



THE

IPSSAN

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

VOLUME XXXI, NUMBER 6

June 2019

California Capitol Report

Dynamex Independent Contractor Bill Moves Forward

By John Norwood

Director of Government Relations, California Pool & Spa Association



AB 5, the labor-backed bill to put the Dynamex decision in statute, cleared the Assembly Appropriations Committee in early May and will soon be heard by the full Assembly. Amendments were added to the bill to provide for a general exception for licensed professionals such as accountants, dentists, architects and others so long as they meet certain conditions, an exemption for hair and nail salons and language specifically applying Dynamex to

unemployment insurance decisions, thus extending the decision beyond wage orders. The bill already contained specific exemptions for insurance agents and brokers, emergency room doctors, direct sellers like Mary Kay and stockbrokers.

Negotiations on additional amends and exemptions are ongoing. It is expected that the final language for the bill will be completed when the bill is heard

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Nuts 'N Bolts Tabletop

IPSSA Santa Clarita Chapter annual event



Santa Clara Chapter's yearly event held on Thursday, April 18, at Scuba Pool Repair. Pictured from left-to-right: Joe McVeigh, Fred Doering, Santa Clara Chapter President; Santa Clara Chapter members: Filberto Ruvalcaba, Jose Olvera, and Nigel Roberts; and Stan Phillips, Region 10 Director. The event raised \$1,270 for the NDPA (National Drowning Prevention Alliance).

IPSSA Partners with Pride Industries

IPSSA proudly partners with Pride Industries for the mailing of the IPSSAN to its subscribers. In addition to taking on the role of the "mail house" for the IPSSAN, Pride Industries will insert loose advertisements into the newsletter.

Pride Industries is a 501(c)3 nonprofit social enterprise that was founded in 1966 in the basement of a church in Auburn, California with a mission to create jobs for people with disabilities. Through a wide spectrum of services, Pride Industries helps people overcome employment obstacles and empower them to lead productive, independent lives as contributing members of their communities.

For more information about Pride Industries: <https://prideindustries.com/>

Temecula/Murrieta Chapter support the 72nd Annual Murrieta Fire and Rescue Fireman's BBQ

On Sunday April 27th, the Temecula / Murrieta Chapter of IPSSA was present at the 72nd Annual Murrieta Fire and Rescue

Fireman's BBQ. This is the biggest event they hold all year. The event is held at Murrieta

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Josh the Otter greets fans.

Associate Management Team

Rose Smoot IOM, CAE - Executive Director

Phone: (888) 360-9505 x3

Email: rose@ipssa.com

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

Penny Gaumond - Project Resource Specialist

Phone: (888) 360-9595 x4

Email: info@ipssa.com

Duties: trade show materials requests, table top material requests, codes for water chemistry test, process orders from chapters for sick route coverage cards, IPSSA merchandise & book order fulfillment, social media posts

Financial Office Team

Elizabeth Hosea-Small - Account Manager

Phone: (888) 391-6012 x1

Email: liz@ipssa.com

Duties: submit tax data, Swim Fund, track members that are water chemistry certified

Melody Bond - Membership Assistant

Phone: (888) 391-6012 x1

Email: membership@ipssa.com

Duties: membership applications, transfers, cancellations, change of address or contact information, auto-pay sign up or one-time payments, update beneficiary on file, password help with portal, chapter officer updates

IPSSAN Newsletter

Doug S - IPSSAN Editor

Email: editor@ipssa.com

Duties: IPSSAN content, IPSSAN advertisements

Arrow Insurance

Diane Howard- Insurance Bookkeeper

Email: diane.howard@hubinternational.com Duties: proof of insurance requests

Things to do in June

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

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

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A Message from the President

By David Hawes
IPSSA President, Region 1 Director

Hi Everyone.
I am sure you are in full stride taking care of your client's pools, spas, and water features. The phone calls are coming in faster than we can seemingly get them returned and the work.... well it is piling up faster than we can get it done. It is this time that our customer service skills are taxed the most. I just want to encourage you to not get overwhelmed and to learn a word that you might not be familiar with. NO. Sometimes in our race to expand, make more money, or just to please everyone, we make commitments that we can't possibly meet. I still have a problem with this, but I am learning the value of saying no to some of the opportunities that come my way. It may be an account that is outside the boundaries of my current coverage area, or a job that exceeds my ability, or an obnoxious client that we think will be better if we do the work. How

many of us have said yes to one of these scenarios and regretted the experience? In the life/work balance, the jobs just mentioned, tip the scales the wrong way. I want you to enjoy your career in the pool service industry, and sometimes that means saying NO. Those of us that have been doing this for a number of years will tell you, that when we have turned down an opportunity that just didn't fit, or feel right, we



were never sorry. Excelling at Customer Service does NOT
Continued on page 15

WELCOME NEW MEMBERS!

- REGION 2 – Conejo Valley:** Michael Bonewitz, Axel Mondet...
- REGION 3 – Foothill:** Jay Laughrey... **San Gabriel Valley:** Jeffrey Lemings...
- REGION 5 – Dana Point:** Trevor Coffman...
- REGION 6 – Ontario/Rancho Cucamonga:** Ernesto Pena...
- REGION 7 – San Diego Easy County:** Matthew McKinney...
- REGION 9 – San Antonio:** Danny Herron... **REGION 10 – Monterey Coast:** Neil O'Laughlin...
- REGION 11 – Sarasota:** Ernesto Quiroz... **North Georgia:** Dominic Palazzo, Jeremy Rider.

