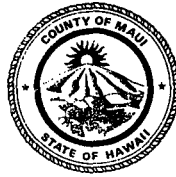


ALAN M. ARAKAWA  
MAYOR



JEFFREY A. MURRAY  
FIRE CHIEF

RECEIVED

LIONEL W. MONTALVO  
DEPUTY FIRE CHIEF

2017 DEC 22 PM 2:51

**COUNTY OF MAUI**  
DEPARTMENT OF FIRE & PUBLIC SAFETY

200 DAIRY ROAD  
KAHULUI, HI 96732  
(808) 270-7561  
Fax (808) 270-7919  
Email: fire.dept@mauicounty.gov


December 21, 2017

Honorable Alan M. Arakawa  
Mayor, County of Maui  
200 South High Street  
Wailuku, HI 96793

For Transmittal to:

Honorable Riki Hokama, Chair  
and Members of the Budget and Finance Committee  
200 South High Street  
Wailuku, HI 96793

APPROVED FOR TRANSMITTAL

 12/26/17  
Mayor Date

Dear Chair Hokama and Members:

**SUBJECT: MAKENA LIFEGUARD SERVICES (BF-83)**

In response to your letter dated December 12, 2017, regarding the above subject, please see the response below:

1. May I request you provide a copy of the Standard Operating Procedures for the Ocean Safety Program. Also, include a copy of the administrative rules and regulations, if any, for the program.
  - a. Please see the attached Standard Operating Procedures that includes the administrative rules and regulations. We are in the process of editing it to make it a better fit under the Fire Department.

Sincerely,

  
JEFFREY A. MURRAY  
Fire Chief

Attachment

RECEIVED  
2017 DEC 26 PM 3:13  
OFFICE OF THE  
COUNTY COUNCIL



# OCEAN SAFETY OFFICER MANUAL



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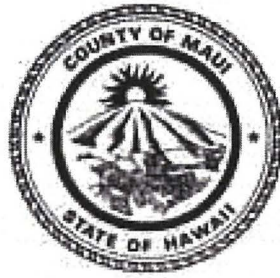
## Mission Statement

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To provide and encourage ocean safety through public education and ocean recreation, and to assist in emergencies along Maui coastal waters, thereby providing safer beaches for the people of Maui County and visitors who use Maui County Beach Parks.



# Organizational Chart



Director of Parks and Recreation  
*Glenn Correa*

Chief of Aquatics  
*Marian Feenstra*



Ocean Safety Supervisor  
*Archie Kalepa*

Clerical

Rec.Tech. II

Aquatics Specialist  
*Duke Sevilla*

Pool Mechanic

Training  
Capt. Cary  
*Kayama*

Senior  
Pool Guards

Pool Guards

District #1: North  
LG 9 Capt. *Keola Brown*

District #2: South  
LG 10 Capt. *Jeff Meadows*

District #3: West  
LG 11 Capt. *Brad Quinto*

District #4: Makena  
LG 12 Capt. *Zach Edlao*

OSO I & II

OSO I & II

OSO I & II

OSO I & II



# Division Structure

## Administration and Aquatics Division Operations

The Chief is in overall command of the operations in the Division. The Chief is responsible to the Director of the Parks Department. The Chief is assisted in managing the Ocean Safety Section of the Aquatics Division by the Supervisor of Ocean Safety and the Captains in each district.

## Ocean Safety Section Organization

The Ocean Safety Section office is located at the War Memorial Complex. The Aquatics Chief, Ocean Safety Supervisor, District Captains, and the clerical employees provide administrative services, coordination, budgeting, training, and other command functions. The Ocean Safety Operations Section is divided into four operational districts: District #1 - North, District #2 - South, District #3 - West, and District #4 - Makena.



District #1, North, substation is located at Kanaha Beach Park. The district Captain supervises ocean lifeguard services at Ho'okipa, H.A. Baldwin, and Kanaha Beach Parks. District personnel may respond to outlying areas along the north shore as requested.

District #2, South, substation is located at the Hale between Kamaole II and III Beach Parks. The district Captain supervises ocean lifeguard services at Kamaole I, II, and III Beach Parks. District personnel may respond to outlying areas along the south shore as requested.

District #3, West, substation is located at D.T. Fleming Beach Park. The district Captain supervises ocean lifeguard services to D.T. Fleming and Hanakao'o Beach Parks. District personnel may respond to outlying areas along the west shore as requested.

District #4, Makena, substation is located next to the DLNR house between 1st & 2nd entrances. The district Captain supervises services along Makena State Beach. District personnel may respond to outlying areas along the south shore as requested.



## Division Structure - continued

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### **Ocean Safety Officer I**

Subject position functions as a trainee in a planned training program in ocean safety and assists in the performance of tasks required for the protection of life and prevention of accidents at assigned beaches under immediate supervision of an OSO III or in tandem with an Ocean Safety Officer II with supervision and control becoming more general as competence is gained and exhibited.

1. Public Safety 85% - attends orientation and training sessions to learn general principles of water safety work including the enforcement of ordinances, rules and regulations governing beach activities and shore usage and assists in the patrol of an assigned beach in order to assist in the protection of life and prevention of accidents.

- a. Receives training in and assists in recognizing unsafe beach and ocean conditions; educates and warns the public of these dangerous and/or unsafe conditions.

*Requires, for example, ability to walk on soft sandy beach or rocky terrain to assess ocean and beach conditions and the ability to communicate verbally with people of varied backgrounds in a calm, but assertive manner.*

- b. Receives training in and assists in recognizing when people are in distress or in need of help and receives training in and assists in performing ocean rescues by swimming, using rescue board or other lifesaving equipment; assists in the performance of team rescues in conjunction with fire rescue and helicopter units.

*Requires, for example, clear distant vision to be able to see people in distress; ability to hear distress calls from varying distances; jump from height of 3 feet and run on sandy beach or rocky terrain; swim distances in open ocean conditions and to swim back to shore with one arm around an average sized adult; paddle to victim on a rescue board, lift victim onto board and paddle back to shore; ability to lift victim into a boat or place victim onto rescue ski.*

- c. Learns to recognize when people are in need of medical attention and assists in administering help by providing first aid, CPR or assists another first responder in unified emergency medical care delivery effort. *Requires, for example, bending, kneeling, twisting and lifting the victim into proper position for first aid and cpr administration; bending and lifting the victim into an emergency vehicle.*

- d. Receives training in various ordinances, rules and regulations governing park, beach, shore, water and ocean usage. Assists in the enforcement of such ordinance, rules and regulations.

*Requires, for example, the ability to read and comprehend policy and regulation manuals; ability to verbally communicate with beach users.*

- e. Learns to identify and report infractions and unlawful activities to various agencies including the police department, State Harbor Divisions, State Department of Land and Natural Resources.

- f. Receives training in and assists in the filling out of log sheet to record estimates of number of people at the beach, types of beach activities, weather, wind, current and tide conditions. Receives training in and assists in the writing and submittal of reports describing rescues, accidents and emergency measures taken.

*Requires, for example, ability to think and write in a logical manner; ability to count and/or do estimates; ability to spell.*

2. Maintenance 10% - receives training in and assists in proper maintenance techniques to maintain all safety, rescue and other equipment, so it is in good working order and to insure that it is safe to the user and the public.

*Requires, for example, the ability to lift and carry rescue boards, spinal boards, carry 100 feet of water hose, bend and lift 50 lbs to maneuver waver runner or zodiac on a trailer.*

3. Performs other related duties as required 5%.



## Division Structure - continued

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### **Ocean Safety Officer II**

The primary responsibility of this position is public safety by maintaining constant surveillance of designated beach/ocean area. Surveillance can be from a public lifeguard tower, foot patrol or motorized equipment. Performs tasks which are necessary for the protection of life and the prevention of accidents. The position will maintain all safety, rescue, communication equipment. The position will also provide instruction in swimming and ocean safety education. Subject position functions under the direct supervision of the Ocean Safety Officer III (Beach Captain) assigned to District, in performing the following tasks.

