

Harvest Bend, The Meadow (The Association)
Pool Communications Policy
May 2009 (updated May 2014)

Board Responsibilities

- Reach agreement with pool management company on a contract. Our contract is with Houston Recreation Management (H-Rec). The contract is administered by H-Rec and ACMP. ACMP is the Association's management company.
- Keith Austin is the Board's liaison with H-Rec, ACMP, and the pool committee.
- Give the pool committee chair a copy appropriate sections of the contract with H-Rec – nothing confidential or monetary discussions.
- Working with ACMP, ensure that The Terms and Agreement of the contract with H-Rec are adhered to.
- Ensure that there is resolution of all properly reported non-compliances and incidents. Typically this will be at the monthly Board meetings; or real-time if needed.
- Ensure contract administration is in-compliance with the HOA Rules and Regulations
- In case of an HS&E issue, when notified, the Board shall respond immediately and appropriately.
- If Board members are advised by a homeowner of a pool or pool facilities concern, incident, non-compliance, etc., ask the homeowner to contact ACMP for resolution.
- Maintain statistics on pool usage.

Houston Recreation Management Company and Their Employee Responsibilities

- The Terms and Agreement of the contract between the Association and H-Rec shall be adhered to. This includes calling 911 immediately when needed.
- Any questions about administration of the contract shall be discussed with Harvest Bend The Meadow's ACMP representative.
- Lifeguards shall only receive supervision/management/direction from H-Rec Management. Never from the HBTM HOA or any of their representatives.
- Lifeguards may discuss with the pool committee member(s) any points for clarification, etc.
- H-Rec management shall immediately resolve any contract non-compliances.
- Lifeguards shall use a chalkboard sign (or similar) stating why the pool is closed at those times that the pool is closed during normal operating hours (for example, closed due to bad weather, closed for pool maintenance, closed for shocking the pool, etc.). This sign is placed at the front entrance to the pool when the pool is closed.
- The lifeguards shall maintain a log of **ALL** incidents in and around the pool (for example, stubbed bleeding toe, no first aid kit available, unhappy parent, pool closed during normal work hours due to having to shock the pool, etc.) and report these to the management of H-Rec the same day as the occurrence. H-Rec Management shall a) resolve as appropriate and b) document the incident and H-Rec resolution and send a copy to our ACMP representative (for resolution, if needed). H-Rec and ACMP should work together to correct and resolve any incidents.
- The following items agreed to June 2008:
 - Lifeguards ensure that anyone entering into the pool/pavilion area (that is, anywhere inside the wrot iron fence) have current year pool tags or are guests of a homeowner that has current year pool tags. Guests must wear a yellow pool tag.
 - Lifeguards ensure that anyone entering the pool/pavilion area signs and completes all columns of the "HBTM Pool Daily Logsheet". NOTE: By agreement with the lifeguards, a pool committee representative may oversee these tasks when at the pool.
 - Lifeguards ensure that any guests are accompanied by a homeowner with current year's pool tag, sign-in, and wear a yellow pool tag. NOTE: By agreement with the lifeguards, a pool committee representative may also oversee this task.
 - There is no smoking allowed in the pavilion area.

- The Incident Log, the Attendance Pool Records logs, and all money collected shall be given to the Board at the monthly meeting. These items can be delivered by H-Rec personnel or by the Pool Committee Chairperson. The board President may pick up the Attendance Pool Records log prior to the monthly board meeting to perform a usage analysis.

Pool Committee

- Responsible for preparing for and distributing pool tags at the pool opening. More information has been documented in applicable Pool Tag Procedures documents.
- The pool committee and/or board along with H-Rec management shall ensure that the pool is indeed ready to be opened for the season. A walk-through should be performed.
- Pool Committee chair should have a key(s) to appropriate areas in the pool and, as an emergency back-up to H-Rec, should be familiar with pool maintenance, shut-off valves, etc.
- The pool committee shall maintain current and on display in the pool area all the required pool signs (hours of operation, rules and regulations, etc.).
- The pool committee shall be responsible for ensuring that signs stating that any homeowner complaints about the lifeguards, the pool, the facilities, etc., shall be made by the homeowner to the ACMP representative are posted in a couple of places at the pool. Signs shall show names and phone numbers of appropriate contacts. The pool committee may listen to homeowner complaints and then encourage the homeowner to call ACMP.
- The pool committee confirms that the lifeguards meet the requirements, have the training, provide the services, and maintain the pool and facilities as stated in the contract (specifically, 10 and 17). Any of these types of non-compliances shall immediately be reported, in writing, to the ACMP representative.
- The pool committee shall not supervise, manage, or direct of the lifeguards. Due to co-employer issues and as per the contract, this is the responsibility of Houston Recreation Management. Any observed issues or concerns shall be reported to the board liaison (Keith Austin) for resolution with Hou-Rec. ACMP shall also be advised by the Pool Committee.
- The pool committee shall report, in writing, any observed contractual or lifeguard non-compliances to the Board at the monthly meeting.
- In case of an HS&E issue, pool committee shall respond immediately and appropriately. Then advise ACMP who will then advise the Board.
- The committee should also make suggestions for improvement/change at the pool to the board as appropriate.
- By agreement with the lifeguards, the pool committee may assist the lifeguards in ensuring that everyone entering the pool/pavilion area (i.e., anywhere inside the wrought iron fence) signs the “HBTM Pool Daily Logsheet” , and that everyone is wearing their pool tag inside the pool area.
- Pool committee shall collect daily log sheets as well as visitor dollars as deemed appropriate, prepare a weekly summary sheet and deliver to the board at the monthly board meeting.
- Pool committee can confirm that all visitor pool tags have been returned to container at the end of the day.

ACMP – Representative

- Ransom Daly is our ACMP representative
- Maintain a log of all reported incidents, concerns, etc., and their resolution. This log shall be reviewed at the monthly Board meetings.
- For any incidents of a HS&E or potential serious nature, ACMP shall forward the information immediately to the Board with recommendation for resolution if not already resolved by Houston Recreation Management. Less serious incidents shall be reported to the Board during the monthly meeting.
- After the pool opens, the board or ACMP will perform tasks as identified in “letter to homeowners requesting pool tags after first distribution.