

Water Watcher

FEBRUARY 2010



February 2, 2011

Dinner
6:30 pm
Meeting
7:00-9:00 pm

UPCOMING SPEAKERS

FEBRUARY
Pentair
(Catered Dinner)

MARCH
Hot Water
Works

APRIL
Zodiac-Jandy

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President's Message



Don't Shoot The Messenger! I know that when our sick route chairman calls you from IPSSA and says the two words "Sick Route" some members go off the deep end and tension rises. We are all busy people, but we need to go the extra mile when sick route is needed. Please keep in mind that our sick route chairman is just doing a job for our chapter and that it is not personal. Also once a message is left, please call the sick route chairman back as soon as possible. They have a big job to do with calling all the members and to schedule the pools; they are under higher stress to complete this task in a short amount of time.

Doing sick route is important and it is a requirement for all members in IPSSA. There are no exceptions. Keep in mind that you may need this coverage yourself someday to save your business and you will be relying on our members to support your business. A Big Thanks to all the members covering sick route pools!

I would like to thank Rob and Stephanie Casebolt for all their dedication and hard work with the sick route for the past few years. This position is tough and time consuming, so Gorge and Shaleen Stevenson are stepping in to take over sick route and give Rob and

Stephanie a well deserved break. If you have any concerns please give them a call.

'Til next time,
"Keep It Clear"

Scott Houseman,
President

Letter to the Editor

Those of you who have been in the Chapter for a long time may remember George and I telling the story of my Uncle Gerry. Uncle Gerry was an old-fashioned guy, clearly knowing the difference between right and wrong, knew the value of keeping his word and certainly fought fiercely for his family. Uncle Gerry's business was doing motorcycle escorts for funerals. That means that in many ways he was not unlike many pool guys -if he could work he got a paycheck. If he couldn't work, no pay. He often hired fellow riders who were down on their luck, knowing that everyone needed a hand now and then. Then Uncle Gerry had a stroke. There was no IPSSA there for him, no sick route policy, no Code of Ethics. And while Uncle Gerry laid in a bed dying, and Aunt Helene and the rest of our family grieved for this incredible, loving man, his "friends" picked apart his business. They contacted the local funeral homes and offered their services. None of them worried that the business that Uncle Gerry spent years building was dying even as Uncle Gerry was taking his last breaths. No one was concerned that Aunt Helene would now not only lose her husband of thirty years, but the majority of her income. After all, business is business - right? At that time George was President of Capital Valley IPSSA and wrote his President's letter to point out how proud and fortunate we were to have IPSSA, where we hold ourselves to a higher standard, where we know that the bottom line is seldom the most important measure of our success.

We recently received a call from Rob Casebolt, telling us that a member was on sick route and needed his pools covered. This person has been a member of our chapter for many, many years and has covered sick route for many of you. We immediately answered that we would be pleased to cover sick route - despite the fact that we don't do service ourselves and therefore are ineligible for sick route ourselves. Sick route coverage is an integral part of IPSSA and "opting out" is not only not an option - it is not honorable.

Imagine our surprise to have heard today that many members are complaining about taking sick route coverage. Sure, you have been asked to do so many times before. Sure, it disrupts your schedule. Sure, it can be a hassle.

But, consider the hours Rob Casebolt has to put in getting the routes covered EVERY time someone goes out sick. Consider the additional time and hassle when his calls are met with resistance or, unbelievably, rudeness. Do you really think that's how he wants to spend his nights and weekends? Consider what you would do if suddenly you had no income. Consider what would happen if while you were out sick your fellow members contacted your customers to take away your pools. Consider what your word and reputation are worth. Consider that without sick route, IPSSA would not be what it is. If you are not willing to cover sick route pools, doing them with all the diligence you would use on your own pools, please consider finding another organization.

To those who take on sick route willingly and well, thank you. To the rest of you, please give Uncle Gerry some thought tonight.

