

# Aqua News

Winkler Pool Management, Inc.

## Welcome to WPM - Summer 2014

### Supervision

Our management team underwent some changes in the off-season. Our management division is still headed by our Vice President, Chris Waters but the new Regional Manager in VA is Darron Dandridge, former Service Technician. Georgi Dimov rounds out the management team in VA. Our Regional Managers in DC/MD are Jesse Morgan, who has been with us for the past 8 years and Spencer Wilmot, former Regional Manager in VA. Our Service Department is headed by our Service Coordinator, Kirk Southworth and our Staffing Directors are Margaret Williams, Sherry Alexander and Diyana Petrova, who heads our International Program.

The following Supervisors are responsible for the Regional Managers in the following areas:

#### DC/MD

TBA - Southern Prince George's County  
Zoran Petrovic - Northern Prince George's County

Gile Nikolic-NWDC, Chevy Chase  
Boris Luzija - Silver Spring  
Nick Farrell- Frederick/Gaithbg

#### VA

Todor Gospodinov-Springfield/Fairfax  
Philip Bridges - Stafford, Warrenton  
Osman Y Osman - Herndon, Reston  
Tyler Wilmot - Centerville, Manassas

Milos Duric - Arlington  
Georgi Dimov- Alex  
Damian Wade-Alex/Rt. 1

### Problems/Communications

If you have any problems or questions please call the office at (301) 864-4900, (703) 451-4664.

The office will contact the appropriate supervisor. Please do not contact your supervisor directly. You will receive a quicker response by calling the office.

We do have an "800" number - it is 1-888-616-SWIM (7946).

The office phones are answered in our main office generally from 8:00 a.m. to 6:00 p.m. Monday through Friday and from **10:00 a.m. to 2:00 p.m. Saturdays and Holidays and 10-1:00 on Sundays.**

### \*\*\*\*Safety First\*\*\*\*

There are the life and death situations you will be confronted with in your job as a lifeguard. Remember - your job as a lifeguard is just that, to guard life - and to save a life if that becomes the case.

Please see the attached Emergency Action Plan. Please familiarize yourself with these steps. There is a copy of this in the front of each log book to refer to periodically. It is *imperative* that these steps are followed in an emergency situation.

### Inclement Weather

The inclement weather policy is included in your guard manual. See your supervisor for any clarification. **No pool is allowed to close without clearance from our office which will be given to you through your supervisor.**

### Chlorine

When you have a three-day supply remaining of liquid chlorine, please contact our office and place an order. All calls must go through our office for tracking purposes.

### Cyanuric Acid

Some of the pools will be getting Iso-cyanuric acid (chlorine stabilizer) delivered to them. This is used to maintain water balance in the pool. Please ask your supervisor to explain stabilizer in more detail after you receive it.

### Chlorinators

If your chlorinator is not working, ask a supervisor to show you how to make minor repairs. It is of the utmost importance that the proper chlorine residual be in the water. If the chlorinator is not working and you cannot fix it, simply hand feed: pour some chlorine in the skimmer closest to the filter and notify your supervisor.

### Acid

Since we use sodium hypochlorite as the disinfectant (at the majority of the pools), the pH of the water will always be rising (NaOCl is a basic solution). To lower the pH, pour some acid in the water at night after the pool closes. (Do not pour acid directly into a skimmer!) This might have to be done as often as once per day. If you use bromine, you will need soda ash to maintain proper pH levels. These chemicals will be ordered through your supervisor.

## Employee Paperwork

We must have a W-4, I-9, application and Employee Agreement on each employee, new or old. If you have not filled out the appropriate paper work, please see your supervisor. You must complete this paperwork to receive your paycheck.

## Filter Operation

If you or your staff is not 100% confident with the operation of the filter system, please contact your supervisor.

## Health Department

The local health departments have started regular inspections of the pools. If an inspector arrives at your pool, contact the office immediately.

## Telephone

When answering the pool phone, please be sure to state the pool name and your name.

## Uniforms

All employees must be in uniform while on duty. If you have not yet received a complete uniform package, please see your supervisor.

## Rules

If you have not received a copy of the pool rules, get one from the resident manager. Read them, post them, enforce them.

## Gate Control

Follow the gate control procedure established at your pool. It is important to monitor this closely. No one is allowed in without a pass.

## Cleaning

Bath houses are to be hosed down and scrubbed daily. If you are in need of

cleaning supplies, see your supervisor for the proper procedure for obtaining supplies. Don't forget - the pools need daily cleaning also. Please make sure the pool is brushed and vacuumed and the tiles are cleaned.

## Resident Managers

Your resident manager will help you. Introduce yourself and do not be afraid of them. Your job will be much easier if you talk to your resident manager and let them know what is going on at the pool.

## Cell Phones

When you are on duty, your primary concern is the safety of the patrons. Therefore, the use of cell phones on deck is strictly prohibited.

## Accident Reports

You all have accident reports in the notebooks. If you do not, ask your supervisor for some. In case of any accident, fill out the accident report. If professional services were requested, call our office immediately and your supervisor will come by and pick up the report. If the accident is minor in nature, leave it in the notebook.

## Pool Notebooks

It is important to maintain clear and complete records at every pool. Keep all chlorine receipts, health department reports, weekly forms, log sheets, etc. in the notebooks.

## \$\$\$\$\$

The paychecks for lifeguards issued today cover the pay period for 05/03/14 - 05/16/14. Some of you will receive checks if you did some preseason work within those dates or if you were assigned to a pool that opened prior to Memorial Day weekend. The time sheets you are turning in today are for 05/17- 05/30 (this includes opening day for the majority of the pools). Those checks will be distributed on June 13, 2014 at the pools.

*Please note that the neon green time sheets provided to some pools are only to be used for swimming lessons. The blue time sheets provided to some pools are for special events only.*

## Checks

Please examine your check carefully to ensure the proper spelling of your name, your street address, your social security number, and the number of hours you worked. Any questions or discrepancies in your paycheck may be submitted in writing and mailed, faxed or e-mailed to our main office: WPM, 4905 Edmonston Rd., Hyattsville, MD 20781 or fax: 301/779-0559; e-mail address: [payroll@winklerpool.com](mailto:payroll@winklerpool.com).

The payroll department will research each discrepancy and respond to you by the next pay period.

## Last Day of School

If your pool has school hours (ask your Supervisor if you don't know) the pool goes on regular hours the next weekday after the last day of school in your County. The last day of schools in their respective counties are as follows:

|                       |         |
|-----------------------|---------|
| District of Columbia  | June 20 |
| Anne Arundel          | June 18 |
| Frederick             | June 11 |
| Montgomery            | June 13 |
| Prince George's       | June 13 |
| St. Mary's            | June 12 |
| City of Alexandria    | June 20 |
| Arlington             | June 18 |
| Fairfax               | June 25 |
| Fauquier              | June 10 |
| Loudoun               | June 13 |
| City of Manassas Park | June 19 |
| Prince William        | June 19 |
| Spotsylvania          | June 13 |
| Stafford              | June 13 |