



December 2020

Greetings Friends & Colleagues,

Here we are on December 1, 2020. A few months ago, we might have looked at 2021 with a whole different outlook - it will be so much different from 2020! Now I'm telling clients (who ask) to buckle up: 2021 is going to be a doozy.

Every city, state, province, and country's COVID-19 response is different. And I'm not here to rehash what you're already living at home, at work, in social media - your window of tolerance might be pretty low.

But I am here to comment on the fact I'm hearing aquatic professionals start to program for Spring/Summer 2021 like it's part of any other annual timeline. If you can put off programming - delay your program guide, switch from paper to electronic communication, change your session dates - you need to do it, now! 90% of what you're planning won't work six months from now.

If bosses in high places are (still) not listening to your rationale, then you need to think about service delivery levels (none, limited, moderate - "normal" is still off on the table) as well as modular scheduling. As long as two-week incubation & quarantine is a factor, we should not be programming longer than two weeks - not for swimming lessons, special events, staffing, drop-in, etc.

December in the aquatic industry is often a slow period: fall programs are coming to an end. Some facilities will double down on programming between Christmas and back-to-school in January, while others will head straight into an annual shutdown or limited offerings during the colder months that people stay out of drafty changerooms.

Take 30 minutes this week and reflect on 2020. Jot down some notes under the following categories:

Download worksheet

Start: What do you need more of for your safety, job security, or happiness? What have you been putting off? What would make things easier, better, faster? What's a goal you've been meaning to tackle?

Change: What didn't work in 2020? What would you change? It can be anything, regardless of whether it's practical or possible. What position do you not want to find yourself in again? Where were you surprised? Where were you unprepared?

Continue: What strategies have you adopted in 2020 that served you as a person, your family, your facility, your staff, your clients, and/or your career? What things helped you meet your core purpose? What habit do you want to still have at the end of 2021?

You don't need to show these to anyone (unless you want to!) so *don't filter - be honest*. And the reason I encourage you to write these down now is that - when the push to ramp up aquatic programming or services comes back, whether in January or June - you can turn to these notes and be grounded by a personal ethos or guiding principles.

You're not throwing your organization or departmental goals out the window, but you do need to be true to yourself and our current COVID reality. And that - my friends - is definitely what I find hardest to remember or focus on with all of the white noise (who am I kidding - SHOUTING) happening in the world today.

If you have a trusted colleague or mentor, share those thoughts if them. If you don't, share them with me! Hit reply - I'd love to hear your wins and losses, we all have many of them this year.

And if you're skimming to the bottom, and all you can manage today is physically showing up, I hear you. Allow me to suggest this five-minute video that will remind you why the little things you do each and

every day do still matter, no matter how tired you are.

As always, stay in touch and stay safe!

Katie Crysedale

Founder, Lakeview Aquatic Consultants Ltd.



100% Online Certified Pool Operator (CPO) Classes on Zoom



Our last Certified Pool Operator (CPO) class of 2020 is next week! Tuesday, December 8 - Friday, December 11 from 10 am - 2 pm EST.

Please register by Thursday if you plan to join us! We need to expedite the book to your location. Private tutoring is available for US imperial math.

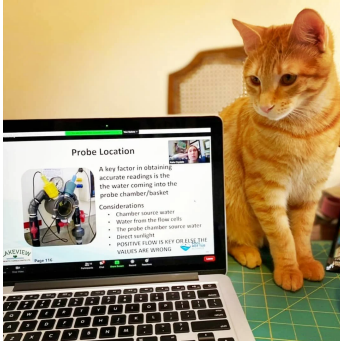
Have a friend or colleague who took the class and has the CPO book? Contact us about the no-book registration fee.

For detailed information about the online format of CPO, please click here.

Looking for accreditation in your Canadian province or US state? Please click here or contact us for more info.

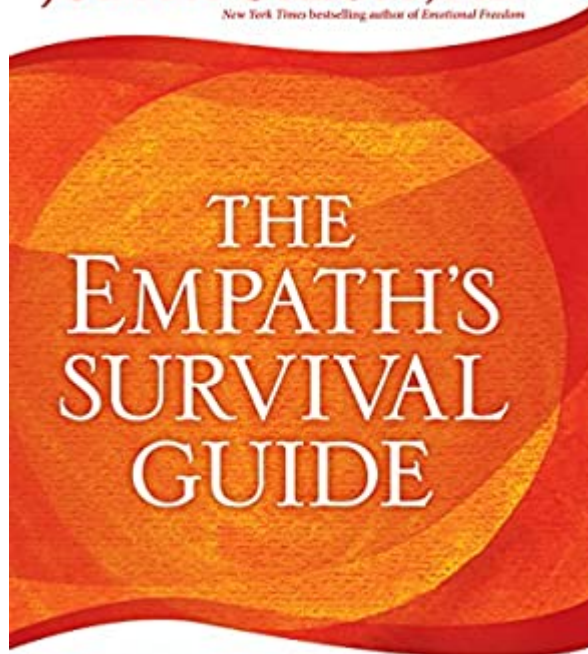
[2021 CPO Class Schedule](#)

[Instagram Posts](#)



JUDITH ORLOFF, MD

New York Times bestselling author of *Emotional Freedom*



Life Strategies
for Sensitive People

Things I Love

I've started interspersing my usual podcasts ([*How I Built This*](#), [*You're Wrong About*](#), [*Crime Junkie*](#), [*Goal Digger*](#)) during my walks with audiobooks. I'm late to the audiobook game, and it's been a great way to read more dense professional books I don't necessarily want to read read.

I recently finished [*The Empath's Survival Guide: Life Strategies for Sensitive People*](#) by [Dr. Judith Orloff](#) and I cannot recommend it enough! It's short (7 hours) and packed with useful strategies by function (personal, work, family life, etc.)

It also takes a more medical/physiological perspective versus [Dr. Elaine Aron's *The Highly Sensitive Person: How to Thrive When the World Overwhelms You*](#) which takes a psycho-social perspective.

I know many aquatic professionals are empaths who learn to work effectively in our fast-paced, rapidly changing, dynamic industry. That doesn't mean it's not possible to learn how to work better.

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