in public and keeping 6 feet apart. Again, this is a summer where everyone will be home, and the pool will be a popular spot. This will mean more work and thinking about adjusting your service hours and schedules to ensure your customers feel safe and comfortable. In today's world, business and communication can be done through social media and programs such as Zoom, Skype and Go to Webinar. Customer updates and information can be accomplished through e-mail and text. You could sponsor a pool safety presentation on one of the presentation platforms like Zoom

for your customers. It's a great way to stay in communication and bring value to the families who you service.

Providing more than just pool service. Become a safety advocate.

The concern for safety that you show your customers can go a long way in solidifying trust and relationship. With more small children

can also offer to install life saving devices such as Coast Guard approved Buoy Rings and Shepherds Crooks that can be attached to a service pole. Having these devices accessible at pool side could make the difference between life and death.

Another great way to be a water safety advocate to your customers is by downloading and

behind information about how your services and products are used to ensure their families are being kept safe and able to enjoy clear, clean and sanitized water this swimming season. Finally, as essential workers who are indispensable and irreplaceable, it is vital that all service pros take the proper steps to ensure their own health. Carry hand sanitizer in your truck. Take breaks occasionally to stop and thoroughly wash your hands. Wear mask if it is necessary and stay away from people who are sick. And remember if you have liquid sodium hypochlorite (liquid chlorine) in your truck you have a great tool for disinfecting high touch surfaces like counters and door entries. For additional information on using liquid chlorine for disinfecting go to: <https://hasapool.com/#outdoor>. This will be a very different and very busy summer. However, if we adapt and stay positive it could very well be one the most productive and profitable.



home and around the pool this could be an invaluable service. Provide information and tools for your customers on how to keep their family safe around the pool. Talk about the importance of proper self-latching and self-closing gates. Adding these devices to gates for customers, could be a nice additional service to offer. Make sure pool equipment rooms or spaces are secured and chemicals are being safely stored and handled. Inspect drain covers and always replace them immediately if they are cracked, loose, or damaged. Explain the importance of keeping non-swimmers safe by providing Coast Guard approved life jackets. Many customers may not be aware that inflatable toys or water wings are not designed to prevent drowning. Many children's hospitals provide children's life jackets to families in need. This could be another service your company provides to clients. You

offering Water Watcher cards. They are available at the link listed here from SafeKids.org. These cards are given to an adult and while they are wearing the card, they agree to actively supervise the pool when children are swimming. These could be a great promotion for safety and your company. You could print these with your company logo and provide them to your service accounts. https://www.safekids.org/sites/default/files/documents/skw_water_watcher_card.pdf

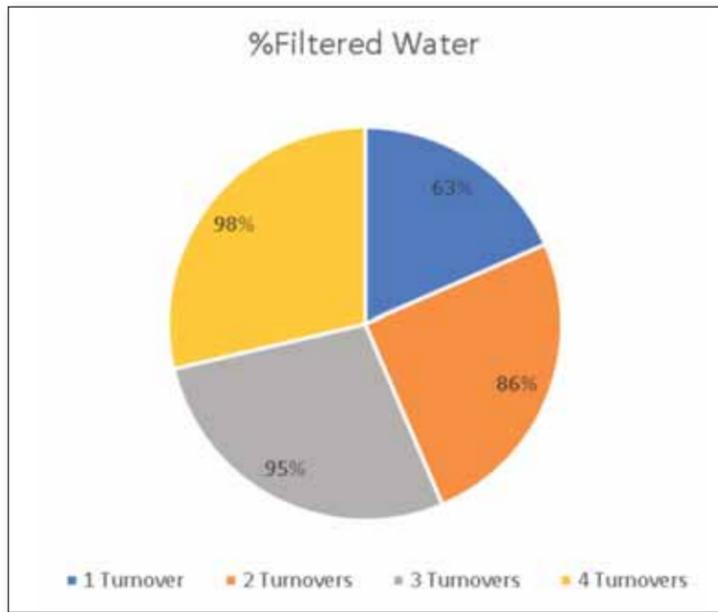
Many CPR Classes are now offered online. Now would be a great time to take a CPR class and encourage your customers to do as well. The Red Cross offers one at this link: <https://www.redcross.org/take-a-class/cpr/cpr-training/cpr-online>

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HAYWARD UNVEILS OMNIPL™: POWERFUL CONTROL PRICED FOR ANY POOL BUILD

Hayward Pool Products launched OmniPL—the newest member of the industry-leading Omni automation family—to pool builders across the country. The versatile new smart pool and spa control system is designed to bring the capabilities of Hayward's state-of-the-art OmniLogic® system, including the intuitive, easy-to-install Omni platform and recently redesigned app, to pool builders looking for robust control at a mid-range price.

