

Cal Coast Adventures Safety Manual and Training

Bike Shop

Bike Rentals

1. Don't pull bikes from the service area to rent before someone has gone through the bike
2. Go through waiver and responsibility for riding and rider safety is on the renter.
3. Client is responsible for the bikes while they have them. We don't offer insurance if asked because it gives the client the option to not treat the bikes well.
4. Make sure you've gone through pricing upfront.
5. Go over bike options and make sure the client is comfortable on the bike.
6. Go over route options, provide map where applicable.
7. When charging verbally tell them their total in case the amount is off.
8. First Aid kits are in the office.
9. Assist the client if loading the bike into their car. If they insist on doing it themselves, monitor the process to insure they are doing it correctly

Bike Deliveries

1. Never speed even if late.
2. While driving do not text and drive or talk on the phone without a headset or headphones. If you need to talk on the phone please find somewhere safe to park then use your phone.
3. All renters must sign a waiver first. Please explain to them this is a release of liability; if they get hurt they're stating it is not our fault. The waiver also says they're responsible for any damage to the bike and we will charge them for that damage at cost.

Bike Shop Mechanic work

1. Checking bikes in from the service area to back on the wall should only be done by our official mechanics Scott, Sergio, Rob, or John.
2. If you have to install pedals, swap a stem or make minor adjustments while our main mechanics are not around the best thing to do is not talk with the client. Move the bike to the mechanics area and focus on the task at hand. Mistakes are made when you get distracted. Make sure pedals are on snug with a pedal wrench. Make sure every bolt on the stem is appropriately tightened and then double check. Take the bike for a quick test ride and then pass off to client.

Bike Tours

1. Always talk to the clients in person about their ability. If you can watch them ride around the parking lot. We don't want to take a client on something they can't handle. If you're not sure they can do a ride or trail then opt to take them to the easier option.
2. Always carry a first aid kit with you.
3. If there's an injury, assess the situation. If it is just a scrape or small cut, give the client the appropriate antibacterial and bandages from the first aid kit. If they require assistance there are gloves in the kit.
4. Major injuries should be handled by paramedics, first assess the safety of the scene, and then call 911. When help is on the way, call our office to let management know what happened and what assistance you will need.
5. It is required that all guides and clients must wear helmets on our bike tours

Surf School

Driving

1. Never speed, even if late for a booking
2. Never talk on the phone, text, or use your phone while driving in one of our vehicles or any vehicle during company time
3. Our truck has our number on it, people call, and people have been fired for reckless driving.
4. If there's an injury, assess the situation. If it is just a scrape or small cut, give the client the appropriate antibacterial and bandages from the first aid kit. If they require assistance there are gloves in the kit.
5. Major injuries should be handled by paramedics, first remove the client from the water with as little movement of the injured area as possible, assess the severity and then call 911. When help is on the way, call our office to let management know what happened and what assistance you will need.

Assessing Wave Conditions for the Day

1. We will usually have an idea of what the conditions will be like a few days beforehand, but there are times when certain breaks can have unique conditions that may be unsuitable for lessons. It is YOUR responsibility to assess the conditions visually, in-person, before taking any clients out into the surf.
2. When conditions are unsuitable, whether too big or too small, our protocol is to inform the clients and explain that there are other surf locations nearby where the conditions may be better.
3. You should then have the clients follow you to the next location and assess the conditions again. It may be the case that the lesson simply cannot move forward due to the ocean, but this is rare and we usually find a suitable place.

4. Once an alternate location has been established, let the managers know where you are so that the next lessons can be contacted.
5. Absolutely NEVER take clients out into conditions where you do not feel you can handle the situation and it may become dangerous. If you cannot settle on a safe location for the lesson, call the office to go over the client's options over the phone while they are still there.

Waivers

1. Each and every client over the age of 18 must sign their own waiver to release liability, they should be told what the waiver is and why we have them sign, and then given the opportunity to read through the waiver if they desire.
2. Any clients under the age of 18 cannot sign a waiver for themselves and they must have a parent or legal guardian sign for them, except in cases where waivers have been pre-signed (ie. Online or through a school/organization for large groups)
3. Parents who will be participating in the lesson with their children may sign their waiver and add the kids' names to the same page.

Beach Instruction

1. Giving the "safety talk" is a mandatory part of beach instruction that takes place before entering the water. This should include an overview of the ocean currents/wave conditions/surface of the sea floor for the specific location we are teaching at. It should also include an overview on the main risks associated with the surf lesson
 - Sting rays
 - Avoiding getting whacked by a board (ours and other surfers)
 - Proper techniques for entering and exiting the surf
 - Locations of underwater hazards
 - Avoiding falling headfirst into the water

What to do if a client sustains an injury

1. If there's an injury, assess the situation. If it is just a scrape or small cut, give the client the appropriate antibacterial and bandages from the first aid kit. If they require assistance there are gloves in the kit.
2. Major injuries should be handled by paramedics, first remove the client from the water with as little movement of the injured area as possible, assess the severity and then call 911. When help is on the way, call our office to let management know what happened and what assistance you will need.

Examples of injuries that can be beyond our treatment abilities:

Head and Neck Injuries – Do not mess with or move anyone with a head or neck injury more than removing them from the water and finding a resting spot. Even if they seem fine and want to leave on their own after a rest period, we should

recommend they go get checked out. Any obvious head or neck injuries should be treated with the utmost precaution and referred to the professionals.

Soft Tissue – Large lacerations, deep puncture wounds, excessive bleeding

Break – broken bones should not be treated by our staff, if you suspect they have broken a bone, the client should be brought to the nearest safe location and kept still until help arrives.

*Shock – ***Anaphylactic shock can commonly be caused by stings, such as bee stings, and can be extremely serious. We have Benadryl in the first aid kits to quickly block histamines and help keep the victim breathing until help arrives.*

Sting Ray – This is one of the more common serious injuries in the Santa Barbara area. If a client or instructor is stung, they should be removed from the water and the wound should be inspected. We should not attempt to remove a barb, if the wound is not serious and the client elects to remove a barb we can supply them with first aid materials and verbal assistance. Otherwise the wound should be disinfected and submerged in a hot water bag until help arrives.

West Beach

Wind Report: YOU SHOULD KNOW THE WIND REPORT EVERYDAY YOU WORK AT WEST BEACH

Set up:

1. Always place sandbags on the tent. If we're short sandbags or one is ineffective notify the office/Connor to order more.
2. Ensure that any items stuck into the sand, such as flags and signs, are buried sturdily at the base and the potential for the wind to rip them out is minimized. Occasionally the wind will become so strong that it is necessary to take down the flags and potentially the tent before we risk them blowing down the beach and causing injuries.
3. Ensure that sharp items, such as glass bottles or pieces of glass, scissors, razor blades, needles, knives, and other tools are not hidden in the sand surrounding the tent and box. Oftentimes people hang out around the box and racks while they are locked up overnight and it is a good idea to do a cursory check when you arrive in the morning and remove any potentially harmful objects and trash before the day starts.

Kayak Rentals

SUP Rentals

Kayak Tours

SUP Lessons

