



**Clinic / Event Procedures
&
Best Practices Manual**

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www.AmpSurf.org



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AmpSurf Overview

Mission

AmpSurf™ is a 501(c)(3) non-profit organization established to Promote, Inspire, Educate, and Rehabilitate (PIER) all people with disabilities and their families through Adaptive Surf Therapy and other outdoor activities.

Vision

All people with disabilities will experience the freedom of adaptive sports without limitations.

Who we serve

One in five Americans struggle with a life-long disability. Nearly two million men and women have served our country in Iraq and Afghanistan. These men women and children are looking for ways to feel whole again and to fit into 'normal' life. Whether they are an amputee, visually impaired, suffer from PTS (post traumatic stress), or have quadriplegia. Whether they served in WWII, Korea, Vietnam, the Gulf war, Iraq or Afghanistan. Whether they are an autistic child or a young woman who has lost a limb to cancer, AmpSurf™ offers a unique program to bring the healing power of the ocean and adaptive surfing together for an experience that is both mentally and physically one of the best forms of rehabilitation on the planet.

Our goal is simple, we want to help our disabled veterans, adults and children focus on their abilities not their disabilities. To do this we strive to Promote, Inspire, Educate, and Rehabilitate (PIER™) these great Americans and the public by providing a quality program and the opportunity for the participants and volunteers to come together and feel the joy and healing of the ocean and surfing. AmpSurf™ has provided our Learn to Surf Clinics to hundreds of our disabled veterans, adults and children who probably never would have had this experience if it hadn't been for our program.

About

Since 2003 years AmpSurf™ has been providing our Learn to Surf clinics to serve those who need us. We have served hundreds of our disabled veteran American heroes as well as disabled adults and children who probably never would have had this experience if it hadn't been for our program.

Program

AmpSurf provides the expertise, safety skills, training, tools and organizational skills needed to ensure that every participant experiences a safe, fun-filled day. Activities depend on the type of clinic but include and not limited to;

- Ocean safety orientation
- Environmental sustainability
- Stretching and warm up exercise
- Types of wave riding craft
- Fundamentals of surfing a wave
- Kayaking (at specialty events)
- SUP (at specialty events)
- Refreshments and lunch
- Awards ceremony



AmpSurf Safety Procedures & Guidelines

Safety is AmpSurf's top priority and every surf instructor (Red Vest) has completed the AmpSurf Certified Adaptive Surf Instructor Program and is constantly evaluated to ensure compliance. AmpSurf is widely regarded as the leader in Adaptive Surf Therapy and the AmpSurf Adaptive Surf Instructor manual is widely used by other organizations.

Pre-Clinic Safety

AmpSurf ensures that all Surf Instructors are knowledgeable on their individual participant disabilities, areas of sensitivity are identified, beach access is coordinated and if a transfer is required refresher techniques are practised.

- The known dangers of participating in a clinic are communicated to the participant and/or the participant's guardian. The participant must sign a Participant Liability Release(Appendix B) acknowledging these dangers and releasing the group from liability as part of the registration process before attending a clinic.
- Pertinent medical conditions and information about a participant's ability to participate in the various activities are passed to the clinic coordinator and safety director upon registration (Appendix A).
- The AmpSurf Safety Director fills out an Event Safety Contact Form (Appendix E) which identifies the most appropriate candidates to provide the following services in the event of an emergency: Lifeguard Services, Emergency Response Services, and Medical Services.
- The AmpSurf Safety Director contacts each emergency service organization prior to each event to coordinate services, should they be needed.
- The Clinic Coordinator makes best efforts to ensure they have the appropriate number of trained volunteers for their area prior to each event.
- All Beach and Administrative Team Leaders make best efforts to communicate any foreseen challenges to the Safety Director one day prior to the event.

Participant Safety

AmpSurf makes the best efforts to ensure that the following Participant Safety measures are taken at each event:

- All pertinent medical and health related conditions and information about a participant's ability to participate in each of the various activities is passed to the Clinic Coordinator upon registration (Appendix A). This information is confirmed upon arrival at the beach. All such information is conveyed to the Surf Instructors and Safety Director.
- The known dangers of participating in a clinic are communicated to the participant and/or the participant's guardian. The participant must sign a Participant Liability Release(Appendix B) acknowledging these dangers and releasing the group from liability before attending a clinic. Due to the dynamic nature of our Clinics occurring in natural environments, conditions can change quickly, and the liability information is reconfirmed upon arrival at the beach.
- Safety personnel keep a constant watch on the conditions and make best efforts to make the requisite adjustments to safely accommodate activities as conditions change.
- Each participant is paired with one Surf Instructor, two water helpers and one beach helper who makes best efforts to ensure that the participant's needs are met for the entire day. The Surf Instructor also makes best efforts to ensure that information regarding any special conditions or needs are passed along to each volunteer prior to the Participant partaking in any activity.



- At the beginning of each clinic a marine safety demonstration is given to cover the basics of a safety rescue. Participants and their guardians are made aware of the internationally recognized hand symbols for help, emergency, and OK.
- Beach Safety staff are outfitted in ORANGE jerseys so that they may be clearly and easily identified. At the beginning of each Clinic, the Safety staff are thus identified to all participants and their guardians.
- All participants and their parents or guardians are taught that any safety concerns should be addressed to the Safety Director, or any other Surf Instructor, who shall forward the concern to the Safety Director and Clinic Coordinator.
- Only prepackaged food or beverages (such as energy bars or bottled water) or that from a licensed food vendor (such as a Pizza restaurant) are served to any participant and/or guardian.