OmniPL offers an affordable way for builders to install the modern capabilities their customers expect. The system can control up to eight variable-speed pumps and is salt-ready, even coming integrated with a Hayward TCell940 salt cell if desired. It also features exclusive OmniDirect Mode™, which provides added lighting color options, dimming capability and more when paired with most new Hayward ColorLogic® LED lights.

Like all products in the Omni automation family, OmniPL was designed to be simple and intuitive for the pool owner to use, while decreasing the time builders spend ordering, installing and supporting the system

With an external display and a 15-foot cord, OmniPL is easy to install and operate anywhere. Scalable in design to grow with consumers' backyards, it comes equipped with four relays but can be easily upgraded to six or eight. Its touchscreen controller makes installation and programming quick and simple—and because it uses the same platform as the rest of the Omni family, builders don't have to learn a whole new system.

For pool owners, the web-enabled version of OmniPL offers backyard access from anywhere via the redesigned OmniLogic app, plus flexible compatibility with all Omni remotes. It even works with Google Home® and Amazon® Alexa® for voice control of pool and spa features.

A long-awaited solution for mid-range pools, OmniPL is poised to change the way the industry thinks about automation—and become the go-to system for smart builders coast-to-coast. Like all products in Hayward's trade-exclusive Expert Line™, OmniPL is only available from pool professionals and it is not permitted for sale online.



For more information, please contact:
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Olympian Kathleen Baker Partners with Hayward to Champion Salt Chlorination

Hayward Industries, Inc., a leading global manufacturer and marketer of residential and commercial pool equipment, today announced its partnership with professional swimmer and Olympic gold medalist, Kathleen Baker. Together, Hayward and Baker will be working to promote the superior swimming experience provided by salt water pools amongst swimming enthusiasts.

Kathleen Baker is an American competitive swimmer who has won two medals at the 2016 Olympics; a gold medal in the 4x100-meter medley relay and a silver medal in the individual 100-meter backstroke. She also holds gold, silver and bronze medals from various national and world championships in 2017 and 2018. In addition to swimming, Baker is a motivational speaker, national spokesperson for the Crohn's & Colitis Foundations, and is an advocate for water safety, providing swim lessons to children in her community.

As a swimmer with Crohn's disease, Baker exercises particular caution about her environment due to her compromised immune system. She is careful to ensure that she only swims in pools that are properly chlorinated to avoid the risk of developing an infection. Since she spends a great deal of time in the water, she prefers salt-chlorinated pools as they provide optimum levels of stable sanitization without the use of harsh chemicals that can cause skin, hair and eye irritation. "I definitely just love that feeling of being in a salt water pool, it feels a bit more natural than being in a heavily chlorinated pool and it's not as harsh on your body."

Salt chlorination is the convenient alternative to conventional chlorine—bringing the best in soft, silky water with no more red eyes, itchy skin, harsh odors, or direct handling of chemical chlorine. Hayward's AquaRite®, the world's #1 selling salt chlorination system, delivers these benefits plus up to 50% in savings

over conventional chlorine.

Hayward's and Baker's partnership will bring about an increased awareness of salt chlorination, something she is a strong advocate for. With Baker's help, Hayward will be promoting two giveaways; a monthly drawing for pool professionals selling AquaRite systems and a monthly drawing for pool owners to win a free Total Pool Care Package including an AquaRite Omni®

system with smart pool & spa control (with installation included), an AquaVac® 650 robotic pool cleaner, and a pHin™ smart water monitor.

About Hayward Industries, Inc.

Hayward is a leading global manufacturer of both residential and commercial pool and spa equipment, as well as industrial flow control products, which are built on safety and reliability.

Headquartered in Elizabeth, NJ, Hayward designs, manufactures, and markets a full line of innovative, energy-efficient pool and spa equipment, with brands including AquaVac®, AquaRite® Salt Chlorinators, ColorLogic®, Navigator®, OmniLogic®, OmniHub™, TriStar®, Super Pump®, TurboCell®, pHin™, CAT Controllers®, HCP Pumps and Saline C® Series. Hayward products are sold worldwide. For

more information, visit www.hayward.com.

