



Region 7 Review

A monthly publication for the members of IPSSA, Inc. – Region 7

March 2016

IPSSA, Inc. Region 7 Board Officers

Joe Lukacik, Director 619-508-8587
wk 619-561-8587
joe.sunpools@yahoo.com

Josh McKee, Treasurer 858-337-4482
josh@makaiPools.com

Peter Gozdeck, R7 Billing 619-229-1845
cell 619-339-7622
Peter@3StepBilling.com

Director's Notes Region 7 Quarterly Report

Greetings, Presidents,

First off, my apologies for no February newsletter. I was in Atlantic City, Texas and Los Angeles for IPSSA. I attended the Western Pool Show -- same old show.

Please note: if you discuss the ballot bylaw changes at your chapter meetings, it's very simple. New affiliate member. If you want to see IPSSA grow, mark the *yes* ballot box. If you don't want IPSSA to grow, check the *no* box. As far as region director, that's all of you.

This last weekend I was asked to moderate a meeting between NPC and OnBalance. All I can say at this time is that it was very positive. I have put my name in to become IPSSA'S next liaison. That is why I went to Texas.

Sorry this is short but I can honestly say my batteries need to be recharged. Our next meeting will be Monday, April 11 at Marie Callendar's, Rancho Carmel Drive. Remember -- two representatives from each chapter.

Thanks!
Joe
Region 7 Director

December 2015

Greetings Region 7,

Well, another year has come and gone. But as you get older, it seems to go quicker.

I attended the last BORD meeting in Nov. It was the first BORD meeting I had attended this year, and it was great to be back. I'm not going to elaborate on the meeting -- just a few highlights.

As you all know, Arrow Insurance has merged with Hub International Insurance Company. Hub is the sixth largest insurance company in the world. **Ray Arouesty** will stay on board with them for the next few years. IPSSA was approached by another organization and was asked to merge with them. The BORD had open discussion in executive session and decided there would be no interest at this and probably not in the near future either.

IPSSA now has the ability to reach out to other states that have been wanting to become part of this organization. So I'll take a moment to reflect on this past year. I would like to say thank you to the past presidents for doing such a great job. It was a pleasure and an honor to have worked with you. And thanks for not losing faith in me when I was down and out this last year. To the national BORD members who also hung in there -- Thank You. I've said once and I'll say it again, I'm proud to be part of this great organization we're all part of. This is my fifth year as your director, and we have not had one problem. That says a lot about our region.

Thanks to all!
Joe
Region 7 Director

Calendar of Events

- **Western Pool & Spa Show**, March 10-12, Long Beach Convention Center, Long Beach, CA, www.westernshow.com.
- **Daylight Saving Time Begins**, Sun., March 13. Set clocks *forward*.
- **R7 Board Mtg**, Mon., April 11, 7:00 p.m., Marie Callendar's Restaurant (858-675-9428), 11122 Rancho Carmel Dr., The Courtyard, San Diego.
- **B.O.R.D.**, April 30, Region 11, Orlando, FL. info@IPSSA.com

Congrats, Gerald Bullard,

*Carlsbad chapter,
recipient of*

2015 B.K. Taylor Memorial Award.

**IPSSA, INC. – REGION 7
Regular Board Meeting
Teleconference
Thursday, January 21, 2016
Minutes**

I. Call to Order

R7 Director **Joe Lukacik** called the teleconference regular quarterly meeting of the IPSSA Region 7 Board to order at 7:40 a.m. Meeting was conducted via teleconference because the January 6 IPSSA R7 meeting was called off due to bad weather.

II. Introductions

Joe Lukacik, R7 Director, SD E Cty.
Josh McKee, R7 Treas, Rancho Del Mar Pres.
Berny Sweeney, R7 Sec'y, SD E Cty Pres.
David Talbot, Carlsbad Pres.
Jordan Nelson, N Cty Coastal Pres.
Michael Harris, San Diego VP
Mike McCourtney, SD Metro Pres.
 Not Present/Represented – Escondido.

