



## September 2021

Good Morning,

I know, I know...we spent most of our [August newsletter](#) talking about suction entrapment. However! I would be remiss if I didn't highlight [UFC fighter BJ Penn's recent disclosure of an entrapment injury](#) in a surf (wave) pool.

*TL;DR: Never ignore the buoy line at a wave pool! Big pumps are involved.*

WavePool Magazine does [a more sophisticated analysis here](#).

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If you are - like me - closely following analysis of the Surfside, FL condo building collapse, two excellent pieces came out in August.

[The Washington Post](#) posits a theory that the swimming pool deck could be involved. This would be not unlike the 2012 Elliott Lake, ON [mall collapse](#) due to winter salt weakening bad welds supporting the parking garage. A short forensic reconstruction can be seen [here](#).

Grady at [Practical Engineering](#) - an excellent YouTube Channel whose videos I often reshare on our [Facebook page](#) - takes [a different perspective based on the sequence that different sides of the building collapsed](#).

In either case, this tragedy is a good reminder for all pool operators and facility managers to not ignore leaks that could hint at larger structural failures.

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Lastly, we want to give you plenty of warning of a price increase effective January 1, 2022 to the Certified Pool Operator (CPO) program: the cost will be going up by \$49 CAD to \$499/person + sales tax.

Pricing for all 2021 classes is unaffected.

Many supply increases went into effect in 2020. We delayed passing this cost on to our clients because we know the last 18 months have been financially devastating to you and your facilities.

We thank you for your continued support of a female-owned, Canadian small business. We couldn't do it without you.

As always, if you have any comments or feed, please don't hesitate to hit reply.

-Katie Crysdale  
Founder, Lakeview Aquatic Consultants.

## New in Print



Article by Katie Crysdale

### Crisis Clarifies

An op ed for the Texas Recreation & Parks Society (TRAPS) quarterly magazine about how the crisis of the COVID-19 Pandemic has clarified so much for so many in our industry.

To see the full Summer 2021 issue, [click here.](#)

My grandparents lost everything in the 1929 stock market crash. As a child in the early 1990s, I remember visiting my grandmother; she had jars, boxes, closets full of random items she saved. Sixty years later — long after her children had become financially successful doctors and engineers who could support her — the Great Depression stayed with my grandmother. It was inextinguishable from who she was as a person.

My sister-in-law lost her fiancé during the Vietnam War. This year, she celebrates 50 years happily married to a different man, but she never takes anything about life for granted. While my grandparents were surrounded by people experiencing the same grief of circumstances, my sister-in-law experienced trauma and loss alone (no one else she knew lost their fiancé) and silently (she was too unpopular to talk about).

Fast-forward to 2021: We have all — collectively — lived the last year of the COVID-19 pandemic. The experience might look different in your community versus mine (Canadians are in lockdown No. 3), but we share similar experiences. Were you expected to pivot to providing programs online with zero guidance? Were you given less money and fewer staff to meet the same service delivery expectations? Me too.

I would never suggest that basking in soundbath between Zoom meetings is the same lived experience as that of my grandparents or sister-in-law, but — when you are drowning — it does not matter if it is "more" or "less" than someone else. Your personal experience is real and acute.

Television critics talk about the death of network television. Back in the day, everyone would tune in to ER or Friends at 8 p.m. on a weeknight. We relived the experience together, talking about the episode at work or school the next day. With Netflix, Prime, Hulu, etc., it is harder to find something in common with the neighbor whose name you can never remember or the new lady in HR. It takes a big life moment like 9/11 or the COVID-19 pandemic to put us all on the same page.

Where am I going with all of this? Now is the time for your greatest reinvention. There will never be a clearer moment in your life to change who you are, what you do, and what is important to you.

If we overlay the seven stages of grief, we are at reconstruction: putting our lives back together again after a disruptive event. None of us knows how — we are all figuring it out as we go. But one thing I do know for sure: We all have to do it, and no one is recreating exactly their pre-pandemic life.

I am not here to tell you to create a vision board for your best life, as though you are not burnt out and fed up with just putting one foot in front of the other during the constantly shifting landscape of the last 15 months. Believe me, I am so tired too.

