

- A word from  
Keith

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# The Wet Word

## The CA Aquatics Newsletter

VOLUME 1

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### That's New!

Happy Holidays to everyone. I hope this newsletter finds you enjoying the last few weeks of 2009.

We have had a busy off-season so far at the Aquatics office and as a result we have added many new items to the 2010 summer season. Inside this newsletter we will address as many of those as we can.

First, if you are not aware, most of our applications will be done online. These can be accessed through [www.columbiaassociation.com/aquatics](http://www.columbiaassociation.com/aquatics) along with our annual availability sheet. These are a must if you wish to be considered for work.

Second, interviews will be done

according to position as best as possible, with management going first and new guards being taken later.



Newer items include such changes as a end of season bonus, employee agreements (starting and end date), weekly in-service, minimum hours requirements per position and the possible return of the bead program.

This year promises to start with the implementation of an entirely new computer system designed

to make our lives and our company more efficient (fingers crossed).

There has been discussion of returning to the employee of the week award as well as changes to coaching, jr guard program and lessons.

All of these changes will require a lot of focus on your part and we will do our best to communicate all of them to you in a timely fashion.

As always, our goal is to create a fun and productive environment that you and our members can enjoy. I look forward to seeing your applications and seeing you all as we prepare for next summer. It's just around the corner.

-KLG

### Dorsey and Huntington hit the deck

While most of you were at school this September, both Dorsey Hall pool and Huntington pool were busy getting a facelift.

Both pools had their concrete decks completely rebuilt for the 2010 season and now feature some of the best deck work at any of the outdoor pools

(complete with drains). While these decks have been a long time coming, it is a joy to see them finally arrive and they look great.

Other improvements this winter that you will see at the pools are new kiosks (entrance areas for new computers) at specific pools

and a slew of new pumps and motors for you pumphoom geeks.

The biggest change will be an omission. Certain parties have agreed that mesh umbrellas will not be purchased anymore because they are "Whack!"

# Guard Fashion Runs Rampant

Every year my phone rings off the hook with questions from our fashion concerned employees.

What are we wearing this year? You don't have those stupid shorts again do you?

While I never appease everybody every year, I do know that we continue to push to provide and create a professional atmosphere by the way we look. Regardless of what we wear, it's how we wear it that speaks the loudest.

As I have always said, your personality is the only thing about your uniform that a member should notice. Your smile and your friendliness are what is noticeable, not your wrinkled shirt and slovenly appearance.

We as individual guards present an image for all guards working in Columbia and our appearance allows members to form opinions about anyone who wears a guard uniform just like you do.

This year we are bidding on

uniforms so it is possible that you will be wearing new suits this year instead of the Speedo's you have had the last few years. We will know in the next few months, but be assured that no matter who sells us your suit, our goal will be to make you comfortable and professional while trying to keep you from looking to goofy

Employees who look professional, act professional and that saves lives....Period.

*Wether you think you can or you cant, your right*

The Aquatics Office is here to help you answer all of your Aquatics questions!

## Did you say Bonus?

This winter, the aquatics team agreed on a way to reward those of you who perform admirably during the course of the summer. In these poor economic times it is difficult to find ways to financially reward employees, but we have convinced the powers that be to do just that.

Employees will be given a set

of requirements for the summer, such as average hours worked, in-service requirements, performance and measurable goals. Each employee who meets all of these requirements will then become eligible for an end of summer reward.

The end of summer reward will be structured in a way

that takes a dollar amount (based on job title) which is multiplied by the number of hours you work during the summer. For example, if you worked 250 hours last summer and your job had a bonus of \$.50, you would get a check for \$125 just for doing your job. Now that sounds pretty good to me!

## The Office

Aquatics Office  
M-F 9am-5pm

Your contacts:

**Rose Vaughn,**  
Office Manager,  
410.312.6332, x2573

**Jean Marlow,**  
Office Assistant,  
410.312.6332, x2570

The Aquatics office is the brains of our operation and will be the point of contact for all of your aquatic questions. Before you pick up the phone and dial, please make sure to check the following two websites to see if the answer to your question lies there.

[www.columbiaassociation.com/aquatics](http://www.columbiaassociation.com/aquatics)

And

[www.columbiapools.org](http://www.columbiapools.org)

If you cannot find an answer there, feel free to call and ask us. We will be happy to get you on the right track.

# Agreements are all the rage!

Ladies and gentlemen please sit down prior to reading this article as there is a lot of information contained here.

This year, with your offer letters you will see some additional papers. The 1st item that you may notice will be a statement within your offer letter that states a beginning and an end date. This will be your agreed work tenure with CA for the summer. These work agreements will play heavily into the Bonus that is mentioned on page two of this newsletter.

Each employee will be able to set their own start date based on school and when they are able to begin work. End dates will be agreed upon based on a formula that includes where you go to school (distance from Columbia) and your involvement in any school activities. Once the end date is set, then you will be expected to work up until that day. You may always choose to work longer than the end date but leaving prior will forfeit your ability to receive your bonus.