Volunteer Safety

AmpSurf makes the best efforts to ensure that the following Volunteer Safety measures are taken at each event:

- All volunteers must be trained prior to being paired with a participant in any of the following roles: Surf Instructors, Water Assist. Beach Assist. This training consists of an orientation and beach or water training, based on the tasks for which they are volunteering. The skill, fitness, and related skill levels are assessed by the Safety Director and Clinic Coordinator.
- The known dangers of participating in a clinic are communicated to the volunteer and/or the volunteer's guardian. The volunteer must sign a Volunteer Liability Release (Appendix D) acknowledging these dangers and releasing the group from liability before volunteering at a clinic. For returning volunteers, this information is confirmed each season.
- At the beginning of each clinic the internationally recognized hand symbols for help, emergency, and OK are covered with all volunteers.
- Beach Safety staff are outfitted in ORANGE jerseys so that they may be clearly and easily identified. At the beginning of each Clinic, the Safety staff are thus identified to all volunteers and their guardians.
- Before each event, volunteers are reminded that safety should be at the forefront of their mind, and that each volunteer is empowered to speak up if they see something that could be unsafe to any participant or volunteer. All are taught that any safety concerns should be addressed to the Clinic Coordinator and Safety Director
- All volunteers are constantly reminded that the experience is always about the participants. Some participants may be afraid to get in the water, yet they still end up having the best days of their lives by simply playing in the sand with a new friend.
- Before each Clinic, all volunteers meet with the Safety Director and Clinic Coordinator and are reminded of the rules of each area (Tandem Surfing, Surf Escorts, Surfing, Kayaking, and Beach Assist.)
- Any volunteer not following the safety procedures for any area is reminded of the procedures by either the Safety Director or Clinic Coordinator. If the volunteer persists in breaching procedures, or if the initial action is deemed inappropriately unsafe by any Leader or Director, the volunteer is removed from that position and potentially asked to leave the clinic and/or organization.

Beach Safety

AmpSurf makes the best efforts to ensure that the following Beach Safety measures are taken at each event:

- AmpSurf makes the best efforts to ensure events only take place at beaches with access for disabled and physically challenged.
- AmpSurf makes the best efforts to ensure events take place only at beaches with calm surf suitable for beginners.
- Each Surf Instructor is given an Event Safety Contact sheet (Appendix E) at each Clinic.
- Each Beach Assist makes the best effort to ensure sunscreen is applied to each Participant at the beginning of the day to prevent sunburn.
- The Surf Instructor for any activity may decide that it is unsafe for a participant to partake in the specific activity of which the Leader is in charge or to cease the activity for all.
- The Clinic Coordinator or Safety director can shut down any activity or the entire event if they deem the conditions are unsafe for any participant or volunteer.



Water Safety

AmpSurf makes the best efforts to ensure that the following Water Safety measures are taken at each beach event:

- No participant is allowed to partake in ANY water activity without the necessary safety equipment dependent on ocean conditions; wetsuit, life vest and helmet.
- At no time is a participant allowed to surf by themselves.
- When surfing, each participant is at all times paired with one Surf Instructor, two Water Assist and One Beach Assist. The Surf Instructor helps the participant catch the wave and Water Assists are staggered through to the shallows to help the participant if he/she falls off.



AmpSurf Volunteer Roles

AmpSurf's key resource is our amazing team of volunteers and has the following categories of Volunteers:

- Clinic Coordinator
- Safety Director
- Surf Instructor (Red Vest)
- Water Assist (White Vest)
- Beach Assist (White Vest)
- Water Safety (Orange Vest)
- Participant Welcome and Registration
- Setup and take down crew

At the beach and before the event, the following Beach Team Leaders train and manage each category of volunteers:

- Clinic Coordinator
- Safety Director
- Surf Instructor

Beach Team Leaders

The description, requirements and responsibilities for each Beach Team Leader follow. Best efforts are made to assign at least two individuals to each role so that one may act as a backup for the other when each assumes the role for any specific Clinic.

Clinic Coordinator

This event-based role coordinating all activities and participants for each event.

- A signed liability release form is mandatory for all volunteer positions.
- A good understanding of the features and potential areas of concern at each venue.
- The ability to assess safe/unsafe situations and guide volunteers in making best efforts to maintain a 100% safety record.
- Being in charge of the logistics and services for and at the event.
- Providing assistance to all other Beach Team Leaders and also be a conduit to outside services.
- Maintaining regular contact with all other Beach Team Leaders for the duration of the event.
- Calling off an event if weather conditions or any other factors interfere with participant and volunteer safety before or during an event.
- Training new Clinic Coordinators for backup.

Safety Director

This beach-based role is in charge of any medical emergencies.

- A signed liability release form is mandatory for all volunteer positions.
- The person in this role must be a certified First Aider or a more advanced medical professional and preferably a certified water safety professional, such as a Lifeguard or Coast Guard Rescue Swimmer. While not a requirement, it's suggested that this individual have their own liability insurance.
- A good understanding of the features and potential areas of concern at each venue.
- The ability to assess safe/unsafe situations and guide volunteers in making best efforts to maintain a 100% safety record.
- Making best efforts to be in charge of any emergency at the event.
- Identifying and communicating with three levels of emergency services (Lifeguard Services, Emergency Response Services, and Medical Services) prior to the event.
- Maintaining access to communication to outside services via a mechanism such as a cell phone or two-way radio.
- Maintaining regular contact with all other Beach Team Leaders for the duration of the event.

- Making best efforts, should the need arise, to contact, direct and coordinate medical and safety personnel on the beach and be a conduit to outside services.
- Recording any participant or volunteer injuries, should any occur, in an Accident Report Form (Appendix F).
- Calling off an event if weather conditions or any other factors interfere with participant safety before or during an event.
- Training new Safety directors for backup.



Surf Instructors

This typically beach-based role coordinates Surf Instructors and participants. Responsible for coordinating surfing volunteers with participants based upon capabilities of each. Also responsible for water safety in their venue.

