



100.1 PREFACE

In carrying out the mission of the Capitola Lifeguard Service, it is our responsibility to provide public safety services to the community with the highest level of integrity and professional standards possible. The policy and procedures contained in this manual are designed to afford both employees and the public consistency in the deliverance of public service.

This document to be known as the Capitola Lifeguard Service Manual has been prepared as a guide to assist all employees of the lifeguard service in implementing the program's mission. While many of the procedures are specific in nature, it must be understood that this manual does not attempt to dictate how every situation must be handled. It is impossible to produce a document that is all inclusive. Employees must base their conduct and action in each instance based upon the facts of the situation as they reasonably appear, relying upon experience, training, and judgement. It shall be the responsibility of each Beach Lifeguard, Lifeguard Lieutenant and employee of Capitola Lifeguard Service to become familiar with its contents.

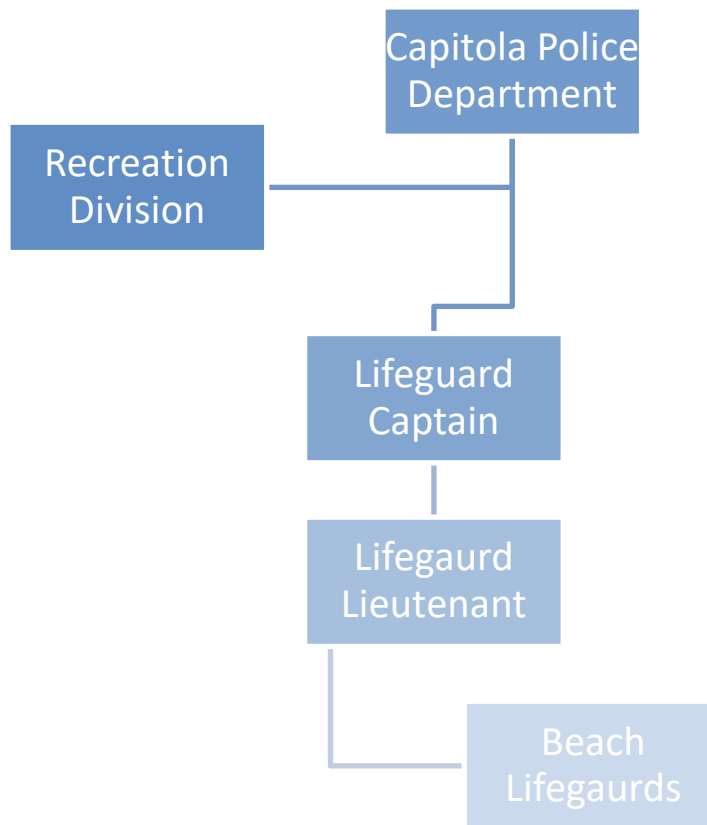
The scope of information contained herein is subject to a multitude of sources requiring update, revision or interpretation. These sources shall include, but not be limited to, service rules, regulations and directives, or other documents as may be issued by higher authority related to our Services' operations or activities. Periodic changes, revisions or additions may be published from the office of the Lifeguard Captain, which shall be the only authorized entries to be added into this manual. If any section or provision of this Manual is, for any reason, held to be invalid, the remainder of the manual shall not be affected.

100.1.1 MISSION STATEMENT

To provide a highly visible and responsive lifeguard service with the highest level of integrity and professional standards to our community.

100.2 PURPOSE AND SCOPE

The Capitola Lifeguard Service is a program within the Capitola Recreation Division and functions operationally under the Capitola Police Department. The City of Capitola is within the Central Fire District, a special fire district separate from City services. The Service is primarily responsible for safeguarding the public's use of City beaches with two (2) towers positioned on the beach. Personnel effect preventative safety actions, perform water rescues, provide emergency medical aid, handle missing persons reports and educate on rules and regulations. The Service operates throughout the year, with the majority of the staff on duty from Memorial Day weekend to Labor Day Weekend. The following chart outlines the structure of the Capitola Lifeguard Service, within the City of Capitola.



