

California Capitol Report

CPSA Attends the Western Pool and Spa Show

On March 15-17, the California Pool & Spa Association attended the 40th Annual Western Pool and Spa Show in Long Beach. The show is a wonderful time to connect with the pool and spa community as a whole, as well as doing one-on-one outreach to both our members and others who attend. This year proved to be an exceptionally successful one, and an exciting time to introduce our new Executive Director Eileen Benjamin.



Although CPSA attends the Western Show every year to exhibit at a booth and hold one of our annual board meetings, this year everyone in attendance felt a new kind of energy and positivity surrounding the association and

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(L-R) Jerry Wallace, Eileen Benjamin (CPSA) and Fred Manno (Hayward).



(L-R) Aaron Temme (Pentair), Eileen Benjamin (CPSA) and Jerry Wallace.



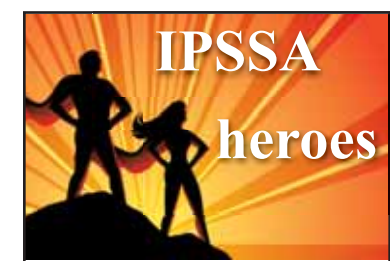
(L-R) Jerry Wallace, Eileen Benjamin (CPSA) and Steve Gutai (Zodiac).

IPSSA BORD 2018



The BORD 2018-2019: Back row: Michael Black, Mike Lee, John Dixon, Derrick Raymond, Neal Holt, David Hawes, Manuel Margain, Front row: John Oldfield, Terry Snow, Becky Clayson, Adam Morley, and Michael Harris. (See pages 10-11 to meet the BORD)

(Right) Terry Cowles Award Presentation: Marc Cannon, left, Mark Cyr, right. Named in honor of the man who created the original IPSSA Benevolent Fund, the Terry Cowles Memorial Award recognizes an individual on the basis of demonstrated professionalism, service to IPSSA, assistance to others in the pool and spa service industry, and contributions to his or her community.



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.

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@cramercca.com and she can assist you.



Things to do in April

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

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DO NOT HOLD DATED MATERIAL

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THE IPSSAN

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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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Tim Fennessy Wins the February Education Corner Quiz!

Tim Fennessy of the Region 2 Central Coast Chapter is our February winner!! We had a few 100% correct submissions but his was the lucky one chosen. He will receive some IPSSA gear from the Executive Office and be entered to win the big prize at the end of the year! The other 100% correct submissions will also be entered in to that drawing as well.

The correct answers for the February quiz are 1. The recommended ozone residual for residential spas is: A. 1.0ppm B. 0.1ppm C. 0.4ppm D. None of the above, *the correct answer is D. None of the above.* 2. If there are more hydrogen ions (H+) in the water than hydroxyl ions (OH-) then the pH will be: A. Higher B. Lower C. Neutral D. Not Affected. *The correct answer is B. Lower.* 3. Which of the following is not a result of low pH? A. Corrosive water B. Stains C. Scale formation D. Etched Plaster. *The correct*

answer is C. Scale formation. 4. pH and total alkalinity are related and it is not possible to change one

without having some effect on the other. A. True B. False. *The correct answer is A. True.*

Calendar of Events

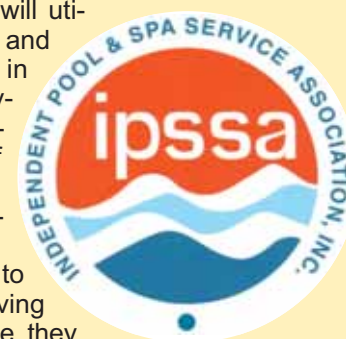
- April 2-7** **NDPA Educational Conference**
Tampa, FL
- May 5** **BORD Meeting**
San Diego, CA

WELCOME NEW MEMBERS!

REGION 2 – Fresno: Gilbert Allender... **REGION 3 – San Gabriel Valley:** Saul Magana... **San Fernando Valley:** Ronny Borja... **REGION 4 – Westside:** Jorge Fierro, Eduardo Martinez, Christian Rubalcaba... **REGION 7 – Carlsbad:** Randy Hanson... **REGION 9 – Houston:** Adam Henderson

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 37 chapters, whose members all paid promptly in March before second notices were required:

- Region 1 – Capital Valley, West Placer, Elk Grove, East Contra Costa
- Region 2 – Central Coast
- Region 4 – Central Los Angeles, Whittier, and East Long Beach
- Region 5 – Anaheim, Dana Point, OCPP, Surf City, Tustin/Irvine, Mission Viejo, Yorba Linda
- Region 6 – Hemet, Menifee Valley, Palm Springs, Riverside, Redlands, and Ontario/Rancho Cucamonga
- Region 7 – Carlsbad, Rancho Del Mar, and North County Coastal
- Region 8 – North Phoenix, East Valley, West Valley, and Henderson
- Region 9 – Corpus Christi and Hill Country
- Region 10 – Fremont and Tri Valley
- Region 11 – North Georgia, Sarasota, Manasota, Treasure Coast, Port Charlotte
- Region 12 – Dallas

PG&E Pool Pump Rebate Sunset

Dear Pool Pump Installers:

received by 3/1/2018.

Effective January 1, 2018, PG&E is closing the \$100 rebate offering (\$200 for installers) for qualified pool pump and motor products, due to recent improvement in state energy efficiency standards.

• Please see PG&E's Residential Rebate Catalog for additional information and requirements.

• Qualified pool pumps and motors must be purchased and installed by 12/31/2017.

Thank you for your participation in PG&E's energy efficiency programs. For further questions, please contact the Smart Energy Line at 1-800-933-9555.

• All paper or online applications must be postmarked or

Sincerely,
PG&E Customer Care Team

*** WIN *
IPSSA Logo
Gear!**

Education

Corner

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 **MAY 20, 2018**.

1. Water weighs this many lbs/gal (pounds per gallon) at 34°F:
A. 8.34
B. 8.33
C. 5.80
D. 10
2. pH is always written with a lower case "p" and an upper case "H":
A. True
B. False
3. The TDS meter actually measure electrical conductivity in the water and converts it in to ppm.
A. True
B. False
4. The best way to super chlorinate is to find out the combined chlorine level in the water and multiply that times 10 and add that amount of additional chlorine to the water.
A. True
B. False

Name _____

Address _____

City _____ State _____ Zip _____

Telephone Number (____) _____

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 MAY 20, 2018.