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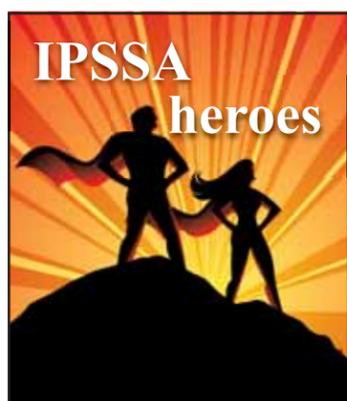
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New Executive Order from California Governor Newsom

This Executive Order has the effect of reversing the burden of proof and placing it on the employer or the employer's insurance company.

Governor Gavin Newsom issued an Executive Order (EO) creating a rebuttable presumption that a worker who is working outside the home at the direction of

their employer and who contracts COVID-19 incurs a work-related injury for purposes of workers' compensation. Although we have not seen

the actual language of the order, it is our understanding of the elements are as follows:

1. A rebuttable presumption of work-related injury
2. Applies to all workers who are working outside the home at the direction of their employer. The EO is not restricted to essential workers
3. Eligibility threshold to be a positive test for COVID-19 or a diagnosis by a physician or surgeon licensed by the California Medical Board. If a diagnosis is conducted, the diagnosis must be confirmed by a positive test within 30 days
4. Apportionment applies
5. Time for the employer to deny claims reduced from the

current 90 days to 30 days

6. Temporary disability payments start only after the worker has used all other state or federal sick leave benefits

7. California Department of Industrial Relations not to require or accept a "no beneficiary" death benefit

8. Re-testing every 15 days during the first 45 days of temporary disability payments

9. Claims to be for injuries beginning March 19 and for 60 days after the end of the state's current Shelter-in-Place Order, which could end this week - essentially a 4-month claims period

10. Benefits do not include temporary housing

COVID-19 claims are currently covered by an employer's workers' compensation insurance policy; however, under current law, the worker claiming he/she contracted the illness at work, has the burden. This Executive Order has the effect of reversing the burden of proof and placing it on the employer or the employer's insurance company.

On the positive side, it is anticipated there will be substantial civil litigation against employers for failure to adequately protect their workers. These civil cases would be estopped or blocked because workers' compensation coverage is an exclusive remedy for injured workers.

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Streamline your service routes

Continued from page 3

dimensions, liner dimensions or equipment warranty dates. In-field staff can instantly access all customer information and equipment profiles.

Instant Payment: The ability to take mobile payments in the field is huge! You will never have to chase customers for payment. Take credit card payments instantly while on the job and watch your cash flow quickly improve.

Instant Schedules: If your service pros have daily schedules at their fingertips, this will improve the efficiency of your service business. Techs no longer need to have itineraries printed; they can view their schedule in real-time on their phone or tablet. This even allows for instant modifications to the schedule as needed.

No more paperwork! Add items used on the job to the customer's invoice, right in the field. This feature saves office staff from having to manually enter handwritten slips. Choose to have techs send emailed invoices or have office staff review prior to emailing.

Mobile tracking & GPS routing: Your techs can clock in and out of jobs onsite, which helps boost efficiency. You can view reports that show profit-per-tech, based on the number of jobs each tech can complete in a day. You can also track your techs using a GPS that is viewable on a map, which will help service businesses cut down on payroll, vehicle wear and tear, gas and mileage.

Better Business: Improve customer service by giving techs the ability to text message from the service schedule. This will make customers aware of appointments before and after they happen. Techs can also send electronic "Door Hangers," which include before and after pictures showing the work that was done. Some software even offers water lab integration, allowing techs to test the water and have the results automatically saved in the software for

record keeping. These results can even be added to the customer's post-visit electronic door hanger.

Optimizing Service Routes

Mobile technology has had a profound effect on a pool service company's ability to fluidly adapt to their clients' needs and expectations, by giving them instant access to customer contact info, equipment history, purchase history and more. In a world that is becoming increasingly more data-oriented, consumers have the expectation that companies, regardless of size, are able to access their records more quickly, and communicate even faster.