Financial office thanks chapters with prompt payments

The Financial Office thanks the following 12 chapters, whose members all paid promptly in April before second notices were required:
Region 1 – East Bay, Tracy, Capital Valley, Modesto Central Valley, Delta, West Placer, Elk Grove, El Dorado, East Contra Costa
Region 2 – Fresno, Santa Barbara and Central Coast
Region 3 – Foothill and San Gabriel Valley
Region 4 – Central Los Angeles, South Bay, Whittier and East Long Beach
Region 5 – North Orange County, Surf City, Tustin/Irvine and Orange County Pool Pros
Region 6 – Hemet, Menifee Valley, Palm Desert, Palm Springs and Riverside
Region 7 – Carlsbad, Rancho Del Mar, San Diego and North County Coastal
Region 8 – Henderson, Scottsdale and West Valley
Region 9 – Corpus Christi, Hill Country and Hill Country
Region 10 – Tri Valley
Region 11 – Gold Coast, North Georgia and Port Charlotte
Region 12 – Fort Worth and Mid – Cities DFW

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 eligible for 35% rebates!

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

- Aquatic courses
- Electrical safety courses
- Occupational safety courses
- Environmental management courses
- Department of Transportation courses

- Healthcare courses
 - Employment law courses
- Plus three courses are available in Spanish. It's easy to enroll. Visit www.ipssa.com and click on Shop to see all that is offered. Once you have purchased your online training course, within one business day you will be emailed a link to the IPSSA training portal and an access code to activate your online class. 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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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.

don't know what to do. Do you know of any place I can get some help?

Answer:

You've had a run of bad luck here, but resources are available. IPSSA's motto is "You're on your own, but you're not alone". It's a catchy slogan, but it goes to the essence of what IPSSA is all about – helping fellow members in a time of need. I suggest you call your chapter president ASAP and seek help from other chapter members. This isn't a sick route issue, but you may find that some other members can temporarily handle some of your pools while you are hiring and training your new staff. Recent court decisions

in California have made hiring independent contractors a bit more tricky these days, particularly concerning wage issues, so make sure you are complying with minimum wage requirements and other regulations.

Contact your customers as well. Explain the situation and tell them that they will see a new person in their backyard temporarily. I bet most will be very sympathetic and understanding in light of the difficulty your experiencing.

Ray Arouesty, J.D. is Senior Vice President of Arrow Insurance Service, a division of HUB International Insurance Services Inc.

Temecula/Murrieta Chapter BBQ

Continued from page 1

Station 1 and attracts 4,000 to 5,000 people each year. The Temecula/Murrieta Chapter sponsored two booths and volunteers that were there were, IPSSA members John Dixon and Jack Bigpond. The main goal that day was to talk to people about water safety, pass out water watcher tags and color books to the kids. We handed out around 400 of each and were assisted by Josh

the Otter and a Balloon Guy making animal balloons. This was an opportunity for John and I to speak with the parents while they were in line waiting to see Josh the Otter or get a balloon. At the booth we held a drawing for six swim lessons, which were donated by, Hayward Pool Products, Noonan Swim School and IPSSA Temecula / Murrieta Chapter. The event was a success as we were

able to get the word out about water safety and provide swim lessons for six children. We'd like to thank the following people for their donations in making the event a success, Bob Seward of Hayward Pool Products, Derrick Johnson of SCP Murrieta, Wendy Cordan of Pentair, Bobbi Linderman of PEP Murrieta and Jeff Noonan of Noonan Swim School, Murrieta.

IPSSA BORD Meeting Highlights / May 3, 2019

BORD members Present:

David Hawes, Region 1 Director; Manuel Margain, Region 2 Director; Terry Snow, Region 3 Director; Adam Morley, Region 4 Director; John Dixon, Region 6 Director; Michael Harris, Region 7 Director; Mike Lee, Region 8 Director; Becky Clayson, Region 9 Director; Stan Phillips, Region 10 Director; Derric Raymond, Region 11 Director; Neal Holt, Region 12 Director;

Absent: Michael Black, Region 5 Director

Contractors: Rose Smoot, IOM, CAE, Executive Director; Jay Lang, EA, Financial Office

2019-20 BORD Officers: David, Hawes, Region 1, President; Michael Lee, Region 8, Vice-President; Manuel Margain, Region 2, CFO; Becky Clayson, Region 9, Assistant CFO; Adam Morley, Region 4, Secretary

2019-20 BORD Committee Chairs: John Dixon, Region 6, Education Committee; Terry Snow, Region 3, Legislation & Regulation Committee; Adam Morley, Region 4, Marketing & Communication Committee; Michael Harris, Region 7, Membership Program Committee

BORD meeting dates: August 10 virtual meeting; November 2 – Double Tree, Ontario, CA

Member Census: The March 31, 2019 membership census shows a total of 2,870 members, a decrease of 28 from December

31, 2018.

Tax Data: Tax data report to each BORD member and Executive Director to include, the reason why members are not renewing membership.

Education Committee:
• Dixon reported on the IPSSA Education Fund Guidelines as adopted by the BORD January 17, 2019. Guidelines posted on the IPSSA Website as well in the IPSSAN. Other publications picked up the information, through press releases.

• Dixon was asked by the BORD to discuss the purchase rights of BTM-1 book with Robert Lowry.

Executive Committee:
• IPSSA Management Company expenses. Determined the cost to administer the insurance billing was not adequate to cover costs. BORD approved an increase of \$1.25 to cover cost, starting January 1, 2020.