- A signed liability release form is mandatory for all volunteer positions.
- Must have completed the AmpSurf Adaptive Surf Instructor Program
- Current First Aid Certificate
- Good communication skills.
- The individual in this role should have at least 5 years of in the water experience.
- A good understanding of the needs of the assisting persons living with a disability are necessary for this role.
- The individual in this role should have a good understanding of the needs of each of the different venues.
- A working understanding of wave dynamics such as currents, rips, wave sets, sand bars and water temperature effects.
- The strength and stamina to support and help a child catch a wave in an unstable water environment, which can be physically challenging.
- Knowledge of the proper technique to ensure optimal participant safety.
- Knowing their own physical limits and resting when necessary.
- Using best efforts to utilize the proper Surfing technique at all times to maximize participant safety.
- Knowledge of when the wave will break and when to push or not to push the participant into the wave. Much of this comes from experience and repetition.
- Working with the other Surf Instructors as a team. Flexibility within the unit is a must. If conditions warrant the change of participants due to inappropriate physical matchups, personality conflicts or injury, the Surf Instructors must be able to accommodate rapid change.
- Maintaining constant eye contact with participants and other Surf Instructors to maintain safety levels. The Surf Leader is in visual contact all times for added support. All Surf Instructors must have a working knowledge of the international hand signals for help, emergency and OK.
- Reporting any participant or volunteer injury to the Clinic Coordinator, or Safety Director.
- Visible boundary markers should be set in position on the sand, supplemented by a AmpSurf volunteer on a surfboard in the water outside the Surf area to keep all Surf Instructors and participants inside the designated area and all other activities out.
- Surf participants are encouraged to paddle and kick if they are able.
- Procedures for the day's event are as follows:
 - ◆ The Safety Director reviews and advises all Surf Instructors as to the day's wave conditions and any other variables.
 - ◆ The Safety Director designates Surf Instructors to supervise the boundaries and 1 guide to patrol on a surfboard acting as lookout for incoming wave sets and any unusual conditions.
 - ◆ Surf Instructors assist the participant in catching waves using the John Park method while the Water Assists help participants in regaining their feet and retrieving the board after the wave has broken.
 - ◆ Each Surf Instructor must remain in constant visual contact with the Safety Director and be able to relay any need or status.
 - ◆ Surf Instructors need to be alert to lookout warnings of incoming waves and unusual conditions and be able to pass on all communications to other Instructors. Anytime a large set of waves comes, the call is "Outside" letting others know that they should paddle further out of the surf zone.
- Surf Instructors must keep participants in the designated Surf area only.
- Surf Instructors are advised of any and all special needs of their participant. If any Surf Instructor is uncomfortable with the needs of their participant or feels mismatched for any reason, including but not



limited to size, the guide needs to notify the coordinator and request a change. This should be done with discretion.

- The Surf Instructor needs to remain calm and implement the first steps of life saving. As per the in-water training, get the participant's face out of the water and stabilize them. Immediately notify the Beach Assist who will in turn notify the S important that the other Surf Instructors remove all other participants from the emergency area. use common sense and your own discretion in doing so. Wait for the "all clear" signal from the Team Leader prior to returning to the day's activities.
- All Surf Instructors need to be aware of sun damage and water dehydration. The Safety Director checks all Surf Instructors throughout the day for these precautions.
- All Surf Instructors should wear booties for foot protection while in the water.

Setup / Teardown Coordinator

This beach-based role is responsible for the setup and teardown of the clinic. The following is required of this volunteer position:

- A signed liability release form is mandatory for all volunteer positions.
- Good communication skills are needed in this role.
- Working closely with the Clinic Coordinator, Safety Director, Instructors.
- The individual in this role must achieve a good understanding of the venue and the Clinic layout.
- Organizing volunteers in setting up and tearing down at each event, including moving equipment from and into the trailer to and from the beach.
- Ensuring the trailer, if used, is unloaded and locked before the event starts.
- Ensuring the trailer, if used, is loaded and locked at the end of each event.
- Training Setup / Teardown director candidates for backup.

Beach Volunteers

The following volunteers are needed at each clinic. Volunteers are encouraged, with the proper training, to work in many different capacities at the beach from set up and take down to all water based activities.

Water Assist

Each participant is paired with at least two Water Assist volunteers for the entire day. A Water Assist acts as a participant's guide to the beach and in water safety. In effect, the Water Assist makes best efforts to ensure that each participant has the safest and most fun experience possible. There should be at least a two-to-one "in water" Assist to Surf Instructors ratio per Clinic.

- A signed liability release form is mandatory for all volunteer positions.
- Good communication skills.
- The desire to help a person living with a disability for the day.
- Making best efforts to ensure that participant safety is the number one priority at all times. Any safety concerns should be reported immediately to the Clinic Coordinator or Safety Director.
- Checking in with the Clinic Coordinator when arriving at the event to get the name of the participants they are to be paired with for the day.
- Greeting their assigned participant at the sign in desk.
- Making best efforts to learn from the Instructor, or their parents / guardians of any special needs or conditions that may affect the participant's ability to engage in each activity for the day. For example, some participants may need a beach wheelchair, some may have food allergies, some may be prone to seizures, or some may have other medical conditions that require special care.
- Not leaving the participant alone whilst they are in the water at any time. Any Water Assist who needs to leave for any reason, such as grabbing a snack or going to the restroom, may do so only after making sure the participant is looked after by another AmpSurf volunteer or you've made other arrangements with the Surf Instructors.
- Treating the participant like any other person. This is their chance to forget their troubles and experience what it's like to just be a kid (even if that kid is 50) at the beach.
- Walking the participant to the beach safety demonstration.
- Making best efforts to apply suntan lotion to the participant to keep them from getting sunburnt.