Pool company software and service apps help pool service companies provide this high level of service by ensuring techs can instantaneously send detailed information back to the office and directly into the customer's service order; this includes information such as job status, job materials, chemical readings before and after, time spent and any special notes for the customer.

If you're a pool service company considering using pool software to make your service department more efficient, first focus on your planning and organization. Plan routes using Google maps, and keep detailed records of services performed. These habits will ensure that once you're ready to take your business to the next level with business management software, you'll have clean and useful data to use as a starting point.

About the author:

Rachael Pritz is executive director of RB Retail and Service Solutions. Rachael has been active in the pool industry for more than 20 years, which has provided her with an all-encompassing expertise in the trade. She worked at a local pool store while pursuing a master's degree at the University of Pittsburgh, Pa. With her technical skills and industry knowledge, she joined the launch of RB Retail & Service Solutions in Pittsburgh in 2003. She can be reached via e-mail at rachael@rbcontrolsolutions.com.

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Through a partnership with the National Swimming Pool Foundation, IPSSA is pleased to offer online education through the IPSSA website. And, IPSSA members who complete classes through this online portal are eligible for 35% rebates!

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Prices for the classes range from \$19.95 to \$259, with most in the \$19.95 category. And, IPSSA members will be rebated 35% of their class fee upon completion.



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10 Summer Season Business Tips

Continued from page 5

parks and public pools across the country and even cancelled most people's vacation plans to destinations packed with beach or poolside recreation, home pools, spas and hot tubs are left to provide this stress relief.

People are looking at their landscapes and recognizing that they don't have to go to foreign places to receive that same excitement or invigoration a vacation brings.

So, while larger installation jobs may be coming in more slowly or being put on hold earlier this season, service work is rising, industry professionals say. Americans hesitant to spend too much money while the economy is suffering are still comfortable enough to invest in improving their outdoor spaces in smaller ways as they wait for a rebound. They recognize that properly treated pools, spas and hot tubs provide safe recreation and exercise.

And those who would normally wait for the last days of school at the end of May to open their pools started in late April instead because their children were home 24/7.

New Technologies Improve Business Communication

COVID-19 brings a lot of new challenges with it as pool, spa and hot tub professionals try to conduct business.

There are 10 things they should consider as they accommodate customers during this very different summer season ... and technology is involved in many of them.

1. Limited by the cancellations of youth sports and play dates, parents looking to make the most of safe activities in their yards are in a hurry to get pools cleaned and opened. To accommodate this rush, some pool, spa and hot tub professionals started offering curbside pickup or home drop-off of pool supplies.

2. Because professionals must limit the number of people in customers' yards at any time, they must overcommunicate with customers about days and times they plan to arrive to ensure no other service professionals are scheduled. This requires call-ahead confirmations. Touching base with customers now when they lack regular human interaction—whether it's by email, text or phone—may be something they really appreciate and welcome. This can help businesses build deeper client loyalty.

3. For service professionals, mobile customer relationship management software gives them immediate access to customer data at all times. It also allows

them to add updates or notes, record job findings, take payments online safely, track leads, etc., so business is seamless even while typical operation is different.

4. Pool, spa and hot tub professionals are adopting text-based communication tools like Podium to communicate with customers more quickly and safely.

5. The coronavirus pandemic also means some in-person meetings are being replaced with virtual discussions via apps like Zoom to discuss backyard pool, spa or hot tub installation or service plans.

6. Thinking of upgrading your website? Now is the time. Focus on enabling online communication and ordering so you can grow your business while meeting the demands of less face-to-face customer interaction.

7. Industry professionals expect a larger demand for above-ground pools this summer because the installations are faster and they typically don't require permits.

8. While some people are eager to open their pools early, in other areas people are waiting as long as possible to open their pools in order to limit the operation expenses, as well as interaction with others. This, in addition to a rainy spring in some areas, shortens the window even further for businesses to get the work done. Professionals will be looking for ways to accommodate customers in this more compressed service window.

9. As industry professionals keep up customer communication, they must also keep employees informed of updated social distancing guidelines and work procedures, as well as business updates. Companies are doing this through regular texts and emails, in addition to in-person meetings that follow safe practices.

10. Business operations will continue to change daily throughout the summer in response to COVID-19 news and updates. Industry experts recommend installation and service professionals focus on what they can control and adapt their businesses during these times to continue thriving. This will ultimately improve their companies today and in the future.