100.2.1 HOURS OF OPERATION

The Lifeguard Service primarily operates from Memorial Day Weekend to Labor Day Weekend, seven (7) days a week from 0900 hours to 1900 hours. Actual hours and number of staff working will vary depending on crowd and beach conditions. Outside of the summer season Special Event Permits are issued to event producers which require Lifeguard Services. Employees are scheduled based on the Event Schedule published by Capitola Police Department.

100.2.2 COMMAND STRUCTURE

The Lifeguard Captain exercises command over all Lifeguard personnel in the program. During planned absences the Lifeguard Captain will designate a Lifeguard Lieutenant to serve as the acting Lifeguard Captain.

The Capitola Lifeguard Service functions operationally under the authority of the Capitola Chief of Police and administratively under the supervision of the Recreation Division Manager.

100.3 EMPLOYMENT

The following constitutes the policy regarding employment with the Lifeguard Service. The City of Capitola is committed to all potential applicants and employees without regard to an individual's race, religion, color, sex, gender identity/ expression, genetic information, sexual orientation, national origin, ancestry, citizenship status, uniformed service member status, marital status, pregnancy, age, medical condition and physical or mental disability. All employment decisions shall be made on the basis of merit and in conformity with applicable state and federal laws.



100.3.1 EMPLOYMENT SELECTION

Selection for employment will be conducted on an annual basis beginning in January. At the beginning of the season the Recreation Division will request “intent to return” from any prior season employee in good standing. The Human Resources Division, in collaboration with the Recreation Division, will publish position announcements for open positions, and set dates and times for an application due dates, interviews and swim qualifications.

The interview and qualification process will include the following (prior season employees are required to perform first two bullets):

- 500-meter ocean swim unaided in under 10 minutes
- 200-meter run in under 2 min
- Oral Interview
- First Responder skills simulation/assessment

The Recreation Division will screen all applications and the Lifeguard Captain will conduct the interview, skills simulation/assessment and ocean swim qualification. Any prior season employee seeking advancement will be expected to complete an oral interview for the advancement.

Candidates who successfully pass the swim qualification and oral interview who are new hires will complete a 40-hour Open Water Rescue Skill, 21-hour California State Title 22, Santa Cruz County EMSIA CPR recurrent training, Operations Training and Policy and Procedure course. Candidates who worked the prior season will complete a 16-hour Open Water Rescue Skill, 8 hours California State Title 22, Santa Cruz County EMSIA and policy and procedure recurrent training.

100.3.2 CONDITIONS OF EMPLOYMENT

The function of the Lifeguard Service is to provide public safety. Personnel are subject to working varied hours and holidays and are subject to recall on their days off. The Service is under no obligation to ensure that Beach Lifeguard positions are scheduled a full forty- hour work week. Staffing levels and crowd conditions will have a considerable impact on the actual number of hours personnel work each week. The majority of hours are scheduled during the summer season. Limited work hours may be available during off-season months.

Season Definition: Employees must work a minimum of 100 hours to be eligible for continued employment. Twelve-month periods will coincide with the Calendar Year of January 1st.

100.4 ADMINISTRATION

100.4.1 PERSONNEL INFORMATION

When an employee’s address, telephone number, or e-mail changes, the employee shall immediately inform the Lifeguard Captain of the change, in writing. The Lifeguard Captain will ensure that appropriate changes are made in New World.

100.4.2 AVAILABILITY NOTIFICATION

The scheduling supervisor will develop the schedule approximately 1 month before the affected month. Employees are expected to provide notice of any schedule conflicts before that time for the scheduling supervisor to accommodate. The schedule will be finalized two weeks thereafter. Each employee will be held accountable for his/her schedule.



100.4.3 SHIFT CHANGES

Employees in need of time off within the seven (7) day period may elect to find an employee to exchange shifts. Employees will find a replacement suitable of completing their assignment. Exchange of shifts require the notification and approval of a Lifeguard Lieutenant or Lifeguard Supervisor at least one (1) day before the affected shift. Each employee will be held accountable for his/her schedule.

