



INDEPENDENT POOL & SPA SERVICE
ASSOCIATION, INC.

CHAPTER BOARD RESPONSIBILITIES

- Acquaint yourself with your chapter standing rules, as well as IPSSA's bylaws, policies and procedures, and standing rules.
- This spells out what the association and the chapter can and cannot do.
- As a chapter Board member, you can help change some of the rules if they need to be changed.
- BUT, until a rule is changed through formal procedures, the chapter must adhere to it.
- You are elected to represent the members of your chapter.
- Your success as a chapter leader will be measured by your ability to judge and plan on the basis of overall consideration.
- It is your responsibility to determine what chapter members need and want and bring this to the attention of the full chapter Board.

- You also should suggest ways to fulfill those needs.
- You are closer than most of your fellow members to the operation of the association.
- When you make statements about the chapter or the association, members will tend to accept your statements as official policy.
- Therefore, carefully consider what you say and do.
- Well informed, constructive criticism is essential to the operation of a healthy Board.
- If you are critical of a chapter or association policy or issue under consideration, know when and how to present your views.
- Members of the chapter Board of Directors can be held individually or collectively liable if someone decides to challenge the legality of your chapter's actions.
- You should, therefore, behave prudently in your role as a chapter leader, following the guidelines set forth in the bylaws, standing rules and policies and procedures.
- Your chapter Board of Directors is included under the IPSSA Inc. directors and officer's liability insurance policy.
- Make all efforts constructive.

- Strive to build a stronger organization, which reflects the current and future needs of members and the pool and spa service profession.

PRACTICAL STEPS FOR BOARD SERVICE

- Attend all Board meetings.
- Start and attend meetings on time.
- Prepare for meetings by reviewing the agenda and supporting documents.
- Readily communicate with your Regional Director for needed information and assistance.
- Promote IPSSA to others.
- Recruit future leaders to help govern the organization.
- Stay current on issues and trends that have an impact on IPSSA and its members.
- Get involved in committee work.
- Make contributions and assist with fundraising.

BOARD LEGAL DUTIES

- Duty of care requires leaders to use reasonable care and good judgment in making their decisions on behalf of the interests of the association.
- Duty of loyalty requires leaders to be faithful to the association, avoiding conflicts of interest.
- Duty of obedience requires leaders to comply with governing documents (standing rules, policies and procedures, IPSSA bylaws, etc.).

IPSSA Leadership Use of Chapter Funds and Stipends Paid to Chapter Volunteers

As a reminder, IPSSA is a 501 (C) (6) nonprofit business league organization.

CHAPTER USE OF CHAPTER FUNDS a "Proper Uses of Chapter Tax-Exempt Funds" and the other a suggested policy relating to Distributions and Gifts to Chapter Members. Copies of those items are attached hereto. The bottom line concerning distribution of chapter funds is that they are required by law to be distributed only for a purpose that advances the legal purposes and interests of the entity. Direct distributions or gifts of chapter funds or property constitute a "private inurement" and are illegal under tax and corporate laws.

General Rule #1: Chapter funds must be used only for the furtherance of the chapter mission. For example:

- Rental Rooms for chapter meetings
- Purchase of supplies (coffee, tea, water) at meetings
- Office rent and utilities,
- Offices expenses
- Plaques
- A reasonable gift
- Occasional hosted social dinners
- Pay for advice from a qualified advisor (lawyer, CPA, etc.)
- Production and publication of a newsletter, website, public service information
- Promotions of trade/industry in general to the public, such as expo and tabletops
 - Many other things, as this is just some examples

General Rule # 2: It is unlawful for tax-exempt entity to give away or use it revenues for any purpose other than the furtherance of the mission of the organization. For example, the following gifts would be unlawful:

- A chapter giving money or gift cards to members.
- A chapter paying bills on behalf of any member or non-member.

DISTRIBUTIONS OF SURPLUS CASH. Chapters that have a surplus of cash and are considering distribution of some of that cash back to members. For the reasons stated in the prior paragraph, such distributions are not lawful and could result in substantial problems for both the chapter making the distributions and the recipients of those distributions Chapters are free to reduce their dues for any amount of time they wish in order to avoid amassing more than is desired in surplus funds. A chapter may simply waive dues for a year, thereby avoiding private inurement concerns.