• IPSSA Policy & Procedure was updated. BORD approved revision, May 3, 2019. IPSSA P&P uploaded to member portal under shared documents.

Legislation & Regulation Committee:

• Snow reported on the merger with CPSA and PHTA

• Snow updated the BORD on his experience at the NDPA conference.

• Holt provided an update on APEC

Continued on page 5

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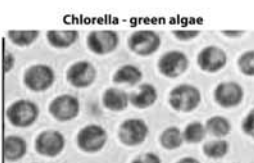
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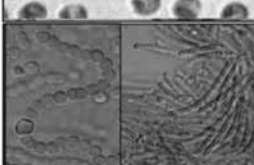
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BORD Meeting Highlights

Continued from page 4

• Lee reported that AZ is talking with RWQC
 • Raymond stated nothing new to report on Florida legislature

Marketing & Communication Committee:

• Smoot gave an update on the search for a new member portal software
 • Morley and Smoot discussed the IPSSAN and the quality of the new printer. In addition, Morley reminded the BORD, that

the mail house is Pride Industry. Pride Industries helps people overcome employment obstacles and empower them to lead productive, independent lives as contributing members of their communities.

• Smoot asked the BORD to provide their input on "Why" they joined IPSSA. More to come...

• BORD asked Dixon to get a price on the camera that was purchased in 2017.

Membership Program Committee:

• Harris asked Jay Lang of the financial office to provide a roster to include, whether members are water chemistry certified. Chapter presidents to receive the roster for better tracking.

• Harris discussed trade shows and the newly approved guidelines. Guidelines were adopted by committee to facilitate the process of before, during after trade shows.

California Capitol Report

Continued from page 1

in the Senate Labor and Employment Committee in late June or early July.

Independent truckers and Teamsters are reportedly negotiating provisions for the trucking industry. The California Chamber of Commerce is working on a general liberalization of the strict ABC Test to provide businesses more flexibility. There is also now a coalition of gig economy workers consisting of ride-share workers, dietary consultants, engineers, lawyers, therapists and others who have advanced degrees, are licensed by the state or simply want to remain independent contractors who are seeking additional exemptions.

The recent Ninth Circuit Court decision applying Dynamex retroactively is sure to produce additional concerns relative to this bill amongst Senators.

CPSA is working on the bill. We are supporting amends that would clarify that service profes-

sionals can share accounts where businesses are unable to provide service due to volume or geography. We are also in favor of allowing more flexibility in the strict ABC Test as provided in other states that use the same standard. "The challenge is to develop a balance between allowing legitimate business arrangements and not allowing the underground economy to adversely affect those businesses that play by the rules," said John Norwood, CPSA's lobbyist.

We will keep you updated as more information is available.

Supporting CPSA for a few hundred dollars per year allows us to continue representing you in situations like this one. Without your support, CPSA is unable to fight all the necessary battles for the pool and spa industry. Join today!

To become a member to support the efforts of CPSA, visit www.thecpsa.org or email info@thecpsa.org.

BORD Meetings
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August 10, 2019
 Virtual Meeting

November 2, 2019
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What You Need-Where You Need It When You Need It

* IPSSA Education Fund *

The IPSSA Board of Regional Directors unanimously approved the new guidelines for the IPSSA Education (formally Scholarship) Fund, January 17, 2019. IPSSA Education Committee is charged with identifying educational needs at various industry trade shows.

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

The Independent Pool and Spa Service Association (IPSSA), established in 1988, was formed to promote educational opportunities and provide business resources to its membership.

Scholarships through the IPSSA Education Fund are available to all self-employed swimming pool/spa service technicians in Arizona, California, Florida, Georgia, Nevada, and Texas. Based on the group class setting.

Funding is provided for qualified group classes through the IPSSA Education Fund. Those taking qualified group class will receive a DISCOUNTED ENROLLMENT FEE BASED ON A SUBSIDY PROVIDED BY THE FUND. The following classes

qualify, but are not limited to, under these guidelines:

- Certified Pool Operators (CPO)
- Aquatics Facility Operator (AFO)
- Contractor license schools
- And whatever other courses the committee deems appropriate

Qualified group classes may be offered at INDUSTRY TRADE SHOWS, INCLUDING BUT NOT LIMITED TO: The Desert, Orlando, PIE and Southwest Trade Shows.

If you have any questions about the program, please inquire info@ipssa.com or call 888-360-9505. Press 6

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

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

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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Benefits of IPSSA Table Top and Supply House Banners!

2'x2' Banner Ideal for Supply House Placement—\$18

2'x3' Banner for Table Top Recruitment Events—\$25

New Members Coming in?

Pre order books to have on hand for the IPSSA Membership Required certification on Water Chemistry. It makes sense to have them on hand!

BT1— \$24.95

BT1 With Workbook \$31.95



New IPSSA Logo Wear— OH YES! These new embroidered hats and shirts are excellent as incentives for meeting attendance and table top event volunteering! Have your Chapter looking **GOOD!**

Prices for Logo Wear:

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Continued on page 11

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◆ New Products ◆

Continued from page 10

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Prowler robotic cleaner by Pentair

The Prowler 920 robotic inground pool cleaner makes cleaning fast, easy and convenient. Operates independently from pool's filtration system with a powerful all-surface, high-speed scrubbing brush that doesn't require a booster pump, making it cost-effective and eco-friendly. Dual-level filtration system captures large and ultra-fine debris with a top-access basket for easy emptying. Comes with a robust caddy for easy transport and storage. For smartphone control, try the Prowler 930.