- I. Public Safety 75% - maintains constant surveillance of a designated beach/ocean area. Surveillance can be from a public lifeguard tower, foot patrol or motorized equipment. Performs tasks necessary for the protection of life and prevention of accidents, such as:
  - a. Warns people of dangerous and/or unsafe beach and ocean conditions.  
*Requires, for example, ability to walk on beach or rocky terrain to approach people and have the ability to communicate verbally with people.*
  - b. Provide assistance to people who need help, due to ocean and tide conditions.  
*Requires, for example, ability to visually see people in distress, hear distress calls, jump from a height of 3 feet, run on sandy beach or rocky terrain, lift and carry an average adult.*
  - c. Rescue people in distress by swimming, using rescue board/or other lifesaving equipment; or perform team rescues in conjunction with fire rescue and helicopter units.  
*Requires, for example, ability to see a person in distress, hear distress calls, swim up to victim and swim back to shore with one arm around an average size adult, paddle to victim on a rescue board, lift the victim onto board and paddle back to shore, ability to lift victim into a boat, ability to place victim onto rescue ski.*
  - d. Recognize when people will need medical attention, by providing first aid, or Cardiopulmonary resuscitation in the capacity of a first responder in a unified emergency medical care delivery network.  
*Requires, for example, bending, kneeling, twisting and lifting the victim into proper position for first aid and C.P.R. administration, bending and lifting victim into an emergency vehicle.*
  - e. Enforces ordinances, rules and regulations governing park, beach, shore, water and ocean usage.  
*Requires, for example, verbal communication with beach users, ability to read policies & regulation manuals which define the rules and regulation of ocean beaches, parks, etc.*
  - f. Reports infractions of flagrant unlawful activities to various Agencies, including Maui Police Department, State Harbor Division, State Department of Land and Natural Resources, for disposition.
  - g. Logs estimated number of people using the beach/ocean and type of activity, along with weather, wind, current and tide conditions.
  - h. Writes and submits reports describing rescues, accidents and emergency measures taken.  
*Requires, for example, writing skills to complete reports.*
  - i. Keeps all required certificates current, attends all required staff meetings and in-service training classes.  
*Requires, for example, strong swimming ability, ability to swim while towing a victim, ability to paddle a surfboard with or without victim, run on beach or rocky terrain, ability to climb in and out of boats, ability to remove victim with or without assistance, lift victim onto a back board, victim being an average size adult.*  
– Annual USLA Certification Training
  - j. Serves as a primary resource during disasters, in area evacuation, and in staffing designated shelters.  
*Requires, for example, bending, lifting, to set up barricades, ability to lift and carry heavy boxes of supplies for shelters.*



## Division Structure - continued

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### *Ocean Safety Officer II - continued*

2. Maintenance 10% - maintains all safety, rescue and other equipment in working order, to insure that it is safe to the user and the public to provide the service it was designed for.  
*Requires, for example, ability to lift and carry rescue boards, spinal boards, carry 100 feet of water hose; bend and lift 50 lbs to maneuver wave runner or zodiac on a trailer.*
3. Water Safety Education 10% - provide instruction in swimming and water safety education.
4. Performs Other Related Duties as Required 5%.

### **Ocean Safety Officer III**

Position supervises and coordinates water safety activities and operations within an assigned district and participates in safeguarding all participants in beach, ocean, and shore water activities at beaches within the assigned district. The work performed includes the following:

1. Supervises and coordinates water safety activities and operations within an assigned district – 35%
  - a. Assists in planning and scheduling of personnel and equipment.
  - b. Trains, evaluates, and maintains discipline of subordinate personnel.
  - c. Prepares operating budget.
  - d. Maintains district equipment and supplies.
  - e. Prepares and maintains records, reports and journals.
2. Supervises and participates in safeguarding all participants in beach, ocean, and shore water activities within the assigned district - 50%
  - a. Patrols district beaches periodically.
  - b. Conducts routine observation of beaches and waters.
  - c. Warns beach users of hazardous conditions.
  - d. Performs rescues of people in distress.
  - e. Operates specialized lifesaving apparatus and equipment
  - f. Administers emergency life support measures such as cardio-pulmonary resuscitation as necessary.
  - g. May operate a rescue boat.
  - h. Responds to and directs emergency activities until relieved by or other rescue personnel.
3. Assists in planning, coordinating, and conducting various training and certification courses such as lifesaving, first aid, and CPR; assists in planning and coordinating community water safety education programs; assists in coordinating activities with outside organizations, and agencies; may maintain training equipment, records, manuals, etc. May assist in preparing training aids, flyers, brochures and other materials - 10%
4. Performs other related duties as required - 5%

#### *Training & Experience:*

A combination of education and experience substantially equivalent to graduation from high school and two years of Ocean Safety Officer experience representative of the next lower class, including or supplemented by experience in training of instructing others in water safety or ocean recreation activities.





# Duties of Ocean Safety Personnel

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## *Lifeguard Personnel Shall*

- Maintain a constant surveillance of designated area.
- Protect life and property.
- Preserve the public peace.
- Enforce county ordinances as required by statute of policy.
- Strictly obey and properly execute any lawful order issued by any supervisor of higher rank or classification.
- Not willfully violate the state, county, or local ordinances.
- Be subject to disciplinary action if in violation of any rule, regulation, or policy of the Department or the County.
- Conduct them self in a manner that will foster the greatest harmony and cooperation between other lifeguards as well as between the units of the Department.
- Treat all persons in a respectful, courteous, and civil manner.
- In the presence of persons from outside the Department, personnel shall address lifeguards by rank and last name.
- Shall not intentionally antagonize any person with whom they come in contact, and shall not at any time or for any reason willfully subject any person or animal to cruel treatment or willfully neglect necessary human action.
- The chain of command shall be respected in all matters. Information and communications shall move up and down, or horizontally with prior approval.
- All lifeguards, both on- and off-duty, must be conscious of the fact that they are representatives of the county and should act accordingly.
- Certain personnel in the department have a special responsibility to act or take command in situations calling for lifesaving action. In any situation, the highest-ranking officer shall be in charge in the absence of any captains or supervisor.
- In the event of a conflict of orders, personnel shall respectfully call such conflict to the attention of the supervisor giving the last order. Should the latter not change the last order, the order shall be obeyed. Personnel shall not be held responsible for disobeying the former order.
- Personnel shall not accept a bribe or engage in any act of extortion or other unlawful means of obtaining money or property through their position with the Department.
- Personnel shall not accept, directly or indirectly, a gratuity, fee, loan, reward, or gift of any kind from any person.
- Personnel shall not engage in political or religious discussion to the detriment of good discipline. They shall not speak disparagingly of the nationality, color, or creed/belief of any person.



# General Rules of Conduct

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## *Punctuality*

The moment a lifeguard perceives they are unable to report for duty at the assigned time, they must report this fact and give a reason to their supervisor. Reports of this nature must be made well in advance of the assignment so adjustments or replacements may be made in the beach coverage. *(also see Sick Leave, p. 15)*

## *Cleanliness and Neatness*

Lifeguards shall keep themselves clean and sanitary by frequent bathing. Non-uniformed personnel shall be dressed in good taste in keeping with the standards established by the Department. Beards are not allowed because it is a safety hazard when rescuing a victim. Mustaches are permitted, if kept neatly trimmed above the top lip.

## *Use of Alcohol*

Personnel shall not consume any kind of alcoholic substance while on duty or in uniform. Alcohol consumption off-duty may legitimately warrant disciplinary action should any employee report for duty and it is considered that, given the duties, the employee's conduct may reasonably result in impairment or disruption of public service. Personnel shall not consume any alcoholic beverages at any time (on or off duty) at any county worksite. *All personnel are subject to random alcohol testing.*

## *Use of Drugs*

Personnel may only take drugs while on duty when such drugs are properly prescribed by a physician and when their use does not result in the impairment or disruption of public service. Illegal drugs shall not be possessed or taken by personnel at any time. *All personnel are subject to random drug testing.*

## *Gambling*

On duty personnel shall not engage in any game of cards, game of chance, or any form of gambling while in any Department facility.

## *Sleeping on Duty*

Personnel shall not sleep while on duty.

## *Use of Stations After Working Hours*

Lifeguard stations are not to be used after working hours. Violators are subject to disciplinary action.

## *Incurring Liability Against the County*

No member shall incur a liability chargeable against the Department of the County without proper authorization.

