

California Capitol Report
High-Level California Court Determines Individuals Can Be Personally Liable For Wage Hour Violations

By **John Norwood**
 Director of Government Relations, California Pool & Spa Association.



The question of whether an individual may be held liable for alleged wage-hour violations occasionally arises in class action litigation. For obvious reasons, it is one that is important to individuals who own entities or who are responsible for overseeing wage-hour compliance. In *Atempa v. Pedrazzani*, the California Court of Appeal recently held that persons responsible for overtime and/or minimum wage violations, in fact, can be held personally liable for civil penalties, regardless of whether they were the employer, or the employer is a limited liability entity. And, the Court of Appeal concluded that private plaintiffs may pursue and collect these penalties for “aggrieved employees” on behalf

of the State of California through the Private Attorneys General Act (PAGA). Defendant Paolo Pedrazzani was the owner and president of Pama, Inc. Two former employees filed a variety of wage-hour claims against Pedrazzani and Pama in July 2013, including claims for civil penalties on the basis of unpaid minimum wages (Labor Code 1197.1) and unpaid overtime (Labor Code 558). Following a judgment in favor of the employees that Pedrazzani and Pama were jointly and severally liable for the civil penalties, Pedrazzani appealed and Pama filed for bankruptcy. The Court held that Pedrazzani was personally liable for the civil penalties. *Continued on page 6*



Paradise Pool and Spa, co-owned by Adam Morely and Jason Briggs

Paradise Pool and Spa Ranks Fifth in Customer Service

‘We will always take care of customer’s needs as if they were our own.’

By **Erin Ansley**
 To say that Jason Briggs knows service would be an understatement.

Not only has he co-owned Paradise Pool and Spa since 1994, but he has been active in the Army National Guard since graduating from high school.

In fact, as of this interview, Briggs was heading out of town on assignment. Before leaving for duty, Briggs was able to share some insights on how the Torrance, Calif.-based company has evolved and what this meant for his customer service initiatives.

In the case of his company, Briggs credits a number of recent improvements for maintaining a high level of customer service. He took a holistic approach, implementing a wide variety of improvements across specialties.

To increase professionalism, he purchased new company vehicles and uniforms. He made key staff changes, hiring route and office managers and a front office receptionist.

And, like our other customer-service award recipients, Briggs embraced technology, installing advanced phone systems with email capabilities and an exchange server for interoperable communications and scheduling. Perhaps the most critical improvements include the addition of a GPS tracking system and the implementation of digital record keeping, he says.

“The GPS system allows us to see where all the technicians are in the field at any given moment, which leads to a much faster response time and more efficiency,” he explains. “The digital reporting allows everyone to

access historical data about customer visits and interaction for analysis and retrieval.”

To reinforce these changes, Briggs hosts weekly training and safety meetings.

As a result of these efforts, he says the company has grown exponentially. “We must be doing something right,” he acknowledges, pointing to his more than 700 accounts.

Of course, adjustments like this don’t come without some challenges, and finding the time necessary to keep up with the pace and implement evolutionary change will continue to be a struggle. But Briggs sees this as a battle worth fighting: “Our goal is to provide the best quality and responsive customer service, and we will always take care of customer’s needs as if they were our own,” he says. “Do it right or not at all.”

IPSSA Members:

We are going to start running an “Ask the Experts” Column, but we need YOU to submit questions to ask!! Please send us any questions regarding pools, business, equipment—you name it, we’ll find an answer for you! Please submit ALL questions to: editor@ipssa.com.



If you are having issues logging into your account on the IPSSA website/members only section, please contact Elizabeth in the IPSSA Financial Office at 888-391-6012 or liz@cramercpa.com and she can assist you.

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THE IPSSAN
 5800 Stanford Ranch Road #220
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 RETURN SERVICE REQUESTED

Things to do in November

- Focus on yourself
- Schedule your annual physical
- Education at Int’l Pool Spa Patio Expo

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THE IPSSAN

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Lance Fitzgerald is the Winner of the September Quiz!!

Lance regularly sends in submissions, and it always makes us happy to see some of our regulars win! So congrats Lance! You'll have some IPSSA logo gear headed your way!

The correct answers for the September Quiz are 1. OTO (ortho-tolidine) reagent is cancer causing according to NIOSH and OSHA. A. True B. False. *The correct answer is A. True.* 2. Water covers 75 percent of the earth, 97% is salt water and 3% is fresh water. A. True. B. False. *The correct answer is A. True.* 3. The goal of "perfectly balanced water" is to have a saturation index of 0.00. A True. B. False.

The correct answer is A. True. 4. swimming pool and tub industry is chlorine. A True. B. False. *The correct answer is A. True.*

Calendar of Events

Oct. 31-Nov. 2 International Pool, Spa, and Patio Expo
Las Vegas, NV

Save the Date:

Feb. 8-9, 2019 IPSSA Leadership Seminar & Banquet
Annual Business Meeting February 8
Leadership Seminar & Banquet February 9
Wyndham Anaheim Garden Grove
12021 Harbor Blvd., Garden Grove CA 92840
800-996-3426

WELCOME NEW MEMBERS!

REGION 2 – Conejo Valley: Edward Kurfess... **Fresno:** Tim Nazaroff... **REGION 3 – San Fernando Metro:** Nicholas Winner... **REGION 5 – Mission Viejo:** Parker Harrison... **REGION 8 – East Valley:** Harvey McGuire, Robin Rasmussen... **REGION 10 – Santa Clara:** Eric Richardson... **Tri Valley:** Kevin Olsen, Gary Heath... **Fremont:** Jason Nelson... **San Antonio:** Shawn Omoregie... **REGION 11 – Gold Coast:** Carlos Sanchez, Marco Carrie.