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Website: www.hasapool.com

IPSSA CODE OF ETHICS

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



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

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

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

Creating an Excellent Customer Experience

By **Rose Smoot, IOM, CAE**
IPSSA Executive Director

As the summer is quickly approaching, you are churning work around and feeling overwhelmed, and this is when it is important to remember your customers and the service you perform for them.

Customer experience is a memory. An impression that can stick in the mind for a minute or a lifetime. (Forbes). A positive experience can result in lasting loyalty, endorsement, and evangelism. A poor experience, on the

other hand, can almost instantly mean the end of a relationship.

Just a few statistics on customer dissatisfaction:

- 82% of consumers have stopped doing business with a company because of bad customer service. (Zendesk)
- 55% of consumers have intended to make a purchase but backed out because of poor customer service. (American Express)
- 53% are irritated if they don't speak to a real person right away. (NewVoice)



Rose Smoot

- Social media is growing in popularity as an avenue for frustrated consumers to talk about their customer service experience publicly. 55% of consumers will complain on social media. (PR Daily)

This is what happens when customers find loyalty in the pool service professional:

- 58% are willing to spend more on companies that provide excellent customer service. (American Express)
- 50% use a company more frequently after a positive customer experience. (NewVoice)
- 24% of customers continue to seek out vendors for 2+ years after a good experience. (Zendesk)
- 52% of consumers have made more purchases from a company after having a good customer service experience. (Zendesk)

Key factors to provide excellent customer service

- When dealing with your customers avoid negative words like "can't," "won't," or "don't". Always, use positive phrases, such as: certainly, absolutely, quickly, make sure if you don't know the answer use the phrase, I will get back to you with an answer or a recommendation as soon as possible.
- Always, stand by your words. **BUT YOU ALREADY KNOW THAT.**
- Have a bigger online presence, provide a help section to your website, where customer can send a question electronically. Include in your return message the time frame you will respond. Like all of us, we like to know exactly when we can expect a call back.
- If you do have option to leave an email or online help center, don't email them back, **CALL THEM.** Sometimes email takes on unintended tone.
- If you have an answering service, voice mail or employee taking messages, make sure your message provides a time frame of when they can expect a return call.
- Giving customers quick tutorials on product features before hanging up can reduce churn by 6%. Direct them to your YouTube channel or another pool channel that might help them understand the product features.

Continued on page 13

What might be heard at Mount Rushmore about Salt Water Pools...

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Creating an Excellent Customer Experience

Continued from page 12



Normal weekly pool cleaning includes:

- Checking & adjusting water chemistry
- Net pool surface and bottom
- Brush tile line, walls and steps
- Empty all baskets
- Check running of all equipment

Chlorine & acid are included as part of the service fee.
Any other chemicals will be charged separately

Director, has used this technique for many years. On the back of his card, he has listed the services he provides to his customers. This way, customer is never confused about what services they can expect from Manuel.

- Online social media presence is so important. Like some of us we have not taken the time or energy to embrace Face Book or other social medias, but folks we can't wait any longer. Make

sure you include the Face Book tag in your card, website, flyers, any marketing material you produce. Set up a community page, where customers can see you discuss with other pool professionals' issues they have seen and how they were solved. It will ensure their confidence in their pool professionals skill set.

- Deeper product knowledge leads to faster troubleshooting, clearer communication and confident conversations. This is where your Face Book community page

will show off your knowledge.

- Respect, one word but so meaningful. I am positive you have had that customer that pushes your limits. Take a deep breath, when you exhale SMILE. Listen, let them get it off their chest. And just keep breathing. You can't make everyone happy, that is not humanly possible.

This is your business, always exhume passion about what you provide to your customers. That passion will shine through your work product.

- Business cards include your services on the back of your card. Manuel Margain, Region 2

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 or if you want to change your beneficiary.

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

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**Proud to be an IPSSA
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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 committee 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



Message from the President

Continued from page 2

mean dropping everything for every client. We want to develop good loyal clients that will trust our advice, pay their invoices, and recommend us to their friends. This should not however, come at the expense of our families, our health, and our sanity. Let's all be good at running a business AND living life. Plan and take a vacation, and don't tell me you can't do it. Train your clients and yourself to take time off. Your body and mind need it more than you know.

Your IPSSA BORD just had their quarterly meeting at the beginning of May and made

some important decisions for the future of our association. Much of the discussion centered on our concerns for making sure the financial health of IPSSA remains strong moving forward. The past 2 years budget sessions have been about cutting back on several benefits to try and reduce the deficit we have experienced the past few years. The Finance Committee requested a detailed cost analysis of the different services we provide. This information ultimately indicated that we were significantly undercharging for the administration of the exclusive endorsed

Insurance program offered to IPSSA members. The BORD elected to change the Insurance Billing Fee to \$2.00, effective on the billing statement for the January 2020 Insurance premium. Your BORD is looking at all of the systems and processes currently in place to identify potential changes that would improve and finance member benefits that are in place and bring back some that have been cut. Our Executive Director is currently looking at improving programs and systems used for billing and customer service that may lower expenses as well. The BORD

wants to make sure all of you have the best experience as a member of IPSSA and use the most current technology available to succeed in doing that.