100.4.4 INTENT TO RETURN

Personnel who wish to continue employment for each following season will be required to submit written notification (email or hardcopy) of their intent to the Lifeguard Captain. Notifications will be due by January 1st. The notification should include updated winter contact information (address, email, and telephone). Employees will not be guaranteed the right to return per Service needs.

100.5 GENERAL RULES OF CONDUCT

100.5.1 CODE OF ETHICS

Lifeguards are public servants who provide safety to beach users. Since public safety is at the heart of our mission, high standards of ethical conduct and performance must be adhered to. This can routinely be accomplished by employing common sense and good judgment.

Lifeguards are constantly in public view and professionalism by employees is vital to the public's trust. Lifeguard personnel should scrupulously avoid any conduct that might compromise the integrity of themselves, the Capitola Lifeguard Service, or the City of Capitola, whether on or off-duty.

Conduct by off-duty employees shall not interfere with the duties of on-duty personnel nor reflect negatively on the City and or Service. Disciplinary action, up to and including termination, may be taken upon employees violating City and or Lifeguard Service policy.

100.5.2 KNOWLEDGE OF POLICIES AND PROCEDURES

Each employee is responsible to know and follow City and Service policies and procedures. Personnel shall conform to and abide by City and Service policies and procedures at all times. However, if a situation arises that requires an employee to deviate from a particular policy or procedure, it shall be that employee's responsibility to justify his/her actions. Any deviations shall be in the interest of the employee and/or public's safety and, if possible, receive prior approval from a supervisor.

100.5.3 OBEDIENCE TO LAWS

Service personnel shall not willfully violate Federal, State, County, and City law/ ordinances.

100.5.4 CHAIN OF COMMAND

The Service, like most paramilitary organizations, utilizes a "chain of command" for communications such as issuing orders and making requests. This system requires employees to make all formal communications with their immediate supervisor. If the communication has to go further, that supervisor will take up the matter with the next level of supervision or direct the employee to do so. Supervisors at all levels must be able to control the actions of all personnel



under their supervision. These principles do not apply to the exchange of information. Although orders must flow through the chain of command, members of the organization may directly communicate with each other to ask for or share information. There may arise an occasion in which it will be necessary to deviate from the chain of command system. In such instances, it will be the employee's responsibility to justify their actions.

100.5.5 DUTY TO FOLLOW ORDERS

Employees shall obey and properly execute any lawful order issued to them by a supervisor or other person of greater authority.

When an order is given that contradicts a previous order, the receiving employee shall inform the supervisor issuing the conflicting order. The receiving employee shall relay such information in a complete, unbiased manner. That supervisor may or may not disregard the previous order.

100.5.6 TREATMENT OF OTHERS

Employees shall conduct themselves in a manner that will foster the greatest harmony and cooperation with other employees. The use of threatening or insulting language with other employees or the public is prohibited. Employees shall not intentionally antagonize any person with whom they contact. They shall treat all persons with courtesy and respect.

Additionally, employees shall not willfully subject any person or animal to dangerous or cruel treatment. Violation of this policy can result in disciplinary actions up to and including termination.

100.5.7 TRUTHFULNESS

Personnel shall not intentionally make false statements, verbally or written, or when questioned or interviewed.

100.5.8 BRIBES AND GIFTS

Personnel shall not accept gifts or bribes or engage in any act of extortion or other unlawful means of obtaining money or property through his/her position in the Service. Additionally, personnel shall not accept, directly or indirectly, a gratuity, fee, loan, reward, or gift of any kind from persons subject to arrest, persons discharged from custody, or friend(s) of such persons.

100.5.9 MISAPPROPRIATION OF PROPERTY

Personnel shall not appropriate any recovered property to anyone other than the rightful owner. Found property will be turned over to a Capitola Lifeguard Lieutenant, who after making a reasonable attempt to contact the rightful owner, will turn over the property to Capitola Police Department.