## *Care of County Property and Equipment*

Personnel shall be responsible for the proper care, maintenance, and serviceable condition of any county property, fixed or movable, assigned to them. Loss of, damage to, or unserviceable condition of such property shall be reported to their supervisor. Willful or negligent abuse, mutilation, destruction, or loss of county property shall be grounds for disciplinary action.



## General Rules of Conduct - continued

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### *Property Damage*

Personnel shall promptly submit to their supervisor a written report of any damage to real or personal property resulting from the execution of their official duties or responsibilities.

### *Safeguarding Money, Property, and Evidence*

All employees shall be responsible for safeguarding any public or county property while it is in their possession (i.e. lost and found, etc).

### *False Statement*

Members shall not make false statement when questioned, interviewed, or in submitted reports. A false statement shall be grounds for disciplinary action.

### *Reporting Information*

A member shall promptly report any information or incident coming to their attention that might indicate the need for departmental action.

### *Misappropriation of Property*

Personnel shall not appropriate for their own use any County property, evidence, or found or recovered property. Any misappropriation of property will be grounds for legal action.

### *Searches*

Employees should be aware that all lockers, lifeguard towers, and all other County facilities are subject to search for reasonable cause regardless of the presence of employee-owned locks or other securing devices. This includes personal items such as County issued bags and other containers that employees may bring to or keep at County facilities.



# Ocean Safety Officer Guidelines

*As an Ocean Safety Officer, you shall comply with these general guidelines:*

The Ocean Safety Officer shall:

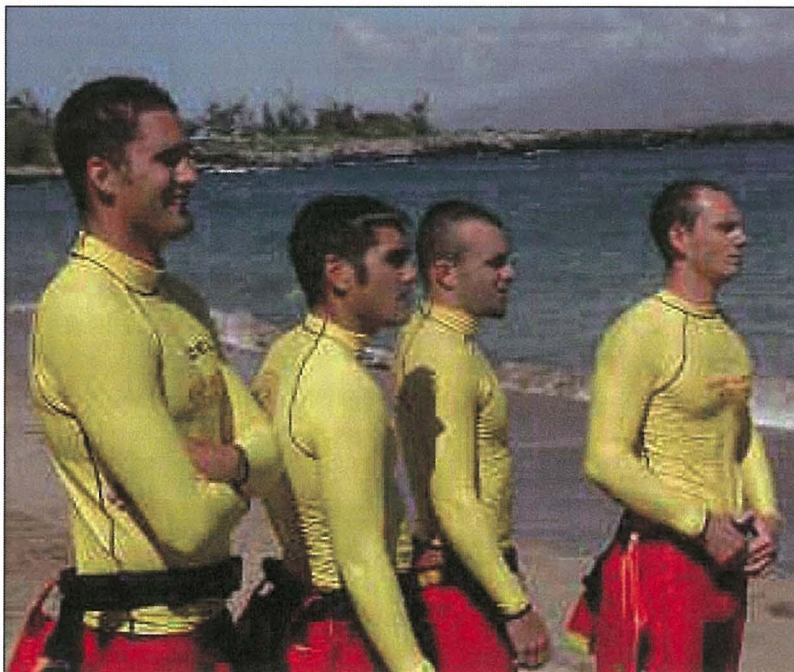
- Familiarize themselves with all details of departmental operation, lifeguard procedures, and the rules of the lifeguard service.
- Report for duty at their area headquarters or sub-station or tower on time and in proper uniform.
- Remain at the station until the end of the scheduled work period. They shall remain on duty longer if the captain or senior officer in charge requires such services for safety reasons.
- Obtain prior authorization from the Captain before leaving the assigned station at any time prior to the end of the scheduled work period.
- Returning to sub-station and dressing shall be done after scheduled working hours.
- Take all possible precautions to prevent accidents in the surf and on the beach.
- Render efficient service to those needing assistance.
- Always be alert whether in the assigned tower or while patrolling the beach. During working hours, a lifeguard shall not lie or sit on the sand, and they should discourage any relatives or friends from visiting them while on duty.
- Immediately report any serious accidents and obtain the emergency aid as required.
- Always carry a rescue tube and fins when leaving the tower or making a rescue.
- Be courteous in answering questions directed to you by beach patrons. Questions which you are unable to answer or do not have the authority to answer shall be referred to your captain.
- All media communication must be referred to your captain or Ocean Safety supervisor.
- Follow the chain of command in all matters. Enforce beach ordinances and Department regulations, using all possible tact, as instructed by the district captain. Lifeguards shall also report flagrant violations to their immediate supervisor, who will inform the proper law enforcement agencies.
- Diplomatically prevent fights from starting. It is easier to prevent fights from beginning than it is to stop them once underway. Investigate large groups of milling people. This may be the start of trouble.
- Report to your supervisor any shortage of supplies or safety equipment normally located at your station. The Ocean Safety Officer is responsible for the routine daily maintenance of equipment at their assigned station or tower.
- Avoid any activities which distract your attention from your duties, including participation in beach games. Reading material, musical instruments, and headset listening devices are not allowed in lifeguard towers.
- Make out a report for any service rendered.
- Maintain a telephone during off-duty hours through which you may be contacted during periods of emergency. You shall keep the personnel section and the captain informed of your current address and telephone number.



## Ocean Safety Officer Guidelines - continued

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- Turn all found articles to your supervisor with the information on location found and finder name and address Also log it in the daily report.
- Use extreme caution at all times when driving department vehicles.
- Be responsible for your assigned station throughout your tour of duty, including cleaning of rescue equipment, station maintenance, and policing of immediate area (within 25 feet of tower) for trash, glass, etc.
- Check your beach area for rips, inshore holes, currents, logs, glass, and other potential problems.
- Never allow anyone to dig holes beyond knee deep (18") on the beach or along the water's edge, or to horizontally tunnel into the berm. These deep holes can cause injuries to unsuspecting patrons or lifeguards while rushing to a rescue.
- Be familiar with local beach laws on surfing, ball games, and other such activities. You shall never permit the throwing or propelling of rocks, sand, or other objects (including water-filled balloons) which may cause bodily harm or injury.
- Do not attempt to handle any mines or smoke flares which wash ashore. No matter how harmless they may appear, keep the public well away and notify headquarters.
- Immediately investigate any reports of unnatural debris or contaminants, such as medical waste, storm drain run off, etc. Keep the public well away from the hazard, and promptly notify headquarters and your area supervisor.
- Refer all publicity and County business to the section captain.
- Insure that lifeguard stations and equipment are used only by Ocean Safety Officers or Department personnel.
- Use titles when addressing officers while on duty. On the beach or within ear shot of patrons, use officer's last names and, for ranking officers use rank and last name (i.e. Chief Cooper).
- It's highly recommended that you maintain proper grooming standards such as be clean shaven and neat in appearance, hair kept short or bound, including a clean regulation uniform while on duty.
- Never wear any County of Maui Ocean Safety uniform items when off duty.
- Do not touch people in law enforcement matters unless it is necessary in defense against an attack.
- Do not confiscate, forcibly remove, or hold personal property from beach patrons. If stolen property is suspected, inform the area captain, who will call the police.



# Public Relations

It is vital that every OSO realize they are representatives of the Department and must strive to maintain a positive image in the eyes of the public. The individual officer can best present a positive image by exercising constant vigilance and responsibility in the performance of their duties. In addition, the officer must always be neat in appearance and treat all members of the public with respect and courtesy. Other guidelines include:

- All facilities, vehicles, boats, and equipment are to be kept neat and clean at all times, and are to be washed and waxed as required.
- Officers shall answer questions they are qualified and authorized to answer. All other questions should be referred to their immediate supervisor. Long conversations that distract the lifeguard from watching the water should be discouraged.
- When driving department vehicles, use the utmost courtesy. Obey all traffic laws and go out of your way to yield the right of way.
- The officer on duty shall avoid unnecessary familiarity with beach patrons, friends, and relatives.
- Officers should be constantly aware of the fact that they are in the public eye, and act accordingly, avoiding any negative or discrediting behavior.

The attitude of each officer shall be one of service and courtesy, but not of servility or softness. In non-restrictive situations, the officer should be pleasant and personable. On occasions calling for regulations and control, the officer shall be firm and impersonal, but avoiding the appearance of rudeness.