Reminder: Check Drains This Summer! Before the summer season ends, the Pool & Hot Tub Alliance wants to make sure professionals remember to replace their customers' expired drain covers or suction outlet fitting assemblies (SOFAs). For more information, visit www.APSP.org/Check.

Did You Know?

BORD Meeting
August 8, 2020
Virtual Video Meeting

BORD Meeting
Nov. 6, 2020

Monterey Plaza Hotel, Monterey, CA



February BORD meeting minutes published in the IPSSA Member portal

Retrieve the Arrow/HUB Insurance 1st Qtr Claims Report, via IPSSA Member Portal under shared documents. If you can't find it there, check out the IPSSA Chapter toolbox, it will be waiting for you there.



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REGION 1 (NORTHERN CALIFORNIA)
B.O.R.D. Member: David Hawes
(925) 828-7665
E-mail: david@hhpools.com

CAPITAL VALLEY: (Sacramento): First Wed., 7 p.m.
VFW, 8990 Kruithof Way, Fair Oaks
Pres. Scott Houseman (916) 638-4100
scott@leisuretimepool.com

DELTA: (Stockton)

Third Wed., 6:00 p.m., The Elks Lodge
19071 N Lower Sacramento Road, Woodbridge
Pres. Rick Plath (209) 456-1605
service@rickspoolservice.com

EAST BAY

Third Tues., 6 p.m., Pleasant Hill Community Center,
320 Civic Drive, Pleasant Hill
Pres. David Luthy (510) 435-5252
townandcountrypool@comcast.net

EAST CONTRA COSTA

Fourth Tues., 6:00 p.m., La Fuente Mexican Restaurant,
642 1st Street, Brentwood
Pres. Dale Vaughn (925) 759-3819
dalevaughn1176@comcast.net

EL DORADO

Second Thurs., 6:30 p.m., Shingle Springs Comm. Ctr.
4440 S. Shingle Road, Shingle Springs
Pres. Shawn Panico (916) 201-6245 / www.edipssa.com

ELK GROVE

Second Wednesday, 7:00 p.m., Logan's Roadhouse,
9105 W. Stockton Boulevard, Elk Grove
Pres. Chris Bass (916) 704-1505
basspoolservice@gmail.com

GOLD COUNTRY

First Mon., 6:00 p.m., Sierra Grill Smokehouse,
2515 Grass Valley Hwy., Auburn, CA
Pres. Ryan Ruminson (530) 401-7346
ryanruminson@sbcglobal.net

MODESTO CENTRAL VALLEY:

Third Tues., 6 p.m.
El Rosal Restaurant, 3401 Monte Vista Ave.
Pres. Albert Camarillo (209) 628-2717
acspoolserv@yahoo.com

SACRAMENTO CITY

Fourth Wed., 7:00 p.m., Plaza Hofbrau
2500 Watt Ave., Sacramento
Pres. Kelli Carrillo (916) 730-7636

TRACY: Fourth Thurs., 6 p.m.,

Perko's Café, 1321 W. 11th Street, Tracy 95376
Pres. Kevin McLard (209) 833-9200
kevin_m@klmpools.com

WEST PLACER: First Thurs., 5:30 p.m., Strikes

Bowling Alley, 5681 Lonetree Blvd., Rocklin CA 95765
Pres. Bryan Soto (916) 258-5114
norcalpools916@gmail.com

REGION 2 (CENTRAL CALIFORNIA)

B.O.R.D. Member: Manuel Margain
(559) 307-1072
E-mail: manuelmargain1@gmail.com

BAKERSFIELD: First Tues., 5:30 p.m.,

Rusty's Pizza, 6675 Ming Ave, Bakersfield
Pres. Beau Braisher (661) 332-4952
braisherpools@gmail.com

CENTRAL COAST

Second Wed., 7 p.m., Mtgs alternate between
N/S Co., Contact chapter Pres. for info.
Pres. Ron Rusconi (805)549-7961

CONEJO:

Second Wed., 7:30 p.m., Alpha Water
Systems, 725 Cochran Street #A, Simi Valley
Pres. Dennis Van Sloten, (805)813-6154
dvs10@live.com

CONEJO VALLEY

Second Wed., 6:30 p.m., Superior Pool Products
1200 Lawrence Drive #400, Newbury Park
Pres. Michael Flanagan (805) 444-7960

FRESNO: Fourth Tues., 7 p.m.

