

# Aqua News

Winkler Pool Management, Inc.

## JUST 10 MORE DAYS - BUT IT AIN'T OVER TILL IT'S OVER.....

### LAST DAY

For those pools without post Labor Day operation, the last day is Monday, September 1<sup>st</sup>. Pools are open full time on Monday, following the holiday schedule (if one is applicable for your pool).

### WINTERIZATION

All pool managers, or those designated by your supervisor or regional manager, will work the late shift on Labor Day. There will be **NO** exceptions. **Next week, your Supervisor will distribute a separate memorandum with important winterization info.** Please read it carefully and if you have any questions, please ask.

### DISCIPLINE

Kids tend to be pure hell on Labor Day as they know there is no tomorrow. Try not to let them get out of hand. No jumping off lifeguard stands, etc. Keep a level head, do not use force, but instead try to threaten them with loss of pool privileges for the first week of next summer. If you get in trouble, call the office.

### POST LABOR DAY

If your pool is staying open after Labor Day, you **will not** follow the winterization memo distributed next week. You will be notified by your supervisor with the names of the pools staying open after Labor Day.

### CONTACTING US

For those of you who may be just subbing for us these last few days you can reach your supervisor through the office: 301/864-4900, 703/451-4664, or toll-free 888/616-SWIM (7946).

### CHLORINE

There are limited deliveries. Try and gauge it so you completely empty your vats on Labor Day. If you run low over the weekend, call your supervisor and they will bring you Calcium Hypochlorite. If you run out on Labor Day, do not worry. If you have too much, do not try and use it all. Also, the same applies with acid.

### FINAL CHECKS

The next two pay checks will be mailed to the address which is currently on your check. This would be the same as the address you gave us when you filled out your paperwork for employment. If you want the check mailed to a different address please be sure to leave two self addressed stamped envelopes in the pool notebook. If you have already given us envelopes or have called in this information to the office - Thanks! - We have put this in our payroll file and will make sure we use it when we mail out your check.

The same bi-weekly pay schedule will remain in effect. Therefore, for the pay period 08/9/14 - 08/22/14, checks will be mailed 9/5/14 For the pay period including Labor Day (09/01), 8/23/14 - 09/5/14, those checks will not be mailed until September 19<sup>th</sup>. If you do not receive your check, do not call until **after** the above dates. **As always, checks will not be available for pickup at the main office.** If you are working for us post-season, your check will continue to be delivered to your pool by the Area Supervisor.

### 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

It is imperative at this time of year, that your schedules are set up one week in advance. This will enable us to see better where there are holes in te schedule and where subs are needed.

**Please see the reverse side for an Overview of the 2014 season....**



## OVERVIEW OF 2014

The close of the 2014 season will mark the 60<sup>th</sup> year that WPM has been managing swimming pools in the Washington, DC metropolitan area. We have seen many changes in the people who choose to work as lifeguards in those seven decades. It is almost hard to conceive, but we could have had a 4<sup>th</sup> generation employee after all those years!

The 2014 season marked a year in which we had a modest growth on the pool management side and a healthy growth on the service side of the business. As the season comes to a close, the overall reflection is that we were able to do a better job at many pools: not just getting by. We will use the strength of our job performance, thanks to most of you, to encourage sales for 2015. In other words, we want the business to grow and that growth will be thanks to you, our employees.

Unlike the past couple of years, this season we started off without a shortage of lifeguards. Many of the International Students arrived in time to receive their training and start on opening day which helped tremendously. The American staffers hired a compliment of domestic lifeguards to ensure opening. However, too many guards were required to work too many hours which tends to make people tired and not want to work.

The compliment of employees saw a shift toward more International students and less domestic guards.

To those of you who worked countless hours to allow the pools to open, we thank you. That applies to lifeguards, supervisors, staffing directors, regional managers, the service department and the support staff.

This year we experienced more pressure from a few of the local health departments. It is very disappointing to see closures as a result from some of the basics not being met: chlorine residual, pH levels, flow rate. All items in control of the onsite lifeguards, and, which should be closely monitored by the supervisory staff. With the Supervisors all having

tablets, we should be almost instantly aware of any field problems.

The job you did pleased many of our clients as noted above, however we were average at best and, unfortunately, below par at a few.

In addition to all the overtime worked by the lifeguards, this marked yet another summer where we had few "rainy" days and therefore little relief from the day to day duties. Not getting a "break" makes the job seem harder and it can become redundant. The blessing was the overall cooler temperatures- not a day over 90 degrees Fahrenheit in August - unheard of in the Washington DC area.

This off-season we will concentrate on improving our management program from the ground up. Local school recruitment of lifeguards and college recruitment of supervisors.

Our secondary goal is to manage swimming pools that are clean and enjoyable for the patrons to use. Our primary goal is to ensure safety to the patrons who use the pools. Overall, we met this goal this year. We had a few saves this year which resulted in compliments to the lifeguards. They did the job as they were trained.

For those guards who work through the season (or at least through the last day on your employment agreement), we are eternally grateful and that character trait will only bode well for you in the future.

Nonetheless, anything we can do to help you as a former WPM employee, Domestic or International, we will do, you have my word. If you need a job reference, please don't hesitate to contact the office.

For 2015 we will once again put strong effort into the recruiting of both domestic and international lifeguards. It is our belief that a blend of staff provides the best job for the clients. If you are an international lifeguard and would like to assist in overseas recruitment, please contact Diyana Petrova at the office.

During the off-season, international recruitment and training programs, as mentioned above, will be refined to

develop a larger base of lifeguards, with a strong domestic concentration. Domestic guard recruitment criteria will be constricted to ensure a quality hire, not just a person to fill a roster spot. We will work to build a sense of comradery among all our lifeguards to bring the "glory" and the "fun" back to the job of being a lifeguard.

For all of you remember: the job of a lifeguard is not "just a summer job". It is usually the beginning of your working career - and maybe the most important role you will ever have - guarding lives. The enormous responsibility and dedication being a good lifeguard takes should follow you the rest of your life and set you apart from the rest. As anyone who has made a "save" can tell you, life is very precious and the ability to guard and save lives is very special indeed.

The supervisors are there to provide you with the skills you need to do your job, and I hope you feel that your supervisor helped you. If you feel you have the experience and would like to supervise in 2015, please contact one of our Regional Managers - either Jesse Morgan, Spencer Wilmot, Darron Dandridge or Vice President, Chris Waters.

For those of you who feel they performed your job well, please feel free to call if you need job references or recommendations. Best of luck to everyone and we look forward to hearing from you when we begin our hiring next Spring.

On behalf of Steve Wilmot, Chris Waters, Jesse Morgan, Spencer Wilmot, Darron Dandridge, Georgi Dimov, Diyana Petrova, Sherry Alexander, Margaret Williams, Tracy Garner, Kirk Southworth and the Service Division, the Area Supervisors, the remainder of the accounting Staff (Carolyn, Andy and Allison) and the Office Staff (Chris, Clarissa, Jenn, and Dahlia), I thank you.

Sincerely,

**Doug**  
Douglas S. Winkler