## *Basic Appearance, Writing, Etc.*

Unless authorized to do so by the Department, personnel shall not:

- Address any public gathering at which they are identified as an employee of this Department.
- Join any organization as a representative of this Department.
- Write articles or manuscripts for publication in which reference or inferences are made to this Department, or in which, as the author, their identification as a member of this Department would add authenticity or weight to the content.

## *Information Request*

When calls are received from the public concerning requests for information concerning the Department and there is any question as to the correct answer, the inquiry shall be referred to the Aquatics Headquarters office. On calls concerning the functions of another County Department, the caller should be given the name and phone number of the appropriate department. If the correct department is not known, the caller should be referred to the Mayor's information line at 270-7855. When possible, the call shall also be transferred to the correct number.

A request by any outside person or agency to conduct a study, survey, research, etc. within the Department, or a request for statistical information or printed material shall be directed to the Aquatics Division office.



## Public Relations - continued

Any request for information contained in an incident report should be transferred to the Chief of the Division.

### *Understanding Cultural Diversity*

Maui County is becoming an ever-more diverse place to live and work. As the demographic of our beach patrons change to reflect our multi-cultural environment, the O.S.O. (Ocean Safety Officer) on the beach has to be aware of, and sensitive to, the differences in background and culture that may be encountered.

An important thing to remember at all times while on the job, and especially when dealing in areas of inter-cultural relations, is that we are a public service agency. As Ocean Safety Officers, we work for the people on our beaches. It is our responsibility to treat all patrons, regardless of ethnicity, gender, religious background, sexual orientation, or disability, with respect and understanding.



While public safety is always our top priority, it is valuable to look at our job from a customer service standpoint as well. Every time we interact with patrons in the course of our duties, we have a valuable opportunity to build a positive image for all Ocean Safety Officers in the eyes of the public. In these times of budget constraints and cutbacks, it is more important than ever to build good will in the community. Because each situation on the beach will be different, there are no hard and fast rules in dealing with multi-cultural situations. Just keep in mind that you are representing the entire Department, and a single negative encounter can negate years of bridge-building. Treat all patrons on your beach with the respect you would hope for yourself and your family, and you should find that problems will be minimal.

Here are a few guidelines to keep in mind when dealing with patrons on the beach:

- Although a person's culture or beliefs may be different than our own, they are no less valid.
- It is not our job to judge another person's culture or lifestyle.
- Our mission is to provide efficient and courteous service to all our patrons.
- The patrons on our beach are our customers. We work for them.
- With patience, understanding, and sincere effort, nearly any situation can be resolved quickly and easily.

As an Ocean Safety Officer, you should take pride in being able to deal with any situation that may arise in your area. If you treat situations involving people of different cultures and lifestyles as challenges and learning experiences, then you will broaden your knowledge as a Ocean Safety Officer and as a person as well.



# Disciplinary Procedures

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## Formal Action

There are five types of formal disciplinary action which may be taken. They are as follows:

1. *Oral Warning:* An oral warning is a communication to the employee that their performance or behavior must be improved, how to improve, and the consequences if improvements are not made.
2. *Written Warning:* A written warning is notice to the employee that unless their behavior or performance improves, it will be necessary to take further disciplinary action. It contains basically the same information covered in the oral warning. It should be kept in the area files.
3. *Written Reprimand:* A written reprimand is the Department's official written notice to the employee that their behavior or performance is seriously below standard and that continuation or repetition of that performance will result in suspension or discharge. If a written warning was previously issued it is attached. A copy of the reprimand is placed in the employee's personnel file. The reprimand is issued by the Ocean Safety Supervisor and endorsed by the Chief of Aquatics and Parks Director.
4. *Suspension:* A suspension is the temporary removal of an employee from the work unit without pay. In most cases it is limited to thirty calendar days. However, if the charge upon which the suspension is based is a criminal complaint or indictment, the suspension may continue up to thirty calendar days after the judgment of conviction or acquittal has become final.
5. *Discharge:* A discharge is the removal of an employee from County service. A discharge requires a letter from the Department.

## Uniform/Equipment Policies and Information

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As per HGEA Bargaining Unit 3 contract, the employer will provide uniform items for employees to wear while on duty. Listed below are guidelines for all employees to follow:

- An initial issue of uniform items will be given to each employee upon hiring at no cost to the employee.
- Uniform replacement for full-time employees will occur annually (in conjunction with USLA training), at which time uniform items will be replaced with the employee paying 25% of the cost.
- Uniforms that are damaged may be replaced by turning in the damaged uniform item and purchasing a replacement item at 25% of the cost.
- Uniforms that are stolen while at work, and where reasonable precautions were taken by the employee, will be replaced at no cost to the employee. An incident report must accompany the request.
- Uniforms lost or stolen away from the work site must be replaced by the employee at 25% of the cost, and an incident report must accompany the request for uniform items.
- Fins and mask and snorkel will be replaced every three years, or when employee returns items worn/damaged for replacement.
- Tank tops will not be an issued item, and are not allowed to be worn while on duty.
- Each employee is responsible for caring for their uniform items, and must report to work in a clean uniform. A uniform maintenance allowance will be issued to the employee annually.
- Uniforms may not be altered in any way, such as, but not limited to: removing sleeves, shortening the length of the shirts or shorts. Doing so will be considered damaging County property.
- Uniforms may not be worn while off duty.
- Uniforms must be worn while attending training classes, certification courses, or meetings related to work duties, unless otherwise authorized by the supervisor.





## Uniform/Equipment - continued

- Sun screen will be made available upon request from your District captain if available.
- Jackets are given to OSO during service use and will be replaced as needed. The jackets are property of Maui County Ocean Safety, and must be returned upon termination or end of service.

Employee Equipment Cost	
Short Sleeve Shirt .....	\$1.40
Long Sleeve Shirt.....	\$2.00
Embroidered Polo Shirt.....	\$3.50
Lycra L/S Shirt.....	\$7.50
Lycra S/S Shirt.....	\$5.00
Board Shorts .....	\$5.25
Women Swim Suit .....	\$7.20
Baseball Cap .....	\$2.15
Wool Beanie Cap.....	\$2.50
Fins (Pair) .....	\$6.25
Dive Mask/Snorkel .....	\$5.00
Pocket Mask .....	\$2.80

*All items subject to availability and distributor pricing.*

## Vacation Leave Request

Vacation leave requests will be accommodated as much as possible, without such leave adversely affecting the overall operations of the division. Vacation leave requests must be submitted in advance on the proper form for consideration. Vacation requests should be submitted prior to the posting of the work schedule that the leave would be taken. Unplanned or short notice leave requests may be granted vacation leave, or approved as authorized leave without pay.

Due to the seven day a week operations of the Aquatics Division, Holidays off requests are treated similar to vacation requests, and a leave request must be submitted prior to the holiday.

## Request for Sick Leave & Emergency Vacation

If you need to take a day of sick leave or emergency vacation, you must telephone Ocean Safety Division Office at 270-6136 between 0630 and 0700 hours. A courtesy call is also recommended to your immediate supervising captain prior to 0800 hours (leave message on the Captain's mobile phone, along with a contact number).

District 1 – North	LG 9 Captain Keola Brown	757-4321
District 2 – South	LG 10 Captain Jeff Meadows	757-4317
District 3 – West	LG 11 Captain Brad Quinto	757-4258
District 4 – Makena	LG 12 Captain Zach Edlao	344-6377
Training	TR Captain Cary Kayama	757-4318

The following procedures are to be adhered to while at work and it becomes necessary for anyone to leave work due to illness or personal emergency.

1. Notify your immediate supervising captain of your request for sick leave or emergency vacation, with the reason and time you need to leave work. If your immediate supervisor is unavailable you may contact Ocean Safety Supervisor directly at 270-6136, or the Chief of Aquatics at 270-6137.

2. Your immediate supervisor will then contact the Aquatics office and will notify and receive permission to leave work from the Ocean Safety Supervisor, the Chief of Aquatics, or if either are unavailable, at least notification to the secretary. Only under an extreme emergency or illness, permission to leave the work site may be granted by any District Captain without prior permission from the division office, however the District Captain must immediately notify the division office.



