

EL DORADO IPSSA

SICK ROUTE COVERAGE PLAN

El Dorado IPSSA offers the following sick route plan to its membership. Sick route coverage is provided in order to help protect chapter members from losing valuable weekly service accounts and revenue, in the event of a qualifying personal injury or illness. Fellow chapter members will band together to provide emergency coverage of all or a portion of your service route, helping to maintain the route and protect your livelihood. This coverage is (by necessity) limited in scope and is intended to be used as a “safety net” only in the event of legitimate illness, injury or emergency.

Article I. SICK ROUTE CARDS

Section A. Coverage Cards (IPSSA Form SR2-Blue), or a facsimile of same, must be on file for every regular chapter member and should be updated as needed but at a minimum of once per year. (If there were no changes to your route coverage areas you should still fill out a new card annually, or update and initial the existing card.) The card provides a very basic overview of your service route which will help the Sick Route Committee allocate pools in an efficient manner. If you have no card on file and a member is out, you may be assigned pools anywhere within coverage boundaries, regardless of practicality or convenience for you. The current Sick Route Chairman will keep the Coverage Cards on file.

Section B. Sick Route Cards (IPSSA Form SR-2 Yellow) will be maintained by and are the responsibility of each regular member. The actual card is not required to be used; however, the sick member must provide the following information in writing or in a compatible electronic format to the current Sick Route Chairman before pools can be assigned for coverage:

Customer Name, Address, Telephone Numbers (home, work, cell)

Level of Service

Keys, Gate Codes or Combos

Map Page Coordinates (Thomas Guide)

Dog Info

Any Other Pertinent Info

Section C. Sick Route Coverage will begin within 7 (seven) days of receipt of the above information.

Article II. COVERAGE AREA / BOUNDARIES

Section A. El Dorado IPSSA's coverage area in regard to sick route coverage consists of portions of El Dorado and Sacramento Counties located along the Highway 50 Corridor. Essentially the westernmost boundary corresponds with the intersection of Folsom Boulevard and Hwy 50. Coverage continues north, terminating at the American River. The communities of Folsom (partial), El Dorado Hills, Rescue, Cameron Park, Shingle Springs, El Dorado, Diamond Springs, Lotus, and Placerville, are included in this coverage area. The easternmost boundary roughly corresponds with the intersection of Schnell School Rd. and Hwy 50. "Fringe" areas such as Somerset, Mt. Aukum, Pleasant Valley, Camino, and Latrobe may also be covered by special arrangement and at the BORD's discretion.

Section B. These boundaries are subject to change depending upon membership growth and must be reviewed at a minimum of every five years.

Article III. MANDATORY PARTICIPATION

Section A. Sick Route participation is mandatory in order to be a member of IPSSA. All regular members are required to participate and help their fellow members. Assigned pools may be subcontracted out to other IPSSA members or be serviced by the insured employees of a member. If the member's employee is not a member of IPSSA, the assigned member must provide the Sick Route Chairman with proof of \$1 million in liability insurance, with El Dorado IPSSA named as an Additional Insured on that policy. If a member refuses to service pools assigned to him/her or has a complaint filed against him/her for neglect of an assigned pool, the Sick Route Committee will review the situation and discuss appropriate disciplinary action. A fine (of up to 12 months the monthly service rate) or expulsion from IPSSA are possible actions.

Article IV. DESCRIPTION OF SICK ROUTE COVERAGE PLAN

Section A. At the time of the inception of this plan, the membership numbers in our chapter prevent us from offering full service coverage to sick members. The limitations set forth in the current plan are subject to change as membership grows and will be reviewed at a minimum of every five years.

Section B. El Dorado Chapter will cover up to 68 qualifying pools for a sick member (based on current membership, this equates to 4 (four) assigned pools to each covering member.

Section C. To minimize the burden on the covering member, the Sick Route Coverage service level shall be described as ChemPlus. ChemPlus Service includes: Testing and balancing of pool chemicals to industry standards, emptying of pump & skimmer baskets, emptying of automatic cleaner screens, baskets or bags. Filter cleans are not included in this service.