Shout out to Penny Gaumont, one of Rose's excellent staff members, for the new selection of IPSSA merchandise and logo wear, and banners that we can order online. She is also responsible for the huge increase in exposure on social media. We have some great people working on all of our behalf and a big THANK YOU to them.

In closing, I want to encourage all of you to remain informed

and involved in your association. It is an all-volunteer organization and there is always work to be done. Contact your regional director if you have questions. Rose has made sure the minutes from the latest BORD meeting were sent to us along with action items that we are working on. Your Director should be your main source of information. I wish you all the best this 2019 Swim Season.

Stay tuned

For Dave Hawes' video message and to keep current on other IPSSA events give us a LIKE and a FOLLOW on Facebook!




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Policy on IPSSA mailing list

The IPSSA general membership mailing list will not be given out to anyone including members, associate members or outside organizations. This policy has been established to protect members from possibly being placed on inappropriate and or indiscriminate lists.

The IPSSAN subscriptions available to employee members

Would you like your employees to read The IPSSAN each month? All you need to do is contact the IPSSA Financial Office (888-391-6012 or melody@cramer CPA.com) and make the request.

Water Safety

Contributed by Tri-Valley Chapter, Region 10

Contact your local swim centers, YMCA, parks and recreation directors, etc. and encourage them to sign-up for the World's Largest Swim Lesson June 20, 2019 <http://www.wsl.org>, use Pool Safety programs. Encourage your IPSSA chapter members to help with promoting water safety, including keeping the waters clean and clear.



Drowning – How big is the problem?

Drowning is one of the top 5 causes of death for people aged 1-14 years for 48 of 85 countries with data meeting inclusion criteria. For example, in Australia drowning is the leading cause of unintentional injury death in children ages 1-3 years. In Bangladesh, drowning accounts for 43 percent of deaths in children ages 1-4. And in China, drowning is the leading cause of injury related death in children ages 1-14.

In 2015, an estimated 360,000 people died from drowning, making drowning a major public health problem worldwide. In 2015, injuries accounted for over 9 percent of total mortality. Drowning is the 3rd leading cause of unintentional injury-related death, accounting for 7 percent of all injury-related deaths.

The statistics in the United States are just as alarming. From 2005-2014, there were an average of 3,536 fatal unintentional drownings (non-boating related) annually in the United States -- about ten deaths per day. An additional 332 people died each year from drowning in boating-related

incidents. About one in five people who die from drowning in the U.S. are children 14 and younger. For every child who dies from drowning, another five receive emergency department care for nonfatal submersion injuries.

More than 50 percent of drowning victims treated in emergency room departments require hospitalization or transfer for further care (compared with a hospitalization rate of about 6 percent for all unintentional injuries). These nonfatal drowning injuries can cause severe brain damage that may result in long-term disabilities such as memory problems, learning disabilities and permanent loss of basic function or even a permanent vegetative state. Who is most at risk in the United States?

Males: Nearly 80 percent of people who die from drowning in the United States are male.

Children: Children ages 1-4 have the highest drowning rates. In 2014, among children 1-4 years old who died from an unintentional injury, one third died from drowning. Among children ages 1-4, most drownings occur in home swimming pools. Drowning

is responsible for more deaths among children ages 1-4 than any other cause except for congenital anomalies (birth defects). Among those 1-14, fatal drowning remains the second leading cause of unintentional injury-related death behind motor vehicle crashes.

Minorities: Between 1999-2010, the fatal unintentional drowning rate for African Americans was significantly higher than that of Caucasians across all ages. The disparity is widest among children 5-18 years old. The disparity is most pronounced in swimming pools. African American children ages 5-19 drown in swimming pools at rates 5.5 times higher than Caucasians of the same age. This disparity is greatest among those 11-12 years old, where African Americans drowning in swimming pools at rates 10 times those of Caucasians.

Sources:
<https://www.cdc.gov/HomeandRecreationalSafety/WaterSafety/waterinjuries-factsheet.html>
<http://www.who.int/mediacentre/factsheets/fs347/en/>

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- Florida
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- Affiliate Memberships Available in Most States

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- Environmental Management
- Courses Available in Spanish



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- Haz Mat Clean-Up
- Workmanship
- Popped Pools
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IPSSA CHAPTER LISTINGS

For Association information: call Rose Smoot, Executive Director, (888) 360-9505 / • (888) 368-0432 FAX / P.O. Box 3367, Rocklin CA 95677, E-mail: rose@ipssa.com
For billing or Membership information: call Melody Bond at (888) 391-6012, FAX (888) 391-6203, e-mail melody@cramerpcpa.com or P.O. Box 1617, Rocklin, CA 95677
 Chapter treasurers contact: ipssafinancial@cramerpcpa.com
For insurance information: call Arrow Insurance (800) 833-3433 / Fax (805) 870-7625 / 2393 Townsgate Rd., Suite 101, Westlake Village, CA 91361, E-mail: ray@arrowinsuranceservice.com

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

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

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

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

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

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

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

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

MODESTO CENTRAL VALLEY:
 Third Tues., 6 p.m.
 El Rosal Restaurant, 3401 Monte Vista Ave.
 Pres. Albert Camarillo (206) 628-2717
 acspoolserv@yahoo.com

SACRAMENTO CITY
 Fourth Wed., 7:00 p.m., Plaza Hofbrau
 2500 Watt Ave., Sacramento
 Pres. Nathan Williams (916) 213-6889

TRACY: Fourth Thurs., 6 p.m.,
 Perko's Café, 1321 W. 11th Street, Tracy 95376
 Pres. Kevin McLard (209) 833-9200
 kevin_m@klmpools.com