III. Approval of Minutes

Tabled approval of the minutes of the October 7, 2015 meeting.

IV. Treasurer's Report

Lukacik reported that there is currently \$16,905.13 in the R7 account.

V. Chapter Reports

Carlsbad David Talbot:

- 1) Holiday – no Christmas party this year.
- 2) All is well.

Escondido no report

N County Coastal Jordan Nelson:

- 1) Membership – currently 30 members.
- 2) Holiday Christmas party was a success.
- 3) All is well in the chapter.

Rancho Del Mar Joshua McKee:

- 1) Officers – Board stayed the same.
- 2) All is well.

San Diego Michael Harris:

- 1) Holiday – Christmas party went well, with 80 in attendance.

SD East County Berny Sweeney:

- 1) Membership – six members coming over from U.P.A.
- 2) Holiday – Christmas party went well, with 75 in attendance.

SD Metro Mike McCourtney:

- 1) Holiday – Christmas party was a success; invited five military families.
- 2) All is well.

VI. Old Business – none

VII. New Business

A. Table Top – R7 26th Annual Table will be Saturday, January 23 at Four Points Sheraton. Volunteers were lined up to assist.

B. Hub Insurance – has indicated that chapter presidents will get more information at the upcoming Leadership Weekend February 5-6.

C. IPSSA Inc. – Amy Nijjar, IPSSA Executive Director, now lives in San Diego.

VIII. Adjournment

A. *Motion* was made by **Talbot**, seconded by **Sweeney** and carried unanimously to adjourn the meeting at 8:30 a.m.

B. Next R7 meeting – ~~Wednesday, March 2, 2016~~ Monday, April 11, 7:00.

Respectfully submitted,

Nancy Gillespie
Recording Secretary

IPSSA, INC. – REGION 7

Regular Board Meeting

Marie Callendar's Restaurant
11122 Rancho Carmel Dr., SD, CA
Wednesday, October 7, 2015
Minutes

I. Call to Order

Interim Director **Mike McCourtney** called the regular quarterly meeting of the IPSSA Region 7 Board to order at 7:00 p.m., then turned the meeting over to Past Director **Joe Lukacik**.

Lukacik reminded the Board that on July 30, 2015 IPSSA R7, at **Lukacik's** request, voted unanimously by e-vote to: 1) accept the resignation of **Joe Lukacik** for health reasons, and 2) approve **Mike McCourtney**, San Diego Metro President, as the new R7 Director effective immediately so that R7 could be represented at the B.O.R.D. meeting that weekend. **McCourtney** now has other commitments and does not wish to serve.

Motion was made by **Talbot**, seconded by **McKee**, and carried unanimously to vote **Joe Lukacik** back in to complete his term, which includes tonight's meeting and the upcoming January 2016 meeting.

II. Introductions

Joe Lukacik, R7 Dir., SD E Cty.; **John McKee**, R7 Treas, Rancho Del Mar Pres.; **Berny Sweeney**, R7 Sec'y, SD E Cty Pres.; **David Talbot**, Carlsbad Pres.; **Loyal Johnson**, Esc VP; **Daniel Carlson**, N Cty Coastal Pres.; **Gabriel Clum**, N Cty Coastal VP; **Wayne Maynard**, Rancho Del Mar Sec'y; **Austin Gardiner**, SD Pres.; **George Ludwig**, SD Sec'y; **Mike McCourtney**, SD Metro Pres.; **Charles Rollo**, SD Metro VP, **Nancy Gillespie**, Recording Sec'y. All chapters were represented.

III. Approval of Minutes

Motion was made by **Talbot**, seconded by **Rollo**, and carried unanimously to approve the minutes of the June 23, 2015 meeting as submitted.

IV. Treasurer's Report

Since the beginning of 2015, **Gozdeck** has had no online access to the bank accounts at all. It all started after UBOC changed their web interface. Union Bank insists that the parties need to go to the bank. **Gozdeck** scheduled a meeting for next Tues. wherein the new signatories appointed at the last R7 meeting will go to the bank, sign new signatory cards, and get this straightened out. Until the bank situation gets resolved, there is no financial report, although finances continue to be monitored.