MANUFACTURER REBATES. IPSSA chapters that may receive a cash rebate from a manufacturer:

Scenario #1: the manufacturer may distribute the rebate in cash for redistribution to the members, or the manufacturer uses the chapter roster to distribute rebates to each chapter member, there are serious concerns with the transaction in scenario #1 as described. Namely, when a manufacturer gives IPSSA funds, those funds become IPSSA funds, which may not be distributed to members (see above two paragraphs), or IPSSA is merely holding the funds as an intermediary, with none of the funds belonging to IPSSA. Presumably, IPSSA is merely holding the funds and distributing them on behalf of the manufacturer. If so, the concern is that IPSSA is distributing them to every chapter member -- whether the member is a customer of that manufacturer or not -- indicating that the transaction is not truly in the nature of a rebate, but rather is in fact an IPSSA program that appears to result in private inurement.

Is there a way to resolve this concern? Yes. Namely, if manufacturers wish to grant rebates, they should issue rebates directly to their own customers, as is a common practice. This avoids an appearance of there being a buying group (which is a very complicated arrangement), undue favoritism granted to some vendors but no other vendors, or private inurement. There is nothing wrong with manufacturers offering rebates, or with IPSSA endorsing (if the conditions are right) one or more vendors in exchange for a royalty, with qualifying chapter members receiving special pricing or rebates.

STIPENDS PAID TO VOLUNTEER LEADERS. Payment of stipends to volunteer leaders.

Payment of stipends is legal, but there are several critical issues that should be considered prior to paying them. If the chapter is in California, a stipend may constitute a wage under AB-5, making the recipient an employee of the entity/chapter. If a volunteer leader who receives a stipend is characterized as an employee, the result could be very harsh on the chapter. We do not yet know how AB-5 will be applied to volunteer leader stipend cases. There have been no cases concerning application of AB-5 to this kind of volunteer service (volunteer service of as a high level leader of a nonprofit organization who serves as an officer, as opposed to a "volunteer" office support person who works part time shifts at the nonprofit organization's office or store), so legal input concerning the issues is significantly less definite than I would like it to be.

Next, a chapter (whether in California or elsewhere) board member can be an employee of the organization and, which can trigger certain rules and IRS scrutiny. Consistently, serving as both an employee and board member is not unlawful. Mark Alcorn, IPSSA's legal counsel recommends against it, because it looks inappropriate to other members who are not familiar with the facts and circumstances, it usually results in significant conflicts of interest, and it tends to leave the employee in a compromised position when controversial issues arise.

Payment of a stipend should, in most cases, not trigger AB-5 or similar rules because the stipend is intended to offset the cost of volunteering time and is not a wage paid for time worked. Here are some of the characteristics of a stipend:

- The payment is not tied to productivity or hours worked

- The usual signs of an employment relationship are missing: no supervisor, no time clocks or time sheets, no employee benefits, etc.
- The services provided by the volunteer are typical of volunteer service rather than employee work
- No employees are displaced by the volunteer service
- The volunteer service is less than full time
- The service is truly voluntary, and not coerced
- The stipend is not a substitute for compensation

When the stipend is tied to the amount of work done, it takes the appearance of compensation for time worked rather than an as an offset of the cost of volunteering time.

Third, all stipends constitute income, and should be reported on Form 1099-NEC. IPSAA should issue a 1099 to every volunteer leader that receives a stipend of any amount or more.

Gifts and Distributions to Members

Purpose: All IPSSA funds, whether held at the National, Regional or Chapter level, are held as assets of a tax exempt entity (IPSSA), and are therefore subject to numerous laws, regulations and restrictions relating to those funds. IPSSA, as holder of the tax exemption, is accountable for the use of said funds. The purpose of this policy is to clarify how those funds shall be maintained and used.

1. Chapter Funds – Funds received by IPSSA Chapters from any and all sources, including dues, donations and revenues from non-dues programs, shall be maintained in a bank account held in the name of the Chapter. The Chapter shall use those funds in a manner consistent with the mission of the Chapter, and the mission and tax exemption of IPSSA. IPSSA shall not be entitled to use those funds other than as permitted by law.
2. Chapter Board of Director Responsibility – The Board of Directors of each Chapter shall be accountable for the use and oversight of Chapter funds and shall ensure that all of said funds are used in a manner consistent with the mission of the Chapter, and the mission and tax exemption of IPSSA. Since IPSSA is accountable to tax authorities for use of funds by the Chapter, each Chapter shall provide a full account of all Chapter funds and their past, current and planned use upon the request of the IPSSA Board of Regional Directors. IPSSA may, without the approval of Chapter, withhold from future dues revenues, any amounts necessary pending the provision of a full account of Chapter funds, of any amounts necessary to restore misused funds, or of all funds in the event that Chapter fails to consistently abide in this policy.
3. Proper Uses of Funds – Chapter uses of funds include any expenditure necessary, as determined in good faith by the Chapter, and in accordance with generally accepted accounting principles. Such expenditures generally include expenses (travel, lodging, meals, etc.) related to leadership meetings; attendance of spouses at occasional leadership meetings, the provision of minor amounts of alcohol served in conjunction with Chapter receptions and means; door prizes at meetings when the prizes are aimed at incentivizing attendance at said meetings; meals for approved key guests of the Chapter; payment for services rendered beyond volunteer service to IPSSA; the Region or the Chapter on an arms-length basis; and other similar purposes, provided in every instance, that the funds are expended PRIMARILY FOR THE DIRECT BENEFIT OF, OR IN FURTHERANCE OF THE CHAPTER'S MISSION. The benefit to Chapter leaders or members may be incidental, but not primary.
4. Unacceptable Uses of Funds – Chapters may not expend any Chapter funds for general gifts for chapter members (including their families, employees, and designates); distribution of excess revenues of the Chapter; payment of business expenses of Chapter members (including most insurance) unless approved in advance and in writing by the IPSSA Board of Regional Directors. The IPSSA Board of Regional Directors may seek input from legal counsel concerning such distributions as needed.