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All members who mail an entry with the correct answers will become eligible for a drawing at the end of the month for IPSSA logo gear. All correct entries will go into a year-end drawing for other IPSSA merchandise. IPSSA members are the only eligible participants and only one entry per month is permitted. Each month, the winner of the drawing will be published in The IPSSAN. Entries for this month must be received by **DECEMBER 20, 2018.**

- Which of the following is not cause by high calcium hardness?
A. Scale
B. Corrosion
C. Cloudy Water
D. Eye and skin irritation
- The sum total of all the dissolved material in the water is called TDS (total dissolved solids).
A. True
B. False
- Ozone is one of the strongest oxidizers known. It is 250 times faster at killing than HOCl.
A. True
B. False
- The 4 types of test methods are: color, comparison, drop-count, turbidity, and:
A. Photometer
B. Colorimeter
C. Optical
D. Electronic

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Chapter _____

Correct Answers: 1. _____ 2. _____ 3. _____ 4. _____

(Please indicate A, B, C, or D for each answer.)

Mail Entry to:

IPSSA Quiz, P.O. Box 3367, Rocklin, CA 95677
or Fax to: (888) 368-0432

Entries for this month must be received by DECEMBER 20, 2018.

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.

Financial office thanks chapters with prompt payments

The Financial Office thanks the following 44 chapters, whose members all paid promptly in October before second notices were required:

- Region 1 – Tracy, Capital Valley, Gold Country, Modesto Central Valley, East Bay, Sacramento City, West Placer, and East Contra Costa
- Region 2 – Conejo and Central Coast
- Region 3 – Diamond Bar
- Region 4 – Central Los Angeles, East Long Beach, and Whittier
- Region 5 – Anaheim, Dana Point, Orange County #9, Southwest Tustin/Irvine, and Orange County Pool Pros
- Region 6 – Palm Springs, Menifee Valley, and Corona
- Region 7 – Rancho Del Mar and North County Coastal
- Region 8 – East Valley, Western Las Vegas, Scottsdale, West Valley, and Henderson
- Region 9 – North Houston and Hill Country
- Region 11 – Manasota, North Georgia, Sarasota, Treasure Coast, and Port Charlotte
- Region 12 – Mid Cities DFW

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DID YOU LOSE ACCOUNTS DUE TO HURRICANE MICHAEL?

By Ray Arouesty

Ray Arouesty is Senior Vice President of Arrow Insurance/HUB International and IPSSA's endorsed insurance provider. He can be reached at (800)833-3433 or ray.arouesty@hubinternational.com.

We have all seen the devastation in the hurricane-ravaged areas of Florida. While media attention has been focused on the personal losses suffered by homeowners in Michael's path, swimming pool service techs may have also been affected by the loss of revenue from homeowners that dropped swimming pool maintenance service due to the disaster. Last year IPSSA's endorsed insurance provider, Arrow Insurance/HUB International, added new insurance coverage to compensate members

that suffered revenue losses due to natural disasters. Members are covered to \$25,000 for up to a 12 month period if they lose business income as a result of damage to their customer's property caused by hurricane, flood, earthquake, wildfire or tornadoes. This disaster income-loss coverage is offered exclusively to IPSSA Members and is unavailable with any other individual or group insurance association for pool service techs.

Members with a business income loss caused by Hurricane Michael should call Arrow Insurance at (800)833-3433 to report a claim. Please be prepared with your customers, name, property address and supporting documentation, such as billing invoices, to document the loss.

Hey Ray!

Answers to recent questions asked to IPSSA's insurance broker



By Ray Arouesty

Ray Arouesty is Senior Vice President of Arrow Insurance/HUB International and IPSSA's endorsed insurance provider. He can be reached at (800)833-3433 or ray.arouesty@hubinternational.com.

This month's question comes from a member in the San Fernando Valley, California.

Hey Ray:

A long-time customer has installed safety netting over their pool, the type that hooks onto anchor slots installed in the deck. Since they now have a 1 year old grandchild that will visit from time to time, they sent me an email on this. They stated that they would be home yesterday to show my employee how to take the cover off and put it back on. He arrived at his usual time, and they were not home. The homeowner had left one end of the netting off the pool. My employee serviced the pool and did not reinstall the unsecured netting.

My employee told me this morning that he had not secured the cover. This is probably a no brainer, but I think I need to tell him that whenever he leaves the yard the netting must be on the pool. This type of netting is a pain to deal with on weekly service, but I am thinking this should be treated just like closing a pool gate.

Can you see any angle to this situation that I am not aware of? Perhaps a letter to the customer?

Answer:

The difference here is that the side yard gate does not prevent a drowning when a child enters the pool area from inside the home. The grandparents may be less inclined to properly supervise the child in the back yard by relying on the fact that the pool cover is secure. If it's not installed correctly you'd likely be involved legally. These claims are difficult to defend because you have no control on how or when someone else reinstalls the cover. Proving that

someone else improperly installed it is tough.

Keep in mind that you have a duty to inspect and report any wear/tear and defects in the cover to the customer. This will involve extra time and effort to make sure the fastening points aren't worn and that the cover is in good condition.