Other information that you will find in your offer letter will be a list of requirements for each position stating how many hours that you must work for the summer (average for some positions) and what duties you are required to do like scheduling or in-service attendance. These items will be very clear and easy to understand and, of course, play into your end of season bonus. All of these items will need to be signed and returned for you to accept your job.

## Umbrellas are Whack Yo!

The above quote was taken from the employee survey that we sent to all of our employees last year for feedback on how to get better. Well, the resounding message was that the mesh umbrellas that made their appearance last year were some of the worst umbrellas ever. We have listened and made some changes because of your feedback. As you may have guessed, it is a

good bet that we won't be getting too many more mesh umbrellas anytime in the future. Many of you felt communication could have been better, so we will hand deliver all of the information covered at manager meetings for you to read at the staff tables. Training classes got a lot of good feedback and you will notice a lot

of changes in that area this spring and you re-certs will notice one major change (no more new guards mixed in). We have also modified the new guard class in an effort to prepare them better for the seasons beginning and give them more confidence. Overall, we are excited about this summer and the changes you helped us to make.

## Keith's Corner

Five simple words push me to do what I do.  
**Exceeding the Standard of Care**  
 It is my belief that as a member of the community and as a member of the Ellis community I have the duty to provide excellence in Aquatics. The CA mission statement states it... "Providing the Best in aquatics". Ellis pushes us to exceed the stan-

dard of care so that we are the best we can be and nobody drowns on our watch. Simply showing up does not accomplish this, you have to work at it, you have to care. To simply be average is to float through life and not contribute to the betterment of your own life. Prove to yourself that you can attain perfection everyday that you

wear that guard uniform. Perfection is so rare in our lives, yet you can reach it everyday 10 seconds at a time, by not allowing anyone to drown on your watch. 5 minute rule, I dare you to stand every 4.5 (exceed the standard) 15 minutes early to work, be there 16 (exceed the standard). Don't settle for average, Be world famous!!



**Only YOU can prevent Drowning...Do your part!!!**



### Columbia Association Aquatics

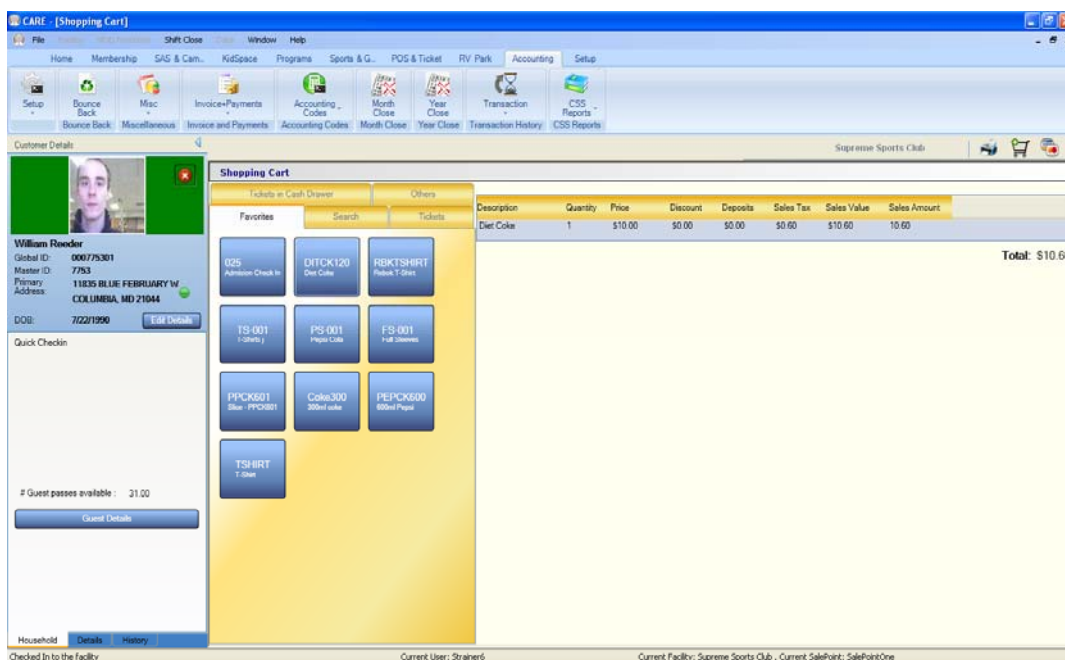
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Anyone wishing to contribute ideas or articles to the Wet Word for publication should see Keith in the office. This newsletter is for guards by guards so feel free to chip in.

**Keith**

**“Providing the best in Aquatics.”**

# CSS—It’s New and Flashy



Starting this summer we will begin using the new CSS( Customer Service System) computer software package.

A lot of new features will be coming with this software package.

Some new features include viewing membership pictures on the screen if someone forgets their card, easier member searches, members can put money on their CA card and use their membership card to purchase food at the snack bars.

Also CSS tracks snack bar inventory sold and daily transactions, making for an easier end of night paperwork.