5. Future Interpretations – This policy is subject to future amendment and interpretation by the IPSSA Board of Regional Directors, as may be necessary to protect IPSSA and its tax exemption.

Policy Status: Current
Approved by BORD May 8, 2021

Roberts Rules of Order – Simplified

Guiding Principle:

Everyone has the right to participate in discussion if they wish, before anyone may speak a second time.

Everyone has the right to know what is going on at all times. Only urgent matters may interrupt a speaker.

Only one thing (motion) can be discussed at a time.

A **motion** is the topic under discussion (e.g., “I move that we add a coffee break to this meeting”). After being recognized by the president of the board, any member can introduce a motion when no other motion is on the table. A motion requires a second to be considered. Each motion must be disposed of (passed, defeated, tabled, referred to committee, or postponed indefinitely).

How to do things:

You want to bring up a new idea before the group.

After recognition by the president of the board, present your motion. A second is required for the motion to go to the floor for discussion, or consideration.

You want to change some of the wording in a motion under discussion.

After recognition by the president of the board, move to amend by

- adding words,
- striking words or
- striking and inserting words.

You like the idea of a motion being discussed, but you need to reword it beyond simple word changes.

Move to substitute your motion for the original motion. If it is seconded, discussion will continue on both motions and eventually the body will vote on which motion they prefer.

You want more study and/or investigation given to the idea being discussed.

Move to refer to a committee. Try to be specific as to the charge to the committee.

You want more time personally to study the proposal being discussed.

Move to postpone to a definite time or date.

You are tired of the current discussion.

Move to limit debate to a set period of time or to a set number of speakers. Requires a 2/3^{rds} vote.

You have heard enough discussion.

Move to close the debate. Requires a 2/3^{rds} vote. Or move to previous question. This cuts off discussion and brings the assembly to a vote on the pending question only. Requires a 2/3^{rds} vote.

You want to postpone a motion until some later time.

Move to table the motion. The motion may be taken from the table after 1 item of business has been conducted. If the motion is not taken from the table by the end of the next meeting, it is dead. To kill a motion at the time it is tabled requires a 2/3^{rds} vote. A majority is required to table a motion without killing it.

You believe the discussion has drifted away from the agenda and want to bring it back.
Call for orders of the day.

You want to take a short break.
Move to recess for a set period of time.

You want to end the meeting.
Move to adjourn.

You are unsure that the president of the board has announced the results of a vote correctly.
Without being recognized, call for a "division of the house." At this point a roll call vote will be taken.

You are confused about a procedure being used and want clarification.
Without recognition, call for "Point of Information" or "Point of Parliamentary Inquiry."
The president of the board will ask you to state your question and will attempt to clarify the situation.

You have changed your mind about something that was voted on earlier in the meeting for which you were on the winning side.
Move to reconsider. If the majority agrees, the motion comes back on the floor as though the vote had not occurred.

You want to change an action voted on at an earlier meeting.
Move to rescind. If previous written notice is given, a simple majority is required. If no notice is given, a 2/3^{rds} vote is required.