You may want to consider maintaining this pool yourself, rather than give the employee this responsibility. At least that way you'll know that proper attention is given to that part of the pool that is specifically installed to save lives. By the way, are you incorporated? A wrongful death lawsuit could be well above your \$1M policy limit so you may want to consider contacting an attorney regarding the benefits of incorporating and/or increasing your liability insurance limit. We can offer an additional \$1M through the IPSSA endorsed general liability insurance program for about \$75 per month for you and the employee.

IPSSA members eligible for 35% rebate on online education at www.ipssa.com

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 eli-

gible for 35% rebates!

There are dozens of courses available, in the following categories:

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Once you have purchased your online training course, within one business day you will be emailed a link to the IPSSA training portal

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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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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 public awareness to the community.

Important information about the BORD Committees:

Please submit your email intent with your name, and committee you wish to serve by September 30, 2018. For those that are already serving on a com-

mittee please submit your email intent. At the Fall BORD meeting, committees for the following year will be composed, considering the volunteers that responded to the open call identified by the BORD. An email will go out to those selected as soon as the BORD has made their decision. 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 through out 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



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California Capitol Report

Continued from page 1

ally liable for the civil penalties because “the Legislature has decided that both the employer and any ‘other person’ who causes a violation of the overtime pay or minimum wage laws are subject to specified civil penalties.” Because neither statute mentions corporate structure, corporate form, or suggests that the same has any bearing on liability, it concluded that “the business structure of the employer is irrelevant.”

The Court also held that personal liability can attach even if a person has no formal relationship with the corporate employer (e.g., employee, manager, officer). Rather, for overtime violations, it is sufficient that the “other person” was “acting on behalf of the employer”; and, for minimum wage violations, it is sufficient that the “other person” “pays or

causes to be paid less than the prescribed minimum wage.” Summarizing, the Court held that the statutes at issue “provide for an award of civil penalties against the person who committed the underlying statutory violations.”

After establishing the basis for Pedrazzani’s personal liability, the Court went on to explain that the former employees had the standing to seek and collect the penalties under PAGA, and that such penalties are subject to the standard division between the aggrieved employees and the state (25% to the former; 75% to the latter).

Unfortunately, the Court did not address the standard or evidentiary showing needed to establish that someone is an “other person” who can be held personally liable for the civil penalties.

It pays to designate beneficiaries

One of the benefits of membership in IPSSA is a \$50,000 life insurance policy. All you need to do is complete a Beneficiary Designation Form.

But, what happens if you haven’t declared a beneficiary? You will lose control of who receives your benefits. The payment of funds will be delayed and, if the benefits are part of a probate, it could take a year or more for your loved ones to get those funds.

The good news is that, when your Beneficiary Designation Form is on file at the IPSSA financial office, the check for your life insurance benefit is issued as soon as the death certificate is received by the insurance company.

Call the financial office (888-391-6012) if you are not sure whether or not your Beneficiary Designation Form has been filed. If not, or if you want to change your beneficiary, you can download the form from the “Members Only” page of www.ipssa.com.

Don’t neglect this small but important detail which could prevent headaches for those you love.

IPSSA Members:



It’s IPSSA’s 30th anniversary and we want to celebrate all year!! We’re looking for pictures and stories over the past 30 years which we will feature in the IPSSAN throughout the year. Please, if you have any great IPSSA memories you’d like to share email them to Katie Brunner at katiembrunner@gmail.com

If you are having issues logging into your account on the IPSSA website/members only section, please contact Elizabeth in the IPSSA Financial Office at 888-391-6012 or liz@cramerpcpa.com and she can assist you.

APSP ANNOUNCES 2018 AWARD WINNERS

The Association of Pool & Spa Professionals (APSP) announces the winners of its 2018 APSP Awards Program. The program recognizes prominent achievements and outstanding performers in the pool, spa and hot tub industry. Being recognized this year are 75 pool, hot tub and water features in the design competition and 13 individuals recognized for their contribution to the aquatic industry.

One APSP Chapter earned top honors. APSP Award winners will be recognized in the October and November issues of AQUA magazine and will be honored during the APSP Awards Reception, October 30, 2018 in Las Vegas, Nevada. Individual photos of the award winners can be viewed at APSP.org/AwardsGallery.

In its 48th year, the APSP

International Awards of Excellence recognizes 75 outstanding pools, spas, hot tubs and water feature installations. Hundreds of entries are submitted each year, representing member firms across the United States and around the world. The award-winning companies and their installations can be viewed at APSP.org/FanFavorite. Viewers can vote and share their favorite installation via social media. Voting began on October 9 and runs through 5 p.m. EDT on October 26. The winner of the fan voting will be announced October 30.

Individual APSP professional honors recognize Stephen Neville,

CBP, CSP, PPSO as the CBP Certified Pool & Spa Building Professional of the Year, Richard Woemmel, CBP, CSP as the CSP Certified Pool & Spa Service Professional of the Year and Brooke Rossi as the Retailer of the Year.

The rank of APSP Fellow is an honor given to prominent individuals who have made distinguished contributions that raise the professionalism in the aquatic community through teaching, research and/or exemplary service to others. The 2018 Fellow Award recipients are:

- Greg Garrett, Pool Chemistry Training Institute
- Jason Schallock, CBP, CSP,

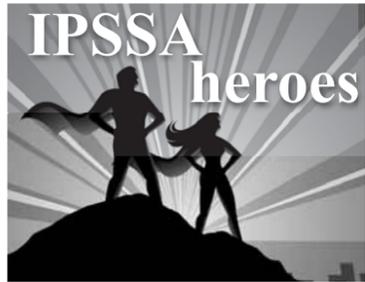
Anderson Poolworks
 • Craig Sears, CBP, CSP, Sears Pool Management Consultants, Inc.