100.5.10 MANAGEMENT OF FOUND PROPERTY

Any found property coming into possession of Lifeguard personnel will be stored in a secure location and be given to a Lifeguard Lieutenant at the soonest opportunity. A reasonable attempt will be made to return property to the rightful owner if known. Possession of all found property will be given to a Capitola Police Department member for processing.

100.5.11 MARINE DEBRIS

Large and or hazardous marine debris shall be reported to the on-duty supervisor prior to removal. Any hazardous and/or illegal material, whether actual or perceived, shall be reported to



the on-duty Police Sergeant through the on-duty Lifeguard Lieutenant. Marine debris items of specific interest to foreign or domestic natural disasters shall be reported to the same.

100.6 USE OF ALCOHOL/DRUGS

Personnel shall not consume alcoholic beverages or controlled substances while on duty, be under the influence of an alcoholic beverage or controlled substance while on duty or be unfit for duty because of its use. When an employee is using prescribed drugs, he/she shall inform the on-duty supervisor. If the use of such prescribed drugs will adversely affect performance, the employee shall inform a supervisor and not report for duty.

100.7 REPORTING FOR DUTY

Personnel shall report for duty at their assigned time and place, in uniform, properly groomed and ready to work. Habitual tardiness will not be tolerated and will result in disciplinary actions up to and including termination. In the event of illness or injury of immediate family or self, personnel shall only be absent with proper leave or permission. An employee who is unable to report for duty shall immediately notify the on-duty supervisor.

100.7.1 ATTENTION TO DUTY

Personnel shall not sleep or be inattentive while on duty. If unable to stay attentive, personnel should inform a supervisor. Personnel may choose to sleep while on an authorized break, however he/she shall not do so while wearing a lifeguard uniform.

100.7.2 TIME MANAGEMENT

The use of time while on duty shall be restricted to Lifeguard or City related activities. Assignments shall be completed in a timely manner, without unnecessary delay.

100.7.3 APPEARANCE

Personnel will present themselves in a neat, clean, and well-groomed appearance. At no time when hair is wind-blown or wet, should the length obscure vision.

100.7.4 BODY PIERCING

Visible body piercing will be limited to the ears only. Earrings will be of the stud type only. In no way should authorized body piercing create a safety concern during normal duties.

100.7.5 TATOOS

Visible tattoos will conform to Equal Employment Opportunity (EEO) guidelines and shall not be of an offensive or perceived offensive nature. Depictions of nudity or violence, sexually explicit, sexually suggestive, or vulgar art, words, phrases, or profane language are prohibited. Symbols likely to incite a strong reaction in the workplace, or initials, acronyms, or numbers that represent criminal or historically oppressive organizations are prohibited. All prohibited forms of tattoos must remain covered while on duty.

100.7.6 UNIFORMS

Personnel are required to wear the standard lifeguard uniform while on duty. Exceptions to this policy are when an employee is on an authorized break, when directed to wear something other

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than the standard uniform, and when performing maintenance work that may damage the standard uniform.

100.7.6.1 LIFEGUARD STANDARD UNIFORM

Class B Uniform

Shirts: Blue polo shirt (long or short sleeve) with embroidered Capitola Lifeguard patch on left side chest

Shorts: Navy Blue uniform shorts

Pants: Navy Blue uniform pants

Class C Uniform

Shirts: Department issued Navy Blue t-shirt (short or long sleeve) with Capitola Lifeguard logo silk screened on left chest

Trunks and Swimsuit Shorts: Red with Capitola Lifeguard patch embroidered on left leg measuring; Not to extend past the upper part of the kneecap when standing; Minimal brand logos exposed.

Male Compression Shorts: Shall be worn underneath red shorts

Female suits: Red in color; One- or two-piece sport swimsuit; Minimal brand logos exposed.

Jacket: Any department issued Navy Blue piece with City seal and or embroidery.

Pullover hoodie sweatshirt: Navy Blue with Capitola Lifeguard Logo silk screened on left front of chest and on back.