V. Chapter Reports

Carlsbad David Talbot: 1) Membership – no change. 2) Sick leave – no members down for a while, but chapter treasurer **Sherry Larson** just had a vehicle accident and will be down three weeks. 3) Chapter meetings – previous meeting venue, "Q" Restaurant, closed last summer; chapter members arrived for the monthly meeting and found the door chained. Tried several other venues. Have been meeting at Grandma's Café in Oceanside since April and are satisfied – good food, good prices. 4) Officers – entire board is staying.

Escondido Loyal Johnson: 1) Sick leave – none. 2) All is good in the chapter.

N County Coastal Daniel Carlson: 1) Membership – one new member. 2) Sick leave – chapter had one down, who is now back. 3) Officers – Carlson will step down as chapter president at the upcoming election. 4) Holiday party will be held in December.

Rancho Del Mar Joshua McKee: 1) Membership – lost one member due to a stroke.

San Diego Austin Gardiner: 1) Membership – one new. Sadly, Chapter lost long-time member **Nobby Mandolf** in July. 2) Sick leave – none. 3) Picnic – was held this summer. **Samantha** and **George** put it together. 4) Holiday – Christmas party will be at Town & Country Resort in San Diego. 5) Officers – chapter board is changing. 6) Charity – chapter is again supporting San Diego Junior Lifeguard Association.

SD East County Berny Sweeney: 1) Membership – three new members, three prospects. 2) Sick leave – one down for hip surgery.

SD Metro Mike McCourtney: 1) Sick leave – none. 2) Membership – no change. 3) Charity – chapter will again support Operation Homefront. 4) Holiday – chapter will have a Christmas party. 5) Officers – chapter has a new secretary and treasurer.

VI. Old Business

A. Sick leave policy – At the October 14, 2014 R7 meeting **Lukacik** requested that chapters review their Sick Route policies and forward to **Lukacik** for forwarding to IPSSA Inc. for legal review. Pool route employees may provide sick route coverage as long as they are covered by insurance. To date, he has only received a few. Please send, with a copy to **Nancy Gillespie**.

VII. New Business

A. Fines – When a chapter fines a member, chapter can fine the member directly or send the information to IPSSA Inc. to handle, at a cost of about \$6.00.

B. Insurance claims – Recently a pool service tech in another region brought his

dog into a customer's yard while servicing the pool. A child at that home was scared by the dog, ran into the street, and got hit by a car.

C. **B. K. Taylor Award** – In 1995 IPSSA Region 7 initiated the Pool Technician of the Year Award. In 1997 the award was renamed the B.K. Taylor Memorial Award in honor of **B.K. Taylor**, a longtime outstanding member of the San Diego chapter who passed away on May 19, 1997. The award consists of an inscribed plaque and a \$500 honorarium. The award is presented at the recipient's chapter meeting by the seated Region Director. The recipient's resume is then forwarded to IPSSA for consideration for the IPSSA Inc. Terry Cowles Memorial Award. Nominees shall have contributed to the improvement of IPSSA and/or the pool service industry.

1) **Charles Rollo**, San Diego Metro chapter (presented by **Mike McCourtney**). Professionalism – is professional with both with his clients and his fellow pool professionals. Advocates for his clients by making himself available to help resolve issues. Strives to be the best tech possible. Contributions – In his rookie year as a member of the chapter, he was elected VP of the chapter; he continues to serve in this capacity. Assists other members – networks with others to find solutions to improve his skills and minimize claims. Contributions to community – has helped the chapter with April Pools Day, a pool safety event, and with Operation Home Front, in which the chapter “adopts” a couple of military families. This requires a lot of organization and shopping. Charles is a devoted husband to his wife, **Julia**, and devoted father to his two kids, **Brandi** (7) and **Tom** (2). He enjoys playing golf but at this stage in life, dedicates his free time to his family.