You may INTERRUPT a speaker for these reasons only:
 to get information about business – **point of information**
 to get information about rules – **parliamentary inquiry**
 if you can't hear, safety reasons, comfort, etc. – **question of privilege**
 if you see a breach of the rules – **point of order**
 if you disagree with the president of the board's ruling – **appeal**

Quick Reference					
	Must Be Seconded	Open for Discussion	Can be Amended	Vote Count Required to Pass	May Be Reconsidered or Rescinded
Main Motion	√	√	√	Majority	√
Amend Motion	√	√		Majority	√
Kill a Motion	√			Majority	√
Limit Debate	√		√	2/3 ^{rds}	√
Close Discussion	√			2/3 ^{rds}	√
Recess	√		√	Majority	
Adjourn (End meeting)	√			Majority	
Refer to Committee	√	√	√	Majority	√
Postpone to a later time	√	√	√	Majority	√
Table	√			Majority	
Postpone Indefinitely	√	√	√	Majority	√

CHAPTER PRESIDENT DUTIES

- Start your meetings on time.
- Establish attendance recordkeeping and enforce chapter rules for attendance.
- Make certain the chapter secretary takes minutes, distributes them and maintains a minute's book.
- Utilize IPSSA's associate members as guest speakers. A listing is on the back page of each issue of *The IPSSAN*.
- Have a regular (monthly if possible) newsletter as a written line of communication with your members, including:
 - Announcement of guest speaker
 - Any change in meeting date/time/location
 - Items from BORD meeting minutes you may wish to discuss at your next meeting
- Request members who have new business items for chapter meetings to discuss them with you at least a week prior to the meetings, if possible.
- Review chapter standing rules and sick route plan annually and include those documents in this notebook for easy reference.

- Discuss items from the Board of Regional Directors meeting.
- If your chapter wants to have a subject discussed at the BORD meeting, bring it up at your regional meeting or with your regional director.
- Region backing can make a stronger case for your chapter.
- Develop an annual budget and review it monthly or quarterly (see details in this manual).
- Keep in close touch with your chapter treasurer on financial matters, including reports required by the IPSSA finance department.
- Keep a special file (file drawer or box) for chapter matters so that you can easily locate any information that you may need. It will also be helpful when the time comes to turn the material over to your successor.
- Begin identifying leaders for your chapter for future offices and take steps to encourage them. Look for the most vocal members who have positive input.
- Appoint a nominating committee to recruit a slate of candidates for election, with provisions for write-ins on the ballot.
- Announce the slate no later than October and hold the elections no later than November 30.

- Advise the IPSSA finance department with the names and emails of your officers by December 31st.
- Hold one-chapter board meeting for old and new officers prior to your new officers taking office. All elected chapter officers assume their duties at the IPSSA Inc. Annual Meeting.
- Encourage members to attend manufacturer's seminars, local tabletop shows, and regional and national trade shows.

HOW TO RUN A CHAPTER MEETING

- Do not provide alcohol

- Set time and location
 - 1) Keep in mind that IPSSA meeting locations and times are published in some national publications
 - a) Notify the IPSSA Executive Office of any changes
 - b) Set meeting dates at least two months in advance. Or establish a date that works consistently throughout the year.
 - c) Start meetings on time
 - 2) Allow Chapter Supporters and any speakers to speak prior to holding any chapter business
 - 3) Always have introductions of all present
 - a) Be aware of any new potential members, make them feel welcome

- Meeting topics
 - 1) Get organized, set up speakers 90 to 180 days in advance
 - a) Have a backup plan
 - 2) Don't always use the obvious. Get creative.

- a) Make use of your experienced members on topics that we all take for granted
 - b) Get ideas from other chapters
 - c) Attend other chapter meetings
 - d) Associate Members and Chapter Supporters are obvious speakers
 - i) Limit sales pitches
 - ii) Use mealtimes for sales presentations
- Agenda
 - 1) List what is going to be discussed and provide a copy to all your members prior to the meeting
 - a) Follow your agenda
 - b) Add to all chapter meetings and read to the members:

ANTITRUST: You may not discuss any topics that violate, or that might appear to violate, the antitrust laws including but not limited to agreements between or among competitors regarding prices, bid and offer practices, availability of service, product design, terms of sale, division of markets, allocation of customers or any other activity that might unreasonably restrain competition. If any of these items are discussed the chair will re-direct the conversation. If the conversation still persists, parties will be asked to leave the meeting, or the meeting will be adjourned.
 - 2) Suggested topics.
 - a) Approval of the minutes
 - b) Treasurers report
 - c) Action items
 - d) Discussion of any unfinished business
 - e) New business
 - f) Questions from the members
 - g) Raffles
 - h) End meeting after agenda completed

- Minutes

- 1) Minutes should contain only action items
- 2) List everyone in attendance
- 3) Record all votes taken
- 4) Do not use recording devices
- 5) Record the Treasurer's report in detail
- 6) Record time the meeting started and finished

Treasurer's report

- 1) State all income
- 2) State all expenses
- 3) Keep the members informed

Making decisions

- 1) Read and know the basics of Robert's Rules of Order
 - a) Control the meeting
 - b) Stick to the subject
 - c) Speak to the group not individuals
 - d) Don't let things get personal
 - e) Limit time of discussion, but allow all points of view
 - i) Don't argue
 - f) Do not provide alcohol