Hats: Navy blue baseball hat, Navy blue wide brim hat with Capitola Lifeguard logo embroidered on front. Straw Hat Tan in color.

Rash Guard: Department issued

Footwear: Sandals, neutral-colored athletic shoes, or black boots

100.7.7 WEARING OF UNIFORMS

Personnel shall not wear any part of the Lifeguard uniform that identifies him/herself as a City employee when off duty unless they are commuting either directly to or from work.

100.7.8 REPLACING LOST OR STOLEN UNIFORMS

The employee will replace any lost, stolen or grossly damaged uniform items. The employee will be responsible to replace the lost or stolen item at the going rate. An employee who has lost or damaged a uniform in the course of duty will inform the on duty supervisor.

100.8 AUTHORIZED EQUIPMENT

Personnel shall maintain and have with them for duty use the following items: a wrist watch, open and/or closed toed shoes,

100.8.1 USE OF PERSONAL ELECTRONICS

Personnel are allowed to listen to personal electronic devices in lifeguard towers, when the

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following guidelines are adhered to:

- Audio material must be appropriate for the general public and used in an unprofessional manner.
- Personal electronics use shall not interfere with normal operations.
- Personal electronics are to be turned off when talking with the public or when communicating with other personnel via telephone or handheld radio.
- Earplugs and headsets are prohibited.
- Audio volume shall not exceed normal voice level beyond the area of the tower's deck.
- Personal electronics shall not be placed on tower rails or in any unsafe manner.
- Use of Visual media is prohibited, including but not limited to: text messages, videos, and photos.
- Personal use of cell phones is prohibited while in a tower or while operating a vehicle or vessel.

Any violation of this policy may result in suspension or termination of a member's use of personal electronics. For the purpose of this policy, Personal Electronic Devices include but are not limited to: AM/FM radios, cassette players, compact disc players, cell phones, and digital music players/devices.

100.9 COMMENDATION PROCESS

The Lifeguard Service will foster and maintain a system for extending official recognition to employees who perform acts of meritorious service or accomplish outstanding achievements .A Letter of Commendation may be awarded to Lifeguard employees who demonstrate exceptional job performance that furthers the Capitola Lifeguard Service mission and vision.

100.10 DISCIPLINARY PROGRESS

Each employee is responsible for conforming to Lifeguard Service standards and for following City and/or Lifeguard Service policies and procedures. Supervisors are charged with ensuring personnel meet those requirements. It is recognized that from time to time, situations may give rise to disciplinary action. Discipline shall be exercised with firmness and impartiality and its goal will be to correct future actions or behavior. Counselling or reprimands will be delivered confidentially, when possible. Disciplinary action may consist of a verbal reprimand, written reprimand, suspension without pay, or termination.

100.10.1 VERBAL REPRIMAND

A verbal reprimand is a statement by a supervisor to a subordinate, directing their attention to a policy/procedure violation, or a performance weakness. Its purpose is to be corrective and cautionary. The verbal reprimand should clearly describe what action is needed to correct the unsatisfactory performance. Additionally, failure to correct the behavior may result in disciplinary actions up to and including termination.

100.10.2 WRITTEN REPRIMAND

A written reprimand is the first level of formal discipline. A supervisor issues it to a subordinate employee. It specifically defines the employee's infraction(s) and/or performance deficiencies.

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It indicates recommended steps for improvement and describes what further disciplinary action might be taken if corrections are not made. A copy of the reprimand will be placed in the employee's personnel file.

100.10.3 TERMINATION

When an employee's actions or inability to perform to standards warrant it, supervisors may recommend termination of the employee. The recommendation will be go through the Lifeguard Lieutenant(s) to the Lifeguard Captain overseeing the Lifeguard Service, via the chain of command. The Recreation Division Manager, in coordination with the Lifeguard Captain will consider the recommendation and make a final decision in the matter.