WEST PLACER: First Thurs., 5:30 p.m., Strikes
 Bowling Alley, 5681 Lonetree Blvd., Rocklin CA 95765
 Pres. Bryan Soto (916) 258-5114
 norcalpools916@gmail.com

REGION 2 (CENTRAL CALIFORNIA)
B.O.R.D. Member: Manuel Margain
 (559) 307-1072
 E-mail: manuelmargain1@gmail.com

BAKERSFIELD: First Tues., 5:30 p.m.,
 Rusty's Pizza, 6675 Ming Ave, Bakersfield
 Pres. Beau Braisher (661) 332-4952
 braisherpools@gmail.com

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

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

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

FRESNO: Fourth Tues., 7 p.m.
 Roundtable Pizza at First & Bullard, Fresno
 Pres. Norm Carpenter, (559) 217-1228
 ipssafresno@gmail.com

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

VENTURA: Third Thurs., 7 p.m.
 Poinsettia Pavilion, 3451 Foothill Rd, Ventura
 Pres. Max O'Brien (805) 794-6270 / gotomax@att.net

VISALIA: Third Wed., 6 p.m.
 Amigo's Cantina, 5113 W. Walnut Ave., Visalia
 Pres. Roman Gomez (559) 992-5779
 romangomez1251@yahoo.com

REGION 3 (NORTH L.A. COUNTY)
B.O.R.D. Member: Terry Snow
 (909) 982-9962
 E-mail: tfs.pools@verizon.net

ANTELOPE VALLEY: Second Monday, 6 p.m.
 SCP Antelope Valley, 4514 Runway Dr., Lancaster
 Pres. Bob Cranmer ph: (661) 609-3682
 warren_cranmer@msn.com

DIAMOND BAR
 First Thurs., 7:00 p.m.,
 PEP, 563 W. Terrace Dr., San Dimas 91773
 Pres. Johnny Hernandez (626) 833-7456
 justpools626@yahoo.com

FOOTHILL: Third Thurs., 7:00 p.m.
 849 Foothill Blvd. #4, La Cañada
 Pres. Raul Fernandez (818) 378-9231

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

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

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

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

REGION 4 (SOUTH L.A. COUNTY)
B.O.R.D. Member: Adam Morley
 (310) 493-3565
 E-mail: adam@paradisepools.biz

CENTRAL LOS ANGELES
 Second Mon., 6:30 p.m., Han Woo Ri Presbyterian
 Church, 1932 S. 10th Ave, Los Angeles
 Pres. Juno Yi (323) 850-8118
 juno8118@gmail.com

EAST LONG BEACH
 Second Tues., 6:30 p.m., Ecco's Pizza,
 2123 N. Bellflower Blvd, Long Beach
 Pres. Bill Rothwell (562) 301-4059
 pooboy1950@yahoo.com

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

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

WHITTIER
 First Wed., 7 p.m.
 Superior Pool Products in Santa Fe Springs
 Pres. Grant Hucko (714) 240-2099
 hucko@sbcglobal.net

REGION 5 (ORANGE COUNTY)
B.O.R.D. Member: Michael Kei Black
 (714) 891-0351
 E-mail: mblackels@netzero.com

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

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

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

MISSION VIEJO
 First Tues., 6 p.m.
 Claim Jumper, 27845 Santa Margarita Pkwy
 Pres. Tracy Simmons (949) 702-3545
 acmepoolcare@sbcglobal.net

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

ORANGE COUNTY #9
 Second Wed., 7 p.m., Dad Miller Golf Course
 North Gilbert Street, Anaheim
 Pres. Rob Tobias (714) 812-7993

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

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

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

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

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

REGION 6 (INLAND EMPIRE)
B.O.R.D. Member: John Dixon
 (951) 316-1675
 E-mail: waterwhisperer1@verizon.net

CORONA: Second Tues., 7:00 p.m., Marie Callenders
 160 E. Rincon St. (at Main St.), Corona
 Pres. Jennifer Meza (951) 833-0055
 aquatechpoolservice@earthlink.net

HEMET:
 Third Wed., 6:00 p.m.
 Megabites Pizza, 1153 S. State St., Hemet, CA 92543
 Pres. Kenny Campbell (951) 733-4330
 Kenny@WetworksPoolCare.com

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

ONTARIO/ RANCHO CUCAMONGA
 Second Tues., 7 p.m., Location varies,

please contact chapter president for more info.
 Pres. Ron Goodwin (909) 989-0406
 good2win@msn.com

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

PALM SPRINGS:
 First Wed., 5:00 p.m.
 Superior, 5700 Indian Springs Rd, Palm Springs
 Pres. James Elliott (760) 413-0463

REDLANDS: Second Tues., 6 p.m.
 Hickory Ranch, 32971 Yucaipa Blvd., Yucaipa
 Pres. Bill Brooks (909) 553-5780

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

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

REGION 7 (SAN DIEGO COUNTY)
B.O.R.D. Member: Michael Harris
 (619) 395-6700
 E-mail: barrowpoolsd@gmail.com

CARLSBAD
 Third Wed., 6:00 p.m.
 El Rancho Restaurant, 1565 N. Santa Fe, Vista
 Pres. David Talbot (760) 845-6863
 ahoypools@sbcglobal.net

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

NORTH COUNTY COASTAL
 Third Tues., 6:30 p.m.
 Brett's BBQ, 1505 Encinitas Blvd., Encinitas
 Pres. Nick Nelson (760) 802-3391
 3genpools@gmail.com