CHAPTER MEETING AGENDA

- The following agenda outline offers an effective method for running your chapter and board meetings.
- Using an agenda makes the president's job much easier and helps meetings go quickly and smoothly.
- This format is designed to standardize the conduct of chapter meetings and to provide documentation of those meetings for business and tax purposes to IPSSA Inc.
- General business
 - Call meeting to order. Enter the time the meeting was called to order and the name of the individual running the meeting.
 - Introductions. Introduce guests and others as appropriate, followed by self-introductions of chapter members. Ask for individuals interested in joining the chapter to introduce themselves.
 - Attendance. Announce number of voting members present and the number present at the previous meeting. Or, if no self-introductions were made earlier, the chapter secretary can read out loud the names of the members for roll call. This will familiarize the individuals of the chapter with each other.

- Reading of minutes from previous meeting. Have the secretary read the written minutes to the membership and request any corrections or additions. Ask for approval from the membership. A first and second motion for approval is required.
- Treasurer's report. The chapter treasurer reports on the finances of the chapter.
- Prospective members. The chapter board member who is responsible for new members reports on the status of pending applications for chapter membership and introduces prospective members in attendance.
- Guest speakers. Allow the guest speakers to give their presentations early in the meeting so that (if they wish) they can leave without having to sit through the chapter's business. Be sure to thank them for their time. A letter of thanks written by the secretary on behalf of the chapter should be sent to the speaker within a week after the meeting.
- Monthly topic/training or discussion of pending insurance claims. Use this time to discuss topics of a professional nature to advance the knowledge and skills of the membership. Discuss pending insurance claims against IPSSA. This is a way to make the membership aware of potential problems and areas they should concern themselves with in order to avoid claims and litigation.

- Announcements. Announce trade shows, BORD/regional meetings or other events of interest to the membership. Remember, this is for announcements, not discussions.
- Committee reports. Have all committee chairs report on the status of their committees. This review will give the membership a chance to see if work is being accomplished, and it will lead to new ideas which should be discussed under “new business.”
- Old business
 - This time is used to continue discussion(s) from previous meetings on items that concern the operation of the chapter (sick route coverage, chapter projects, voting on applications for chapter membership, etc.). A motion for approval can be made if necessary changes have been made and action is now complete.
- New business
 - This time is used to introduce and discuss new items of concern to the membership regarding the operation of the chapter.
 - It may be used for chapter members to make suggestions for improving the chapter or changing the way it operates.

- Changes in the chapter standing rules and motions of a formal nature can be entertained at this time.
- Concerns of the chapter regarding IPSSA as a whole and requests for presentations to the IPSSA BORD may be discussed at this time as well.
- Time permitting, during this period members can bring up ideas that are unrelated to the agenda, such as safety tips, service tips, and technical know-how. There is much to be gained by getting the membership to contribute ideas and information.
- Raffle (optional)
 - Bring pool items or anything else of value for a drawing.
 - Another idea is to have a 50/50 drawing where the members buy tickets; 50% of the ticket sales are raffled and the other 50% can become chapter revenue.
- Adjourn
 - Try to keep to the agenda and have a set ending time as well as a start time.
 - Keep an eye out for yawns and grumpy behavior. These are sure signals that too much time has been taken of your membership.

- Try allotting specific time periods for each segment of the agenda.
- Total these time periods and project your adjournment time.
- End the meeting soon after the agenda is finished.
- Record the time the meeting ended.

ROLE OF THE VICE PRESIDENT

- The office of vice president might be called “president in training.”
- The specific parliamentary duties of the vice president are to preside when the president is absent or when the president has to step down from the chair because he or she wishes to debate an issue.
- Other situations calling for the vice president to preside would be if the president were being censured or when a motion was being made that concerned only the president.
- In some chapters the vice president also:
 - Schedules speakers for meetings
 - Ensures the meeting room is available and arranges food and beverage
 - Reviews chapter rules, policies and procedures and recommends changes
 - Oversees newsletter production (see guidelines in this section)
 - Serves as sick route chair
 - Is responsible for new members

ROLE OF CHAPTER SECRETARY

- Oversees the custody of all chapter records, except financial records (regional and chapter standing rules and sick route policy).
- Keeps all governing documents up to date with any changes made through the amendment process.
- Keeps all the records of the chapter, including meeting minutes, correspondence and committee reports, as well as chapter attendance records.
- Keeps an up-to-date list of all the members, provided monthly by the president.
- Notifies the finance department of the chapter's elected officers and committee appointments, including phone numbers and e-mail addresses.
- Notify members of each meeting, either by direct mail or through the chapter newsletter.
- Take minutes at all regular and board meetings and handle correspondence.
- Prepare the meeting agenda if the president does not wish to do so. The secretary must know how to preside at a meeting if the president and vice president are absent.

