IPSSA Sick Route Rules

(Revised 8/2/14)

IPSSA Responsibility

IPSSA is not liable or responsible for the quality of the servicing member's work, customer complaints, loss of member accounts or any related matter other than to hear the matter before a grievance committee which could result in the servicing member being suspended or expelled from IPSSA.

Regular Members Bound to Participate

The sick route plan is compulsory for all regular members who have pool or spa clients within the sick route boundaries.

Any member who refuses to service pools for a sick member will be subject to expulsion from IPSSA, in accordance with IPSSA rules. Any member who 1) has a complaint filed against him due to neglect on his/her part, or 2) purposefully abuses the Sick Route program, will be subject to disciplinary action, which could result in a fine of not less than $100 per pool per service day, suspension, or expulsion from IPSSA.

Chapter Supporters are not eligible to participate in the Sick Route program.

Obligations of Servicing Member

A Servicing Member (defined as an IPSSA member in good standing and whose primary place of business is within the boundaries of an approved IPSSA chapter Sick Route Plan) must conform to IPSSA and Chapter Rules and Policies.

The servicing member's obligation under this plan will not extend beyond cleaning the pool or spa, emptying the baskets, adding the necessary chemicals and backwashing the filter. Any additional service is up to the discretion of the chapter.

IPSSA and its members will not be required to cover any single pool more than twice a week. Additional arrangements will be up to the chapter.

IPSSA Chapter Role

Sick Route plans are operated by Chapters in conformance with these IPSSA Sick Route Rules. An IPSSA Chapter may not conduct any sick route or similar program that is not in compliance with these Rules.

Boundaries are set by the Chapter. The Chapter may set boundaries using maps, Thomas Guide, political boundaries (such as town, city or county boundaries), zip codes covered or similar means.

The location of the serving member's pool route, not the member's residence, shall be the determining factor for coverage by the sick route plan.

Sick route participation requirements for Employee Members shall be set by each individual Chapter provided that said participation requirements are consistent with these Rules.

Chapters may enact Sick Route policies in additional to these Rules, but said policies shall be effective only with the prior approval of IPSSA. The purpose of this requirement is to protect IPSSA from lawsuits and governmental action against all of IPSSA for errors or oversights of Chapter Sick Route plans. Chapters shall notify IPSSA of any new or amended Chapter Sick Route policies, and submit complete copies of the proposed additions or changes. IPSSA's Sick Route Committee will, in turn, review the proposed changes or additions within thirty (30) calendar days of actual receipt of the complete copy of the proposed additions or changes. IPSSA's BORD shall approve the additions or changes to the extent that they are not inconsistent with these Sick Route Rules, and that they do not pose a material threat to the interests of IPSSA or its members. Any Chapter policy that is not approved by IPSSA is void and in violation of these Sick Route Rules.

Chapters are required to operate and administer the Sick Route program in a fair and reasonable way. Chapters shall apply all rules and requirements uniformly to all IPSSA members within any given category of membership. Chapters shall not discriminate against any member, competitor, consumer or supplier based on legally prohibited criteria, such as race, ethnicity, religion, gender, etc.

Chapters shall report any suggestions, problems, substantial complaints, threats of litigation, irregularities, failures or other concerns to the Regional Director as soon as possible after receiving the same. The Regional Director will report to the IPSSA Executive Office and Sick Route Committee.

Limitations on Benefits

Sick Route benefits are available only to eligible IPSSA members participating in an approved Chapter Sick Route Plan.

Sick Route coverage is available only for pools or spas that the sick member personally services.

A Participating member will have coverage as determined by their chapter, provided that the length of coverage rules shall apply equally to all members of said chapter.

This time period can be extended by a majority vote of the Chapter members at a general meeting or at the discretion of the Chapter's executive board.

New members will not be covered for pre-existing conditions or elective surgery for the first six months of membership in IPSSA, but will be covered for any accident/injury or hospitalization that occurs while an IPSSA member.

Sick Route coverage is available for injuries and/or illnesses preventing work for more than ten (10) consecutive week days.

Requirement of verification for coverage of 5 or more consecutive week days, and 10 days in calendar year

To qualify a member for sick route coverage, the sick route chairman must have in his/her possession within five working days a notification from the attending physician (a licensed M.D.) stating the general nature of the illness/injury and approximate length of time needed for recovery.