100.11 BREAKS AND WORKOUTS

The duties of an ocean lifeguard require continued alertness and excellent physical conditioning. Personnel are encouraged to participate in a conditioning regimen. When possible, employees may be given a fifteen-minute break per each eight-hour shift. Additionally, a regular thirty-minute break will be given per eight-hour shift. Shifts of greater than 8 hours will be given a 15-minute break in both the morning and afternoon and be given a 60-minute lunch break.

Employees are subject to recall in the event of an emergency. In season (Memorial Day through Labor Day) employees are required to stay within their district boundaries. During the off-season (The day after Labor Day until the day before Memorial Day weekend) employees may expand their break area. Notify the on-duty supervisor of your whereabouts.

100.11.1 ACCEPTABLE WORKOUT ACTIVITIES

The following are acceptable workout activities that are allowed during breaks: swimming, running, bodysurfing, weightlifting, calisthenics, paddle boarding, and surfing.

The use of a Capitola Lifeguard paddleboard is acceptable. When an employee chooses to use a paddleboard, they must stay within the boundaries of City of Capitola beaches. Stand up surfing is not allowed on Capitola Lifeguards prone paddleboards. At no time should an employee let his/her actions constitute a threat or danger to other persons.

100.12 FACILITIES AND EQUIPMENT

The use of City property and or equipment is restricted to work related or other authorized matters and must be approved by a supervisor. Negligent use, improper maintenance or care, or destruction of City property will be grounds for disciplinary action. Loss of, damage to, or unserviceable condition of any City property shall be immediately reported to a supervisor. Employees may be held financially responsible for any loss or damage to city property during off-duty use and may result in disciplinary action up to and including termination.

100.12.1 PERSONAL COMMUNICATION DEVICE (PCD)

Depending on an employee's assignment they may be issued a PCD. Such devices and the associated phone number shall remain the property of the City and shall be subject to inspection at any time without notice.

100.12.2 DAILY DATA COLLECTION

The Capitola Lifeguard Service uses iPhones iPads, and handwritten documents to collect daily information regarding but not limited to; daily beach attendance, the number of rescues, safety

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contacts, prevention activities and/or public education contacts. Each lifeguard will have the responsibility of recording the relative data for their shift or assigned location for the day.

This data collection is of utmost importance as it serves the purpose of collecting information of most lifeguard activities and will allow us to determine future needs or additions to program.

iPhones or iPads may be distributed at the beginning of each shift and collected at the end of each shift by the on-duty Lifeguard Supervisor.

100.12.3 VISITORS

Visitors to towers should be minimized and not distract the lifeguard from duties. Conversations should be kept to a minimum. Lifeguards, while on duty should be watching the water and therefore should keep socializing with the public from the tower to a minimum. Members of the public are not allowed in any of the towers.

100.12.4 OVERNIGHT STORAGE

Employees shall not store personal items and or equipment overnight in the towers. Special consideration may be given by an on-duty supervisor.

100.12.5 OBEDIENCE TO PARKING LAWS

If an employee needs to park near his/her assigned tower, he/she must do so legally and not use his/her position with the Lifeguard Service to avoid the consequences of illegal parking. Parking citations will not be dismissed.

100.13 PHYSICAL QUALIFICATION

Personnel are required to complete the Lifeguard Service's standard physical qualification. Employees must re-qualify annually at a minimum. The dates of the qualification are to be set by supervisory staff. Personnel who work only the summer season will qualify prior to commencing work.

100.13.1 STANDARD QUALIFICATION - DEFINED

The standard qualification is a 500-meter ocean swim around a set buoy course, unaided by any propulsion/flotation device in under 10 minutes.

100.13.2 FAILURE TO RE-QUALIFY

When an employee fails the physical re-qualification; the employee will be removed from any assigned tower shifts. The employee will be allowed two additional attempts to successfully pass the required swim. Failure to pass after the 3rd attempt will result in the employee being removed from the current roster.

Accomplishing the Service's mission is essential. Therefore, supervisors may schedule earlier re-qualification dates for employees who fail to qualify on their first or second attempt.