• Jatinder Sidhu, Coast Spas Manufacturing, Inc.
 • Rebecca Smith, CSP, Splash Pool Management Co.

The 2018 Young Professionals of the Year Award represents forward-thinking leaders under the age of 40 who are positioned to be the voice of the next generation of pool and hot tub professionals. The winners are:

- George Barnett, KB Custom Pools
- Stephen Neville CBP, CSP, PPSO, Island Construction

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Let us know!

One of the great things about IPSSA is the underlying commitment to help others in the industry. After all, this association was created on the principle of sick route coverage. But, many members go above and beyond sick route, helping other members and their communities. These are IPSSA Heroes.

Tell us your story, or let us know who has helped you. Email us at info@ipssa.com.

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Members participating in the IPSSA Group Insurance Program are automatically insured to \$5,000 for medical bills due to accidentally 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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A Message from the President

David Hawes, IPSSA President,
Region 1 Director

Hi Everyone,
I know we are all ready for a little slow down that the crisis mode of the season seemed to be running in. Hopefully you are able to catch a breath and have a more manageable pace in the coming months. Some of our chapters

“go dark” for a month in the Summer, and I understand the difficulty your monthly meetings can present to an already impacted schedule. I hope you are able to have time to attend your IPSSA meeting, reconnect with your fellow members and enjoy the true benefit of our Association. Networking and educational

opportunities can usually be found at IPSSA meetings, as well as discussions regarding new equipment and information from old and new members on tricks of the trade. The camaraderie we build is one of the biggest benefits of belonging to the largest service association in the pool industry. Sometimes we overlook these blessings and take them for granted. Please make it a point to calendar your meetings and enjoy what your chapter officers have put together for you.

I try hard to keep my column pretty upbeat with all of the positive things going on in IPSSA, but I need to take just a small detour this month. There seems to have developed, a serious undercurrent of gossip and rumors regarding your hard working Board of Regional Directors, and the work they are doing. I read a quote that sums up the toxicity that has developed in some corners of our Association.

“I know nothing more annoying when people I don't know who jump to conclusions on my person based on nothing but gossip or speculation.”

I am old enough to remember watching the crime drama Dragnet. Everyone that is, remembers Joe Friday's famous line when getting information from a witness or suspect. “Just the facts ma'am”. I love that line, and to that end, I want to deliver the “facts” on some issues.

FACTS FROM YOUR
BOARD OF DIRECTORS

Your BORD is working hard to make changes that HELP IPSSA grow and introduce key tools to make that happen. We all are investing numerous hours to improve the efficiency of the organization, and look for ways to stem the loss of members that we have experienced over the past few years. This involves merging committees to prevent overlap, clarify and review our governing documents, hold each Director accountable for the work they need to be doing, and establishing Strategic Objectives for the next couple of years. For more information on BORD actions and

Meeting minutes, check the IPSSAN or go to the Members only portal on the IPSSA website

At the May 5th BORD meeting this year, a task force was created to review The Scholarship Fund and how best to provide assistance to the pool service industry. The fund has over \$290,000 that is earmarked for educational opportunities. The scholarship guidelines are in the process of being redesigned to allow more industry professionals to take advantage of the program.

Communication is always challenging in an Association the size of IPSSA. As I mentioned, the minutes of BORD meetings can be found on the IPSSA website member's portal, and highlights are printed in the IPSSAN. We task the Directors to make sure they disseminate information at their Regional meetings. Remember that as an IPSSA mem-



ber, you should always feel free to discuss any information or questions with your Regional Director.

Our Association has been losing members for at least the last 3 years, and this has contributed to a financial loss as well. Your BORD is very aware of this and has taken major steps to help curb the losses. One of the biggest changes was a Virtual BORD meeting that saved IPSSA approx.. \$20,000. In addition to that, our committees have been using the virtual meeting format to accomplish their work between BORD meetings. This has helped avoid an extra day (extra expense) at the BORD meetings.

Your Regional Directors have a fiduciary responsibility to monitor our fiscal position, and that is what we are doing. We are evaluating every expense so we spend YOUR MONEY in the most judicious way possible and still get the business of IPSSA done. We are intent on making sure we are not operating at a loss every year. Our goals continue to be doing our best to improve our image in the pool community, foster relationships with the other like organizations, INCREASE member benefits, and

Continued on page 9



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What is the goal?

By Michael Shebek

Automatic Pool Covers Inc, Westfield, Indiana

Most business owners in the pool and spa industry know, formally or informally, what their business goals are for every season. However, it is challenging to make sure every employee at their company can state those goals at a moment's notice. It is also challenging to create measurable sub-goals that allow your employees to actively contribute to and accomplish company-wide goals. And the hardest part of all, how do you motivate your employees to work toward reaching those goals?

Our industry is extremely seasonal. And when the season gets going, we all work like crazy. So, it becomes difficult to keep everyone on-target with top-level goals. But if you get creative, you can find a way. It took our company 5 months to create a system that has worked incredibly well. Even if you aren't able to create a detailed plan before the season kicks into high-gear, consider starting the process to keep your business focused on 'the goals' when things get busy this summer.