2) **Gerald Bullard**, Carlsbad chapter (presented by **David Talbot**). Professionalism – He rarely misses a meeting and always contributes to the conversation in a positive way. Contributions – originally a member of Escondido chapter, he is a founding member of the Carlsbad chapter. He is sick route captain and has been for many years. Assists other members – always has a good word for everyone. Gerry is 82 years young!

Chapters voted by ballot. **Gerald Bullard** of Carlsbad chapter was selected as recipient of the 2015 B.K. Taylor Memorial Award.

D. Matching Grants – IPSSA Inc. has a matching grant fund to assist individual regions and chapters for community involvement, safety programs, and promoting IPSSA to the public. The matching grant funds shall be allocated evenly by region (\$2,000 per region) in each given year. The B.O.R.D. will match, dollar

for dollar, up to the budget amount once a matching grant is approved by the B.O.R.D.

Two R7 chapters requested matching grants:

1) a. **Mike McCourtney** reported that Metro chapter has been supporting Operation Homefront for several years by adopting military families for Christmas. Chapter buys Christmas gifts of toys and clothes, and vendors also donate gifts and services. The families are then invited to the chapter Christmas party. *Motion* was carried unanimously to accept the request from Metro chapter for matching grants for Operation Homefront.

2) **Austin Gardiner** of SD chapter requests funds to again support San Diego Junior Lifeguard Foundation. The Foundation uses the donations towards specific programs, including drowning prevention and aquatic safety through their Waterproofing San Diego program. In addition, the chapter will pass the hat and also ask TableTop for a donations. The Foundation appreciates past support. *Motion* was carried unanimously to accept the request for matching grants for San Diego Junior Lifeguard Foundation.

Lukacik will present this to the B.O.R.D. If approved by the B.O.R.D., the money will be divided equally between the two requests.

E. R7 Director – **Lukacik** has been reminding the Board throughout this year that his term ends at the end of this year and to start thinking of who you want as new director. Nominees must be a current chapter president and attending R7 meetings. As of tonight's meeting, no one has stepped up or been nominated. **Lukacik** reports that his health is now great, so he is willing to serve one year of another term, but not a full two years. As has occasionally happened in other regions in the past, if there is no one willing to serve as director, the B.O.R.D. may ask the current director to continue to serve or appoint someone. **Loyal Johnson** and all present thanked **Lukacik** for his service.

F. Officers – Thank you to those officers who are leaving their positions – you did an awesome job, particularly the Sick Route Committee in East County, who had **Lukacik**'s route covered within days of him being hospitalized, even though he didn't ask for help.

VIII. Adjournment

A. *Motion* by **Sweeney**, seconded by **McCourtney** and carried unanimously to adjourn the meeting at 7:52 p.m.

B. Next R7 meeting – Wed., Jan. 6, 2016.

(Editor's Note: Date has since been changed to Tues., Jan 21, 2016.)

Respectfully submitted,
Nancy Gillespie, Recording Secretary

When to Show Bad Customers the Door

By Karen Vujnovic, Manta Staff Writer -
October 13, 2015

Building a successful small business takes ingenuity, perseverance and stamina. But once established, staying at the top of your game requires exceptional customer service. Your clients are your biggest assets and worth the care and effort put into building those relationships. But every once in a while, a bad seed gets into the mix and you find yourself face-to-face with the customer from hell. So, what do you do?

You fire them.

Telltale signs you have a customer worth kicking to the curb:

1. You lose money investing too much time on their escalating demands
2. You put aside business obligations while taking care of needs that fall outside of your normal offerings
3. Their requests violate the values of your company
4. They are emotionally abusive to you or your staff

Even if the words “the customer is always right” were drilled into your head early on, know that it's an archaic assumption and, frankly, untrue. Some customers are worth giving up to avoid unnecessary stress, expense or affecting the well-being of a valued employee.

http://www.manta.com/resources/tip-of-the-day/when-to-show-bad-customers-the-door/?utm_medium=Email_Marketing&utm_source=Newsletter&utm_campaign=TOTD&utm_content=TOTD_NewDesign2015&utm_term=18740&su=MT1000329784