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A First in the Insurance Industry: New Disaster Related Income Loss Coverage Coming in April

A new insurance benefit will be offered to members who have lost monthly revenue from disaster-related events beginning in April 2018. The recent wildfires in Northern and Southern California, as well as the floods in Houston and hurricanes in Florida have resulted in IPSSA members losing monthly income from pools that are no longer serviceable. I heard of one member in Northern

California that lost most of his route; the new coverage aims to replace that lost monthly income. The current plan is to reimburse a member for income loss up to \$25,000 for one year. This type of coverage has never been written for a service contractor and Arrow Insurance is writing the policy forms.

The new income replacement plan is the latest unique insurance

benefit offered exclusively to IPSSA members by its endorsed insurance provider. We included coverage for medical expenses resulting from accidental injury at the customer's job site a few years ago and it's been a great success. Our expanded coverage for chemical injury, workmanship and pool inspection claims have given members the gold standard in insurance protection.

A Message from the President

By David Hawes

David Hawes, IPSSA President,
Region 1 Director

Volunteer

One of the definitions of this word is "a person who works for an organization without being paid". I have been in office for almost 2 months and I have been overwhelmed with the work that gets done in our organization by volunteers. On a chapter level, there are officers, committee members, activity chairmen's, and members that even make sure there is food provided for monthly meetings. On a regional level, we have members of those boards that volunteer for offices that serve the region, as well as Directors appointed to accept the responsibility of directing and making decisions for the entire association. They take on the task of managing their region, as well as committee chairs to ensure certain functions under the framework of our laws, standing rules, and policies & procedures, are maintained for the benefit of our members. I am literally surrounded by a sea of men & women who "work for an organization without being paid". The past couple of years I have been content to watch the IPSSA machine operate with marginal input, and enjoy the benefits of our officers and leaders with not much thought as to the scope of work that gets done. As your new President it is eye opening to see IPSSA in a whole new light. I want to thank all of my BORD members and myriad of regional and chapter members that

do such a great job each month, quietly going about their business. Without all of you, we could not exist, and I would like to encourage every member to take a moment at their next monthly meeting to thank your chapter and regional representatives. Even if you don't always agree with the decisions they make (c'mon, I know you don't), you have to respect the time these individuals put in for absolutely no compensation. I will use this point in my message for a shameless plug to get involved in the organization on a chapter and even regional level. We need to continue perpetuating leaders in IPSSA, and if you want change for the better, become a leader in your chapter or region. I have been amazed at the number of activities, organizations, and shows that we are a part of. From drowning prevention, to government entities, we have volunteers willing to give up their time to promote IPSSA and become a voice for the 3000 members that they represent. Again, all accomplished with no pay. I want to continue to recognize the efforts of the incredible outreach many of our number are involved in, and continue to not only be proud of the work we are doing, but also continue to increase the benefits of membership in our great organization. Winston Churchill said "We make a living by what we get, but we make a life by what we give." Let's make a life and give as much as we can. As the season approaches, let's help those who are helping us. See ya next month.

The **AMAZING POOL CLEAN UP** Contest!



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Entry: You may enter the contest by submitting your videos, photos or YouTube links directly to our website: <https://naturalchemistry.com/en-us/dealers/coral-seas-contest/> OR via Natural Chemistry Pool Facebook page. Contest Period: The Contest will run from March 1, 2018 through July 31, 2018. Note: Proof of purchase is required and Green To Clean® or Yellow Out® and Chitosan Clarifier® must be used as directed. A written statement of 250 words or fewer is required to describe the overall product experience. Identification of store (with city/state) where Green To Clean or Yellow Out and Chitosan Clarifier was purchased is also required. See entry page for details. The Amazing Pool Clean Up Success Story Contest is open to residents of the 50 United States (excluding MD) and D.C., age 18 or older at the time of entry. Void in MD, Puerto Rico, outside the U.S., and wherever else prohibited by law. Contest begins at 12:00:01AM ET on 3/1/18 and ends at 5:00:00PM ET on 7/31/18. For entry details and Official Rules, see <https://naturalchemistry.com/en-us/dealers/coral-seas-contest/> or <https://www.facebook.com/NaturalChemistryPoolSpa/>. Sponsor: NC Brands L.P., 40 Richards Avenue, 2nd Floor, Norwalk, CT 06854.

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Hey Ray!

Answers to recent questions asked to IPSSA's insurance broker



Ray Arouesty is President of Arrow Insurance Service and IPSSA's endorsed insurance provider. He can be reached at (800) 833-3433 or ray@arrowinsuranceservice.com.

Question

I service a residential pool with a rambunctious dog that is usually at the gate when I arrive. He is always excited and has almost run out of the gate on past service calls. The homeowners are rarely home when I service the pool and I'm worried that they will blame me if the dog gets out. It is otherwise a good account that I want to keep. Do you have any suggestions?

Answer:

Back yard dogs have con-

cerned swimming pool service techs for years and the liability involved with a loose dog can be substantial. I recall an occurrence many years ago where a dog ran into the street as the pool tech opened the gate. A motorist hit it as it darted across the street causing significant injuries to the dog. A pedestrian who witnessed the event was bitten by the injured animal as she attempted to give first aid to the dog. Three lawsuits followed. The homeowners sought \$6000 for the vet bills. The good Samaritan pedestrian claimed damages for the bite injury to her hand, and the motorist wanted to be reimbursed for the repair bill for damage to the front of the car

caused when he collided with the dog. The pool tech was responsible for damages to all three parties.

You should have a discussion with your customer and explain your concern about the dog escaping as you enter the property. Your customer may be willing to keep the animal indoors during the time you regularly service the pool. They may be willing to install a secondary gate to keep the dog safe when you and others, like the gardener, arrives. Ultimately, however, something needs to be done because chances are that you will be blamed for any injury or damage that occurs if the dog accidentally escapes when you are there.

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Visit our page at www.facebook.com/ipssa where you'll see photo albums from recent industry events.

COVERAGE IF YOU ARE INJURED ON THE JOBSITE

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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.

Accidental Injury Medical Coverage is another reason IPSSA members have the best insurance available anywhere!

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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.

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Tips on How to Maintain a Safe Bathing Environment

By Johnathan Roberts, PoolEquip

Johnathan Roberts is a division manager with PoolEquip LLC in Indianapolis, Ind., and oversees the sales and production of the company's DuraTech Grating and SoftSide Safety

Padding products. His product knowledge, in addition to a varied background in the construction industry, allows him to offer industry professionals safe, high quality, and esthetically pleasing solutions for new construction and renovation projects. Mr. Roberts

can be reached via e-mail at johnathanr@poolequip.com.