# Switching Days-Off Policy

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The following items are the guidelines to be adhered to when arranging changes to the schedule by switching days off with another employee, and must be followed by anyone switching days off.

- Switching days off may only take place between full time employees. Switches may not take place between full time employees and half time or hourly employees.
- You may not pay someone to work for you on a day that you are scheduled to work.
- A switch paper must be filled out and approved by the Ocean Safety Supervisor prior to the switch date. Requests for schedule changes must be in at least (5) five days in advance of the change.
- The days involved for the schedule change must be on the current schedule or the next schedule, if it is already posted. Days that each employee will work for the other, must not be left blank on the form, or filled out as “to be determined later”.
- Please note the effect that the switch may have on the schedule regarding Captains, JSO, and OSO.

## Time Sheets

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Everyone’s cooperation in the time sheet process is greatly appreciated and needed to ensure that the process is done in a timely manner. Please make sure that the following items are done to contribute to your part of this process.

1. Complete time sheets accurately and neatly.
2. Sign time sheets.
3. Sign any leave slips and submit with time sheets.
4. Have time sheets ready for pick up on payday, or drop off at Aquatics Division Office prior to payday.
5. If you are going on vacation, your time sheet needs to be filled out and signed (if available) prior to leaving for your vacation.

## Hours of Work

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1. As a reminder to all personnel, unless approved by the District Captain, Ocean Safety Supervisor, or the Chief of Aquatics, individual work hours on a daily basis begin at 0800 hours and end at 1630 hours.
2. Lunch breaks are (45) forty-five minutes long and are to be taken as close as possible to the middle of the work day (between 1100-1400 hours).
3. In emergency situations such as family emergencies, or personal illness, contact the District Captain or Ocean Safety Supervisor via the contact numbers & procedures, in Emergency Contact Procedures.
4. Any violations of these policies will result in appropriate administrative action.



# License, Certification, & Performance Standards Policy

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1. All Employees of the Division are required to meet the minimum qualifications and performance standards of the County of Maui and the Division to retain their employment status with the Division.
2. Meet the medical requirements of the OccuMed job profile as required by this job classification at all times.
3. The minimum license and certification requirements for Ocean Safety Officers I & II positions are:
  - Possession of a valid Hawaii State Drivers License (Type 3)
  - Valid certification on Cardio-Pulmonary Resuscitation by either the American Heart Association or the American Red Cross.
  - Valid certification in Professional First Responder as approved by the Department of Transportation.
  - Valid certification as an Open Water Lifeguard, Class I, as administered under the auspices of the United States Lifesaving Association, Agency Certification Program.
4. Ocean Safety Officer III must also meet:
  - Possession of a United States Lifesaving Association Open Water Lifeguard Instructor Certificate.
  - Valid American Red Cross or American Heart Association Instructor Certification in Cardio-Pulmonary Resuscitation (CPR) prior to completion of the probationary period.
5. All OSO must be administered and meet the minimum performance standard as outlined by the Open Water Lifeguard Certification for the Lifeguard Agency Program upon return to work from long term (30 days) injury or illness.
6. All OSO must be administered and meet the minimum performance standard as outlined by the Open Water Lifeguard Certification for the Lifeguard Agency Program upon return to work from long term (30 days) absences for other than injury or illness.
7. Failure to meet minimum performance standards will result in the following:
  - A. First time failure will be retested two (2) weeks later. Employees will be placed on maximum physical capacity light duty assignment and allowed one and one-half hour physical conditioning training at a designated beach.
  - B. Second failure, the employee will be afforded the option to be placed on vacation or authorized leave without pay for two (2) weeks. Retest will be administered immediately after the two (2) week period.
  - C. Third failure, the employee may be transferred and/or demoted to another position (if available) with the department.
  - D. Meet with the Department Director at a Pre-determination meeting.
  - E. Dismissed from Ocean Safety Officer Position.



# Emergency Notification Procedures

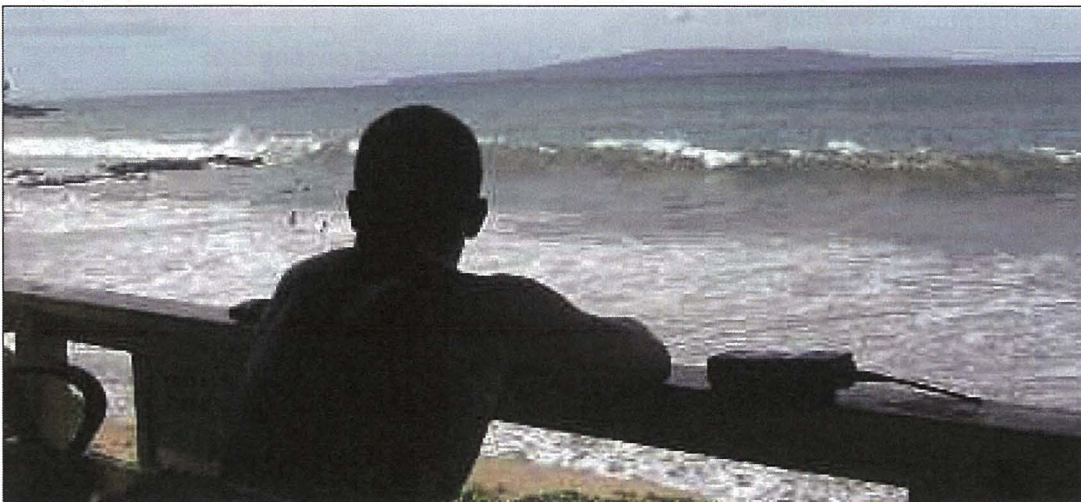
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Listed below are the emergency notification names and numbers that need to be called in case of facility emergencies such as; bomb threats or acts of terrorism, electrical problems, water supply problems, or filtration equipment problems, that threaten public safety at our facilities, or any other emergency that police, fire, or ambulance has been called for assistance.

Attempt to contact these individuals in the order they are listed below and if response is not received within 10 to 15 minutes attempt to contact the next individual.

- *District 1 (North):* LG9 Captain Keola Brown, Substation Kanaha Beach Park  
Phone: 873-0861      Mobile: 757- 4321
- *District 2 (South):* LG 10 Captain Jeff Meadows, Substation Training Center at Kamaole Point  
Phone: 875-3606      Mobile: 757- 4317
- *District 3 (West):* LG 11 Captain Brad Quinto, Substation D.T. Fleming  
Phone: 669-0984      Mobile: 757- 4258
- *District 4 (Makena):* LG 12 Captain Zach Edlao, Substation Makena DLNR Offices  
Mobile: 344-6377
- *Ocean Safety Supervisor:* OS 1 Archie Kalepa, at Ocean Safety Headquarters  
Phone: 270-6136      Mobile: 757- 4314
- *Chief of Aquatics:* Chief Marian Feenstra, at Ocean Safety Headquarters  
Phone: 270-6137      Mon thru Fri 0800-1630  
Mobile: 757- 4257      After hours, holidays, weekends

If you have any questions or comments please contact your District Captain. OS appreciates your cooperation in, and attention to, this matter. If we work together we can make our emergency action plans work well to protect public safety.

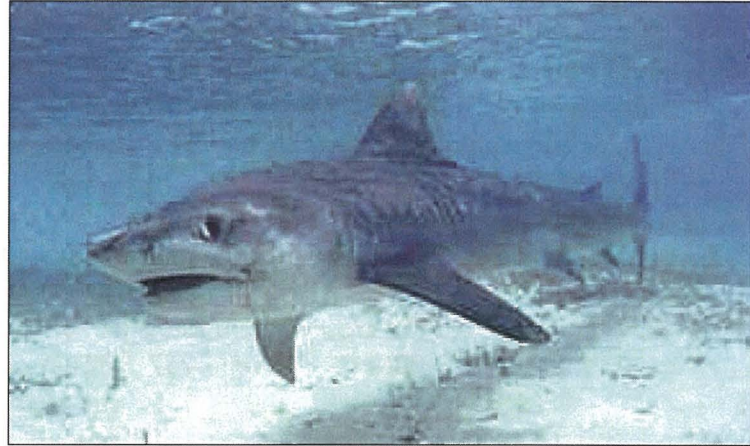


# Emergency Situation Procedures

## *Shark Incident Protocol*

State Shark Task Force  
Dept. of Land and Natural Resources  
Revised April 1, 2001

The following information provides general guidelines for coordinating immediate and continuing response to shark attacks at all but military beaches statewide. For incidents at military beaches, emergency response and warning are in accordance with the base's own particular standard operating procedures.