- Guiding the participant to and/or through potentially soft sand.
- Assisting the participant in putting on the gear necessary to get in the water: wetsuit, life vest & helmet.
- Taking the participant to get their picture taken.
- Conveying any relevant special needs or conditions to whichever group or volunteer participant is turned over. For example, some children may have restricted movement, some may have food allergies, some may be prone to seizures, or some may have other medical conditions that require special care.
- Cheering the participant on.
- Making sure the participant is properly hydrated.
- Ensuring the participant has lunch.
- Making sure the participant gets their 'goodie' bag at the award's ceremony at the end of the day.
- Reporting any participant or volunteer injury to the Surf Instructor, Clinic Coordinator or Safety Director.

Beach Assist

Each participant is paired with a land-based Beach Assist volunteer for the entire day. A Beach Assist acts as a participant's guide to the beach and as their link to all that AmpSurf offers. In effect, the Beach Assist makes best efforts to ensure that each participant has the safest and most fun experience possible. If Possible there should be at least a one-to-one beach Assist to Surf Instructor ratio per Clinic.

- A signed liability release form is mandatory for all volunteer positions.
- Good communication skills.
- The desire to help a person living with a disability for the day.
- Making best efforts to ensure that participant safety is the number one priority at all times. Any safety concerns should be reported immediately to the Clinic Coordinator or Safety Director.
- Checking in with the Clinic Coordinator when arriving at the event to get the name of the participants they are to be paired with for the day.
- Greeting their assigned participant at the sign in desk.
- Making best efforts to learn from the Surf Instructors, or their parents / guardians of any special needs or conditions that may affect the participant's ability to engage in each activity for the day. For example, some participants may need a beach wheelchair, some may have food allergies, some may be prone to seizures, or some may have other medical conditions that require special care.
- Not leaving the participant alone for any time the entire day. Any Beach Assist who needs to leave for any reason, such as grabbing a snack or going to the restroom, may do so only after making sure the participant is looked after by another AmpSurf volunteer or you've made other arrangements with the Surf Instructors.
- Treating the participant like any other person. This is their chance to forget their troubles and experience what it's like to just be a kid at the beach.
- Walking the participant to the beach safety demonstration.
- Making best efforts to apply suntan lotion to the participant to keep them from getting sunburnt.
- Guiding the participant to and/or through potentially soft sand.
- Assisting the participant in putting on the gear necessary to get in the water: wetsuit, life vest & helmet.
- Taking the participant to get their picture taken.
- Conveying any relevant special needs or conditions to whichever group or volunteer to which the participant is turned over. For example, some children may have restricted movement, some may have food allergies, some may be prone to seizures, or some may have other medical conditions that require special care. When a participant chooses to participate in the water events (Surfing, Kayaking, or Tandem Surfing), each Beach Assist must make sure the Director for that group acknowledges that they are responsible for the participant until the participant is handed back to the Beach Assist.
- Playing with the participant in the sand or water's edge if they want. For some children, that experience is even more fun than surfing.
- Cheering the participant on.
- Making sure the participant is properly hydrated.
- Ensuring the participant has lunch.
- Making sure the participant gets their 'goodie' bag at the award's ceremony at the end of the day.
- Reporting any participant or volunteer injury to the Surf Instructors Clinic Coordinator or Safety Director.



Setup / Teardown Crew

An integral part of each AmpSurf Clinic is the often unseen effort that goes into the setup and teardown of the Clinic for the day. Each Clinic requires a lot of set up. After each clinic, all that has been set up needs to be torn down and put away.

The following is required of this position:

- A signed liability release form is mandatory for all volunteer positions.
- Taking items from the trailer to the beach.
- Setting up the AmpSurf tents and tables.
- Hanging wetsuits, life vests and helmets.
- Carrying down and putting fins on the surfboards.
- Stacking Surfs.
- Setting up each staging area.
- And more...

Just as many tasks are required to Teardown at the end of each Clinic:

- Taking items from the beach back to the trailer.
- Rinsing off wetsuits, surfboards, Surfs, and other gear.
- Packing the trailer.
- Returning any beach wheelchairs.
- Picking up any trash or recycling that didn't make it into the trash bags and disposing of it appropriately.
- And more...

It is hoped that all of the volunteers in other positions help out at the start and/or end of each Clinic as many hands help make light work for all. The following guidelines are for the safety of our participants and for AmpSurf members.

Remember that, above all, common sense ensures that everybody has a safe day at the beach.

- All of the Setup / Teardown Crew are expected to know their limits and not carry anything that is too heavy or overexert themselves in any other way.
- Standard precautions should be taken when cleaning up any trash.
- Any injuries should be reported to the Safety Director or the Clinic Coordinator.



Clinic Schedule

The following link can be used to access the AmpSurf Clinic schedule and registration

<http://ampsurf.org/>

Schedule of Activities for Each clinic

7:00	Setup crew arrives Put up shade/changing, tents, volunteer signup, assemble surf boards, stage wetsuits, life vests, helmets, get beach wheelchairs, beach games....
7:30	All other volunteers arrive and water volunteers suit up.
7:45	Volunteers briefing (all water staff must be present) Volunteer interactive safety talk
8:00	Participants arrive – Meet, greet and suit up Welcome participants, pair up with Surf Instructor and Assists
8:30 - 9:00	Dry land instruction Move down to the beach, group stretching, surf etiquette and sunscreen application.
9:00 - 11:30	In-water surf instruction
11:30 - 12:00	break down beach set up, return to staging area
12:00 - 1:00	Lunch and awards ceremony Hot lunch for participants and volunteers, Award ceremony Group picture, thank you and goodbye. Area clean up: tear down structures, rinse wetsuits, life vests, boards, return wheelchairs, pack trash, etc.



