

# AQUA NEWS

Winkler Pool Management, Inc.

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## HAPPY 4TH OF JULY!

### HOLIDAY HOURS

THE FEDERAL HOLIDAY IS BEING CELEBRATED ON FRIDAY, JULY 4TH.

ALL POOLS WILL BE OPEN HOLIDAY HOURS (IF APPLICABLE) ON FRIDAY.

If your Resident Manager tells you they wish to be open (or closed) a certain day or need additional staffing, please call our office and notify your Supervisor immediately.

### FILTER PROBLEMS

If something is not operating correctly with your filter system, i.e., no or too low flow, too high influent pressure, no pressure at all, water getting cloudy in the pool, etc., try to correct this by turning off the pump and reviewing your backwash procedure. In other words, try to start from scratch. If there is still a problem, leave the pump off and call the office.

### COMMUNICATION

We can not stress this enough. In order for Winkler Pool Management to effectively and efficiently operate the number of pools which we have under contract this year, the supervisory personnel must be informed of what is going on at each of our pools. The following is the procedure we need to

follow in order to insure proper communication:

1. If you have a problem which you cannot handle, call our office. You do not have to speak to a supervisor personally. Jenn, Clarissa, Dahlia, Chris or any member of our office staff will help you, or relay the message to us. They know to take accurate messages and dispatch them accordingly. You can call at night to the office and leave a message. When you call in give your name, the pool name, your phone number and the nature of the problem. This procedure will work, but only if it is followed to the letter.

2. Written communication is more accurate than verbal communication. Therefore, when a supervisor tells you to follow a certain procedure which might be five or six steps long and seems common knowledge to us, it might confuse you. That is why we want you to write down what we say. In that same light, we have a lot of things to remember and, unfortunately, forget what you tell us. If you want something done or remembered by us, make sure you see us write it down.

### ACID (for pH control)

When you add acid, make sure to pour it in the pool at closing. Pour it in the deep end, but not in one spot. If some spills on the deck, wash it off. If some spills on you, do not panic, just wash it

off (you can jump in the pool if you have to).

### CHLORINE

Please note on your log sheets the amount of chlorine used per day. One inch is approximately one gallon. Be sure to call in when you have three business days left. It will take that long for Amchlor to dispatch the order. If an order is called in as a "Rush" the chlorine company is forced to modify their schedule which may cause a delay in the "regular deliveries". **Make sure chlorinators are turned off in the evening.**

### HEALTH DEPARTMENT

Do not volunteer information to the health inspector. Only answer the questions they ask you. Be sure to call into our office immediately when the inspector comes to your pool.

### TIME

If you open your pool late, it reflects poorly on WPM. Do it too many times and you won't have to worry about opening at all.

### HELPING OUT

If a supervisor calls for you to help him by going to another pool to cover, you must go. This was written in the employment agreement that all of you signed. We try to keep this to a

minimum, but unfortunately it happens.

## SCHEDULES

Set your schedules up one week in advance. This will enable us to see better where subs are needed, etc. Also, at multi-guard pools follow the staffing schedule we have put on your contract summary. For example, if one guard is to open and a second to come in during the peak hours, the first leaves early and the second closes. That does not mean two at all times. The supervisors have been given specific lists of the pools with the most problems with their schedules so they can help you.

## REAGENTS

Available from your supervisor. Call our office to order when you have a couple days supply left.

## CHLORINE/pH

The chlorine residual must be a minimum of 2.0 and the pH must be between 7.2 and 7.8.

## ACCIDENTS

Within the past two weeks we have had a few minor accidents at some of the pools. It is very important that we get two things accomplished: 1) Accident reports must be filled out completely (one copy to remain in pool notebook and one copy to come back with the supervisor to the office. 2) Notify the office as soon as an accident occurs - especially if at all serious in nature. 3) If you are personally in an accident a report must be filled out on this as well and a copy brought back to the office for processing.

## ALGAE

It can be eliminated. Regular brushing and superchlorination will prevent the problem from occurring. Calcium Hypochlorite (HTH) will get rid of it once it has started. Obviously, it is better to prevent algae from starting, rather than have to get rid of it. Ask

your supervisor for Calcium Hypochlorite (HTH).

## PAPER WORK

Time sheets: You must put your actual hours worked on the time sheet. Note lunch breaks. Multi-guard pool time sheets will be corrected if arrival/departure/breaks are not documented correctly. When paychecks are distributed on Saturday of a payroll week, you will turn in the completed Time Sheet(s) to your Area Supervisor for the two weeks prior and you will be given new time sheets for the next two weeks. New time sheets, as well as the Aqua News, and any other pertinent information will arrive together each pay day. 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.

## LICENSES

For those of you who haven't, PLEASE post COPIES of your LGT, CPR, First Aid and Operators cards. This is the first thing the health inspector will look for.

## SWIM TESTS

It is important to have all children under the age of 10 demonstrate that they are able to swim and tread water before allowing them in the pool. If a child cannot demonstrate these basic skills then a parent or guardian must be within arms reach of the child at all times.

## WATER WINGS

Allowed only if parent is within arms' length. If the parent leaves the child unattended, even once, prohibit any floatation aids.

## PROFESSIONALISM

It is of extreme importance that we maintain a professional image at all times. You never know who is watching! (i.e. lifeguards are not to be

thrown in the water by friends, etc.).

## GATE CONTROL

This summer the number one complaint that our clients have is the failure of our lifeguards to implement the gate control procedures as set forth in the Pool Rules. Individual pools may have different procedures, so you must learn, and follow, the procedure for your specific pool. This is especially true if you work at different pools. Generally, everyone is required to have a pool pass for entry. If they don't, inform them they can not be admitted until they return with a pass, refer them to the on-site office. Some properties require sign in sheets, if your pool does, make sure you enforce it. Guest policies can vary, please consult the individual pool rules. Thank you for abiding by this policy.

## PERSONNEL

If you work at one pool one day, one the next, etc., do not think that because you are in one particular pool for only one day that you do not have to do the required chores. You are to fill out the check in/out form and do the required maintenance.

## Electronic Devices

**When you are on duty, your primary concern is the safety of the patrons.**

**Therefore, the use of cell phones, i-pads, tablets, computers, electronic games or any other electronic device is strictly prohibited when on deck.**

**Use of these devices, under any circumstances may be cause for dismissal.**