- Bring to each meeting the minutes book, bylaws, standing rules, membership list, list of committee members, the agenda, records, ballots and any supplies that may be needed.
- Forward minutes to your regional director.

MEETING MINUTES

- Minutes are important legal records of business transacted at meetings.
- They should be clear, to the point, and not filled with unnecessary detail.
- They should be brief and record actions taken, not individual comments.
- When motions are presented, the minutes should show the actual wording of each motion, even if the motion failed.
- Key elements:
 - The name of the meeting or deliberating body (i.e., chapter meeting or chapter board meeting).
 - The name of the organization (IPSSA xyz chapter).
 - The date, time and place of the meeting.
 - The names of those present and the name of the presiding officer.
 - Antitrust declaration.

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 - A statement to show that the minutes of the previous meeting have been read, corrected if necessary, and adopted.

- A statement to show distribution of financial reports.
 - Any decision regarding date and place of the next meeting.
 - The time of adjournment.
 - The name of the person submitting the minutes.
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- The ultimate legal importance of meeting minutes can be substantial if antitrust, tax advocacy or other legal issues are raised in litigation or some other context.
 - Drafts of minutes, notes and audio or video recordings should NOT be retained in the chapter's files once the minutes are approved.
 - Distribute minutes within a reasonable time following the meeting to those who attended and to those who were supposed to be at the meeting, then place them in the chapter's permanent files.
 - Personal or editorial comments do not belong in minutes. Remember, they are official legal documents.

CHAPTER STANDING RULES

Must not conflict with IPSSA Inc. Bylaws, Standing Rules, or Policies and Procedures or with Regional Standing Rules.

- Qualifications for membership
 - Procedure for joining
 - Employee members
 - Fees

- Meeting information
 - Attendance requirements
 - Location/time
 - Penalties for absences
 - Smoking/drinking policy
 - Fines (disruption at meetings, etc.)

- Elections
 - Date and term of office
 - Responsibilities of officers
 - Officer expenditures
 - Board meetings

- Committees
 - Types of committees
 - Appointment of chairs

- Grievance hearings

- Chapter supporters/honorary members

- Termination policy
 - Keep in mind rights of members as spelled out in the bylaws.
- Roster information
- Sick route coverage plan
 - Same or separate document

CHAPTER SUPPORTER GUIDELINES

According to Section 9 of the IPSSA Standing Rules:

- A chapter may have individuals or companies designated as Chapter Supporters.
- Chapter Supporters are not eligible for sick route coverage, vacation plan, death plan, or any other benefit so considered by the chapter, Region or BORD.
- Chapter Supporters may not hold office in the chapter, vote on any matters affecting the chapter, or attend any Board of Officers meetings.
- Dues of the Chapter Supporter shall be fixed by the chapter's Board of Officers.

According to IPSSA Policies and Procedures:

- Chapters shall not discriminate against Associate Members in favor of chapter supporters, nor shall Associate Members be pressured into becoming chapter supporters.

Additional guidelines for chapter supporters:

- Chapter supporters are businesses or individuals who support a chapter or chapters.
- Chapter supporters have the right to attend and speak at chapter meetings. However, chapter supporters (as well as IPSSA associate members), should contact the chapter in advance to be placed on the chapter meeting agenda if they wish to speak at that meeting.
- Chapter supporters may not use the IPSSA logo in their advertising or business materials.
- Chapter supporters must adhere to the IPSSA Code of Ethics.
- Chapter supporter application form should be developed by the chapter.
- The chapter's standing rules should contain procedures for approving chapter supporter applications (either approved by the chapter Board of Officers or by the chapter membership).
- Chapters may not discriminate against any business or individual who wishes to apply for chapter supporter status. (For example, you cannot limit your chapter supporter list to only one business in a particular market segment, like plastering, solar heating, etc.)

EVALUATING YOUR MEETINGS

- After the meeting is completed, it is a good idea to evaluate the meeting so that you can plan better meetings in the future.
- The following checklist will help you identify mistakes and avoid future ones.
- Was a detailed meeting agenda provided so that everyone knew what was supposed to happen?
- Did everyone receive sufficient notice of the meeting so they could plan to attend?
- Did the presiding officer follow the agenda?
- Did the chair announce the results of the votes and the effect the votes would have? Did the chair keep the discussions on track or did members raise and discuss unrelated issues?
- Was there adequate time on the agenda to discuss business?
- Did the members listen to the discussion and wait their turns to speak or was cross talk allowed to disrupt and distract the business at hand? Did the members and the chair follow the rules of parliamentary procedure or did they make up the rules as they went along?