As swimming continues to grow as a preferred method of exercise and physical therapy for the young and elderly alike, commercial aquatic facilities continue to experience an increase in patronage year after year. This is witnessed by the escalating number of people using pools for water aerobics, muscle strengthening and water walking/yoga not to mention traditional swim lessons and competitive swimming and diving. And pool service professionals around the country are reporting a growing number of commercial accounts being added to their service routes.

Pool service professionals working with commercial aquatic facilities need to keep abreast of the many safety products available to keep the pool, deck area, and locker rooms as safe as possible for patrons of all ages and physical abilities. It is important to equip today's pools with products that help prevent accidents and injury such as padding for dive stands, slides, and water features, slip-resistant flooring for pool decks and locker rooms, properly maintained perimeter grating, and even padding for custom rails and ladders. Renovating aquatic facilities to make them safer benefits staff and patrons. Adding these safety products can also provide a

facelift for older commercial pools.

Safety padding

By far, one of the greatest safety concerns at commercial pools is diving boards and slides. These products make pools more attractive and enjoyable to users; however they do pose one of the greatest threats of injury—aside from drowning. Fortunately, there are now multiple options for safety padding designed specifically to help prevent accidents, not only from slides and diving boards, but also from other attractions such as climbing walls, rope bridges, and lily walks, as well as other pool activity features.

Continued on page 9

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California Capitol Report

Continued from page 1

our work. Our affiliation with the National Swimming Pool Foundation and the creation of the Pool Spa & Aquatics Alliance has already opened new doors for collaboration with our existing partners and even new ones. At our booth we were able to update our current members on the work we have been doing for them along with our plans for the future, and on the show floor we had the opportunity to introduce our new Executive Director to our partners in the industry.

We would also like to extend special thanks to the Western Show itself, and especially to the

hard work put in by Eric Nielson, who serves as the show's Executive Director and has a place on our Board of Directors as its representative. Eric works tirelessly not only to run and promote the show, but also to help the Association through promotional and educational events as well as generous donations made on the show's behalf. This year we hosted a very successful Town Hall meeting on Saturday morning during the educational segment of the show. Eileen spoke about why the organizations are collaborating and the new vision for what our pool trade association can be. John

Norwood gave updates on his important advocacy work. Other topics included education opportunities, the promotion of water activity, and the Model Aquatic Health Code.

The Town Hall meeting would not have been possible without the support of Eric, the Western Show, or our Board of Directors, and we cannot thank them enough. This year is already promising to be the most successful and transformative yet, and we look forward to the new strides that the CPSA will make towards protecting, educating, and serving the entire pool and spa industry.

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Tips on How to Maintain a Safe Bathing Environment

Continued from page 8

Dive stand pads

These safety pad systems are specifically designed for pools equipped with 3-m dive stands. They were developed to protect patrons from dive stand or water playground falls from heights up to 13 ft. Dr. Tom Griffiths, a noted aquatic industry safety expert with Aquatic Safety Research Group in State College, Pa., has officially endorsed these safety pad systems after he reviewed the Consumer Products Safety Commission (CPSC)/American Society for Testing and Materials (ASTM) drop test and confirmed conclusively the safety pads eliminate “97 per cent of critical injuries and 100 per cent of fatal falls from head impact from heights of up to 3 m (9.8 ft).”

Dive stand pads are custom manufactured from durable, color-fast, watertight, slip-resistant pool compatible polyvinyl chloride (PVC) and foam materials. The pads are low-maintenance and provide an effective method of making dive areas safer for pool patrons.

These pad systems are available for on-deck, flush-mounted, or underwater applications—along with numerous variations to suit the customers’ needs. These models can be used on existing or newly constructed dive stands. In addition to being an attractive upgrade to any aquatic facility, those commercial pools which employ these safety pads may see a decrease in insurance costs.

Slide pads

For slides with an open run-out, the safety concern is the exit.

For example, users of these slides in water playground applications are exiting into shallow water areas and, depending on their momentum, may come in contact with the concrete pool floor. Therefore, it is important to add safety padding at the exit of these slides so users land on a soft, padded surface to help avoid

injury.

As previously mentioned, some safety padding systems include an ASTM certified slip-resistant texture. These pads are commonly sold in 4 x 6 ft) and 4 x 8 ft sizes and should adequately cover the slide’s landing area in shallow water. It is important to take the time to observe patrons

using the pool to determine the areas of potential injury before purchasing safety padding.

In addition to shallow areas at the slide exit, padding behind the slide ladders should also be considered. Falling from a ladder can be extremely dangerous. Following an example set by the playground industry, aquatic facil-

ities need to ensure their slides have safety padding in the water and on the pool deck.

Further, many facilities are now even requesting custom bumpers to protect the heads of patrons as they enter a closed-flume slide. Patrons who are not paying attention to the slide’s

Continued on page 13

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Meet the 2018-2019 IPSSA Board of Regional Directors

BORD

BOARD OF REGIONAL DIRECTORS

REGION 1



David Hawes
Region 1
Northern California

David grew up in Newark, CA, where he started his pool company at age 10, servicing pools on his

bicycle.

His parents ran a Retail Store for many years. His company grew to service 1000 pools with 2 locations. He has helped many employees start their own pool service business. He has operated his current business in Dublin CA for the past 20 yrs. He received his BS degree in Finance and Accounting and worked at HP as a corporate accountant for 6 months, while servicing pools on the week end. "I would look out me office at HP and think, I would rather be outside." He is a nationally recognized speaker and delivers business seminars throughout the country at pool related venues. He has been married for 36 years

to wife Paulette, who he met when they were both 13 yrs. old. Has a son and a daughter, and 2 Grandsons. He has been a member of IPSSA since inception and served as the Director of Region 1 and CFO in 1992-1993. He has been a chapter officer almost his entire tenure in the organization. Hobbies include fishing in Alaska, dirt bike riding, and vacationing in Hawaii. Currently live in Folsom, CA. Looking forward to being IPSSA's President this year.

Region 1 has eleven chapters: Capital Valley, Delta, East Bay, East Contra Costa, El Dorado, Elk Grove, Gold Country, Modesto Central Valley, Sacramento City, Tracy and West Placer.

REGION 2



Manuel Margain
Region 2
Central California

Manuel is in his third term on the IPSSA BORD. He is the CFO of IPSSA and Chair of the Bylaws and Finance Committees. He also serves on the Education and Entertainment Committees.

Manuel states "I'm here to move IPSSA forward! This is what we all as "IPSSA" members want."

His region has eight chapters: Bakersfield, Central Coast, Conejo, Conejo Valley, Fresno, Santa Barbara, Ventura and Visalia.