As indicated in the accompanying pages on Communications Protocol, the Department of Land and Natural Resources (DLNR) will contact appropriate agencies other than those listed on the General Response flowchart as necessary to coordinate the continuing response. DLNR will also be the point of contact for media inquiries.

## *Shark Attack – General Response*

### A. Emergency Response

Involves those agencies that respond immediately to a known or suspected shark attack.

- At a guarded beach, Ocean Safety initiates rescue and warns water users.
- Fire, Ambulance, and Police respond to scene; Police and Fire warn water users.
- Fire or Police survey area by helicopter, if available; water users warned by helicopter.
- Police provide traffic and/or crowd control as necessary.
- DOCARE responds if requested; may assist with rescue; surveys area by boat and warns water users.
- DOCARE and/or DAR obtains standardized on-site information ASAP following the incident.
- Coast Guard responds if other agencies cannot get to scene within a short period of time: may effect rescue and warn water users. Helicopter can be dispatched within 10-15 min. from appropriate bases.
- Civil Air Patrol responds if no other agency can get to scene to warn water users. Fixed-wing aircraft can generally be dispatched within one hour.

### B. Continuing Response - Warning

Involves advising water users via public address or in person, and posting signage as appropriate. Standardized signage has been produced by DLNR, and distributed to Division of Aquatic Resources (DAR), Division of Conservation and Resources Enforcement (DOCARE), and County Ocean Safety Offices statewide. Additional signage may be distributed to parks personnel. The distance over which the warning takes place is at the discretion of on-scene officials. Previous experiences have involved distances of one to one-and-a-half miles either side of the incident, depending on beachfront terrain.

#### *Duration:*

Warning continues from as soon as possible after the attack until darkness of the same day (Day 1). If a fishing effort is to be conducted during the evening of Day 1, warning



## Emergency Situation Procedures - continued

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resumes at first light on Day 2, and continues until darkness. In general, warnings will continue until darkness of the last day that fishing is conducted. If no fishing effort is to be conducted, warnings should resume at first light of Day 2 and continue at least until mid-day. Continuation beyond that point will be at the discretion of on-scene officials in consultation with DLNR.

### C. *Warning – County Beaches*

- Ocean Safety Officials take lead, advise water users and post signs.
- County parks personnel assist Ocean Safety in advising water users and public entering the park area, and posting signs.
- County Civil Defense coordinates additional personnel and communication capabilities.
- DOCARE continues to survey area and warn water users if requested.

### D. *Warning – Other Beaches*

- DOCARE officers take lead, advise water users and post signs. DOCARE secures area, DAR assists with signage and communication with public. Media inquiries are referred to Departmental spokesperson.
- State parks personnel assist DOCARE in advising water users and posting signs if incident occurs at a State Park. Parks personnel also advise public entering the boundaries and campers as appropriate.
- If incident occurs near beachfront hotel property, hotel security is contacted to provide additional personnel.
- If incident occurs off a National Park, park is contacted to provide additional personnel.
- DOCARE continues to survey area and warn water users from surface, if requested.

### E. *Continuing Response – Surveillance and Monitoring*

- Following an attack or other serious incident near shore waters in the area will be monitored for two or three days. This may continue after the active warning phase described above has passed, and involves the use of the same agencies. Aerial surveillance is preferred in those cases where it is possible. If a large shark is consistently observed during this period, especially if it exhibits aberrant aggressive behavior, a fishing effort may be considered.
- Determination of whether to conduct any fishing effort is made by DLNR Chairperson in light of circumstances surrounding the attack or other incident, and in consultation with the members of the local Hawaiian community. If a fishing effort is to be conducted the following apply:

- DAR arranges for fishing effort by contacting fisherman and providing logistical support. DAR staff may assist in obtaining relevant biological information from sharks which are caught, as requested.
- If a decision is made to conduct a fishing effort following an attack, it is to be conducted as soon



# Emergency Situation Procedures - continued

as possible after the attack. Generally, lines are set just before dusk and hauled at first light the following morning.

- DOCARE secures fishing area if requested, keeping other boats away from the line until retrieved.
- Unless absolutely necessary, sharks are to be worked up and disposed of at sea. If sharks must be brought to shore, DOCARE and police officers provide crowd control.

## Confirmed Shark Sighted – General Response

For the purposes of described here, a shark sighting is considered confirmed if the shark is observed by a state or county official (e.g. lifeguard, police officer, etc.), or by someone known by state or county officials to be a reliable source of such information.

Officials at the scene of the sighting may make determination to advise water users in the area in accordance with procedures described under “Warning” Parts B through D above.

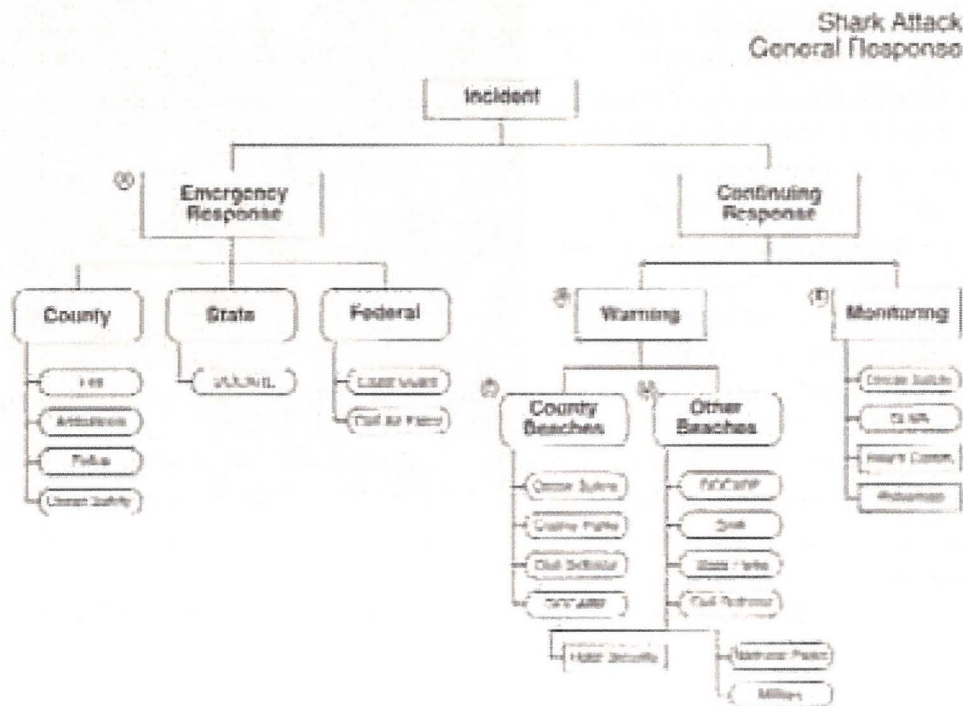
### Duration:

Warnings may continue for up to two hours after the last confirmed sighting, or until officials on scene mutually agree the shark is believed to have left the area. Depending on the seriousness of the incident, monitoring may continue for a longer duration as described above.

- Responses to confirmed shark sightings should be reported to Division of Aquatic Resources (see Shark Incident Reporting Protocol phone list), or to 58-SHARK (see below).

## Unconfirmed Shark Sighting – Reporting

For sightings of large (8 feet or more) sharks which exhibit aggressive behavior. Individuals reporting shark sightings to any agency should be advised to call DLNR/DAR 243-5294 (see list below).



# Emergency Situation Procedures - continued

## Maui County Shark Incident Reporting Protocol Phone List

Please note, for phone lists and protocol on neighboring islands, contact OS Headquarters.