RANCHO DEL MAR
 Third Mon., 5:30 p.m., Tio Leos
 3510 Valley Centre Drive, San Diego
 Pres. Wayne Maynard (858) 361-8313
 arrowheadpoolservice@yahoo.com

SAN DIEGO
 Third Wed., 7 p.m., Admiral Baker Clubhouse,
 2400 Admiral Baker Road, San Diego
 Pres. James Morketter (619) 708-4972
 Elccritpool@yahoo.com

SAN DIEGO EAST COUNTY
 Third Tues., 6 p.m.,
 Superior Pool Products, 1973 Friendship Dr., El Cajon
 Pres. Berny Sweeney (619) 244-0496
 bernypoker@hotmail.com

SAN DIEGO METRO: Fourth Thurs., 6:00 p.m.
 Sammy's Woodfired Pizza, 8555 Fletcher Pkwy
 La Mesa, CA 9194
 Pres. Steven Elbik (619) 316-0690
 Poolsolutions72@gmail.com

REGION 8 (SOUTHWEST)
B.O.R.D. Member: Mike Lee
 (480) 786-0687
 E-mail: mountainsidepools@mac.com

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

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

SCOTTSDALE
 Third Mon., 6:00 p.m., Pool Water Products,
 20810 N. 25th Place, Phoenix
 Pres. Clifton Orson (480) 585-0000
 orson@hotmail.com

TUCSON:
 Third Wed., 6:30 p.m.
 Superior Pool Products, 4055 N. Runway Drive.
 Ken Sanders (520) 429-6959

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

WESTERN LAS VEGAS
 First Mon., 6:30 p.m. (excl. holidays)
 Vietnam Vets Hall, 6424 W. Cheyenne, Las Vegas
 Pres. Brian Pilgrim (702) 576-6631
 trinidadwaterllc@gmail.com

REGION 9 (TEXAS)
B.O.R.D. Member: Becky Clayton
 (210) 240-3121
 E-mail: becky.clayton@yahoo.com

AUSTIN
 First Tues., 6 p.m., Cherry Creek Catfish Co.
 5712 Manchaca Rd. Austin
 Pres. Keith Timm (512) 636-3750
 keith@acuaticoinc.com

CLEARLAKE
 Fourth Tues., 7:00 p.m.,
 Rudy's BBQ, 21361 Gulf Fwy, Webster
 Pres. David Potts (208) 887-6486
 david@freedompools-texas.com

CORPUS CHRISTI
 First Thurs., 6:30 p.m.
 SCP in Corpus Christie
 Pres. Michelle Wilkinson (209) 604-6460

HILL COUNTRY:
 Third Tues., Komal Latin Kitchen,
 2550 Hunter Rd., San Marcos, TX
 Pres. Jascha Wood (512) 216-7663

HOUSTON: Second Tues., 7 p.m.
 IHop, 11225 Katy Freeway, Houston
 Pres. Bryan Norris (713) 234-7649
 bryan@norrispools.com

NORTH AUSTIN
 Second Tues., 6 p.m.,
 Cedar Park Library, 550 Discovery Blvd.
 Pres. Jim Smith (512) 206-0606
 jim@aquamanpoolspa.com

NORTH HOUSTON
 Third Tues., 7 p.m., IHop
 25619 Interstate 45, Spring
 Pres. Stephen Titone (281) 773-8643
 Stitone2001@yahoo.com

SAN ANTONIO
 First Mon., 6:30 p.m.
 Longhorn Café, 17625 Blanco Rd., San Antonio, TX
 Pres. Jorge Martinez (210) 549-7665
 pooldoc@hotmail.com

WEST HOUSTON
 First Tuesday, 7 p.m.: Spring Creek Barbeque
 21000 Katy Freeway, Katy, TX 77449
 Pres. Bill Williams (832) 593-6299
 poolmaxxinc@gmail.com

REGION 10 (BAY AREA SOUTH)
B.O.R.D. Member: Stan Phillips
 (925) 518-1718
 E-mail: stan@aquacps.com

FREMONT
 Jan.-July: Second Mon., 6 p.m.,
 Mountain Mike's Pizza
 20261 Patio Dr, Castro Valley, CA 94546
 Pres. Michael Murphy (510) 579-1448

MID-PENINSULA
 Last Tues., 7 p.m., Superior Pool Products
 2692 Middlefield Rd, Redwood City
 Pres. Justin Lindley (650) 863-6661
 justinyourpool@gmail.com

MONTEREY COAST: Fourth Wed., 7:00 p.m.,
 85 Nielson St, Ste 201, Watsonville, CA 95076
 NO April meeting. May meeting in new location
 Pres. Terry Page (831) 297-2215
 pinnaclepools@sbcglobal.net

MARIN & SONOMA COUNTY
 Third Wed., 7 p.m., Lucchesi Park, Petaluma Park,
 320 N. McDowell Blvd., Petaluma
 Pres. Darrell O'Neal (707) 217-1546
 dandmpool@aol.com

SANTA CLARA VALLEY
 Third Thurs., 5:30 pm, 3050 Berryessa Rd., San Jose
 Pres. Tom Allen (408) 307-3196

SILICON VALLEY: Every Other Wed., 5:30 p.m.
 Armadillo Willy's, 1031 N. San Antonio Road, Los
 Altos
 Pres. David Guslani (650) 333-1351
 dguslani@earthlink.net