- Did they allow speakers to make their statements? The chair should interrupt only to call the meeting to order, to call time, or to redirect the discussion to the business at hand. Did everyone speak and participate, or did one, two, or a few members dominate the discussion?
- Did the chair enter the discussion without stepping down from the chair? Did the chair try to railroad an issue or stifle discussion on an issue? Were any decisions made in haste and without sufficient consideration?
- When a decision was made, were there clear instructions regarding what was to be done, who was to do it, when they were to report back to the organization?
- Was there discord in the meeting? Was it resolved? If so, how was it resolved? Did the members see alternative courses of action? Were any presented?
- Did all members participate in the discussion? If some did not, did the chair try to bring them into the discussion? If they still didn't participate, did anyone try to find out why?
- Regarding committee reports, did committees report on what they had done rather than what they were going to do?
- Was the room comfortable for the meeting, or was it too hot, too cold, too large, too small, too noisy or deficient in any other way?

PASSING THE TORCH

- At the beginning, the members of an organization may be fired up with enthusiasm, but as the torch passes from one administration to another this enthusiasm often wanes.
- How can chapters keep their members and officers alight with enthusiasm? Here are some suggestions.
 - Have training sessions for the new officers.
 - Listen to the members and meet their needs.
 - Recognize and use the talents of all the members.
 - Solicit members' help on committees. Start small.
- An officer training session might include:
 - The outgoing officer meeting with the new officer, reviewing the files before passing them on, explaining the duties and sharing the things that worked or didn't work.
 - A group training session in which outgoing officers explain to all new officers how the organization works and where each fits in. It might also include individual officer training.

- On-the-job training between election and taking office in conducting meetings, taking minutes, and writing and giving officer and chapter reports.
- Review of meeting requirements, including Leadership Seminar and regional meetings.
- A responsibility of board members is to identify future leaders.
- The nominating committee plays a key role, but so does every board member.
- Training programs encourage and help recruit leaders.
- Committees may be a source of future leaders.

CHAPTER NEWSLETTERS AND WEBSITES

- What your newsletter is:
 - A quick read
 - Your chapter president's mouthpiece
 - An organizational tool used to inform, educate and entertain
 - A reflection of your chapter and IPSSA Inc.
- Who reads it:
 - Members (all classifications)
 - Chapter supporters
 - Manufacturers' reps
 - Distributors
 - Your regional director
 - Other chapter presidents in your region
 - IPSSA executive office
- Elements
 - Newsletter name/chapter name
 - Month and year of publication
 - Editor's name and phone number
 - Chapter board member names, phone numbers and email addresses
 - Committee member names, phone numbers and email addresses
 - Chapter mailing address
 - Chapter supporter roster
 - News:

- Calendar (date, time, location for next chapter general meeting, next chapter Board meeting, next regional meeting, next BORD meeting, educational opportunities)
 - Info on next general meeting (speaker, topic, date, time location)
 - Info on the last general meeting (summarize important discussions/votes, summarize program, announce drawing prizes, who donated them and who won them)
- Newsletters don't have to be four-page masterpieces. A simple, one-page issue with short, punchy, to-the-point articles is all that's needed.
 - Try to time delivery for about a week before the general meeting.
 - Respect copyright laws. If you see something in another publication you want to reprint, be sure first to get permission from the author/copyright holder.
 - Limit the use of jargon or any material that might reflect poorly on your chapter or IPSSA Inc.
 - Proofread copy carefully. Typos destroy credibility.
 - The chapter president should always review and approve the newsletter before it is published.
 - Chapter newsletters, like chapter meetings, are for disseminating information. One's personal problem with a vendor should not be published in a chapter

newsletter. Such a matter should be handled privately and not in a public forum that could put IPSSA Inc. at risk for libel or slander lawsuits.

- Also, chapter newsletters should not be used to express religious beliefs. All religions are respected, and no one should be singled out.
- Because IPSSA Inc. is ultimately responsible for the actions taken by chapters, please do not use chapter newsletters to make accusations or complaints.
- Continued abuses could lead to mandatory review of all chapter newsletters by your regional director or the BORD prior to publication, and no one wants that to happen.
- When in doubt, call IPSSA 888-360-9505 Ext. 1

GUIDELINES TO INCREASE COMMUNITY RECOGNITION: Safety Fairs, Community Events, Special Events

(Rev. 05/25/2022)

In the past several years IPSSA chapters have taken advantage of community events that provide recognition for the chapter and its participating members. Some of these events were strictly financial donations and others were events where chapter members participated on an individual volunteer basis (or as a group). These events are rewarding, even if they may not have resulted in the recognition the chapter membership was expecting.