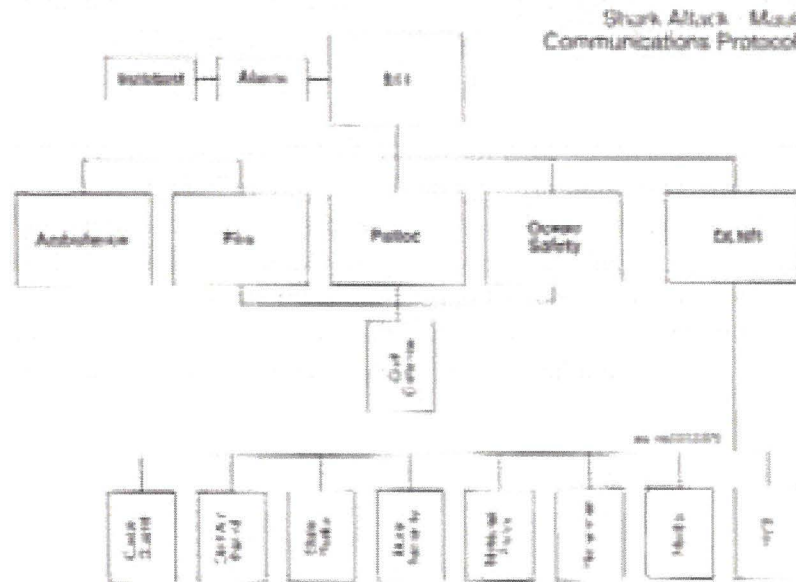
- Group 1: Police communications contacts one individual or agency, starting from top of list, whoever answers first in person.
 

DOCARE	984-8100		
Randy Awo	984-8114	877-6795 (H)	264-1127 (cell)
Dexter Tom	264-1517 (cell)	278-4879 (pager)	
Matt Yamamoto	264-1807 (cell)	872-7215 (pager)	
DLNR/Division of Aquatics Resources (DAR) – Office	243-5294		243-5833 (fax)
Russell Sparks	243-5832	572-5987 (H)	264-2053 (cell)
Skippy Hau	243-5834	244-3894 (H)	281-7091 (cell)
Molokai Incidents only: DLNR/Div. of Aquatics Resources (DAR) – Office			567-6696
Bill Puleloa		553-3778 (H)	
DLNR/Division of Aquatics Resources (DAR) – Honolulu Office			587-0100
Randy Honebrink	587-0111	947-4543 (H)	282-4530 (cell)
Dan Polhemus	587-0110		
Michael Fujimoto	587-0100	623-1965 (H)	571-3686 (pager)
DOCARE Honolulu	587-0077 – or dial 0 and ask for Enterprise 5469		
	(note: Enterprise will not work from a cell phone, land line only)		
C.O.M. Civil Defense	243-7285		
  
- Group 2: DOCARE and DAR Maui notify DAR Honolulu, which notifies the following:
 

DLNR Chairperson	587-0400	
DLNR PIO	587-0330	587-0320

If necessary:

US Coast Guard	244-5256	1-800-552-6458 (Oahu)
Civil Air Patrol	526-8804 (Pager – request George Texido)	





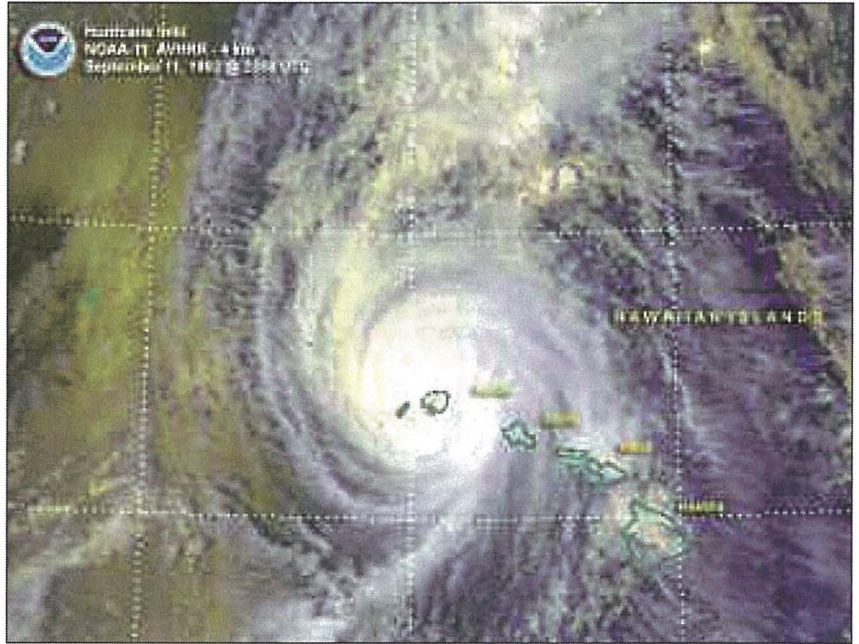
# Emergency Situation Procedures - continued

## Natural Disaster Protocol

### I. Hurricane or Tropical Storms

A hurricane or tropical storm watch means the threat of hurricane or tropical storm conditions exists for designated islands within 36 hours. When a Hurricane or Tropical Storm Watch is issued:

- Fuel and service family vehicles.
- Prepare to cover all windows and door openings with boards, shutters or other shielding materials.
- Check food and water supplies. Have clean, air-tight containers on hand to store at least two weeks of drinking water (14 gallons per person), and stock up on canned provisions. Keep a small cooler with frozen gel packs handy for packing refrigerated items.
- Check prescription medicines - obtain at least 10 days to 2 weeks supply.
- Stock up on extra batteries for radios, flashlights, and lanterns.
- Store and secure outdoor lawn furniture and other loose, lightweight objects, such as garbage cans and garden tools.
- Boats should be moored securely, or moved to a designated safe area well before the storm arrives.
- Check and replenish first-aid supplies.
- Have on hand an extra supply of cash.
- If requested to evacuate, be sure to take your survival kit when leaving for safety. Keep in mind that evacuation routes may become flooded or cut off, even before the full force of the hurricane or tropical storm strikes.



A hurricane or tropical storm warning means hurricane or tropical storm conditions are expected to occur for designated islands within 24 hours. When a Hurricane or Tropical Storm Warning is issued:

- All instructions for hurricane and tropical storm watch should have already been adhered to.
- Follow instructions issued by civil defense. Leave immediately if ordered to do so.
- Complete preparation activities, such as boarding up windows and storing loose objects.
- Evacuate areas that might be affected by storm surge flooding. If evacuating, leave early.
- Notify neighbors and a family member outside of the warned area of your evacuation plans.



## Emergency Situation Procedures - continued

### 2. Tsunami

A Regional Tsunami Warning/Watch is issued based on earthquake location and magnitude, generally exceeding 7.5 moment magnitude. The area within 3 hours tsunami travel-time of the epicenter will be placed in a Tsunami Warning status, with the area within a 3-6 hour travel-time zone placed in a Watch status. Tsunami ETA's will be disseminated for the tide stations within the Tsunami Warning and Watch areas. It must be emphasized that a Tsunami Warning/Watch is issued by PTWC (Pacific Tsunami Warning Center) based on earthquake information



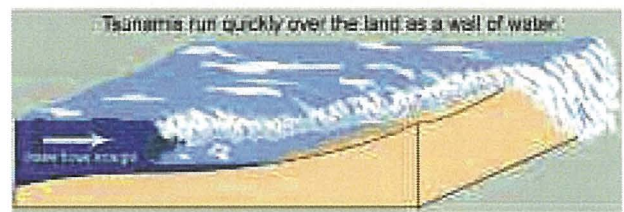
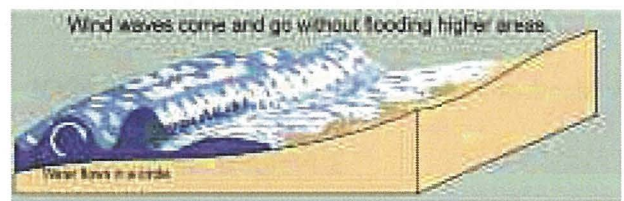
only, without confirmation of wave activity. The earliest warning for a local tsunami is the strong shaking of the ground, and persons near the shoreline that feel strong shaking should evacuate immediately without waiting for an official warning. If you see an unexpected rise or fall in the coastal water, a tsunami may be approaching. Do not wait.

