



July 7, 2020

If you're new here, Welcome! Newsletter archives are posted [on our website](#).

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I'm coming to you a bit late this week (month) because that's just how we roll sometimes when life turns into a dumpster fire.

However, I've recently started using [Asana](#) and I am **IN LOVE**. There's no affiliate marketing or referral discount, I just want to praise something that's helping me get my work life organized at a time (COVID) when it still feels like so little is under my individual control. Here's to hoping Asana gets you August's newsletter on time!

In other news, I caught my first student cheating today. I got back to my hotel tired after a full day working (6 am - 6pm) on-site with a client to sit in front of my computer and eat a frozen dinner, invigilating a retest for three hours at the time requested by the student.

About 20 minutes in I realized something was very wrong. I witnessed proof, I called the student on the situation, and they attempted to deny what I had seen.

Sometimes it's very hard to be in the business of customer service. I am well aware that - particularly when it comes to the Certified Pool Operator (CPO) class - students come to me after decades away from formal education. I'm also acutely aware that students often come with deficient education or coping mechanisms for reasons beyond their control; two days in class with me can't undo a lifetime of systemic failure.

I've had students leave for lunch on the first day and never come back. I've had students with learning disabilities - both undisclosed and clearly undiagnosed. I've had students - both male and female - cry about passing, failing, retesting and all kinds of life circumstances in between. I've discovered employers who

terminate employees for failing, or garnish my course fee from their paycheque without consent.

It's a terrible cycle, and I try to meet students where they are. I'm an exceedingly giving person, and an idealist when it comes to my ability to have a positive impact on someone. But cheating disrespects me and my efforts to help a student.

So what's the connection for you, newsletter subscriber? Now is a good time to reshare the [Lifeguard Code of Conduct templated from The Redwoods Group](#).

I am all about giving people chances, but as aquatic facility managers and staff supervisors we also need to build a framework of personal accountability. Performance management is not just one, two, three strikes and you're out - it can also be about building buying from the team from the beginning (onboarding) or after a major change (COVID).

If you think the template above is too formulaic, [do a brainstorming activity with Post-Its](#). If you want to go digital, use a free site like [Padlet](#) that allows for anonymous collaboration and voting - you can get three boards free with a basic membership. [I've put together a sample](#).

Katie Crysdale
Founder, Lakeview Aquatic Consultants

PS. We're still on MailerLite, probably for another year. Some projects just need to get shelved temporarily. I'll let you know if we migrate our email server any sooner.



Wednesday, July 22, 2:00 PM EST

Keynote Session: Aquatic Lessons after COVID-19: Learning and Leading

bit.ly/2CWfjH4

PRO
PARKS AND RECREATION ONTARIO
CELEBRATING 25 YEARS 1995-2020

2020 VIRTUAL Aquatics Conference

Keynotes & Sessions from July - November 2020

Popular on our Facebook Page



WAYS TO SAY "NO"

This post on Facebook is particularly ironic given my experience with the cheating student, described above.



HOW TO SOCIAL DISTANCE IN POOLS

Social Distancing 101 for Swimmers
A long, but very thorough video.



Family saying final goodbyes to girl, 12, who fell into coma after nearly drowning

There is no "near" drowning: Lily submerged in water and it caused irreversible brain damage because of it.



Flip inflatable kiddie pools to prevent rainwater buildup

It only takes 2" for a child to drown.



CERTIFIED POOL OPERATOR CLASS

100% ONLINE

- ONLY DURING COVID -

MONDAY - THURSDAY

JULY 27 - 30

10 AM - 2 PM EST

8 AM - 12 PM MST



www.LakeviewAquaticConsultants.com



Instagram Posts



STAGES OF FEELINGS: SEASONAL POOL MANAGER EDITION

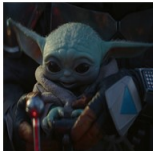
Oh goodie, oh goodie, oh goodie! Pool season is almost here! (Jan/Feb)



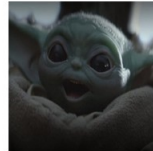
I'm so excited! Guard Training is here! (Mar/Apr)



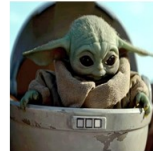
I'm so excited! New equipment! (Mar/Apr/May)



Opening Week is here!!



Swim my friends! SWIM! (Week 2)



But Karen, the pool is blue and cool! Why you upset? (Week 3)



Awe! Don't leave! Ok, bye Karen! (Week 4)



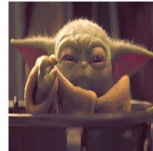
Uh oh... Boss called because of Karen... (Week 5)



Christmas in July! Santa is coming! (Week 6)



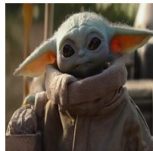
No you cannot go home early to go to a BBQ! (Week 7)



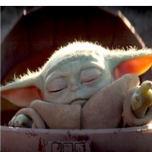
I thought you didn't like it here Karen! Why you back? (Week 8)



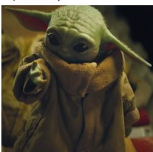
Questioning my life choices. (Week 9)



This is not the pool you are looking for, Karen! (Week 10)



Holy smokes it worked! I HAVE THE POWER!!! (Week 11)



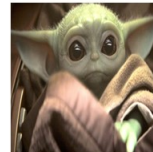
Awe, last week of pool season. Where did the time go? (Week 12)



Snoring (Week after the pool closes)



I miss the pool. (Month after the pool closes)



Why's it snowing!? I need warm weather! Pool!? Where are you!? (Nov/Dec)



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