Sick Route Procedures

Requirements for notification of the Chapter of being sick

The sick member should contact the chapter Sick Route chair as soon as possible. For purposes of the IPSSA Sick Route program, "sick" means physically or mentally ill such that the member cannot or should not, in a physician's discretion, service a client pool or spa, or do significant physical activities beyond what is necessary for the treatment of the illness or injury.

The member must have a written statement from the member attending physician delivered to the sick route chair within five working days of notifying him/her that coverage is needed.

The member must be a member in good standing, including all fees having been paid.

The member must submit completed, legible route cards to the sick route chair before the member pools can be routed. It is advisable to keep these cards filled out and updated on an ongoing basis, to be available in an emergency. No route cards, no coverage!

The member shall, if his or her condition permits, provide updates to the chapter Sick Route chair concerning the anticipated date the member will resume his or her service route. Updates shall be provided upon request of the Sick Route chair. Said updates shall not include confidential medical information.

The member may not accept any new business that would require sick route coverage from chapter members while the member is out on disability.

Every effort will be made to ensure that pools are serviced within seven days of notification that coverage will be needed.

Sick Route Cards

Sick route cards (IPSSA form SR1-yellow) will be maintained by and are the responsibility of each regular member.

These cards inform other IPSSA members of the particulars of individual accounts that need servicing under this sick route plan.

Sick route cards determine the type of service for the pool.

The cards must be filled out completely.

Coverage cards (IPSSA form SR2-blue) will be filled out by regular members and maintained by the sick route chair in order to help allocate sick route pools to members already servicing a particular area.

New coverage cards must be submitted at least once a year to the sick route chair.

All members must have a coverage (blue) card to the sick route chair within 30 days of membership in IPSSA.

It is up to each member to have his/her route cards (yellow) updated, because the sick route plan will cover only those pools documented. No cards, no coverage!

Cards may be obtained from the IPSSA executive office.

Cards are available to Chapters only -- no individual requests.

Call 888-360-9505.

Fees are debited to the chapter account for sick route cards.

Yellow cards (SR1) have a fee and come in quantities of 500. Blue cards (SR2) are free and come in quantities of 50.

Notification and response to providing sick coverage

Notification

The servicing member will be notified by the Chapter Sick Route chair of Sick Route coverage obligation via telephone or electronic mail within three business days of notification by the sick member.

Response to notification

Confirmation of notice

If the member receives notification on an answering machine that there are pools the member needs to service under this plan, the member must return the call within 24 hours.

Once a member has accepted a pool assignment, the chapter assumes that it is being serviced in a regular and professional manner.

If this is not the case, for any reason, the member must advise the sick route chair.

Note: Do not give the sick route chair a hard time when he or she calls to give the member an assignment. Remember, this could be the member that he or she is helping the next time.

Provision of coverage

Members must start service on the pool within five working days after it is assigned.

The member will be notified by the sick route chair when the member can stop servicing the sick member's pools.

Notify customer of coverage and schedule on first day of coverage

On the first visit to a sick member's pool, go to the door, introduce yourself and advise the customer of your schedule. If no one is at home, please leave a door hanger explaining the details of coverage.

Requirements to change pool service days

The servicing member has a right to change the days of service provided that the customer is notified.

Quality of Sick Route service

A servicing member is expected to care for a sick member's pool in a competent and professional manner.

Note: A member may be assigned a pool the member wouldn't care to service him or herself, but the obligation to provide Sick Route coverage is binding (and temporary).

When servicing a sick member's pool, the servicing members should not bring pets, children, friends, etc. to the job.

The servicing member is to perform the service him or herself, or ensure that the pools assigned are serviced by a fully qualified technician at the servicing member's expense and risk.

Nothing in these Rules or Chapter Policies shall prohibit a servicing member from compensating a fully qualified technician for servicing a sick member's clients if that servicing member is unable or unwilling to provide that service personally.

Solicitation of Client while providing Sick Route Coverage

Solicitation of the business of a client, or placing advertising or promotional materials or stickers on Sick Route client property or equipment while providing Sick Route Coverage is not permitted. Should this be violated, said member is

subject to disciplinary action up to expulsion, at the discretion of the chapter board.