Creating Goals

First and foremost, it's important to be able to define your company's three

Top-Level goals. Then you need to articulate these goals to all your employees. Whether you have 5 employees or 50 employees, it surprising how empowering it can be for every employee to be aware

of the top company goals. Consider a short, once-a-month, company-wide meeting as a starting point. Begin the first meeting by asking everyone if they can state the company's top three or four goals. It is likely that they cannot. But within three of these such meetings, your team will have memorized these goals and can start to figure out ways to measure and attain them.

Once everyone knows the goals, then it's time to create sub-goals that allow each department to help reach company-wide targets. These sub-goals should be tangible and attainable on a day-to-day basis to each team member. Prioritize the sub-goals and come up with a system to keep these sub-goals at the forefront of everyone's minds. Our company created what we call "The Puzzle" and use it to motivate, measure, attain and reward the accomplishing of our sub-goals.

Creating Visuals

Consider creating an actual, oversized 'puzzle.' Our team created a puzzle board that is 5ft x 10-ft and put it on wheels to move it around our building giving every employee the opportunity and motivation to directly contribute to the company's corporate goals. Its physical presence is a constant visual reminder of what we are trying to achieve while we are all extremely busy throughout the season.

We created and assembled our 32 sub-goals into a puzzle that fits together and when all sub-goals are

completed, the company-wide goals will have also been achieved. To motivate everyone and keep the goals top-of-mind-throughout the busy season, we decided there should be prizes for each goal achieved, which allows us to reward employees every month throughout the season as we make our way toward achieving all 32-goals.

To make the process easier, we assigned an 'owner' to each sub-goal. This person tracked the goal's progress. Once the goal was achieved, the owner was in charge of presenting at our monthly meeting how the goal was achieved, what means were used to track it and then had the pleasure of pulling off the 'sub-goal-puzzle-piece' and replacing that piece with a 'prize piece' that has a value worthy of the accomplishment.

Not only did we create business goals that revolved around Sales and becoming more "Lean", but we also created goals that fall under the 'Employee Enjoyment' category. These are 'fun' goals such as making sure that everyone is able to successfully toss a bean-bag through a corn-hole board. The prize for this particular sub-goal was the chance to have your name pulled from a hat so that a 'personalized' corn-hole board would be created with the employee's photo. Our finance department suggested some rewards for achieving one of our sub-goals, but they made it more fun by stuffing the prizes in blown-up balloons

which required employees to pop the balloons to get their prize.

Obtaining Results

In the end, we were able to pull nearly all of our 32-puzzle pieces in the first year and, in the process, accomplished all of our op level goals. Our company took on the challenge because we realize that everyone employed at Automatic Pool Covers, Inc. is vital to achieving our company goals. It wasn't easy at first, but once we put a system in place and empowered every sector of our company, not only did we achieve most of our goals for the season, but we had fun doing so and found ourselves working better as a team along the way.

The Puzzle provides a practical framework that motivates employees to actively engage in achieving the company's top goals for the

season. It worked for us, and I hope it works for other pool and spa businesses to achieve their goals while they work hard this season.

This next year our team is really excited to achieve all our company goals because we all agreed that if we accomplish all of the Puzzle's sub-goals, the last puzzle piece prize will be spectacular!

About the author: Mike Shebek is president and owner of Automatic Pool Covers Inc based in Westfield, Indiana. Mr. Shebek's company started in 1979 as an installer and service company of automatic pool covers. Mr. Shebek has performed over 20,000 hours of in-field pool cover service. Today the company manufactures innovative pool cover products, including the APC 365 a complete vinyl lined pool cover system.

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President Message

Continued from page 8

deliver the positive reasons to join IPSSA.

Our Mission Statement is: The Independent Pool and 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's image.

Let's continue supporting each other and work toward the Mission Statement listed above. If you want information, ASK. We have many more things to share with you, including a great Leadership Weekend coming in February that I hope you are making plans for. I look forward to seeing many of you there. Stay Tuned...

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Pumps and filters: Preventing equipment failure to avoid a facility shutdown

By Mike Fowler

Mike Fowler a commercial sales manager for Pentair in Sanford, North Carolina. He has been with Pentair since 1992, starting his career in the technical services department at Purex Pool Products. Fowler has held many managerial roles within the company, including marketing, account management and products. He can be reached via email at mike.fowler@pentair.com.

The biggest fear of any aquatic facility manager or pool service professional is a pool shutdown, especially with a commercial pool. Unfortunate events such as a fecal incident are impossible to control. However, a pump or filter should never be the cause of a facility closure. There are, in fact, several best practices to follow to avoid the common causes of pump and filter failures. Several tips and tricks, developed in the field over many years, should be included in any aquatic facility maintenance plan. From daily checks to keeping specific spare parts on hand, aquatic facility managers and pool service professional can avoid a pump or filter from causing an aquatic facility to shut down.

Pump failure

It is important to remember all of the reasons that could cause a pool pump to fail. In many cases, there are simple recommendations

that can be followed to ensure pumps do not stop operating.

Pump runs dry

It may seem obvious, but one of the most common reasons for a pump to fail is because it is allowed to run dry. Running the pump dry could cause a loss of pressure, resulting in damage to the casing, impeller, and seal. When the seal fails the pump will seize, bringing it to a halt. Although this is not always the case as sometimes pumps will run but a faulty seal will cause a leaking pump.

One of the most common reasons for a pump to run dry is because it has been improperly sized—resulting cavitation specifically, the pump is too large for the pool application. For example, a 75,000 gal pool running 208 gallons per minute gpm, can be handled by a 5-HP pump. However, that same size pool is often equipped with a 7.5-HP pump, which is not using the valves or a variable frequency drive, or VFD, to bring the flowrate to the proper level.

