



INDEPENDENT POOL & SPA SERVICE
ASSOCIATION, INC.

MISSION STATEMENT

The Independent Pool & Spa Service Association, Inc. exists for the mutual professional benefit and growth of its members and for the continued improvement of the pool and spa service industry.

VISION STATEMENT

IPSSA will be the leader in the pool and spa service industry, offering professional development and business development opportunities to members nationwide.

ORGANIZATIONAL VALUE

Professionalism
Community
Education
Credibility

Service
Mentoring
Inclusion
Innovation

VALUE PROPOSITION

“Improving the industry through community, education, and support.”

IPSSA CODE OF ETHICS

As a member of the Independent Pool and Spa Service Association, Inc., I will utilize my professional knowledge and skilled practical workmanship in providing quality customer service. To that end, it will be my responsibility to keep informed of developments in the pool and spa industry including new techniques and product applications.

My second obligation will be to the members of IPSSA by giving them any professional assistance they may need including sick route coverage. With respect to sick route coverage, I will treat sick route clientele with

professionalism and respect and will not solicit the business of a sick route client while providing sick route coverage.

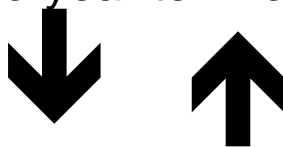
My final responsibility will be to my community and its citizens. I will strive to communicate the necessity for pool safety and other issues of importance to pool and spa owners.

In these ways, I will promote the ideals and objective of the Independent Pool and Spa Service Association, Inc.

IPSSA INC. ORGANIZATIONAL STRUCTURE

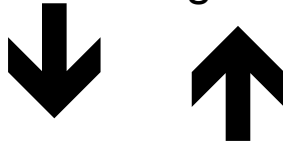
IPSSA Inc. Board of Regional Directors (BORD)

Each of IPSSA's twelve regions elects one representative to serve a two-year term on the BORD.



Regional Board of Directors

Comprised of two representatives from each chapter in the region



Chapter Board of Directors

President, Vice President, Secretary and Treasurer elected from among the chapter membership

WHERE TO GO FOR INFORMATION

Rose Smoot, IOM, CAE, Executive Director
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Arrow/HUB Insurance

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844-574-1134

IPSSA Office
P.O. Box 254645 •
Sacramento, CA 95865
Phone: 888-360-9505
Office hours: Monday-Friday
8:30 AM – 4:00 PM Pacific Time

[Finance Information](#)

- Submit financial data
- Request membership and employee applications, plus chapter transfer forms
- Call/fax/email to advise of member terminations
- Call with change of address/telephone number
- Sign up for automatic debit of dues payments or make one-time payments
- Password help with the portal

[Chapter Resources](#)