List of Appendices

- APPENDIX A - NOTICE OF COMPANY POLICY AGAINST HARASSMENT
- APPENDIX B - SEXUAL HARASSMENT
- APPENDIX C - ANTI-HARASSMENT & ANTI-SEXUAL HARASSMENT POLICY
- APPENDIX D - MANAGEMENT ANTI-HARASSMENT GUIDANCE
- APPENDIX E - COMPLAINT PROCEDURE
- APPENDIX F - HARASSMENT & DISCRIMINATION INCIDENT REPORT FORM
- APPENDIX G – EVENT SAFETY CONTACT FORM
- APPENDIX H – ACCIDENT INCIDENT FORM

APPENDIX A - NOTICE OF COMPANY POLICY AGAINST HARASSMENT



The following is a restatement of our "Policy against Harassment"

We do not tolerate unlawful harassment of any kind of our employees or any other covered person (including interns, volunteers, applicants or independent contractors), by co-workers, supervisors, managers or third parties (including customers, clients, vendors or suppliers). Any form of harassment which violates federal, state or local law, including, but not limited to harassment related to an individual's race, religion (including religious creed, religious belief, observance or practice such as religious dress or grooming practice), color, sex (including pregnancy, childbirth, breastfeeding or related medical conditions), sexual orientation, national origin, ancestry, citizenship status, uniformed service member or veteran status, marital status, age, medical condition (cancer related or HIV/AIDS related), physical disability, mental disability, gender, gender identity, gender expression, or genetic information is a violation of this policy and will be treated as a disciplinary matter. The Company also prohibits unlawful harassment against employees or covered persons who are perceived to have any of these characteristics, or who associate with a person who has, or is perceived to have, any of these characteristics. For these purposes, the term "harassment" includes slurs and any other offensive remarks, jokes, or other verbal, visual, or physical conduct based on any protected characteristic.

Sexual Harassment

In addition to the above listed conduct, "sexual harassment" is specifically prohibited. Sexual harassment is illegal and is also a violation of this policy. All employees, other workers, representatives or third parties (such as vendors, customers or clients) are prohibited from harassing employees and other covered persons based on that individual's sex (including pregnancy, childbirth or related medical conditions), sexual orientation, gender, gender identity or gender expression. Sexual harassment includes harassment that is not sexual in nature (for example, offensive remarks about an individual's sex or gender), as well as any unwelcome sexual advances, requests for sexual favors, or any other conduct of a sexual nature, when any of the following is true:

- Submission to the advance, request or conduct is made either explicitly or implicitly a term or condition of employment
- Submission to or rejection of the advance, request or conduct is used as a basis for employment decisions
- Such advances, requests or conduct have the purpose or effect of substantially or unreasonably interfering with an employee's work performance by creating an intimidating, hostile or offensive work environment

Sexual harassment can include the following examples of unacceptable behavior:

- Unwanted sexual advances
- Offering an employment benefit (such as a raise or promotion or assistance with one's career) in exchange for sexual favors, or threatening an employment detriment (such as termination, demotion, or disciplinary action) for an employee's failure to engage in sexual activity
- Visual conduct, such as leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons or posters, inappropriate adult-themed gifts
- Verbal sexual advances, propositions or request



- Verbal abuse, epithets, derogatory statements, slurs, sexually-related comments or jokes, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or invitations
- Physical conduct, such as touching, assault, impeding or blocking movements
- Retaliatory conduct

This list is illustrative only, and is not exhaustive. If you have any questions about what constitutes harassing behavior, ask your supervisor or another management official.

Complaints

If you feel that you are being harassed or are aware of any harassment that violates this policy, you should immediately notify your supervisor. **If you do not feel that the matter can be discussed with your supervisor, you should contact the Human Resources Department to discuss your complaint.** You will not be penalized or retaliated against in any way for good faith reporting of a harassment problem, pursuing any harassment claim or cooperating in related investigations, proceedings or hearings.

All complaints of harassment which are reported to management will be investigated as promptly as possible and corrective action will be taken where warranted. The Company prohibits employees from hindering our own internal investigations and our internal complaint procedure. All complaints of harassment which are reported to management will be treated with as much confidentiality as possible, consistent with the need to conduct an adequate investigation.

Harassment of employees or others covered persons in connection with their work by non-employees may also be a violation of this policy. Anyone who experiences harassment by a non-employee, or who becomes aware of harassment by a non-employee should report such harassment to his or her supervisor or to Human Resources. Appropriate action will be taken against violation of this policy by any non-employee.

Harassment of our customers/clients, or employees of our customers/clients, vendors, or suppliers by our employees is also strictly prohibited. Any such harassment will subject an employee to disciplinary action, up to and including immediate discharge.

Your notification of the problem is essential to us. We cannot help resolve a harassment problem unless we know about it. Therefore, it is your responsibility to bring those kinds of problems to our attention so that we can take whatever steps are necessary to correct the problem.

If management finds that an employee has violated our Company policy, appropriate disciplinary action will be taken, up to and including termination.

The California Department of Fair Employment and Housing (DFEH) may also investigate and process complaints of harassment. Employees or covered persons who believe they have been harassed or retaliated against may file a complaint of discrimination with the DFEH within one year of the last act of harassment or retaliation. If the DFEH finds sufficient evidence to establish that discrimination occurred, it may file a civil complaint in state or federal court. Employees can also pursue the matter through a private action in civil court after a complaint has been filed with the DFEH and the DFEH has issued a Right to Sue Notice. Remedies can include damages for emotional distress, hiring, reinstatement, back pay, promotion or changes in the Company's policies or practices. The DFEH may be contacted toll-free at (800) 884-1486 or www.dfeh.ca.gov.