TRI-VALLEY:
 Second Thurs., 6 p.m.,
 Meeting locations vary. Check with chapter president.
 Pres. Gary Heath

REGION 11 (FLORIDA/GEORGIA)
B.O.R.D. Member: Derric Raymond
 (407) 908-4555
 E-mail: derric@raymondscustompools.com

GOLD COAST (Ft. Lauderdale area)
 Second Tues., 6:30 p.m., Wings Plus,
 9880 W. Sample Rd, Coral Springs
 Pres. Ana Labosky (954) 224-7733
 www.ipssagoldcoast.com;
 president@goldcoastipssa.com

MANASOTA (Bradenton/Sarasota)
 First Mon., 7:00 p.m., Call for meeting
 location and directions
 Pres. Todd Starner (941) 915-2135
 tstarner@tampabay.rr.com

NORTH GEORGIA
 Pres. Benjamin Decker (404) 405-0197
 ben@classicpoolsvc.com

OSCEOLA (Kissimmee/Orlando)
 Second Wed., 6:30 p.m.
 Fat Boy's Restaurant, 2512 13th Street, St. Cloud
 Pres. Diane Fowler (407) 460-6680
 poolldady2001@gmail.com

PORT CHARLOTTE
 Fourth Wednesday, 6:30 p.m., Buffalo Wings & Rings,
 1081 W. Price Blvd. North Port
 Donna GilDeMadrid (941) 626-3968

SARASOTA: First Tues., 6:30 pm
 Gecko's Grill & Pub, 351 N Cattlemen Road, Sarasota
 Pres. Andy Homner (941) 330-5757
 andy@clearwavepoolcare.com

TREASURE COAST: Fourth Tues., 7:00 pm
 Duffy's Sports Bar, 6431 SE Federal Hwy, Stuart
 Pres. Allen Schroeder (772) 215-1884

REGION 12
B.O.R.D. Member: Neal Holt
 (972) 617-9877
 E-mail: poolguy713@gmail.com

DALLAS: Fourth Tues., 5:30 p.m.
 Senor Chachote Cantina & Grill
 7602 N Jupiter Rd. Garland, TX 75044
 Pres. Eustaquio Portillo (214) 325-6746

FORT WORTH
 Third Tues., 6:30 p.m., La Playa Maya Restaurant
 1540 N Main Street, Fort Worth
 Pres. Tina Slagle (817) 991-0555

MID CITIES DFW: First Mon., 7:00 p.m.,
 SCP, 2107 Hutton Drive, Carrollton TX 75006
 Pres. Casey Gardner (469)835-5674


TARRANT COUNTY
 First Tues. 7 p.m., El Chico's Café
 7621 Baker Blvd., Richland Hills
 Pres. Will Ainsworth (817) 987-8580

WAXAHACHIE: Second Wed., 7 a.m., Denny's,
 408 Westchase Drive, Grand Prairie
 Pres. Tom Sheehy (214) 395-0143 / tsheehy@prodigy.net

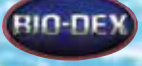
Associate Members

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

TITANIUM PARTNERS



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Lori Brumagin / lori.brumagin@bio-dex.com
Paul Matthews / pmatthews@bio-dex.com
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PLATINUM PARTNERS



HAYWARD POOL PRODUCTS INC.*
www.haywardnet.com
909-594-1600
Fred Manno / fmanno@haywardnet.com
John Rodriguez / jrodriguez@haywardnet.com
Bob Seward / bseward@haywardnet.com
Manufacturer of swimming pool equipment.



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jmanno@lesl.com
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818-645-8479
Danny Cervantez
daniel.cervantez@poolcorp.com
Service industry related



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800-822-7933 X3323
Steve Gutai / steve.gutai@zodiac.com
Zodiac, Jandy Pro Series, Polaris, Nature 2 Products

GOLD PARTNERS



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Todd Pieri / toddp@aquastarpoolproducts.com



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Insurance issues



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Victor Rivas
rivas@easycarewater.com
Jose Valdovinos
jvaldovinos@easycarewater.com
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mmcbride@sensafe.com
George Bailey
gbailey@sensafe.com
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www.periodicproducts.com
(954) 764-7654
Joseph Laurino / jlaurino@periodicproducts.com
David McLaren / dmclaren@periodicproducts.com
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Fred Schweer / fred@poolrx.com
Pete Ashby / pete@poolrx.com
Manufacturer of algaecide.




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Omry Porat
oporat@solaxx.com
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Jerry Hyland / jerryh@waterwayplastics.com
Mike Tuttobene / miket@waterwayplastics.com
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www.alansmithpools.com
Alan Smith / alan@alansmithpools.com
Dave Huiberts / 714-628-9494
Pool and backyard remodeling.




API
www.apiwater.com / 561-743-0449 x 15
Noreen McCarthy / admin@apiwater.com
Kelly Miller / kelly@apiwater.com
Manufacturing pool and spa chemicals



DECK-O-SEAL
A COMPLETE LINE OF POOL DECK PRODUCTS
Jim Dill / jdill@deckoseal.com
Janet Webster / 817-598-1969 / www.deckoseal.com
Manufacturer of the new HS-1 SL One-Part, Self-Leveling Hybrid Polymer Sealant, and the industry standard Deck-O-Sean Two-Part Polysulfide Sealant for expansion joints.



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www.ncbrands.com / (203) 295-2300
Jay Bertschy / jay@ncbrands.com
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