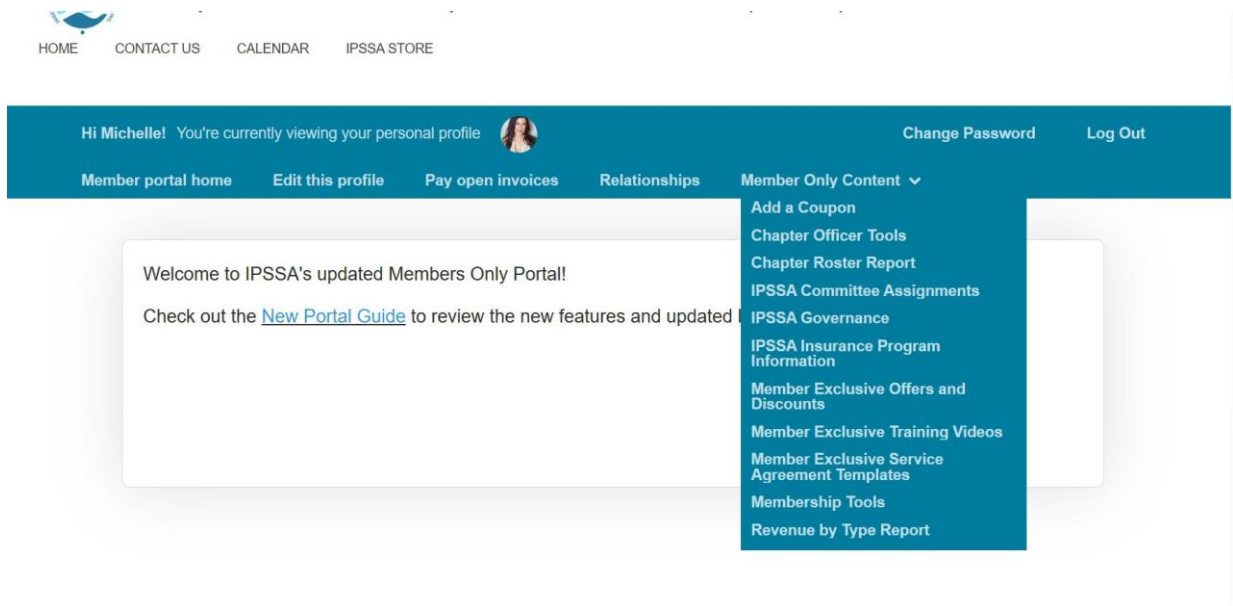
- Order sick route cards
- Submit updated information on chapter listing for *The IPSSAN* and ipssa.com
- Submit articles/photos for *The IPSSAN*
- Order IPSSA training manuals and workbooks
- Obtain password and ID for taking water chemistry exam online
- Obtain information on Board of Regional Directors meetings and activities
- Obtain information on IPSSA discounts for tourist attractions and trade magazines
- Obtain IPSSA decals and bumper stickers
- Obtain brochures and supplies for recruiting new members
- Order IPSSA tee shirts, sweatshirts and other logo items
- Order Water Watcher tags and safety brochures (50 free per member per year) for distribution to your customers

Click [here](#) for the current list and contact information for the IPSSA BORD Members.
You can also find the upcoming BORD meeting dates on our [Events Calendar](#).

Important Links and Documents on the [IPSSA Website](#)

Officer Resources and IPSSA Policies are available on the member portal on the IPSSA website: [Click here to log in](#)

When you login into the **Member Portal**, you will see the following menu:



Choose the “Resources” tab to find the member's only content.

Other IPSSA website links that may be helpful:

[Events Calendar](#)

[Online Store](#)

THE IPSSAN

- The IPSSAN is the official monthly publication of The Independent Pool and Spa Service Association. You can access the current and past issues of The IPSSAN at www.ipssa.com/ipssan-newsletter
- Make it your publication!
- Your chapter can be in the news if you can send the following to editor@ipssa.com:
 - Photos (jpg files) of your chapter events
 - Stories about your chapter events
 - Burning questions
 - Charitable activities
 - Letters to the editor
 - Volunteer spotlight
- Add IPSSA's Executive Director, Rose Smoot at rose@ipssa.com to your chapter newsletter mailing list.

SOCIAL MEDIA ACCOUNTS AND MOBILE APPLICATION

- Keep us informed about changes in your chapter meeting locations. Send to: info@ipssa.com

**Posts are most successful when events are advertised in advance, and when submittals are accompanied by pictures with names of people in the picture.*

WATER CHEMISTRY AND ADDITIONAL CERTIFICATION PROGRAMS

As of August 7, 2021, by IPSSA BORD approval, the following changes go into effect to the Water Chemistry Certification Process:

IPSSA National will now accept certification in the following courses as acceptable requirement for membership. Each Chapter can decide if they wish to accept these certifications or continue to require all members to certify in Water Chemistry. As before, all new members have one year to complete this requirement.

If alternate certification is being used – a copy must be emailed to IPSSA National at: info@ipssa.com by the Chapter President so their membership record can be noted.

List of Accepted Certifications for Membership Requirement:

- IPSSA Water Chemistry Exam
- PPSO – Professional Pool & Spa Operator
- PCCR – Pool Chemistry Certified – Residential
- CPO – Certified Pool Operator
- LA Country Health Dept License
- Florida Registered/Certified Contractor Pool & Spa Exam

The Water Chemistry Exam is based on the IPSSA Basic Training Manual. You can purchase this manual along with corresponding workbooks via the IPSSA Website: [IPSSA Store](#).

Please note – Any old links and access codes for the Water Chemistry Exam are no longer valid. To receive a valid testing link, please send an exam request to info@ipssa.com with the member's full name and email address.