Charges for Sick Route Coverage

A servicing member may not charge the sick member or a sick member's customer for sick route services. The reason for this provision is that IPSSA is not a commercial business or insurance company. Its reason for existence is to provide mutual professional benefit and growth of its members, and to improve the pool and spa service industry. Entry into this program as a commercial enterprise is beyond IPSSA's nonprofit purposes, and could trigger employment related and antitrust complaints, among other things.

Reimbursement of Expenses

The servicing member may, in his or her discretion, charge the sick member the wholesale cost of chemicals used, provided that Chapter policies do not disallow this practice.

The servicing member must keep written records of the quantity and type of chemicals used for the purpose of reimbursement.

The sick member must pay the servicing member by check within 30 days of receipt of the bill.

Repairs

Neither IPSSA, the Chapter nor any servicing member shall be involved in determination of the repair prices, or who shall perform said repairs. Prices shall be determined independently by the pool/spa owner and the repair technician of their choice.

The sick member is responsible for equipment repairs during Sick Route coverage. The servicing member is responsible for equipment repairs only when caused solely by the servicing member, at his or her own expense.

In case of equipment breakdown during Sick Route coverage, the sick member or sick route chair will be immediately notified by the servicing member.

The sick member must authorize any repairs before they are done.

Death of Member

In the event of a member's death, the chapter will provide Sick Route coverage of the deceased member's route for a period of three months. An extension can be approved by the chapter board.

Pools serviced will be based on the sick route cards filed with the sick route chair at the time the coverage is requested.

IPSSA will not be involved in or responsible for the sale or transfer of ownership of any accounts of the surviving spouse.

Optional Bereavement Sick Route Coverage

Death in a participating member's immediate family (including a parent, grandparent, child, grandchild, sibling) will be covered as soon as possible for a period of one week. This can be extended at the discretion of the chapter's executive board.

IPSSA Bylaws:

ARTICLE I
CORPORATE STRUCTURE

IPSSA is organized around a basic structure of self-sustaining subordinate parts. At the very base of the structure is the membership level. There are various categories of members, described below, however, only Regular Members are entitled to vote. Regular Members are organized into Chapters, which are the basic structural units of the IPSSA organization. Chapters are organized into geographical Regions, and representatives from the geographical Regions sit on the Board of Regional Directors (the "**BORD**"), which is the governing body of IPSSA.

The BORD shall have the authority to adopt Standing Rules, Policies and Procedures, Sick Route Rules, and such other rules as they deem necessary to govern their affairs, provided that such rules do not contradict these bylaws. In addition, the BORD shall adopt a Code of Ethics which may be amended or revised from time to time, and which shall take precedence over all IPSSA rules except the IPSSA bylaws. The IPSSA bylaws, Code of Ethics, Standing Rules, Policies and Procedures, and such other rules as may be adopted by the BORD, from time to time, shall be hereinafter sometimes collectively referred to as the "**IPSSA Governing Rules**." In the event of any conflict between any of the various IPSSA Governing Rules, the bylaws shall prevail over all other rules, the Code of Ethics shall prevail over all rules except the bylaws, the IPSSA Standing Rules shall prevail over all other rules except the bylaws and the Code of Ethics, and the IPSSA Policies and Procedures shall prevail over all rules other than the IPSSA bylaws, Code of Ethics, or IPSSA Standing Rules. The Regions and Chapters shall have the authority to adopt Standing Rules to assist in governing such Region or Chapter. As between the various levels of IPSSA, the IPSSA Governing Rules shall prevail over all other Standing Rules, and the Regional Standing Rules shall prevail over the Chapter Standing Rules.

Section 5.4. Chapter Filing Requirements. Each Chapter shall file a copy of that Chapter's current Standing Rules and Sick Route Coverage Plan with the IPSSA Executive Office by the following BORD meeting.

Section 5.4.a. Chapter Sick Route Programs. Chapters shall, to the extent required by IPSSA Sick Route Rules, operate a "Sick Route Coverage" program within the boundaries of said Chapter. Said program shall conform to IPSSA Sick Route Rules. Said chapter Sick Route program policy may be amended or revised provided said amendments or revisions, are consistent with IPSSA Sick Route Rules, and are approved by IPSSA prior to their taking effect or being applied by the Chapter.