REGION 3

Terry grew up in West Covina CA and now lives in Upland CA with his wife of 39 years, Barbara. He has two children Kyle 35 and Kristen 32 and two grandchildren Jacob 11 and Sage 2. Terry started working for a pool service company in 1973 at the age of 18 and went on to start his own pool service business in 1981. He holds a California Contractor Licenses C-53 & C61-D35 and a certified technician license with Los Angeles Health Dept.

This is Terry's fourth term on the BORD. Terry states, "I believe I'm only one to do this." He was a member of the first IPSSA BORD in 1988-1989 and then again in 2004 through 2007. A member of

the San Gabriel Valley chapter since 1982, he was also awarded the Terry Cowles Award in 2010.

"As the Outreach chairman my goal is to continue to promote the IPSSA name and its brand to the Aquatics Industry and to the consumers who use our services and products. That way IPSSA can help promote more business to our members, which will show the value of being an IPSSA member" said Terry.

Region 3 is made up of seven chapters: Antelope Valley, Diamond Bar, Foothill, San Fernando Metro, San Fernando Valley, San Gabriel Valley and Santa Clarita Valley.



Terry Snow
Region 3
North Los Angeles County

REGION 4

Adam was born and raised in Southern California, he traveled and lived in other states as a teenager but was happy to return to the South Bay. At the age of 21, he borrowed money to buy a truck and a route of 50 pools and 3 spas and chose the name Paradise Pools. In 1989 he joined IPSSA and then he took and passed the Los Angeles County Health Department test. In 1994, Adam and Lara got married and they had two daughters named Jordin and Kyler. Also, in 1994 Adam and Jason Briggs became business partners. Adam has known Jason since 1982. Adam got his C61-D35 license and his CPO, which he said he needs to renew. "sorry Steve". Adam served on his chapter board for a couple of different terms and in 2006 he was asked to be the Regional Director. He accepted the position then asked, "okay what do I do?" He went to his first BORD meeting. "I was nervous, but I knew by the end of the day that I can learn a lot from



Adam Morley
Region 4
South Los Angeles County

these guys". His Region was a little disorganized, so not only was he the Director he had to set up a Regional bank account and be the Treasurer because he didn't have any volunteers. Adam served on the BORD for 6 years. He believes that being on the BORD really helped him and his business. Afterwards he was the Chapter President and remained on some committees for a couple of years. Adam has never regretted becoming a pool man, "there has been some long tough days, but I am happy in what I do for a living.



REGION 5

Michael was born in Shibuyaku, Japan in 1960. At the age of four he moved to southern California where he resides today. Enduring his grade school years in Long Beach CA and having grown restless he joined the US Coast Guard in the summer 1978. Four years later having earned the distinction of being a double golden shellback, anyone who has sailed knows this term, he decided that a career in rock and roll was for him. Playing the Hollywood club scene from 1986 to 1994 he grew restless yet again, and went to film school (GWC and USC).

After several years of the fast pace movie scene, Michael settled down to the care free life of a pool man. Little did he know it's not



Michael Black
Region 5
Orange County

that care free! Having his own commercial pool business since 1990 he joined IPSSA soon after.

Michael has been the Orange Coast Chapter President since 2013 never regretting his involvement with the members of his chapter. Michael said, "They're a great group of guys and they always pitch in when necessary." He has now stepped to the plate as Regional Director for Region 5 and hopes he'll make his chapter proud.

Mike's region is in Orange County, California, where there are fourteen chapters: Anaheim, Central Orange County, Dana Point, Huntington Beach, Mission Viejo, North Orange County, Orange Coast, Orange County #9, Orange County Pool Professionals, Saddleback, Southwest, Surf City, Tustin/Irvine, and Yorba Linda.

REGION 6

John Dixon was born in Baltimore, MD while his father finished medical school at George Washington University. When his father finished school his family moved to Corona, CA and that's where he grew up. His first experience with the pool industry was taking care of the family pool and became intrigued with water chemistry. That's when he really started learning about pools.

After high school, he attended Cal Poly Pomona and found aeronautical engineering to be his new interest and flying to be one of his passions. He earned his private pilot license and would fly to school while practicing aerobatics.

In 1981, he was employed by the

navy at the NSWC where he worked for 25 years as a civil servant. His specific task was a performance analysis engineer for the navy's weapon systems. It consisted of collecting telemetry and analyzing it to reconstruct the exercises he was tasked to cover. It was primarily a desk job, in a cubical, with some travel. He looked forward to traveling to the various places that would get him out of the confining space of the office. It also groomed him for his pool business.

While working for the navy, he met his soul mate, Robin. They have been married for decades. They moved to Murrieta, CA, to a new home and built another pool where he became the pool guy again, along

with some of the neighbors. They raised three children, their two girls graduated from the UC school system and are happily married living on opposite sides of the country. And their son still lives with them and is attending college; his interest is in engineering.

John started his pool business in 2005 where he was fortunate enough to be mentored by Jack Delaney, a fellow pilot and friend. Jack, a member of IPSSA, persuaded him to join the outstanding brotherhood of professionals. He has been a member of the Temecula/Murrieta Chapter for 12 years. He was elected Secretary for the chapter and has been in that position for the last 8 years. He has enjoyed working with



John Dixon
Region 6
Inland Empire

some of the best pool service professionals and builders in the industry in our community of the Inland Empire. John thoroughly enjoys working outdoors on his own schedule and is grateful to be able to help his community and his clients. He is also grateful for the quality time he has had to spend with his son, Jacob, and to be his mentor. John is excited to represent Region 6 during 2017-2018. His plan is to grow the Inland Empire stronger and make IPSSA known in his community.

Region 6 includes the Hemet, Palm Desert, Palm Springs, Riverside, Redlands, Temecula/Murrieta, Ontario/Rancho Cucamonga, Corona, and Menifee Valley chapters.

REGION 7

Michael Harris spent the majority of his childhood growing up in San Diego, CA. After graduating from Dartmouth College in 1983, he moved back to San Diego and worked in medical manufacturing companies for over 15 years in Quality Assurance and Engineering throughout San Diego and Tijuana, Mexico. After surviving his company's third merger acquisition, Michael decided to make a career change to the financial industry. Though it was rewarding helping people get out of debt, invest, and properly insure families, he continued to search for other opportunities to create and own his own business.

In the early 2000s, Michael began his adventure in the pool industry by helping his father-in-law who is a 30 year veteran of the industry. As his father-in-law's health declined, he continued to help while he acquired and built his own business. Soon, the pool industry became his primary focus and business of choice, serving both commercial and residential customers. He incorporated his business in 2015.