100.14 CERTIFICATIONS

All employees of the Capitola Lifeguard Service shall maintain current any certification necessary to meet Federal, State, County or City requirements. It is the responsibility of each employee to ensure that their certifications are current related to their specific assignment.

100.14.1 MEDICAL AID CERTIFICATIONS

Lifeguard Service employees are required to maintain certification in a medical aid course

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accepted by the by State of California, California EMS authorities which complies with California Administrative Code Title 22, Division 9, Chapter 1.5; First Aid and CPR Standards and Training for Public Safety Personnel. In addition, maintain a Santa Cruz County CPR Course certification as provided by Emergency Medical Services Integration Authority (EMSIA) of Santa Cruz County (which includes one-person adult, two-person adult, child and infant cardiopulmonary resuscitation, including obstructed airway training, AED, BVM and use of barrier devices). Acceptable provider alternatives to EMISA is American Red Cross.

No employee will be permitted to work without a current CPR and First-Aid certification. EMT recertification copies are to be provided to the on-duty Lifeguard Lieutenant 10 days prior to the expiration date.

100.14.2 TRAINING AND RECORDS MANAGEMENT

The City's current training and record management system is Target Solutions and Capitola Human Resources Division. Each lifeguard will be given access to a Target Solutions account. Mandatory training that is electronic in nature (sexual harassment, respectful workplace, etc.) will be assigned in Target Solutions for individuals to complete by a certain date. When a class is assigned, the employee will be sent an email informing them of the assignment.

It is the responsibility of the employee to maintain awareness of any expiration dates of their certifications. Those certifications include, but are not limited to:

- Driver's license
- Medical certifications - Paramedic, EMT, EMR or equivalent.
- Personal Watercraft Operations
- Lifeguard Academy Certification

100.15 ENFORCEMENT OF BEACH ORDINANCES

The primary role of lifeguards is lifesaving activities around the water and public education of the beachgoers with the goal of preventing a possible or future victim in need of assistance. Lifeguards do not have law enforcement capabilities as it relates to beach ordinances. However, as a public safety personnel, certain actions or discussions may need to be had with members of the public not in compliance with the City of Capitola Beach Ordinances.

If the lifeguard sees any unsafe activity, action, or behavior, either to the person or other beachgoers, lifeguards are expected to issue a verbal warning. At no time should the lifeguard put themselves in a situation that may result in their injury from violent acts of another person. Anytime a lifeguard feels threatened or feels that the general public is threatened due to any violation of the beach ordinances, a Lifeguard Supervisor should be immediately contacted. In the worst cases, they may contact 911 directly from their personal phones or by contacting Capitola Police Department dispatch on the radio and ask for an immediate police response to their location. Any violence that is witnessed warrants the immediate contact of both police and the Lifeguard Supervisor.

100.16 VEHICLE ACCIDENT PROCEDURES

If a lifeguard is ever involved in a vehicle accident in a City-owned vehicle, the first priority will always be the care and treatment of any injured patients, including the lifeguard.

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Any accident involving a City vehicle, owned or leased, which results in physical injury to employees or the public, or property damage to City or private property shall be reported by the involved City employee(s). A supply of Capitola Vehicle Accident Report forms shall be maintained in all vehicles.

The reporting/investigating process varies according to the nature of the accident. Accidents are classified as either "Type 1" or "Type 2":

- Type 1: accidents which result in any physical injury, and/or results in damage to private property and may expose the city to liability. The reporting/investigating procedure generally will be extensive and the City Risk Management Office and the Capitola Police Department or another law enforcement agency will be involved.
- Type 2: accidents which do not result in physical injury and any damages are isolated to City vehicles and/or City property and no private party or property is involved. The reporting and investigating procedure for these types of incidents will follow a less involved process.

Any lifeguard involved in a vehicle accident will immediately contact the on-duty Lifeguard Supervisor who will offer direction in following the Capitola Fire Department Vehicle Accident Reporting guidelines.

*Do not make any statements regarding fault or liability.