What I am saying is that you need to stop and take five minutes to truly self-reflect. What do you want more of in your life? What do you want less of in your life? It is really that simple. Never will your core values be clearer to you than right now at this very moment. Write those answers down, before they fade into the rearview mirror of everyday life.

This last year, we have all seen what it is like to literally not be in control of your own life. Now that you have that control back, do not squander opportunities 100 percent within your reach. Make your future self proud. Start over. Do hard things. Prove the naysayers wrong. Change jobs. Write a novel. Travel around Australia in a van. Adopt a child. Volunteer. Dye your hair. Take a leap of faith. Whatever it is, go beyond your perceived capabilities.

For the person who writes your obituary, the next line starts right here: Following the COVID-19 pandemic, she ...

How will you fill in that blank? As a parks and recreation professional, you changed many people's lives during the last year, providing essential wellness and recreation opportunities. Your life changed too. You can be shaped by those life events, or you can shape life's events.

"The secret to getting ahead is getting started." — Mark Twain

Katie Crysdale is the founder of Lakeview Aquatic Consultants. In 2020 she started the POOLside Webinars. She lives outside Calgary, Alberta.





# GLASS IN THE POOL

NOW WHAT?



## Serendipity, Resilience & Vision in Aquatics

Katie Crysedale | May 12, 2021



### Upcoming Events

Pool & Hot Tub Alliance (PHTA)

## Certified Pool Operator (CPO) Class



# **CERTIFIED POOL OPERATOR CLASS**

**September 20-23, 2021**  
**10 am - 2 pm EST**  
**100% Online**



[www.LakeviewAquaticConsultants.com](http://www.LakeviewAquaticConsultants.com)



**Please note BOTH September & October CPO classes are currently 50% sold out. Please register soon to avoid disappointment.**

We are committed to adding more CPO classes this fall based on customer needs. Please answer this short poll (3 questions) so we can serve you better.

*A reminder (see above) our rates will be going up to \$499 CAD/person effective January 1, 2022. 2021 classes are not affected.*

The 2022 virtual Certified Pool Operator (CPO) schedule will be posted on our website & open for registration in the next few weeks.

Private virtual classes available.

[2021 CPO Class Schedule](#)

Please answer three questions to help us meet your needs!

## **CPO Survey**



# Popular on Facebook



**Beach lifeguard killed by lightning while on stand**



**Lifeguards fill in so Cape May guards can go to funeral**

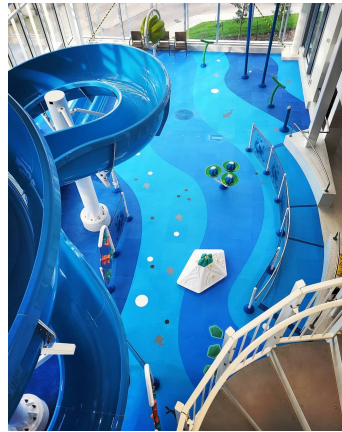


**16 year-old lifeguard dies after surf rescue in NJ**




**South Korean lifeguard slides, anyone?**

# Instagram Posts



# WHAT REBELS WANT from their boss...

## 1. WE ARE NOT TROUBLE MAKERS

 We are motivated to make our org **BETTER**

## 3. WE NEED AN ENVIRONMENT

where it is safe to disagree and challenge **STATUS QUO**

WHY? why?  
?? not??

## 2. WE CARE

about work more than anyone else

~~THAT'S WHY WE ARE WILLING TO ENGAGE IN A CONFLICT~~

## 4. LOVE OUR DIFFERENCES AND QUIRKS

We may not be like you

AND THAT'S A GOOD THING

## 5. CHALLENGE US

 give us thorniest problems **LET US PROVE OUR WILD IDEAS AT WORK**  
we want to be stretched

**7. COACH US** on how to navigate org. politics so we avoid making mistakes

## 8. REBELLIOUSNESS IS A POSITIVE BEHAVIOR

it is an act of courage and risk taking

## 9. APPRECIATE US

and we'll move mountains for you.



Insights from: [RebelsatWork.com](http://RebelsatWork.com)

Sketchnote by: [Tanmay Vora](https://www.instagram.com/tnvora) | @tnvora | [QAspire.com](https://www.instagram.com/QAspire.com)

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