Michael became an IPSSA member in 2009, has served on the



Michael Harris
Region 7
San Diego County

San Diego Chapter Board as a Vice President, President, and is now serving as Region 7 Director. He currently holds a C-61/D35 State Contractors license and is a Certified Pool Operator.

Michael and his wife of 32 years, Tammy, have a son, Jacob, and daughter, Alexandra, who are both college graduates.

Region 7 includes Carlsbad, Escondido, North County Coastal, Rancho Del Mar, San Diego, San Diego E. County and San Diego Metro.

REGION 8

Mike was born in Columbus Ohio and moved to Dallas Texas in 1978. While working on two Masters Degrees at the Dallas Theological Seminary, he needed a part time job so decided to work for a local pool service company. A year later he bought the company and formed Sparkling Water Pool Service, hiring students from the school to perform weekly cleaning service.

Eight years later, Mike moved to the Chicago area and formed Aqua Service, focusing on weekly maintenance and repairs as well as building Foxx in ground swimming pools. In 1993, Mike moved to the Phoenix Arizona area forming Mountainside Pool & Spa, LLC where Mike has built his company doing weekly maintenance, repairs, pool remodeling, and new pool construction, holding general contracting licenses in both residential and commercial areas.

That year Mike joined the local IPSSA Chapter, the East Valley Chapter and has been a member since. Mike has served on the chapter board three times, one term as

the Treasurer and then two consecutive terms as their President. Mike also has served on the Region 8 IPSSA Desert Pool and Spa Show board and in charge of marketing for the past seven years and now is serving as its Director.

Mike is in the first year as the Region 8 Director which includes the following chapters: East Valley, Henderson, North Phoenix, North West Las Vegas, Scottsdale, Tucson, VIPS, West Valley and West Las Vegas.

Mike is married to Chris, who has always been a very important part of the pool business and his role in IPSSA. Mike and Chris have 6 children and 14 grandchildren. All of the kids have been part of the pool business throughout the years.

Mike's passion is to make IPSSA's presence more apparent in the local communities and to reach out to other men and woman in the pool industry making the great benefits that IPSSA has to offer realized. Mike believes that we can accomplish most of this at the chapter level, as he was able to add 27 new members to his chapter in 4



Mike Lee
Region 8
Arizona, Nevada

years while being able to retain most of the existing members. Education, training, networking with other professionals in the field, and making the meetings a fun and exciting yet relevant place to come together each month.

Mike is now serving on IPSSA's Marketing, Expansion, and Trade Show/Entertainment Committees, and is the chair for the Trade Show/Entertainment Committee.

REGION 9



Becky Clayson
Region 9
Texas South

should have graduated. When her children went to school, she started back to school. Becky got her associates degree in business technology from San Antonio College in 1990 and started B & R Pool & Spa Service in the spring of 1991. She joined IPSSA shortly thereafter. Becky states, "I have been the chapter secretary more years than I can recall and have been president of the chapter twice. As Regional Director I hope to lead South Texas to new heights with more brotherhood and professionalism."

Becky will be serving on the Bylaws, Education, Expansion, Entertainment, Marketing, Member Benefits, and Sick Route Committees.

Region 9 includes the Austin, Clearlake, Corpus Christi, Houston, North Austin, North Houston, San Antonio and West Houston Chapters.

Becky Clayson was born in Dutch John Utah in 1962. She moved around when she was a child due to her father being a construction worker. Becky went to high school in Kennedy Texas and had her first child the year she

REGION 10

John was born in 1971 in Stratford, NJ and grew up on a rural farm in South Jersey. He competed in HS football, wrestling, and track and after graduation, attended Norwich University, Military College of VT. As a Cadet at Norwich University he completed 4years ROTC, 4 years college football program, and was captain of the indoor & outdoor field & track teams. After graduating from Norwich he attended Lindenwood University for graduate school and graduated with an MBA with an emphasis in International Business.

After a brief rehab from college schooling, he moved from Boston, MA to San Jose, CA and was employed at Siemens before accepting a job in the public sector.

Hired by Genie Pool & Spa, San Jose in 2003, John worked as an IPSSA employee member for 2yrs before starting his own business and has been in business on his own since. He currently holds a C61/D-35 & C-53 CA State Contractors License. John has participated in Genesis 3 training courses and

countless MFG training programs over the past 10 years. He also has been fortunate enough to be mentored by some of the best service professionals and builders in the pool industry. John attributes his success and knowledge because those individuals pushed him to educate himself and strive to be a professional.

John has been an IPSSA Regular Member for 12 years, 4 years as the Monterey Coast IPSSA Chapter President. He believes in education and training and is an advocate of MFG training for pool professionals.

He and his wife Jennifer have 4 children and live in San Juan Bautista.

This year John will be serving as President of IPSSA.

Region 10 is in the San Francisco/San Jose Bay Area, with 7 chapters: Fremont, Mid-Peninsula,



John Oldfield
Region 10
Northern California

Monterey Coast, Redwood Empire, Santa Clara Valley, Silicon Valley and Tri-Valley.

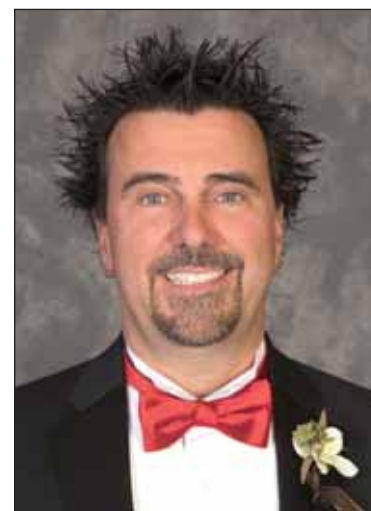
REGION 11

Derric was born in Winter Park Florida many years ago. He attended Trinity Prep, Lake Brantley High and Seminole State College. He has lived in Florida his whole life and loved every minute of it. He has been President and Treasurer of the Osceola Chapter and Region Treasurer since starting Florida with Todd Starner in 2006.

He started in the pool industry in 2000 after many years of owning a surf shop and one hard year of selling cars. He decided the auto business was not for him. He went in business with another pool professional and after one year decided to go out on his own.

At that same time he met his beautiful wife Libby and had four amazing kids. The two young ones Remington (13) and Pierce (12) travel with them always. His wife Libby is also busy as an Elementary School Principal. Derric said "I am very proud of my wife! She and my kids are the very best thing that has happened to me!"

Derric has done just about everything in the pool business and traveled for jobs throughout



Derric Raymond
Region 11
Florida, Georgia

Florida and the Caribbean. He is excited about being a Regional Director for IPSSA and will bring his experience to the association.