Section D. All covered pools will be serviced on a single call per week basis.

Section E. NOTE: Adjustment of pool or spa water levels is NOT the responsibility of the covering member.

Article V. SICK ROUTE PLAN GENERAL INFORMATION

Section A. A qualifying member may have coverage for up to six months. Beyond that, continuing coverage may be offered for a nominal fee plus chemical costs, based on a case by case review by the Sick Route Committee.

Section B. In order to qualify for coverage, the sick member must provide the Committee with a document from his/her physician within 5 days of notification, stating the nature of his/her illness or disability and the estimated time needed for recovery.

Section C. The Committee is required to check on sick member's status and update his/her physician's documentation every two weeks.

Section D. If you receive notification of sick route coverage assignment via answering machine, voice mail or e-mail, you are required to respond to the Committee within 24 hours.

Section E. Covering member (or their representative) is required to contact assigned pool service customer within 3 days of notification, to introduce themselves, advise of situation and make scheduling arrangements. The covering member is not required to provide service on the regular service day if it presents a scheduling conflict for their own route, so long as they notify the customer and the customer is agreeable.

Section F. Covering members are to always provide service to customers as if they were their own, in a professional manner. Appropriate attire, courtesy, and conduct are expected and required. Complaints will be reviewed by Committee and appropriate disciplinary action determined on a case by case basis.

Section G. Under no circumstances will a covering member solicit or accept a sick member's service accounts (even if customer requests your service after the obligation has concluded). After a period of one year from the conclusion of your obligation, or if the customer has already hired a different service company but still requests your service, you may accept the account. Any violations of this non-solicitation clause will result in fines or expulsion from IPSSA, based on Committee disciplinary review.

Article VI. EQUIPMENT REPAIR AND EXTRA SERVICES

Section A. If required, parts replacement, chemical treatments, or minor repairs beyond the scope of ChemPlus Service should be performed at covering member's discretion and billed to the sick member at cost plus labor. If filter cleans or major repairs (over \$50) are required, the sick member must be contacted to discuss authorization. If the sick member is not reachable, the Sick Route Committee must be contacted.

Article VII: REIMBURSEMENT OF EXPENSES

Section A. All chemical costs incurred during Sick Route Coverage may be billed to the sick member at current wholesale rates.

Section B. The covering member must keep written records of the quantity and type of chemicals used in order to be reimbursed.

Section C. Covering member may invoice sick member no more than once per month or may elect to invoice upon completion of sick route obligation.

Section D. Sick member (or their representative) must issue payment to covering member within 30 days of receipt of invoice.

Article VIII: NON-SERVICEABLE OR HAZARDOUS POOLS

Section A. No covering member should be required to provide service on a pool that has been previously neglected or is in a condition that presents a hazard or liability to the covering member. If a member is assigned a pool and discovers it to be unserviceable or hazardous for any reason, they must report it to the Sick Route Committee as promptly as possible.

Section B. Conditions at a questionable pool must be described to and reviewed by the Committee for review. If the pool determined to be acceptable, the covering member must provide service.

Section C. Commercial pools are not eligible for sick route coverage.

Section D. Pools that utilize specialty chemicals or alternative sanitizers (other than salt) to specifically exclude the use of chlorine are not eligible for sick route coverage.

Article IX: DEATH BENEFIT PLAN

Section A. In the event of a member's death the chapter will provide sick route coverage for up to three months, depending upon the circumstances and at the BORD's discretion.

Section B. At the request of a surviving spouse or representative, a chapter member will be appointed to help aid and answer any questions in regard to the deceased member's swimming pool service business.

Section C. Pools serviced as a Death Benefit will be based on the same forms filed with the Committee as are used for Sick Route Coverage.

Section D. IPSSA can not and will not be held responsible for the sale or transfer of ownership of any service accounts for the surviving spouse or representative.

Article X: DISCLAIMER

Neither IPSSA nor its Board of Directors, nor the Sick Route Committee or its individual members, shall be liable for the quality of the servicing members work, customer complaints, loss of income or accounts, other than to provide disciplinary action against offending member such as fines or expulsion from IPSSA.