Roundtable Pizza at First & Bullard, Fresno
Pres. Norm Carpenter, (559) 217-1228
ipsafresno@gmail.com

SANTA BARBARA

Second Mon., 6:30 p.m., Rusty's Pizza Parlor
232 W. Carrillo, Santa Barbara (downtown)
Pres. Joe Burich (805) 451-1963
mericks2001@yahoo.com

VENTURA: Third Thurs., 7 p.m.

Poinsettia Pavilion, 3451 Foothill Rd, Ventura
Pres. Max O'Brien (805) 794-6270 / gotomax@att.net

VISALIA: Third Wed., 6 p.m.

Amigo's Cantina, 5113 W. Walnut Ave., Visalia
Pres. Roman Gomez (559) 992-5779
romangomez1251@yahoo.com

REGION 3 (NORTH L.A. COUNTY)

B.O.R.D. Member: Terry Snow
(909) 982-9962
E-mail: tls.pools@verizon.net

ANTELOPE VALLEY: Second Monday, 6 p.m.

SCP Antelope Valley, 4514 Runway Dr., Lancaster
Pres. Bob Cranmer ph: (661) 609-3682
warren_cranmer@msn.com

DIAMOND BAR

First Thurs., 7:00 p.m., Oak Tree Lanes,
990 N Diamond Bar Blvd, Diamond Bar, CA 91765
Pres. Rob Betts (626) 757-6707
rb.pooltime@gmail.com

FOOTHILL: Third Thurs., 7:00 p.m.

849 Foothill Blvd. #4, La Cañada
Pres. Raul Fernandez (818) 378-9231

SAN FERNANDO VALLEY

Third Wed., 7:30 p.m. (March meeting is mandatory)
Canoga Bowl, 20122 Vanowen, Canoga Park
Pres. Blaine Enbody (805) 529-7562

SAN FERNANDO VALLEY METRO

First Tues., 7 p.m., Canoga Bowl, 20122 Vanowen,
Canoga Park / Web site: www.sfvmetro.com
Pres. Eric Nielson (818) 710-1628
willowcreekpools@gmail.com

SAN GABRIEL VALLEY

Second Thurs., 7:00 p.m.
PEP, 1862 Business Center Dr., Duarte, CA 91010
Pres. Brian Nies (626) 536-2008
brian@propoolm.com

SANTA CLARITA VALLEY

First Thurs., 7:00 p.m.
Vincenzo's Pizza, 24504 1/2 Lyons Avenue, Newhall
Pres. Kent Simpson (661) 373-9901

REGION 4 (SOUTH L.A. COUNTY)

B.O.R.D. Member: Adam Morley
(310) 493-3565
E-mail: adam@paradisepools.biz

CENTRAL LOS ANGELES

Second Mon., 6:30 p.m., Shin Beijing Restaurant,
31010 W. Olympic Blvd, LA, 90006
Pres. James Kim (213) 820-8705
jameskim315@gmail.com

EAST LONG BEACH

Second Tues., 6:30 p.m., Ecco's Pizza,
2123 N. Bellflower Blvd, Long Beach
Pres. Matt Mann (562) 420-9061
mpjimann@verizon.net

SOUTH BAY

Second Wed., 7 p.m., American Legion Hall
412 S. Camino Real, Redondo Beach
Pres. Rick Morris, (310) 755-5279
rick-morris@sbcglobal.net

WESTSIDE

Second Tues., 6:30 p.m., American Legion Hall
5309 S. Sepulveda, Culver City
Pres. Rick Haro (310) 204-4327
rick@haropools.com

WHITTIER

First Wed., 7 p.m.
Superior Pool Products in Santa Fe Springs
Pres. Albert Navarro (562) 927-6757
academypools@yahoo.com

REGION 5 (ORANGE COUNTY)

B.O.R.D. Member: Mike Denham
(714) 891-6180
E-mail: denhampools@gmail.com

ANAHEIM

Third Wed., 6:30 p.m.
Roundtable Pizza, 12829 Harbor Blvd., Garden Grove
Pres. Cal Pratt (949) 230-7462

CENTRAL ORANGE COUNTY

Last Tues., 7 p.m., Coco's, 14971 Holt Ave., Tustin
Pres. Mark Harrison (949) 874-8234
maharrison16@yahoo.com