IPSSA Standing Rules:

Article 4, Section 5, revised as follows:

Section 5. Sick Plan (mandatory): Vacation Plan (optional) and Death Plan (optional): Each Chapter shall adopt for the benefit of its respective members a written Sick Route Coverage Plan, and may adopt a voluntary member vacation plan and voluntary death plan for route coverage, provided said policies shall not take effect or be implemented until approved by IPSSA.

IPSSA Policies and Procedures:

The following items have been deleted:

CHAPTERS AND REGIONS

NUMBER OF MEMBERS IN A CHAPTER: Chapters should have at least ten members in order to maintain a sick member's route. (3/20/88)

SICK LEAVE ROUTE COVERAGE: All chapters are required to have a written sick route coverage plan submitted to the IPSSA Executive Office. New chapters must submit their plans within six months after formation or be subject to dissolution. (2/2/91)

SICK ROUTE CARDS: Sick route and contact cards (IPSSA forms SR 1 and SR2) are adopted for all new chapters, effective January 1996. Existing chapters are encouraged to accept and adopt the cards. (9/30/95)

IPSSA Chapter Sick Route Guideline.

All IPSSA Chapters must have a sick route coverage program that conforms to the current "IPSSA Sick Route Rules" (ISRR). The chapter's sick route coverage program must be submitted and approved by the IPSSA Sick Route Committee and IPSSA BORD. (IPSSA Bylaws Section 5.4.a)

Before your chapter develops your sick route coverage program, you must first read and understand the "IPSSA Sick Route Rules" (ISRR).

Here's a guideline to help you write your chapter's sick route coverage program that will conform to the ISRR:

Chapter Name: SAN DIEGO

Region: 7

Date Submitted: 7/31/16

1) Obligations of Servicing Member

Add any services you want to provide that are not stated in the ISRR.

NONE

2) IPSSA Chapter Role

State the geographical boundaries and specific exclusions of your chapter's route coverage.

SEE "ATTACHMENT A"

State participation requirements, if any, for **EMPLOYEE** members.

SEE "ATTACHMENT B"

IPSSA Chapter Sick Route Guideline. (cont.)

3) Amendments or Revisions

List any amendments to or revisions for the ISRR. All requested amendments and revisions must be approved by IPSSA's Sick Route Committee and IPSSA BORD.
Vacation Plan, Member Death Plan?

NONE

Attachment A – IPPSA Chapter Role (Geographical Boundaries)

92007 - Cardiff
___ 92014 - Del Mar
___ 92024 - Encinitas
___ 92064 - Poway
___ 92067 -Rancho S Fe
___ 92075 - SolanaBch
___ 92091-Morgan Run
___ 92121 -SorrentoVly
___ 92126 - Mira Mesa
___ 92127 –Rancho Ber
___ 92128 Rancho Ber
___ 92129 - Penasquitos
___ 92130 – Carmel Vly
___ 92131 -ScrippsRch
METRO NORTH
___ 92037 - La Jolla
___ 92108 - Mission Vly
___ 92109 - PacificBch
___ 92111 - Clairemont
___ 92117 - Clairemont
___ 92119 - San Carlos
___ 92120 - Grantville
___ 92122 - Univ. City
___ 92123 -MissionVilg
___ 92124 - Tierrasanta
METRO SOUTH
___ 92101 - Downtown
___ 92102 - Golden Hill
___ 92103-Hilcrst/MsHl
___ 92104 - North Park
___ 92105 -City Heights
___ 92106 - Pt. Loma
___ 92107 -OcnBch/PL
___ 92110 -Midwy/O.T.
___ 92113 -LoganHghts
___ 92114 - Encanto
___ 92115 - Rolando
___ 92116 -NormlHghts
___ 92139 –Paradse Hls
SOUTH BAY
___ 91902 - Bonita
___ 91910 - Chula Vista
___ 91911 - Chula Vista
___ 91913 - Chula Vista
___ 91914 - Eastlake
___ 91915 - Eastlake
___ 91932 -Imperl Bch
___ 91950 -Natinl City
___ 92118 - Coronado
___ 92154 - Otay Mesa

___ 92173 - San Ysidro
EASTCOUNTY
___ 91901 - Alpine
___ 91935 - Jamul
___ 91941 - La Mesa
___ 91942 - La Mesa
___ 91945 -LemnGrv
___ 91977 -SpringVly
___ 91978 - RanchoSD
___ 92019 - El Cajon
___ 92020 - El Cajon
___ 92021 - El Cajon
___ 92040 - Lakeside
___ 92071 - Santee

Areas Covered The areas covered by the Sick Leave Plan are the Zip Codes on the current Chapter Blue Card. The only exception is to this coverage area are remote portions of some outlying Zip Codes that will be determined by the Sick Leave Committee on a case-by-case basis.