Derric Raymond represents the Gold Coast, Manasota, Osceola, Sarasota, Treasure Coast and Venice chapters in Florida and the North Georgia chapter.

REGION 12

Neal was born in Fort Worth Texas and raised in Clarksville TX. He now lives in Waxahachie, TX.

He started with Interstate Brand right out of high school and was with them for 16.5 years as a sales manager. He went through a buy out and ended up in the pool business.

He is happily married to his wife Wendy. They have 4 children and 6 grandchildren.

He started as a Dallas IPSSA member and helped start the Mid-Cities chapter. After Mid-Cities was up and running he then started the Waxahachie chapter. He was the President for three terms and the Secretary of Region 12 for two terms. He is also the Treasurer of APEC.

Region 12 includes the Dallas,



Neal Holt
Region 12
Texas North

Fort Worth, Mid-Cities, Tarrant County, and Waxahachie chapters.



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Tips on How to Maintain a Safe Bathing Environment

Continued from page 9

entry height, or are attempting to lift their heads within the closed flume, can become injured. Therefore, padding at the slide entrance is an excellent preventative measure.

Column pads

Aquatic play features come in a wide array of configurations.



Many are made of metal columns that rise vertically from the deck or pool floor. These columns are typically used throughout water-parks, splash areas, activity pools, and even some standard pool facilities. These play features have increased patronage immensely as pools become more attractive and offer water play areas for all ages.



However, the increased attendance and a propensity for children to run in and out of the different water features makes having extra protection on these columns important, as they help to avoid head injuries. Whether these columns are holding netting and ropes for popular 'lily pad walks' or are simply wrapped around vertical poles in a splash play area,

Continued on page 16



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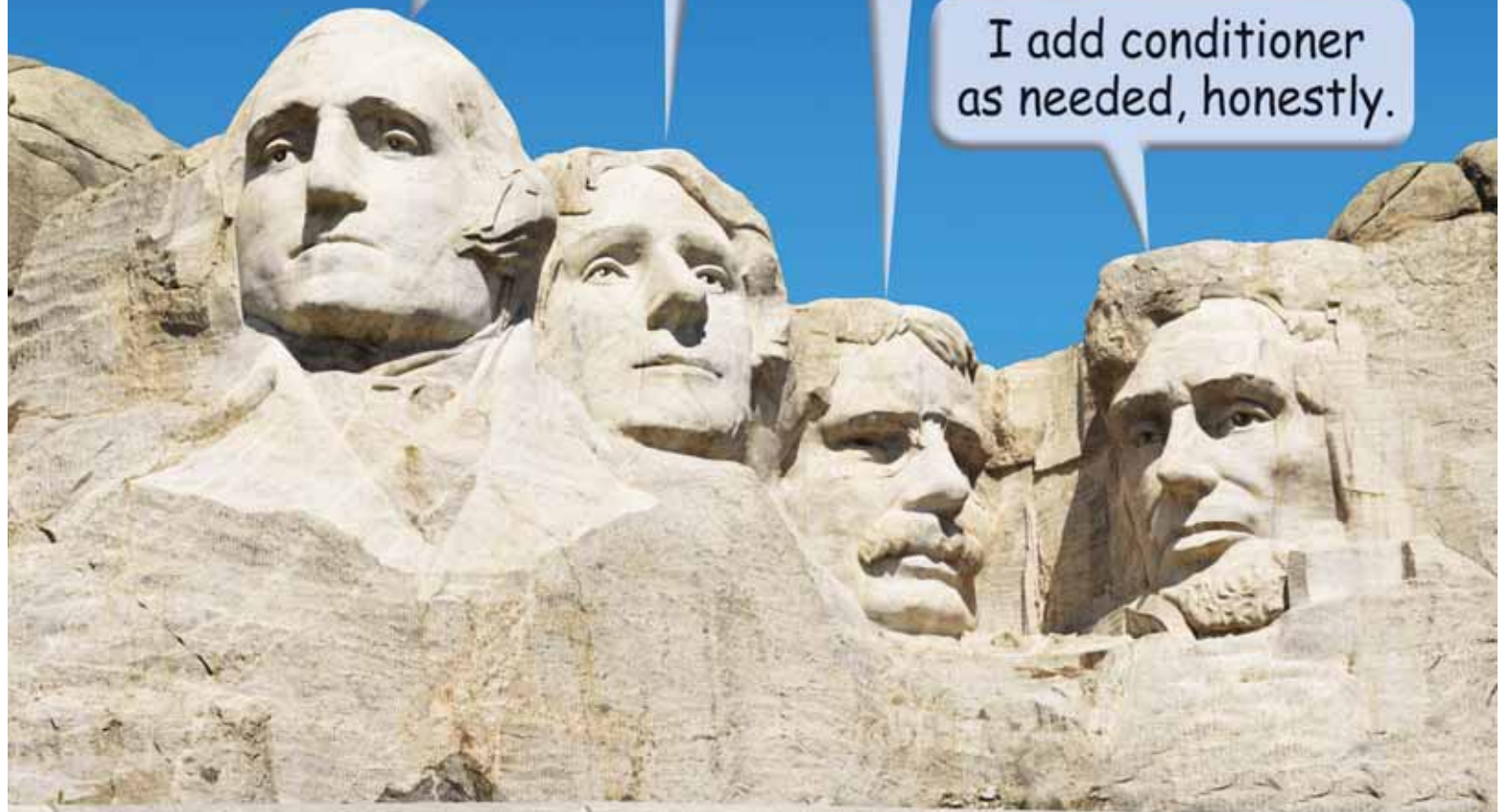
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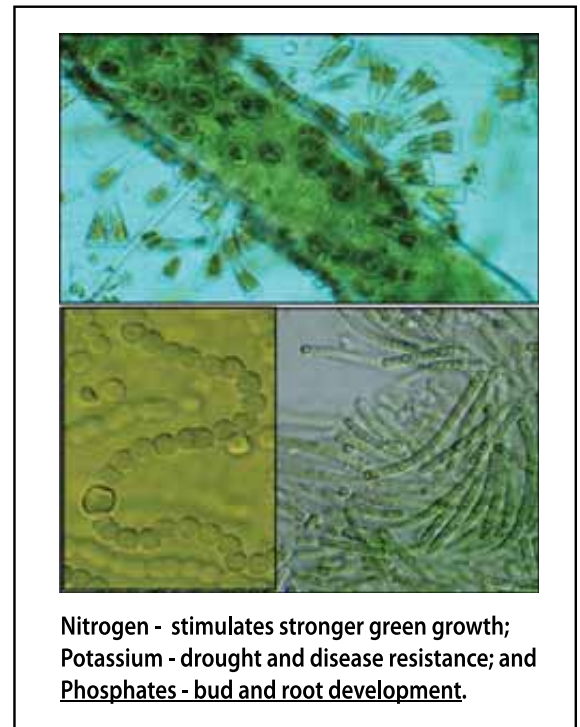
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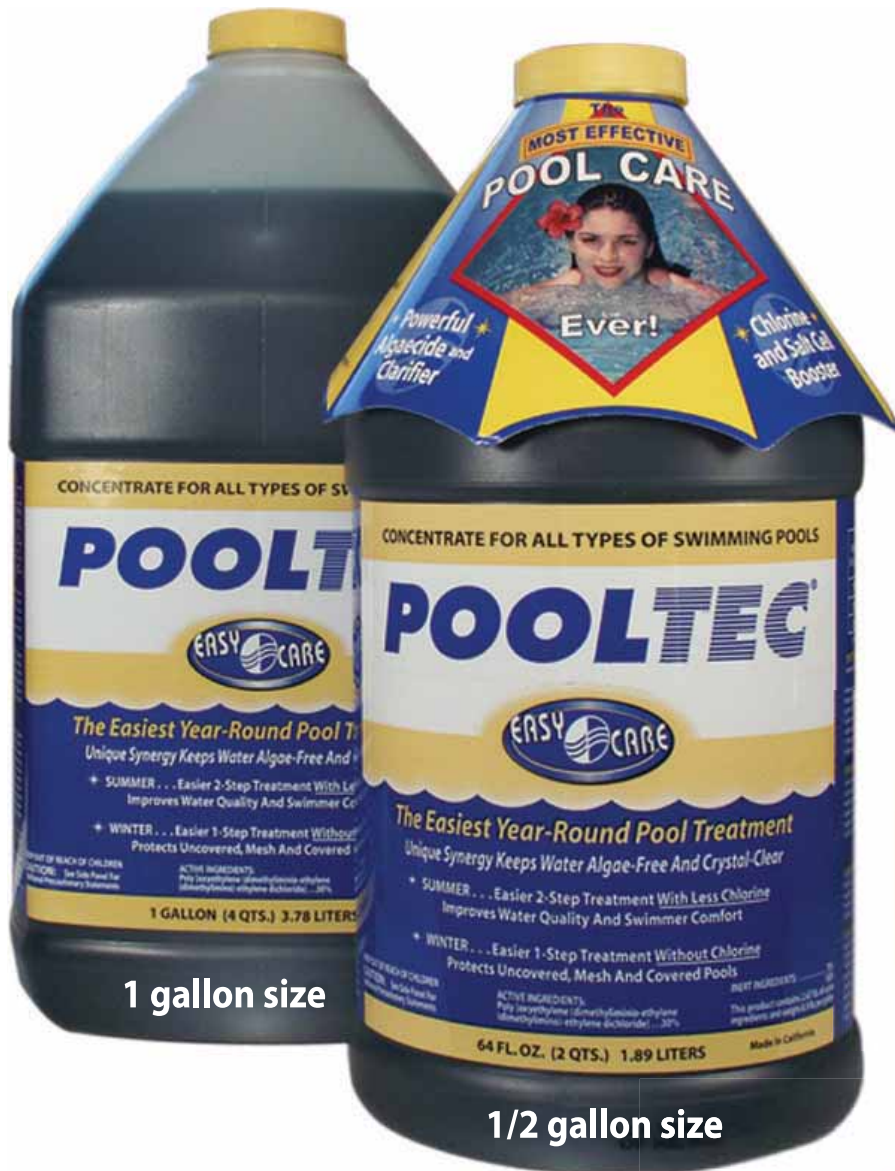
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Tips on How to Maintain a Safe Bathing Environment