We cannot help resolve a harassment problem unless we know about it. Therefore, it is your responsibility to bring those kinds of problems to our attention so that we can take the necessary steps to correct the problem



APPENDIX B - SEXUAL HARASSMENT



Sexual harassment is a form of sex discrimination that violates [Title VII of the Civil Rights Act of 1964, Title VII](#). This applies to employers with 15 or more employees; including state and local government agencies and to labor organizations, as well as to the federal government.

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment.

Sexual harassment can occur in a variety of circumstances, including but not limited to the following:

- The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.
- The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a co-worker, or a non-employee.
- The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.
- Unlawful sexual harassment may occur without economic injury to or discharge of the victim.
- The harasser's conduct must be unwelcome.

It is helpful for the victim to inform the harasser directly that the conduct is unwelcome and must stop. The victim should use any employer complaint mechanism or grievance system available.

When investigating allegations of sexual harassment, EEOC looks at the whole record: the circumstances, such as the nature of the sexual advances, and the context in which the alleged incidents occurred. A determination on the allegations is made from the facts on a case-by-case basis.

Prevention is the best tool to eliminate sexual harassment in the workplace. Employers are encouraged to take steps necessary to prevent sexual harassment from occurring. They should clearly communicate to employees that sexual harassment will not be tolerated. They can do so by providing sexual harassment training to their employees, establishing an effective complaint or grievance process, and taking immediate and appropriate action when an employee complains.

It is also unlawful to retaliate against an individual for opposing employment practices that discriminate based on sex or for filing a discrimination charge, testifying, or participating in any way in an investigation, proceeding, or litigation under Title VII.

APPENDIX C - ANTI-HARASSMENT & ANTI-SEXUAL HARASSMENT POLICY



We do not tolerate harassment of any of our employees, customers or clients, vendors, or suppliers. Any form of harassment which violates federal, state or local law, including, but not limited to harassment related to any of the above-listed protected categories is a violation of this policy and will be treated as a disciplinary matter. For these purposes the term "harassment," includes slurs and any other offensive remarks, jokes, other verbal, graphic, or physical conduct.

In addition to the above listed conduct, "sexual harassment" can also include the following examples of unacceptable behavior:

- Unwanted sexual advances
- Offering an employment benefit (such as a raise or promotion or assistance with one's career) in exchange for sexual favors, or threatening an employment detriment (such as termination, demotion, or disciplinary action) for an employee's failure to engage in sexual activity
- Visual conduct, such as leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons or posters
- Verbal sexual advances, propositions or requests
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or invitations
- Physical conduct, such as touching, assault, impeding or blocking movements

Harassment of employees in connection with their work by non-employees may also be a violation of this policy. Any employee who experiences harassment by a non-employee, or who observes harassment of an employee by a non-employee should report such harassment to his or her supervisor or to Human Resources. Appropriate action will be taken against violation of this policy by any non-employee.

Harassment of our customers/clients, or employees of our customers/clients, vendors, or suppliers by our employees is also strictly prohibited. Such harassment includes sexual advances, verbal or physical conduct of a sexual nature, sexual comments and gender-based insults. Any such harassment will subject an employee to disciplinary action, up to and including immediate discharge.

Reporting Violations

If you have any questions about what constitutes harassing behavior, ask your supervisor or another management official.

Violation of this policy will subject an employee to disciplinary action, up to and including immediate discharge.

If you feel that you are being harassed by another employee, you should immediately notify your supervisor. If you do not feel that the matter can be discussed with your supervisor, you should contact the Human Resources Department to discuss your complaint. You may be assured that you will not be penalized in any way for reporting a harassment problem. Contact your HR Department.



All complaints of harassment which are reported to management will be investigated as promptly as possible and corrective action will be taken where warranted. The Company prohibits employees from h investigations and our internal complaint procedure. All complaints of harassment which are reported to management will be treated with as much confidentiality as possible, consistent with the need to conduct an adequate investigation.

Your notification to the Company is essential to us. You may be assured that you will not be penalized in any way for reporting a harassment problem. It is unlawful for an employer to retaliate against employees who oppose the practices prohibited by federal or state law, or file complaints, or otherwise participate in an investigation, proceeding, or hearing conducted by the Civil Rights Division or the Civil Rights Commission. Similarly, the Company prohibits employees from hindering our own internal investigations and our internal complaint procedure.

If management finds that an employee has violated our Company policy, appropriate corrective action will be taken. Furthermore, as part of our attempt to remedy complainant's concerns, the complainant will be informed of remedial measures and disciplinary actions imposed against the violator.

APPENDIX D - MANAGEMENT ANTI-HARASSMENT GUIDANCE



Harassment comes in several forms: racial harassment, age harassment, sexual harassment, disability harassment, religious harassment, etc.

Harassment is the creating of a hostile work environment due to a person's race, age, religion, sex, sexual orientation, disability, etc. All management personnel should be alert for any type of harassment in the workplace. **The days of telling dirty, racial, religious, disability, age, or ethnic jokes at work without fear of reprisal are long gone.**

Different Perceptions

We have all been in arguments during our life only to discover later that we were wrong.

This should tell us that our perceptions are often different from other people. Our perceptions may be incorrect.

What you may perceive as an innocent joke, an innocent touch, an innocent gesture, an innocent cartoon, someone else might perceive as offensive and if that joke, touch, gesture, comment or touch is related to sex, sexual orientation, race, age, religion, disability, ethnic background, you and AmpSurf may be in violation of federal law.

Manager Expectations

As a manager, it is imperative that you control yourself and your team and make it known what acceptable behavior is and what is unacceptable. All of your employees should be made aware of the company's harassment policy and all employees should be required to take "Sensitivity Training".