As a result of ‘over-sizing’ the pump, it will more than likely to see cavitation or maybe run dry and fail. The best way to avoid a failure caused by improper pump sizing is to install a VFD that is capable of bringing the flowrate up to where it needs to be to avoid the pump from

Continued on page 16



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and results, which will tie nicely with high-performance products designed to keep pools and spas stain-free and sparkling clean" says Mark Munford of NC Brands.

Six OxiClean™ Pool & Spa products are available to retailers, distributed by Pool Corp, starting this fall. Retailers can line their shelves with 4 pool products and 2 spa products to get consumers familiar with the new offering.

Fall 2018 Products Available
OxiClean™ Pool Spring & Fall Kit

OxiClean™ Pool Season Clean

OxiClean™ Pool Stain & Scale

OxiClean™ Pool Pill-Winter Close

OxiClean™ Spa Pipe Clean

OxiClean™ Spa Weekly Clean

Continued on page 15



Annual Leadership Weekend

Friday, February 8, 2019

BORD Meeting 10 AM to 2 PM

Annual Business Meeting 2 PM to 3 PM

Saturday, February 9, 2019

Leadership Seminar Registration 7:30 AM to 8:30 AM

New this year: IPSSA has made a consciences effort to leave a small footprint on our planet, by doing so, the Leadership Manual, will come to you via email with instructions and a link on how to download prior to the meeting. Once you have registered you will receive a confirmation email with instructions.

Leadership Seminar ~ 8:30 AM to 3:30 PM

Welcome Reception ~ 5:00 PM to 6:00 PM

Leadership Banquet ~ 6:00 PM to 8:00 PM

Casino Fundraiser & Dancing ~ 8:00 PM

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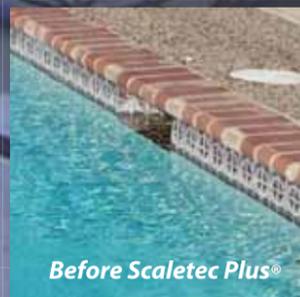
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Natural Chemistry Introduces New CYA Removal Kit™

Natural Chemistry is pleased to announce its new CYA Removal Kit™ — a two-part system for reducing excessive levels of cyanuric acid in swimming pools. The CYA Removal Kit efficiently removes cyanuric acid from pool water using a revolutionary two-part system that works without the need to drain or dilute water from a pool. The

CYA Removal Kit takes cyanuric acid (also known as CYA, stabilizer or conditioner) out of pool water. Prolonged use of stabilized chlorine can cause CYA levels to build up over time. CYA Removal Kit reduces high levels of cyanuric acid to help achieve the ideal range for a swimming pool of 30-50ppm.



OxiClean Pool & Spa Chemicals

Continued from page 13

For Spring/Summer 2019, the OxiClean™ Pool & Spa program will expand to include Chlorine-Free Sanitizers, Oxidizers and other maintenance products based on the chlorine-free program.

According to Munford, “Our consumer research shows a real interest and demand for effective chlorine-free pool and spa products. The timing of our licensing initiative with OxiClean™ could not be better in terms of satisfying that demand. Working with Church & Dwight to introduce this household brand name to our industry will help ensure the success and profitability of brick and mortar retailers, which are the backbone of our industry.”

Don't miss your chance at being the first in your area to offer this exciting brand in your store. Contact your local NC Brands rep for marketing support materials and product training. Also, stay tuned for more exciting updates to come on this revolutionary new product line!

OxiClean™ is a trademark of Church & Dwight Co., Inc. and is used under license by NC Brands L.P.

*OxiClean™ versatile stain remover based on units sold.

APSP 2018 Award Winners

Continued from page 7

Corporation

- Erik Taylor, Chlorine King Pool Service
- Mallory Wachowski, DesRochers Backyard Pool Co.

The 2018 Chapter of the Year Award recognizes one outstanding chapter that has set a stellar example for the organization, advancing and enhancing the profession through strong leadership, community outreach and providing their members with the highest quality of programs, activities and services. The winner is:

- APSP's Georgia Chapter
- “APSP is excited to be able to recognize and reward the pool and spa industry's top achievers,” said APSP President & CEO, Lawrence Caniglia. “We have such talented members and are honored to be able to showcase their beautiful work and acknowledge their great achievements.”

For more information and to view award recipients, visit APSP.org/AwardsGallery.

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Pumps and filters: Preventing equipment failure to avoid a facility shutdown

Continued from page 11

running dry.

A pump can also run dry if it has an air leak, if the strainer basket is full, or if it has not been cleaned out properly. That said, the pump's strainer basket should be visually inspected at least once a week. Dirty strainer baskets reduce filter and heater efficiency and put

abnormal stress on the pump motor. In addition, sometimes, if the valve on the suction side of the plumbing is closed off it can also cause the pump to run dry and shut-down.

Similarly, a pump can run dry as a result of a loss of prime. Essentially, this means the pump

does not have enough water coming into the suction side and, as a result, it does not work properly because it will not prime. If the pump will not prime, check the suction piping and valve on any suction gate valves for any problems. The lid on the pump strainer pot should also be secured, while at the same time making sure the lid gasket is in place.

It is also important to check the pool's water level to make sure the skimmer is not drawing air. The suction lines, pump strainer, and pump volute must be full of water. The valve on the suction line must also be working and open (some systems do not have valves).