Shaleen Stevenson

Sick Route News

- ◆ **Rob and Stephanie Casebolt have stepped down from the Sick Route Chairman position. George and Shaleen Stevenson have taken over this position. Thank you Rob and Stephanie for all your hard work!!**
- ◆ **Currently there are two members out on sick leave, Jay Carmody & Marian Pliczka. We wish these members a speedy recovery!**
- ◆ **If you are servicing a sick members route please give their pools the same customer service that you provide your own pools. Thank you for your efforts in helping this program run smoothly.**
- ◆ **Your sick route summary cards were due by January 31, 2010. If you have not turned them in you will be fined \$100.00 on February 15, 2010. The next fine for not turning them in will be assessed on March 15, 2010 for \$200.00. Take a couple minutes to fill out the card and save yourself a bundle in Chapter fines.**

You may check the Capital Valley IPSSA website at www.cvipssa.com to verify your summary card has been received.

*Congratulations to Larry
Hughes!!*

*Larry was voted in as the Region 1
Treasurer at the Region 1 Board Meeting
in January.*

Reminder:

Open all the attachments that come with the newsletter!

This month's attachments include:

- ◆ Information on the Resource Manual by Mike Stinson
- ◆ Training schedules for Hayward and Zodiac

Don't miss out on important information!!



MEMBERS ONLY DRAWING



Remember, you must be *present* to win.

If you are not present you will not win! There is no carry over to the next meeting. So come to the meeting, learn something from the guest speaker and maybe even win a little cold hard cash!!

Insurance Membership Education Networking Friendship



Newsletters are being sent out via e-mail! If you do not receive a newsletter via e-mail its because the IPSSA financial office does not have your e-mail address. Please e-mail me at jneronde@yahoo.com and I will be sure to add you to the list.

Capital Valley IPSSA Chapter

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Please Patronize Our Chapter Supporters

Adams Pool Specialties.....	Jason Ladd	(916) 416-4345
Advantis Technologies.....	Mark Rieken	(707) 373-9377
American Leak Detection	Monte Routon	(916) 331-6443
Aztec Solar.....	Jonathan Gemma.....	(916) 853-2700
Blake Sales.....	Ron Eger	(360) 970-3233
Bullseye Leak Detection	Daniel Spatz.....	(916) 216-7566
Chem Quip.....	Mitch Miles.....	(916) 779-4051
Classic Pool Finishing.....	Stephen Beveridge	(916) 797-0110
Contractors State License Services	Mary Birch.....	(916) 363-2784
Deck-O-Seal.....	Patrick Raney.....	(916) 806-8924
Easy Care Products	Brian Rezae.....	(800) 289-7660
General Pool Supply	Jennifer Wilson.....	(800) 722-7946
HASA Chemicals	Stan Carpenter.....	(925) 949-3783
Hayward Pool Products.....	John Adams Handy.....	(800) 663-3355
Jandy/Polaris/Zodiac.....	Jade Nicol	(916) 826-1787
Kona Labs LLC.....	(808) 345-2046
Leak Detectives.....	Gary Gallion	(916) 224-1570
Leisure Supply Company.....	Tristen Traynor.....	(916) 614-9500
Natural Chemistry.....	Pat Smith.....	(707) 775-5517
Orenda Technologies	(000) 000-0000
Paramount Pool & Spa Systems.....	John Andersen.....	(925) 595-7516
Pentair.....	Lorne Early	(916) 284-9774
Pool Covers, Inc.....	Cheryl MacLennan.....	(800) 662-7665
Pool RX.....	Tali Hiller.....	(949) 842-3114
Poolvergnuegen.....	Dieter Rief	(707) 566-0400
Raypak	Mike Miller	(916) 715-3470
Recreation Sales.....	Kirk Wissbaum	(503) 804-9303
SCP, Rancho Cordova.....	Eron Bennett	(916) 635-7374
SCP, Rocklin.....	Ernie Weigum.....	(916) 408-2700
SeaKlear.....	Jerry Jeakins.....	(831) 334-2830
Serrano Pool Plaster.....	Christian Ballard.....	(916) 276-1261
Suntrek Solar.....	Kristen MacDowell.....	(209) 366-1917
United Chemical	Brian Hauser	(559) 589-3695
Vac Alert.....	Jim Bowe	(831) 277-2791
Valley Leak Detection.....	Jeff Smith.....	(916) 863-7362
Zodiac Pool Systems.....	Aaron Young.....	(916) 826-1787

If you are a Chapter Supporter and are interested in submitting monthly articles, or news, please e-mail info and artwork to Jennifer Neronde at jneronde@yahoo.com. The deadline is the 15th of the month for the following months issue. Thank you.