Attachment B – IPPSA Chapter Role (Employee Requirements)

Servicing by Member Employees :
Employee Members may service Sick Leave Pools assigned to their Employer Member. Employee Members assigned to service Sick Leave Pools must be trained and qualified to perform pool service. They must be advised of the Sick Leave Plan rules and Member responsibilities. The Member assigned to do the pool is ultimately responsible for the service performed.

IPSSA San Diego Chapter – Addendum to Standing Rules

CHECKLIST TO AVOID FINES (Revised October, 2010)

ALL FINES MUST BE PAID BEFORE ANY APPEAL PROCESS CAN BEGIN
ALL FINES ARE DOUBLED IF NOT PAID WITHIN 30 DAYS

NOTE: Below are fines that can be assessed if Standing Rules and Sick Leave Plan are not followed.
(For information only and does not substitute for members knowing/following full Chapter Rules)

- **Standing Rules Article II, Section 2.2 (Membership Requirements)**
  - Only members can sign-in for themselves at general meetings. Signing in someone else or asking some to sign you in is a **$100 Fine** .
- **Standing Rules Article II, Section 2.4 (Membership Requirements)**
  - Missing an entire quarter of General Meetings, **$150 fine**.
  - Missing two complete quarters: **Expulsion**. The Board can reinstate, members, but reinstated members must attend the next three consecutive meetings.
  - The October General meeting is mandatory attendance, **$100 fine** if missed.
- **Standing Rules Article II, Section 4.1 (Membership Requirements)**
  - Pay your bills on-time, **$25 Service Charge** and Late Notice is sent when 10 days late.
- **Standing Rules Article II, Section 11.4 (Membership Requirements)**
  - For all work done, hire only those with liability insurance
  - Member's employees must be employee members of IPSSA
  - "Sub-Contractors" must carry $1,000,000 Independent Contractor's Liability Insurance Policy naming IPSSA as Co-insured.

  Violators of the above:

  First time: An automatic **$250 fine**.
  Second time: An automatic **$500 fine**.
  Third time: **Expulsion** from IPSSA.
- **Standing Rules Section 5.3 (Insurance Claims)**
  - Member must pay $250 deductible fee per insurance claim. Failure to pay the deductible will result in a **$50 fine**
- **Sick Leave Plan Article III, Section 3.4 (Blue Cards)**
  - If a Blue Card is not received by the February and July General Meeting dates, **$50 fine**. After 30 days an **additional $100 fine**. Illegible Blue Card, **$50 fine**
- **Sick Leave Plan Article VIII, Section 8.1 (Pool Assignments)**
  - Servicing member must pick up Yellow Card(s) within 5 business days of date advised for pickup by Sick Leave Committee or a **$100 fine** will be assessed.
- **Sick Leave Plan, Article IX, Section 9.8**
  - Servicing member must completely fill out Yellow Card or a **$100 fine**.
  - Servicing member must drop off the completed Yellow Card(s) within 5 days of completing service or a $100 fine will be assessed.
  - Illegible Yellow Card, **$100 fine**
- **Sick Leave Plan Article XIII, Section 13.1 (Violations of Sick Plan Rules)**
  - Any violations of Sick Leave rules can result in disciplinary action by the Chapter Board including a **reprimand, fine, suspension or expulsion** from IPSSA
- **Sick Leave Plan Article XIII, Section 13.2 (Violations of Sick Plan Rules)**
  - Any disputes and misunderstandings can trigger a Chapter Board hearing, where the Board can use its discretion on **fines, suspension or expulsion**. Any action that the Board takes can be appealed to the Region 7 Board, under IPSSA Bylaws