DANA POINT

Second Tues., 6 p.m., Coco's, Crown Valley and I-5
Pres. Cliff Gross (949) 587-9773
cliffgross@cox.net

MISSION VIEJO

First Tues., 6 p.m.
Woody's Diner, 24321 Avenida De La Carlota,
Laguna Hills, CA 92653

NORTH ORANGE COUNTY

ORANGE COAST
Last Monday, 5 p.m., Roundtable Pizza
on Adams & Beach
Pres. Rob Mangus (716) 318-1254
thonrath@hotmail.com

ORANGE COUNTY #9

Second Wed., 7 p.m., Dad Miller Golf Course
North Gilbert Street, Anaheim
Pres. Rob Tobias (714) 812-7993

ORANGE COUNTY POOL PROFESSIONALS

Last Mon., 6:00 p.m.
Claim Jumper Banquet Room, 18050 Brookhurst St.,
Fountain Valley CA 92708
Pres. Jim Romanowski (714) 404-2550
poolperfection1@aol.com

SOUTHWEST:

First Wed., 6 p.m., ABC Pools
10560 Los Alamitos Blvd., Los Alamitos
Pres. Ken Tipton (562) 430-8515

SURF CITY

Third Tues., 6:30 p.m., Superior Pool Products,
10865 Kalama River, Fountain Valley
Pres. Frank Malavar (714) 960-3558

TUSTIN/IRVINE

Second Tues., 6:00 p.m., PSOC Waterline
Technologies,
220 N. Santiago Street, Santa Ana
Pres. Rich Foley (714) 974-1514

YORBA LINDA

First Wed., 6:45 p.m., Lampost Pizza,
21480 Yorba Linda Blvd. #D, Yorba Linda CA
(call president to confirm mtg time).
Pres. Jaime Aranda, (714) 746-5138
jaimearanda@sbcglobal.net

REGION 6 (INLAND EMPIRE)

B.O.R.D. Member: John Dixon
(951) 316-1675
E-mail: waterwhisperer1@verizon.net

CORONA: Second Tues., 7:00 p.m., Marie Callenders

160 E. Rincon St. (at Main St.), Corona
Pres. Jennifer Meza (951) 833-0055
aquatechpoolservice@earthlink.net

HEMET: Third Wed., 6:00 p.m.

Megabites Pizza, 1153 S. State St., Hemet, CA 92543
Pres. Kenny Campbell (951) 733-4330
Kenny@WetworksPoolCare.com

MENIFEE VALLEY

First Wed., 7 p.m. at My Buddies Pizza
2503 E. Lakeshore Drive #A, Lake Elsinore
Pres. Renee Marier, (951) 285-9672
mangopools@verizon.net

ONTARIO/RANCHO CUCAMONGA

Second Tues., 6 p.m., Location varies,
please contact chapter president for more info.

Pres. Ron Goodwin (909) 989-0406
good2win@msn.com

PALM DESERT

Third Thurs., 6 p.m./7 p.m., please check with pres.
Sloan's, 81539 US Hwy 111, Indio CA
Pres. Gary Kauber (760) 702-5865

PALM SPRINGS:

First Wed., 5:00 p.m.
Superior, 5700 Indian Springs Rd, Palm Springs
Pres. James Elliott (760) 413-0463
REDLANDS: Second Tues., 6 p.m.
Hickory Ranch, 32971 Yucaipa Blvd., Yucaipa
Pres. Bill Brooks (909) 553-5780

RIVERSIDE:

First Tues., 6:00 p.m., Cask N Clever,
1333 University Ave., Riverside
Pres. Nathan Smith (972) 296-7946
info@riversidepools.com

TEMECULA/MURRIETA

Third Wed., 7 p.m., Pat & Oscar's
29375 Rancho California Rd., Temecula
Pres. Scott Peterson (951) 255-4175
ipssascott@yahoo.com

REGION 7 (SAN DIEGO COUNTY)

B.O.R.D. Member: Michael Harris
(619) 395-6700
E-mail: barrowpoolsd@gmail.com

CARLSBAD

Third Wed., 6:00 p.m.
El Rancho Restaurant, 1565 N. Santa Fe, Vista
Pres. Jonathan Dodge (760) 845-5501
jonathandodge@roadrunner.com