How to Handle Harassment Complaints

In handling a harassment complaint, managers should ensure the following throughout the investigation:

- Take all complaints seriously.
- Work closely with human resources.
- Remember that the process of conducting the investigation is as important as the outcome in terms of reducing exposure to litigation.
- Make no decision until the investigation is concluded.
- Keep complete records of all interviews: What was said, when it was said, how long the interviews lasted.
- Have the persons interviewed sign statements or copies of the notes taken in order to preserve the integrity of the investigation and support its conclusion.
- Make a meticulous effort to uncover the facts of any allegations, which is more likely to be viewed by others as thorough and objective.

Results of all investigations must remain as confidential as possible. The documents from an investigation should be kept in a secured file separate from the employee(s) involved personnel file.



APPENDIX E - COMPLAINT PROCEDURE

Individuals who believe they have been the victim of harassment, bullying, or any other prohibited conduct or believe they have witnessed such conduct should discuss their concerns with their immediate supervisor, human resources, any member of management.

AmpSurf requires the prompt reporting of complaints or concerns in order to take prompt and constructive action before relationships become irreparably strained. Therefore, while no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling or disciplinary action such as a warning, reprimand, withholding of a promotion or pay increase, reassignment, temporary suspension without pay, or termination, as AmpSurf believes appropriate under the circumstances.

If a party to a complaint does not agree with its resolution then a party may appeal to AmpSurf's Executive Director or the Chief Operating Officer.

False and malicious complaints of harassment, discrimination or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action.

Investigating a Complaint of Harassment

Responding to A Complaint of Harassment

Thoroughly investigate the complaint immediately. Take detailed notes of all allegations of harassment-- make sure you ask for every incident of harassment to exhaust all allegations so there are no surprise allegations later.

Interview all witnesses as soon as possible. In interviewing the complainant, you should:

- Remain objective.
- Determine the identity of the accused harasser(s).
- Determine when and where the incident(s) occurred.
- Determine if the incident was isolated or part of a series.
- Get specific details of the incident(s).
- Ask the complainant his/her reaction to the incident(s).
- Determine if there were any witnesses to the incident(s).
- Determine if the complainant has spoken to anyone else about the incident(s).
- Assure the complainant that the complaint will be taken seriously and investigated thoroughly.
- Assure the complainant that the complaint will be kept as confidential as possible consistent with an appropriate investigation.
- Never agree to forego investigation of a complaint pursuant to the complainant's request for confidentiality.



In interviewing an alleged harasser, you should:

- Remain objective.
- Determine if the accused harasser knows of the incident or incidents to which the complainant is referring.

If so:

- Determine when and where the incident(s) took place;
- Get specific details of the incident(s);
- Ask how the complainant reacted;
- Determine if there were any witnesses to the incident(s); and
- Determine if the accused harasser has spoken to anyone else about the incident(s).

If not:

- Determine the accused harasser's perception of his/her working relationship with the complainant;
- Ask whether the complainant and accused harasser socialized together (alone/group);
- Determine if the accused harasser(s) knows of any reason why the complainant would make the allegation; and
- When the accused harasser is the complainant's supervisor, determine if the complainant was recently granted or denied any job benefits, e.g., raises, promotions.

Assure the accused harasser that the complaint will be kept as confidential as possible consistent with an appropriate investigation.

In interviewing a witness, you should:

- When the witness is a current or former employee, review his or her personnel file prior to the interview.
- Inform the witness that the investigation is confidential. Inform current employees that a breach of confidentiality will result in disciplinary action.
- Be alert to the privacy rights of both the complainant and the accused harasser.
- Remain objective.
- Don't give details of the complaint unless it is necessary to obtain relevant information.
- Phrase questions so as not to give unnecessary information.
- Do not automatically limit the investigation to witnesses currently in the workforce. Interview former employees, friends and relatives of both the complainant and the accused harasser as necessary.

An employer's failure to keep the investigation confidential can lead to defamation or invasion of privacy claims.

Dealing with the Accuser and the Accused - Special Situations

The oversensitive accuser

- Document and investigate the complaint as you would any other complaint.
- If a reasonable person or reasonable woman would not find the conduct abusive or offensive, reassure the employee that the complaint was taken seriously nonetheless. The employer should not in most circumstances, however, discipline or reprimand the accused.
- If appropriate, explain the accuser's sensitivity to the accused and instruct the accused not to

direct the complained of conduct towards the accuser.



The accused committing nonsexual abuse only towards one gender

- Intimidation, hostility, name calling or other types of abusive conduct directed toward one gender can be sexual harassment.
- In this situation, employers may have to remove individuals from the workplace if their mere presence would render the working environment hostile.

The accuser who informs a supervisor about harassing conduct, but wants to handle the problem himself or herself

- The employer may be liable if it does not investigate and take corrective action because it has notice of harassing conduct in the workplace
- The supervisor should explain to the accuser that the company has a policy prohibiting harassment and that it has a duty to investigate the matter.
- The supervisor should assure the accuser that the investigation will be conducted as confidentially as possible.

Take Corrective Action

- The employer must promptly take necessary corrective action, up to and including termination. Note that termination is not always required. In fact, employers can be liable for wrongful termination when terminating an accused harasser.
- Corrective action must be appropriate to the conduct which occurred.
- All corrective actions taken should be documented. You should include a summary of the investigation explaining the appropriateness of the action.

Follow Through

- Inform the complainant that action has been taken.
- Instruct the complainant to immediately report recurring or continuing harassment.
- Obtain a signed memorandum documenting that:
 - All incidents/complaints of harassment have been discussed and are contained in detail in the memorandum.
 - The complainant has been informed that corrective action has been taken.
 - The complainant has been informed to immediately report continuation or recurrent of

harassment.