Pump runs backwards

It may sound ridiculous, but it is quite common for pumps to fail when they 'run backwards.' For some technicians, it is not unusual to receive a call from the field with a report that a pump is not, in fact, pumping the proper amount of water, resulting in the motor running hot and at higher amps.

These symptoms could point to the fact the motor is 'wired backwards.' Essentially, the wiring of the pump is such that the motor is not rotating in the proper direction that it is designed, which not only affects the rotation of the impeller, but also the flow of water through the pump.

To fix this problem, turn the motor off and look at back of motor to see which direction the motor shaft is turning. Some commercial pumps have an arrow on top of the pump indicating which direction

the motor should be spinning. If rotation is not correct, simply change the wiring to the motor and that should solve the issue. Always follow the motor wiring requirements, which are usually found on the motor.

Pump damage from improper water chemistry

Improper water chemistry can also lead to pump failure. Often, when the pool's water chemistry has low pH, the bronze cast impeller within the pump motor will begin to deteriorate from corrosion.

Anytime water chemistry is not balanced, especially for a prolonged period, pool pumps suffer the effects of corrosion, especially with metal pumps. It will also affect the flowrate, as the water coming out of the pump will be reduced, because the impeller could have been damaged from the chemistry levels of the water being out of normal range.

In addition to corrosion, pump impellers can fail as a result of cavitation, which means the pump is pushing, or trying to push, much more water than what it was designed to do. If the failure is cavitation, the pump will start to make a loud rattling sound when the impeller is deteriorating.

To avoid the deterioration of the bronze impeller, it is important to keep pool water chemistry properly balanced, keeping a particularly close eye on chlorine and pH levels. The best way to do this is to use an automatic chemical controller. If an automatic controller is

not present, daily testing of the water can also help to protect against imbalanced water chemistry.

In addition, when dealing with non-plastic pumps, or those with bronze impellers, aquatic facilities should keep an extra impeller on-site for quick replacement. As a best practice, aquatic facilities should also have an extra motor on hand to avoid having to shut down the pool.

Inadequate voltage to the pump

When the power voltage running to the pump is too low or too high, it can cause undue strain on the pump, resulting in the premature failure of the equipment. Therefore, it is important to test the power going into the pump at the source to avoid this from happening. If the voltage is too low/high, or is inconsistent, adding a VFD should be considered as it will regulate the power going into the pump.

Pool pumps with induction motors, which only operate at one or two speeds, tend to draw more energy than is required to circulate pool water. These units must constantly operate at high speed to perform the pump's most demanding jobs (e.g. running a waterfall or pool cleaner). However, it takes far less power to simply keep the pool water filtered—a difference single-speed pumps cannot address.

In some cases, a variable speed pump (VSP) offers the ability to be programmed to operate at set speeds to deliver the proper

Continued on page 17



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Pumps and filters: Preventing equipment failure to avoid a facility shutdown

Continued from page 16

flowrate for each task it performs. This enables an aquatic facility to reduce energy consumption, which may also solve the problem of incorrect voltage to the pump.

VSPs can also be programmed to achieve turnover times of exactly six hours, even if the filter is dirty. This allows motor speed, power, and energy to be reduced during times when the filter is clean, instead of sizing the pump to assume worst-case operating conditions.

Wrong pump for the application

Sometimes, a facility's auxiliary features (e.g. spray pads, fountains, and waterfalls) should also be considered, as it is common for them to use the pool's main pump. These auxiliary features could be causing excessive strain on the unit.

To avoid undue stress on the pool pump, a separate pump may need to be added for each auxiliary load. To determine if the pool pump is under too much strain, take the time to evaluate the following:

- Determine the flow rate in l gpm.
- Calculate total dynamic head (TDH) (which is the pressure head difference between the inlet and outlet of the pump) to account for friction loss. Adding 20 ft/TDH for a dirty filter is optional.
- Refer to the pump's performance curve to select the preferred unit.
- Locate the pump horsepower that is required by plotting gpm versus TDH. If the plotted point falls between two pump sizes, it is best to select a larger pump size.
- Verify the selected filter can handle the system's flowrate and be sure the minimum backwash flowrates can be achieved.

It is also important to be sure the pump on the pool matches its filters. For example, a 7.5-HP pump should not be installed on a pool with filters that cannot handle that pump's flow rate. If you're pump needs to flow 300 GPM, then you must insure that the filters in place are capable of handling that flow and at the required filtration rate (usually 15gpm/sqft.). Nor should a 2-hp pump be used on a pool that requires 3-hp (or more) to keep up with the turnover rates. Just because a particular pump is on a pool, does not mean it is the right one for the job.

Motors flood & fail

Although the industry has mainly switched to pumps with totally enclosed fan-cooled (TEFC) motors, in which the motors are sealed and protected from potential flooding, there are still thousands of pump motors on pools in Canada and the U.S. that are open drip proof (ODP). Unfortunately, if water gets inside the motor, it can damage the internal components. Equipment rooms with ODP pumps that experience flooding (e.g. from weather), are potential targets for equipment failure. Changing the pump to a newer, TEFC pump will eliminate this

Continued on page 19

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Pumps and filters: Preventing equipment failure to avoid a facility shutdown

Continued from page 17

potential problem, or make sure your motor is protected as much as possible from possible flooding.

Other causes of pump failure

Any aquatic facility maintenance plan should always include an extensive checklist around the heart of the equipment room, especially for the pumps. Pump baskets that are not cleaned out, lack of ventilation, and motor bearings that are not greased on a regular basis can all lead to pump failure. That said, motor bearings should be greased, if required, at least once a year, but preferably every six to nine months.

Filter failure

Similar to pumps, filters need to be maintained at all times to protect against failure. To accomplish this, a very specific 'filter checklist' is essential to prevent a filter failure and a potential aquatic facility shutdown.

Too much water

It is not always considered, but too much water going through the filters can actually damage the internal components. To check the flowrate, a flow meter should be installed before the filters to show the amount of water that is going directly into the filters. By doing so, aquatic facility managers can adjust (as needed) the amount of water flowing into the filters. The best way to slow the flow of water is to slowdown the pump. This can be accomplished by using a VFD or by simply closing off the valves a bit.

In addition, excessive water flow through the filters also limits

the equipment's ability to filter the water efficiently, which could potentially result in a facility shutdown.

Filters are undersized for the application

When there are multiple filters installed on a pool, it is important to ensure the plumbing is balanced

so water goes through each filter equally. If the plumbing is not balanced, the filter(s) that are being unnecessarily stressed, will likely fail. For example, if an aquatic facility has a pool with 100,000 gal of water and a six-hour turnover rate, this would be equivalent to a flowrate of 278 gpm.

If there were two filters installed, each one specified to handle 140 gpm, then in total, the filtration system could technically handle a flowrate of 280 gpm. However, in reality, the pool would come up short with these two filtration tanks if they are to comply with the rule of 15 gpm per square

feet required on commercial pools. In this example, a third filtration tank that can handle 140 gpm would be required to meet the needs of this application.

Damaged or missing laterals in sand filters

Unfortunately, if facility

Continued on page 21

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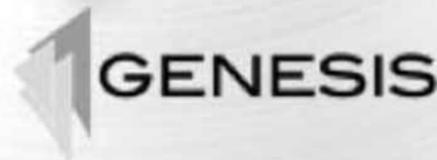


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Pool Safely's Top 10 Tips to stay safer around the pool or spa

1. Learn how to swim and teach your child how to swim.
2. Install a four-foot or taller fence around the entire perimeter of the pool and use self-closing and self-latching gates; ask your neighbors to do the same at their pools.
3. Never leave a child unattended in or near a pool or spa and always watch your children closely around all bodies of water.
4. Designate a Water Watcher to supervise children in the pool or spa. This person should not be reading, texting, using a smart phone or be otherwise distracted. Adults can take turns being a Water Watcher.
5. If a child is missing, look for him or her in the pool or spa first.
6. Keep children away from pool drains, pipes and other openings to avoid entrapments.
7. Ensure any public pool and spa you use has drain covers that comply with federal safety requirements, and,

- if you do not know, ask the pool manager if the facility complies with the "VGB Act."
8. Learn how to perform CPR on children and adults, and update those skills regularly.
 9. Install and use a lockable safety cover on your spa.
 10. Have lifesaving equipment such as a life ring, float or fiberglass reaching pole available and accessible.
- Pool Safely, a national public education campaign supporting the*

requirements of Section 1407 of the Virginia Graeme Baker Pool and Spa Safety Act, works with partners around the country to reduce fatal child drownings, non-fatal drownings and entrapment incidents in swimming pools and spas. Parents, caregivers and the media are encouraged to visit: PoolSafely.gov or @PoolSafely on Twitter for vital safety information regarding the prevention of child drownings in and around pools and spas.

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Pumps and filters: Preventing equipment failure to avoid a facility shutdown

Continued from page 19

managers are not careful when loading the sand and gravel into a filter, it is fairly easy to damage the filter's laterals (causing cracks), which can result in filter failure. In fact, most manufacturers recommend filling the filter with some water before adding the sand—and especially before adding gravel—to help protect the laterals.

Occasionally, newly manufactured sand filters can be inadvertently missing a lateral. In addition, when laterals are replaced, sometimes one can be forgotten. Therefore, it is important to inspect filters carefully to be sure all laterals are present, as well as to ensure they are screwed in fully to avoid them from becoming loose and, in a sense, be 'missing' from the hub.

If an aquatic facility manager sees sand entering the pool through the return lines, it is most likely a problem with the laterals. The best way to resolve this type of issue is to empty the sand and gravel from the filter and inspect all of the laterals, as well as the hub, and replace as needed.

Improper mixture of sand/gravel

Most manufacturers have a table available that shows how much pea gravel and sand should be placed into a sand filter. If there is too much sand and/or gravel, it can affect the filtration process, as well as cause the filtration system to fail. If the mixture is imbalanced, it is best to refer to the filter manual. In doing so, this may require the mixture to be replaced completely.

A maintenance program is important

All aquatic facilities and their pool service professionals should establish a comprehensive maintenance program for the equipment room, which must include a specific action plan for the pumps and filtration systems used on pools and other water features. Avoiding a pump and/or filtration system failure is the first defense against an aquatic facility shutdown.

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DELTA: (Stockton)

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 Pres. Rick Plath (209) 456-1605
 service@rickspoolservice.com

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 dalevaughn1176@comcast.net

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E-mail: barrowpoolssd@gmail.com

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E-mail: becky.clayton@yahoo.com

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 Pres. Keith Timm (512) 636-3750
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 Pres. Michelle Wilkinson (209) 604-6460

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 Pres. Jascha Wood (512) 216-7663

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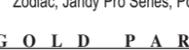
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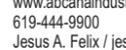
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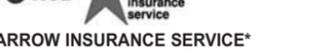
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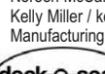
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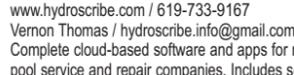
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