ESCONDIDO

Third Wed., 6:30 p.m., Call for location.
Pres. Bruce Smith (760) 741-3960
Bsmith1956@cox.net

NORTH COUNTY COASTAL

Third Tues., 6:30 p.m.
Brett's BBQ, 1505 Encinitas Blvd., Encinitas
Pres. Aden Dunne (760) 801-5526
classiepool760@gmail.com

RANCHO DEL MAR

Third Mon., 5:30 p.m., Oggi's Sports,
12840 Carmel Country Rd., San Diego, CA 92130
Pres. Wayne Maynard (858) 361-8313
arrowheadpoolservice@yahoo.com

SAN DIEGO

Third Wed., 7 p.m., Admiral Baker Clubhouse,
2400 Admiral Baker Road, San Diego
Pres. Mark Curran (619) 269-3888
mtcurran@cox.net

SAN DIEGO EAST COUNTY

Third Tues., 6 p.m.,
Superior Pool Products, 1973 Friendship Dr., El Cajon
Pres. Marc Impastato (619) 270-6617
info@bluebalancepools.com

SAN DIEGO METRO:

Fourth Thurs., 6:00 p.m.
Sammy's Woodfired Pizza, 8555 Fletcher Pkwy
La Mesa, CA 9194
Pres. Bert Vexland (619) 913-9252
vexland@sbcglobal.net

REGION 8 (SOUTHWEST)

B.O.R.D. Member: Mike Lee
(480) 786-0687
E-mail: mountainsidepools@mac.com

EAST VALLEY

Third Thurs., 5:45 p.m., Superior Pool Products
2350 W. Broadway Rd. #110, Mesa
Pres. Steve Ward (480) 213-0481
wardspool@yahoo.com

NORTH PHOENIX

Third Tues., 6 p.m., SCP
18201 N. 25th Avenue, Phoenix AZ 85023
Pres. William Goossen (623) 580-9802
goosse-man@cox.net

SOUTHEAST VALLEY

Second Thurs., 5:30 pm, Superior Pool Products, 7330
S. Atwood, Mesa, AZ
Pres. Daniel Morris (480) 284-4296

TUCSON:

Third Wed., 6:30 p.m.
Superior Pool Products, 4055 N. Runway Drive.
Pres. Perry Wingate (520) 429-0806

WEST VALLEY

Third Wed., 6:00 p.m., Cloud Supply
1100 N. Eliseo Felix Way, Avondale
Pres. Trent Brumfield (623) 210-1615

WESTERN LAS VEGAS

First Mon., 6:30 p.m. (excl. holidays)
Vietnam Vets Hall, 6424 W. Cheyenne, Las Vegas
Pres. Mike Ellison (702) 902-0557
coolhavenpools@gmail.com

REGION 9 (TEXAS)

B.O.R.D. Member: Becky Clayton
(210) 240-3121
E-mail: becky.clayton@yahoo.com

AUSTIN: First Tues., 6 p.m.,

Cherry Creek Catfish Co.
5712 Manchaca Rd, Austin
Pres. Jerome Potter (512) 484-9093
atxpoolservice@gmail.com

CLEARLAKE: Fourth Tues., 7:00 p.m.,

Rudy's BBQ, 21361 Gulf Fwy, Webster
Pres. David Potts (208) 887-6486
david@freedompools-texas.com

CORPUS CHRISTI

First Thurs., 6:30 p.m.
SCP, 4630 Corona Drive, Corpus Christi
Pres. Michelle Wilkinson (209) 604-6460
supply.mypool@gmail.com

HILL COUNTRY

Third Tues., Komal Latin Grill,
2550 Hunter Rd., San Marcos, TX
Pres. Jascha Wood (512) 216-7663
azurepools@centurytel.net

HOUSTON: Second Tues., 7 p.m.
Pappys's Café, 11225 Katy Freeway, Houston
Pres. David Queen (281) 807-5442
info@sparklingpoolserviceinc.com

NORTH AUSTIN

Second Tues., 6 p.m., North Corn Harvest
700 East Whitestone Blvd., Cedar Park
Pres. Shane Applegate (512) 257-7665
happ512@gmail.com

Associate Members

For more information about our associate members, please visit their web sites. If company representatives are available to speak at chapter meetings, their topics and geographic availability is indicated.

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