- Always have precautionary measures in place, be sure to take your survival kit when leaving for safety.
- Evacuation for Tsunami is immediate to designated areas and or higher ground. Go to an area 50 feet above sea level, if possible. If you don't have time to travel to high ground, but are in a multi-story building, go to an upper level of the home or building. If you are on the beach and unable to get to high ground go inland as far as you can. Go on foot if necessary, particularly if an earthquake has caused damage to roads, power lines, and resulted in significant debris.
- Notify neighbors and a family member outside of the warned area of your evacuation plans.

*Tsunami evacuation maps can be found in the Verizon Telephone Book illustrating the primary evacuation routes.*

#### Remember:

- Never go to the coast to watch a tsunami. Tsunamis move faster than a person can run. If you are camping on or near the beach, you may have to abandon your campsite to go inland or to higher ground to save your life.
- Do not return to shore after the first wave. Wait for Emergency Management officials to give the "All Clear" before you return.
- Stay tuned to your radio, marine radio or NOAA Weather Radio during a disaster. Bulletins will be issued regularly through local Emergency Management officials and National Weather Service.



# Emergency Situation Procedures - continued

## Emergency Centers/Shelters – Appendix A (revised 7/18/97)

- During Evacuation situations, shelters will be opened as needed. Listen to your radio for details.
- Pets are NOT allowed at emergency shelters so please plan ahead for their safety
- Evacuation maps can be found in the Verizon Telephone Book illustrating the primary evacuation routes.
- Always have precautionary measures in place, be sure to take your survival kit when leaving for safety.

## Qualified State, County, and other structures for the County of Maui

### • Island of Maui

Haiku	1. Haiku School	105 Pauwela Road, Haiku
Hana	2. Hana School	4111 Wakiu, Hana Highway, Hana
Kahului	3. Kahului School	410 Hina Avenue, Kahului
	4. Lihikai School	355 South Papa Avenue, Kahului
	5. Maui Community College	310 Kaahumanu Avenue, Kahului
	6. Maui High School	660 Lono Avenue, Kahului
	7. Maui Waena School	795 Onehee Avenue, Kahului
Kihei	8. Kamalii Elementary School	180 Kealii Alanui, Kihei
	9. Kihei School	250 E. Lipoa Street, Kihei
	10. Lokelani School	250-A E. Lipoa Street, Kihei
Kula	11. Kula Elementary School	299 Kula Highway, Kula
Lahaina	12. Lahainaluna Intermediate School	871 Lahainaluna Road, Lahaina
	13. Lahainaluna High School	980 Lahainaluna Road, Lahaina
	14. Princess Nahienaena School	816 Niheu St., Lahaina
	15. Kalama School	120 Makani Road, Makawao
Makawao	16. Makawao School	3542 Baldwin Avenue, Makawao
	17. Paia School	955 Baldwin Avenue, Paia
Paia	18. King Kekaulike High School	121 Kula Highway, Pukalani
Pukalani	19. Pukalani Elementary School	2945 Iolani Street, Pukalani
Waihee	20. Waihee School	2125 Kahekili Highway, Waihee
Wailuku	21. Baldwin High School	1650 Kaahumanu Avenue, Wailuku
	22. Iao School	1910 Kaohu Street, Wailuku
	23. Wailuku Elementary School	355 High Street, Wailuku

- Island of Molokai
  1. Kilohana School HCOI
  2. Kualapuu School
  3. Molokai High School

Box 334, Kam V Highway, Ualapue  
 260 Farrington Highway, Kualapuu  
 2140 Farrington Highway, Kualapuu

- Island of Lanai
  1. Lanai School

555 Fraser Avenue



# Radio Communications & Codes

Ocean Safety Base and District Captains monitor all communication. Ocean Safety does not use the 10 series (but should still have the knowledge of them, see chart below). Instead, use CLEAR TEXT language is common terminology used in the Ocean Safety services every day language. The following replace the 10 series:

Do not use 10-4 - Use Acknowledge	Do not use 10-8 - Use Leaving scene
Do not use 10-5 - Use Your location please	Do not use 10-9 - Use Back in quarters
Do not use 10-6 - Use Please repeat	Do not use 10-16 - Use Cancel
Do not use 10-7 - Use On scene	

## Guidelines when talking on the 800 mghz Radio in any situation

- Be short, specific and clear. Know what you are going to say before you say it.
- Key the mic and wait for about a second before speaking.
- Use natural tone and language.
- Send critical message first: prioritize your message and say what needs to be done first.
- Keep message task oriented.
- Be sure you monitor and not cut in on other communication.
- Be sure that the receiving party is ready for your message before you send it.

## Emergency Radio Communication

When the Ocean rescue “TONE” comes in on utility switch to FD-1, await information from Central Dispatch. Once the Incident Command System is in place communications shall flow according to the IC module. LG units away from the scene should not speak to command. This should help eliminate unnecessary radio traffic.

*For Example:* When Dispatched say “Central Dispatch JS10 acknowledge Kite surfer in distress out side Waihe’e”. If you need to have central repeat, say “Central please repeat”. Central will confirm by saying “JS10 respond to a kite surfer in distress last seen 1 mile out in the Waihe’e area”. Once you are on the JS unit or vehicle and responding you repeat the call by saying “Central Dispatch LG9 -JS10 Responding to a kite surfer in distress last seen 1 mile out in the Waihe’e area JS10 will contact you when on scene”. Central Dispatch will again confirm. Once on scene give a size up to Central and establish Incident Command when required. Once Fire unit arrives they assume Incident Command and more than likely will be “Waihe’e Command”. As a reminder – only Central Dispatch can cancel Ocean Safety response.

## Non-Emergency Radio Communication

All non-emergency communication will be on the Utility Channel. Use to communicate when going out of service for Training, Lunch breaks, or for what ever reason it may be.

*For Example:* “Ocean Safety JS11 out of service, training” Ocean Safety Base will say “Acknowledge JS11 out of service training at 8:40”

It is important when JS units call in service to Ocean Safety Base the Dispatcher replies “JS6 in service 08:12 please contact Central Dispatch”. Reply “JS6 acknowledge switching over to FD1”

Keep the chatter to minimum. You do not have to ask central if medics were dispatched when responding, Central will dispatch all agencies, needed for each case. If you get on scene and you need an other agency inform central.

Remember always be polite and patient when communicating on the radio, especially with Central Dispatch.



## Radio Communications & Codes - continued

### 10-Codes

10-1	Return to station	10-11	Make Fast Call
10-2	Call by phone	10-12	Lavatory (Bathroom)
10-3	Meet Officer	10-13	Call Home
10-4	Confirm Call	10-14	Lunch Hour/Break
10-5	Your Location	10-15	Officer in Trouble
10-6	Repeat Message	10-16	Cancel Last Assignment
10-7	Arrival at Scene	10-17	Change Radio Channel (state new channel)
10-8	Back on the Road	10-18	Burglar Alarm Unable to Reset
10-9	Off Car (state reason)	10-19	Cover Vacant Beat
10-10	Ambulance on way or Needed		

### Radio Codes for Police Dept.

Code	Message	Code	Message
1	Traffic Accident	19	Harassment
2	Drug Violation	20	Forgery
3	Investigation	21	Disorderly Conduct
4	Homicide	22	Escape Prisoner
5	Rape	23	Trespass
6	Robbery	24	Terrorist Threatening
7	Burglary	25	Mentally Ill Person
8	Assault – 1st, 2nd, 3rd	26	Criminal Littering
9	Theft	27	Impersonating Officer
10	Theft of Vehicle	28	Gambling
11	Sex Offense	29	Riot
12	Indecent Exposure	30	Hit & Run Accident
13	Sodomy	31	DUI (Drugs & Liquor)
14	Runaway Juvenile	32	Unlicensed Driver
15	Public Nuisance	33	Burglar Alarm
16	Criminal Property Damage	34	Hold Up Alarm
17	Offensively Armed	35	Bomb Threat
18	Spouse Abuse		

### Phonetic Alphabet for Radio Communication

A – Alpha	G - Golf	N – November	U – Uniform
B – Bravo	H – Hotel	O – Oscar	V – Victor
C – Charlie	I – India	P – Papa	W – Whiskey
D – Delta	J – Juliet	Q – Quebec	X – X-Ray
E – Echo	K – Kilo	R – Romeo	Y – Yankee
F – Foxtrot	L – Lima	S – Sierra	Z – Zulu
	M – Mike	T – Tango	