Continued from page 13

the added cushion on these hard columns keeps patrons safer.

Edge pads

These 90-degree pads are installed onto the deck over the edge of the pool wall and into the water. Just as the name suggests, they are placed on hard pool edges to provide extra protection where patrons may frequently bump against during aquatic play. For example, edge pads can often be found near 'lily pad walks' to protect those who may fall off near

the edge of the pool.

These pads also come in handy in shallow pool areas where children play tag, toss beach balls, or in areas where smaller children play and are more likely to fall onto the pool wall edge.

Even access ramps, ladders, and rails can potentially become areas of impact to bathers. That said, some facilities pad entire shallow end walls as an affordable way to increase safety in and around the pool.

Wave pools/waterparks

Wave pools, lazy-rivers and waterparks in general are great beneficiaries of safety padding. With turbulent water currents that can push patrons into walls or other water features, the added padding is ideal for any area where there is a risk of swimming impact. This is often the case where water currents will pull or push small children toward a particular wall or corner. Most facilities are aware of these areas and should take the necessary precautions by installing additional safety padding.

Grating

Many may not think the grating in gutters around the pool perimeter to be the most obvious safety hazard; however, accidents caused by broken, bent, or sagging grates can cause significant injury to bathers' hands and feet, as well as create a trip hazard. Many health codes specify the maximum space between the gratings cannot exceed 0.375 in. Those pools that have violated this code have been shut down by health inspectors until the facility can rectify the problem.

Aquatic facilities need to have a daily inspection process in place (especially in-season) to examine all pool grating. Not only can grating crack, but the supports holding them in place can also break, causing it to sag and become a trip hazard, or an area where a bather's toe or finger can become trapped. Replacing the damaged grating immediately is the best way to ensure the pool area, and patrons remain safe. This is an extremely valuable job that pool service professionals should be offering to their clients.

There are several options available for pool grating replacement. In fact, some pool service professionals work with facilities to install new grating in high-traffic areas every season to ensure safety. When doing so, it is a good idea to look for grating that is compatible with the existing conditions. Grating fabricated of PVC can provide a quick, cost-effective solution. It should also come with a certified slip-resistant texture. The PVC composition is stronger and holds up better to outdoor elements. Most pool codes specify that for every 200 lbs of uniform weight, the maximum deflection should be less than 0.25 in.

Those aquatic facilities looking for a long-term solution also have the option of using granite grating. This product, as the name suggests, is made of granite and will last for more than 30 years. It comprises a single-piece product in which the slots are fixed so there is no risk of breaking the grates during normal pool usage.

Railings

Safety grip rail covers help promote safety and reduce liability by providing a better gripping surface than a bare-hand railing. These covers are made from a commercial-grade poly fabric blend with ultraviolet (UV) light inhibitors. They are simply installed over the railing and zipped into place.

Handrails can often times become loose and unstable; therefore, routine inspections around the pool should include handrail

Continued on page 18

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Tips on How to Maintain a Safe Bathing Environment

Continued from page 16

checks. In some cases, stabilizer plugs can be used to help facilities ensure the handrails remain safe.

Handrails that are experiencing corrosion should be examined and replaced. Corrosion of stainless steel rails is becoming much more common now that salt chlorine generators have become popular in commercial applications. Depending on the degree of corrosion, handrails can be replaced with powder-coated or thermoplastic covered rails which not

only resist corrosion, but also are easier to grip and cooler to the touch than traditional stainless steel.

Taking the time and effort to ensure safety

Ensuring aquatic facilities remain safe takes time and effort. But service professionals that are providing daily, weekly, and monthly maintenance routines can keep aquatic facility managers abreast of any potential safety hazards. The products mentioned in

this article are only a few examples of what is available to help make various areas of a facility safer for patrons. It should be noted, the areas mentioned for consideration are outside of the mandated items such as safety drains, anti-entrapment, first-aid kits, lifeguard stands, and safety signage requirements. Pool service professionals that keep their commercial accounts well informed of the many options available to make the pool and surrounding areas safer will not only have happy customers running smooth, uninterrupted operations, but will also find themselves increasing their profits by offering and installing these products.

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The Basic Training Manual errata is now available!

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Continued from page 19

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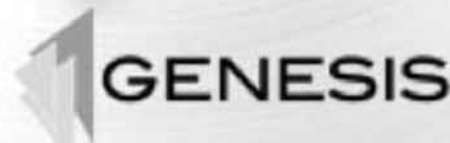


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 Pres. Scott Houseman (916) 638-4100
 scott@leisuretimepool.com

DELTA: (Stockton)

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

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Third Tues., 6 p.m., Pleasant Hill Community Center,
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 Pres. David Luthy (510) 435-5252
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 Pres. Beau Braisher (661) 332-4952
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CENTRAL COAST

Second Wed., 7 p.m., Mtgs alternate between
 N/S Co., Contact chapter Pres. for info.
 Pres. Tom Mazzo (805)550-6709
 tmazzopoolguru@yahoo.com

CONEJO: Second Wed., 7:30 p.m., Alpha Water
 Systems, 725 Cochran Street #A, Simi Valley
 Pres. Dennis Van Sloten, (805)813-6154
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 Pres. Michael Flanagan (805) 444-7960

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Second Mon., 6:30 p.m., Rusty's Pizza Parlor
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 Pres. Joe Burich (805) 451-1963
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Poinsettia Pavilion, 3451 Foothill Rd, Ventura
 Pres. Max O'Brien (805) 794-6270 / gotomax@att.net

VISALIA: Third Wed., 6 p.m.

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 Pres. Roman Gomez (559) 992-5779
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B.O.R.D. Member: Terry Snow
 (909) 982-9962
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 SCP Antelope Valley, 4514 Runway Dr., Lancaster
 Pres. Steven Polovina (661) 236-6095
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 Pres. Johnny Hernandez (626) 833-7456
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 Pres. Kent Simpson (661) 373-9901

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B.O.R.D. Member: Adam Morley
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 juno8118@gmail.com

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 Pres. Bill Rothwell (562) 425-8249
 poolboy1950@yahoo.com

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 412 S. Camino Real, Redondo Beach
 Pres. Brad Jones, (310) 880-7665
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Second Tues., 6:30 p.m., American Legion Hall
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 Pres. Rick Haro (310) 204-4327
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WHITTIER: First Wed., 7 p.m.

Superior Pool Products in Santa Fe Springs
 Pres. Grant Hucko (714) 240-2099
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B.O.R.D. Member: Michael Kei Black
 (714) 891-0351
 E-mail: mblackels@netzero.com

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 maharrison16@yahoo.com

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 Pres. Tracy Simmons (949) 702-3545
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 Pres. George Bonilla (714) 349-3326
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 thonrath@hotmail.com

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 Pres. Jaime Aranda, (714) 746-5138
 jaimearanda@sbcglobal.net

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 (951) 316-1675
 E-mail: waterwhisperer1@verizon.net

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 Pres. Jenifer Meza (951) 833-0055
 aquatechpoolservice@earthlink.net

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

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 bettencourt@msn.com

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 mangopoolnsa@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

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 Pres. Jesse Vasquez (760) 636-2086
 cannonballpoolco@gmail.com

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 Pres. James Elliott (760) 413-0463

REDLANDS: Second Tues., 6 p.m.

Hickory Ranch, 32971 Yucaipa Blvd., Yucaipa
 Pres. Bill Brooks (909) 553-5780

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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
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B.O.R.D. Member: Michael Harris
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 E-mail: barrowpoolssd@gmail.com

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 Pres. James Leisten (760) 737-3058
 jim@blueribbonps.com

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 Pres. Jordan Nelson (760) 753-4996
 jordan1111@gmail.com

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 Pres. Joshua McKee (858) 337-4482
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 bernypoker@hotmail.com

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 Pres. Steve Ward (480) 213-0481
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Third Tues., 7 p.m., SCP
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 Pres. William Goossen (623) 580-9802
 goosse-man@cox.net

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Fourth Thurs., 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.
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 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. Ken Burrington (512) 673-6701
 aqualinepoolservice@gmail.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) 274-2465
 flashpoolservice@sbcglobal.net

WEST HOUSTON

First Tuesday., 7 p.m., Tony's Mexican Restaurant
 870 S Mason Rd., Katy, TX 77450
 Pres. Bill Williams (832) 593-6299
 poolmaxxinc@gmail.com

REGION 10 (BAY AREA SOUTH)
B.O.R.D. Member: John Oldfield
 (888) 641-8047
 E-mail: joldfield@oldfieldinc.com

FREMONT

Second Mon., 6 p.m.,
 El Patio Restaurant, 37311 Fremont Blvd., Fremont
 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
 pinnaclepoolandspa@sbcglobal.net

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

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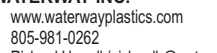
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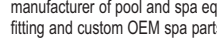
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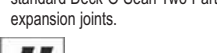
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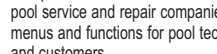
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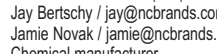
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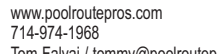
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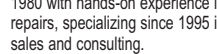
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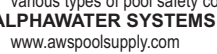
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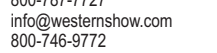
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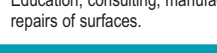
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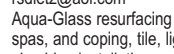
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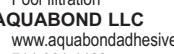
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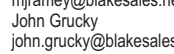
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