Volunteerism has an intrinsic value and helps us balance family, work and social interaction with people in our private lives as well as with associates in our professional lives. As an association, the leadership of IPSSA is dedicated to assisting local chapters in the promotion of their membership and a standard of ethics as set forth in our bylaws.

Upon request, IPSSA National will provide a package of promotional items to any chapter that wishes to participate in a community event promoting water safety, swimming pool/spa health information, or energy efficiency. The IPSSA Executive Office must receive the request at least 20 days in advance to insure receipt of the promotional material by the chapter in adequate time for the event.

Promotional package:

Quantity	Item
100	Water safety coloring books
100	Water Watcher tags
100	IPSSA water safety brochures
25	"Close the Gate" bumper stickers

There are several opportunities within your community to provide swimming pool and spa information to the consumer. Some might be:

- Contact your local Chamber of Commerce for a calendar of community events.
- Grand openings at local retailers.
- Community fairs.
- Mid-week farmers markets
- Promoters of car shows are usually ear to help at no space charge
- Local health clubs and community health facilities
- Local fire stations may have a calendar of events you can join in

A few tips:

- Have an easy-up canopy.
- Have tables to display materials:
 - Safe and compliant drain covers, maybe an SVRS device
 - Samples of pool fencing or pictures of a fenced pool
 - Gate alarms

- Life-saving equipment
- Toy items that are safe (and maybe a couple that are not safe) for demonstration
- Approved floating devices
- Gate signs
- CPR signs
- Emergency phone number placards

Most of these items can be donated by your local distributor or discounts made available for your safety program.

How to draw them in:

- 1 If you have a member with a classic car or done-up motorcycle, the kids cannot resist taking a look, and this will draw mom and dad. A blow-up action figure works well too.
- 2 Do not hand the promotional material to the children. Mom and dad want to know what you are giving out before the child sees it.
- 3 Stand in front of your booth, with your material in your hand. It is easier to approach the person.
- 4 Water safety information is for everyone. Don't ask "Do you have a pool?" Rather, "I have some water safety information you may be interested in" could be a more effective approach.
- 5 Above all, have a short meeting with your volunteers and review the materials you have brought with you. Develop a plan on how to approach people. Not everyone is comfortable as a cold contact. Remember, you are there to provide information that can save a life. Reinforce one another as you explain your purpose and materials.
- 6 Invite staff members from your local distributor to join you at the event.
- 7 Take pictures and submit them with names and details for publication in The IPSSAN.
- 8 Review the event with your staff/chapter and discuss options to improve your next event. Then schedule another event as soon as possible.
- 9 Follow up with the manager of your event location and thank him/her for the opportunity to use the facility.

How to recruit volunteers:

- 1 Provide lunch.
- 2 Purchase a whole good item at your local distributor and have a drawing among the volunteers.
- 3 Reward each volunteer with a certificate of appreciation.
- 4 There are many ways to say thank you to those who volunteer. Most of the time, a sincere thanks is all that is needed.

Seasonal education guidelines for IPSSA Chapters

(Rev. 1/28/2010)

January

- Plan your year
- Evaluate and refine your business systems
- Take a vacation

February

- Pay attention to driving safety
- Take care of truck maintenance
- Check hose bibs
- Heater tune-ups
- Take classes at Orlando Pool & Spa Show and Western Pool & Spa Show
- During the rainy season, don't drain pools

March

- Condition pools
- Filter maintenance
- Revise additional-insured endorsements
- Solar system starts
- Clean salt systems and other specialty units

April

- Filter maintenance
- Increase filter run times
- Check conditioner levels

May

- Algae control
- Specialty chemical maintenance
- Change hoses on liquid chlorine feeders
- National Safe Kid's Week

- Take care of truck maintenance
- Evaluate fuel consumption needs

June, July and August

- Sun screen
- Hats
- Drink lots of water

September

- Clean salt systems and other specialty units
- Filter maintenance
- Heater Maintenance
- Take classes at Pool Industry Expo

October

- Evaluate previous season and start planning next year
- Walk-throughs on properties; evaluate for upgrades
- Deck seals
- Tax planning and investment planning

November

- Focus on yourself
- Schedule your annual physical for this month
- Take classes at Intl. Pool Spa Patio Expo

December

- Buy new equipment and/or trucks
- Send holiday greetings to customers
- Get new service contracts from customers
- Reward yourself