APPENDIX F - HARASSMENT & DISCRIMINATION

INCIDENT REPORT FORM



Department: _____ Person Reporting: _____

Date/Time of Occurrence: _____ Position: _____

Description of Event: *(who, what, when, where, why – and if any physical contact was involved)*

Conclusion: Have the allegations been substantiated as fact? Yes No

Does the conduct violate company policy? Harassment Discrimination No

Disciplinary Action:

Was disciplinary action taken? Yes No

If yes, explain: _____

Has the Human Resources department been notified? Yes No

Additional Comments:

Forms Attached (included in this packet):

Checklist

Complaint Form

Respondent/Witness Form

Checklist for Harassment & Discrimination Complaints

Complainant: _____

Date of Incident: _____ Department: _____



Supervisor Checklist:

Action	Date Completed	Sign Initials
Received notice of incident or complaint		
Notified Human Resources department		
Interviewed the complainant		
Notified the supervisor of person involved		
Notified the police (<i>if applicable</i>)		
Completed investigation & processing of parties involved <ul style="list-style-type: none"> • Interviewed alleged perpetrator (Respondent) • Interviewed witnesses (<i>if applicable</i>) • Initiated harassment & discrimination education process (<i>if applicable</i>) • Initiated disciplinary procedures (<i>if applicable</i>) 		
Forwarded documents to Human Resources (<i>including this completed checklist</i>)		

Supervisor Signature _____ Date _____

Human Resources Checklist:

Action	Date Completed	Sign Initials
Coordinated investigation of complaint (if applicable) <ul style="list-style-type: none"> • Confirmed initiation of training and counseling for all necessary parties as needed, including witnesses and co-workers • Followed up regarding the execution of proper disciplinary procedures or corrective action (as applicable) 		
Informed complainant and respondent of the outcome of the investigation (if applicable)		
Submitted report to Human Resources showing final disposition (if applicable)		
Closed file		

HR Representative Signature _____ Date _____

Harassment & Discrimination Complaint Form



Complainant: _____ Department: _____

Position: _____ Supervisor: _____

Office Phone: _____ Cell Phone: _____

Date, Time, Place of Incident: _____

Name of person you believe harassed/discriminated against you or another person:

If the alleged harassment/discrimination was toward another person, identify that person:

Describe the incident(s) as clearly as possible. Include a full description of the events, verbal statements (threats, requests, demands, etc.), the location, and what (if any) physical contact was involved:

List any witnesses who were present:

How did you or the person harassed (if not you) react to the harassment?

What contact did you or the person harassed/discrimination against (if not you) have with the alleged harasser before the first incident?



This complaint is based upon my honest belief that _____ harassed me or another person. I hereby certify that the information I have provided in this complaint is true, correct, ar my knowledge.

Complainant Signature _____ *Date* _____

Witness Signature _____ *Date* _____

Harassment & Discrimination Respondent or Witness Form

Person alleged to have been harassed/discriminated against: _____

Respondent/Witness: _____ Department: _____

Position: _____ Supervisor: _____

Office Phone: _____ Cell Phone: _____

Date, Time, Place of Incident: _____

Describe the incident(s) as clearly as possible. Include a full description of the events, verbal statements (threats, requests, demands, etc.), the location, and what (if any) physical contact was involved:

List any witnesses who were present:

Respondent: If you agree that the statements made in the complaint are correct, why did you act the way that you did? If you disagree, please explain.



I hereby certify that the information I have provided in these answers are true, correct, and complete to the best of my knowledge.

Respondent/Witness Signature _____ *Date* _____

Witness Signature _____ *Date* _____

APPENDIX G – EVENT SAFETY CONTACT FORM



Event: _____

Date: _____

Location: _____

Safety Director: _____

Phone: _____ Email: _____

Water Safety Services:

Agency: _____

Address: _____

City _____ State _____ Zip _____

Phone: _____

Contact: _____

Hospital Services Contact Information:

Agency: _____

Address: _____

City: _____ State _____ Zip _____

Phone: _____

Contact: _____

Emergency Response Services:

Agency: _____

Address: _____

City: _____ State _____ Zip _____

Phone: _____

Contact: _____





APPENDIX H – ACCIDENT INCIDENT FORM

Event: _____

Date: _____

Location: _____

City: _____ State _____ Zip _____

Contact Name: _____

Phone: _____ Email: _____

Injured Party:

Name: _____

Address: _____

City: _____ State _____ Zip _____

Phone: _____

Name of Parent/Guardian (If minor) _____

Description of Accident:

Type: Bodily Injury Property Damage Other

Body Part(s): _____

Condition (Laceration, Concussion, Sprain, Fracture, etc.): _____

Any Equipment involved in the Accident? Yes No If so, what kind? _____

*Photographs of equipment involved in the accident must be provided to AmpSurf



Time & Location of Injury:

Date: _____

Time: _____

Location: _____

Function of Injured Party: () Participant () Volunteer () Spectator () Other _____

Name/Address/Phone Number of Witnesses (you may wish to attach signed statements)

1. _____

2. _____

3. _____

Occurrence Description:

Describe the sequence of activity in detail including what the (injured) person was doing at the time (be certain to include, when, where, what and any special circumstances involved):

What occurred? (Specify location including location of injured and witnesses, use diagram to locate persons/objects):



Emergency Procedures followed at time of incident/accident

By Whom?

Medical Report of Accident:

Who Was Notified: _____ By () Writing () Phone () Other

By Whom? _____

Where was treatment given?

() On Accident Site Only By Whom? _____

() EMT () Physician () Trainer () Other _____

Treatment Provided _____

() Off Site By Whom? _____

() Doctor's Office () Hospital () Other _____

Treatment Provided: _____

Was injured retained overnight in hospital? () No () Yes If so, which? _____

Date Released from Hospital: _____



Released to: _____

Comments: _____

Print Name/Position _____

Signature _____ Date _____

Complete Immediately and Email to: surf@ampsurf.org

Appendix G – More Information

For more information, visit www.AmpSurf.org or contact us below:

