

CAPITAL VALLEY IPSSA

SICK ROUTE POLICY

Adopted: September 4, 2002

Amended: August 4, 2004

Amended: November 8, 2006

Amended: February 28, 2011

Amended: August 31, 2015

Capital Valley IPSSA offers the following sick route plan to its membership. Sick route is provided in order to protect small business owners from losing our valuable weekly service account customers in the event of a personal injury or illness. In the event of an injury or illness fellow chapter members will band together to maintain all or a portion of your service route, still allowing you to receive your valuable income resource.

Every member is responsible for participating in sick route coverage.

Article I. SICK ROUTE CARDS

Section A. Coverage Cards (IPSSA form SR2-blue) should be on file for every regular chapter member and should be updated as needed but at a minimum of once per year. If there were no changes in your route coverage areas you still should fill out a card stating that there are no changes from last year. These cards are a very basic overview of your servicing route in order for us to allocate sick route pools in an efficient manner. If you do not have a card on file and there is a member out, you can and will be assigned pools anywhere in the current boundaries of sick route coverage. The current sick route chairman will keep these Coverage Cards.

Section B. Summary cards MUST be turned in on time. There is no grace period. Summary cards are due by January 31 of each year. Fines for late submittal of cards will be levied as follows: On February 1 a fine of \$100 will be levied. On March 1 an additional fine of \$200 will be levied. On April 1 an additional fine of \$300 will be levied.

Section C. Sick Route Cards (IPSSA form SR2-yellow) will be maintained by and are the responsibility of each regular member. **The actual card, copy of the card, or scan of the card must be provided** to the current sick route chairman one week before pool servicing can begin.

Customer name, address and telephone #s (home, work, cell) Level of service, Keys or combos, Map page coordinates, Dog info, Any other important information.

Section D. Sick route coverage will be assigned within 3 days of receipt of all the above information.

Article II. BOUNDARIES

Section A. Capital Valley IPSSA's boundaries in regard to sick route coverage consist of the area covered by 2004 Thomas Guide Map Pages 200-201, 219-221, 237-243, 257-264, 277-283, 297-301, 316-322, 336-342, 357-360 and 378, and no others. These boundaries should be reviewed upon further chapter growth or every five years.

Article III. MANDATORY SICK ROUTE PARTICIPATION

Section A. Sick route participation is mandatory in order to be a member of IPSSA. All regular members are required to participate and help our fellow members. Assigned pools may be subcontracted out to other IPSSA members or be serviced by the insured employees of a member. If the member's employee is not a member of IPSSA then the assigned member must provide the sick route chairman with proof of \$1 million in liability insurance and Capital Valley IPSSA must be named as an Additional Insured on that liability policy. If a member refuses to service pools assigned to him/her or has a complaint filed due to neglect of the serviced pools, the sick route committee will review the situation and discuss disciplinary action that could result in a fine (of up to 12 times the monthly service rate) or expulsion from IPSSA.

Section B. If a servicing member refuses to properly service the pools assigned, a fine of \$100 per assigned pool per month may be assessed. Termination may also be imposed in severe cases.

Section C. Those who live and/or work out of the normal sick route boundaries shall NOT be excluded from sick route duties and are subject to fines and penalties for non-compliance.

Section D. Any member who chooses to sub out the sick route pools to another member will remain responsible for coverage of those pools and the quality of the work performed. Any fines and/or consequences for the lack of adherence to policy will be assessed to the assigned member not the member who covered the pools as a sub-contractor.

Article IV. DESCRIPTION OF SICK ROUTE SERVICE PROGRAM

Section A. In order to more fairly distribute sick route pools, the following point system will be used per sick member.

Full Service = 4 points Chemical/Filter/Brush = 3 points Chemical/Filter = 2 points Chemical only = 1 point

Section B. Capital Valley IPSSA will cover up to 80 Pools with a maximum of 240 points total. That point total allows for up to 60 Full Service accounts. Each chapter member will be responsible for covering a maximum of eight points and no more than four pools. The sick route committee will track these points so as to not always issue the same type of sick route pools to the same members. For the purpose of assigning points, the following criteria shall be used:

Subsection i. Full Service: Vacuuming (if needed), brushing of walls and steps, skimming of pool surface, emptying pump & skimmer baskets, cleaning of sweep bag or basket, testing and balancing of pool chemicals to APSP Standards, cleaning of cartridge or backwashing of DE/sand filter at no more than a 10 PSI increase. Note: All covers must be removed by the pool owner prior to weekly service. Covers not removed will not receive Full Service.

Subsection ii. Chemical/Filter/Brush: Brushing of walls and steps, emptying pump & skimmer baskets, cleaning of sweep bag or basket, testing and balancing of pool chemicals to APSP Standards, cleaning of cartridge or backwashing of DE/sand filter at no more than a 10 PSI increase. Note: All covers must be removed by the pool owner prior to weekly service. Covers not removed may prevent brushing of all wall and step surfaces.

Subsection iii. Chemical/Filter Service: Testing and balancing of pool chemicals to APSP Standards, emptying of pump & skimmer baskets, cleaning of sweep bag or basket, cleaning of cartridge or backwashing of DE filters at no more than a 10 PSI increase.

Subsection iii. Chemical Service: Testing & balancing of pool chemicals to APSP Standards.

Section C: Above Ground Pools: Above ground pools will be included in coverage eligibility provided that they are Chem Only or Chem/Filter, no brushing or vacuuming, and the filters must be cleaned no more than once per month.

Section D. NOTE: Adjustment of pool or spa water levels is NOT the responsibility of servicing company.

Section E. All pools to be covered by sick route will be on a single call per week basis. If more than one call is required, additional arrangements may be up to the chapter board or sick route chairmen.

Article V. SICK ROUTE INFORMATION

Section A. A qualified member will have coverage for up to six months. At that time the sick member may continue his coverage by paying the servicing member \$3.00 per point per week plus chemical cost for up to an additional six months or until the member is released for the return to work.

Section B. In order to qualify for sick route coverage the sick member must provide the sick route committee with a document from his/her physician within 5 days of notification, stating the nature of his/her illness and approximate time needed for recovery.

Section C. The sick route committee is required to check on sick member's status and update his/her physician's documentation.

Section D. If you receive notification for sick route coverage via answering machine you are required to respond to sick route committee within 24 hours.

Section E. Sick route coverage of assigned pools must be started within **5 business days** of notification!

Section F. The sick member will be provided a spreadsheet of participants and the pools they are covering.

Section G. Servicing member has the right to change the normal day of service providing that they have contacted the sick member's customer.

Section H. Upon your first visit to a sick members pool, go to the customer's door and introduce yourself and advise customer of situation and if you will need to change their scheduled route day. If the customer is not at home leave a door hanger or phone message explaining any applicable details.

Section I. Always service a sick member's pool as your own.

Section J. Under no circumstances will the servicing member solicit or accept a sick member's pools (even if the customer contacts you after you have completed your sick route obligations). After a period of one year after your obligations have been met or if the customer has already hired a different company then decided they still wanted your company's service you may accept service of that particular pool. Should a violation occur it will be up to the sick route committee to hold a disciplinary meeting that could result in a fine or expulsion from IPSSA.

Section K. When servicing a sick member's pool do not bring pets, children, friends, etc. onto the customer's property.

Section L. Professional attire must be worn when servicing pools.

Section M. The sick member must be available to the committee to answer questions regarding the pools. If the sick member is medically unable to be available, a designated person shall be assigned to make decisions on behalf of the member. If the member has not designated an alternate responsible person, the committee will assign someone to act on the sick members behalf. Failure to be available to the committee, unless medically unable, will result in termination of sick route coverage.

Article VI. REIMBURSEMENT OF EXPENSES

Section A. All chemical costs incurred during sick route coverage may be billed to the sick member at current wholesale rates.

Section B. The servicing member must keep written records of the quantity and type of chemicals used in order to be reimbursed.

Section C. If pool needs major treatment (over \$50) contact the sick member first or the sick route committee if he/she is unavailable.

Section D. The sick member must issue payment to servicing member within 30 days of receipt of bill.

Section E. Servicing member may invoice sick member no more than once per month or can elect to invoice upon completion of sick route obligation.

Section F. If sick member has not paid invoice from servicing member within 45 days of receipt, the issue will be reviewed by the BOARD for resolution.

Article VII. REPAIR OF EQUIPMENT

Section A. In case of equipment breakdown, the sick member or sick route committee should be notified. The sick member must authorize work to be done (customer authorization must go through sick member).

Section B. Any parts under \$25 that needs to be replaced will be replaced and invoiced (at cost) to the sick member.

Article VIII. EXCLUSIONS

Section A. New members will be covered for any accident or injury or illness from their first day of membership.

Section B. New members will not be covered for pre-existing conditions or elective surgery for the first six months membership in IPSSA.

Article IX. NON- SERVICEABLE & HAZARDOUS POOLS

Section A. In order to keep up morale within the Chapter, there are minimum standards that pools must meet in order to be able to be serviced as part of sick route coverage. This is not to be a negative against a sick member but to try to maintain a standard level of service expectations throughout our coverage.

Subsection i. If servicing member is issued a pool that they feel is unserviceable or is hazardous he/she must report it to the sick route committee.

Subsection ii. When contacting the sick route committee, please list all problems and hazardous conditions. Once this information is received, it may be referred to the sick route committee for review.

Subsection iii. The sick route committee's decision is final and if pool is considered acceptable, the member must service the pool.

Subsection iv. Biguanide, bromine, ozone & ionizer swimming pools will not be included in sick route coverage.

Subsection v. Commercial pools do not qualify for sick route coverage.

Article X. DEATH BENEFIT PLAN

Section A. In the event of a members death the chapter will provide sick route coverage for up to three months.

Section B. At the request of the surviving spouse a chapter member will be appointed to help aid and answer any questions in regards to deceased member's swimming pool business.

Section C. Pools serviced will be based on the sick route cards filed with the sick route committee.

Section D. IPSSA will not and cannot be responsible for the sale or transfer of ownership of any accounts for the surviving spouse.

Article XI. DISCLAIMER

Neither IPSSA nor its Board of Directors, nor the sick route committee shall be liable for the quality of the servicing members work, customer complaints, loss of income or accounts, other than disciplinary action against member such as fines or expulsion.