CAPE CANAVERAL

LIGHTHOUSE FOUNDATION

Processes and Procedures

February 9, 2022

Table of Contents

Introduction and Purpose 3
1.0 Current Function Assignments 3
2.0 Space Force Approvals for Operational Processes 3
3.0 Tour Placards 4
4.0 Facilities Management 4
5.0 Badging 4
6.0 Onboarding and Training Volunteers 5
7.0 Assigning Volunteers 5
8.0 Volunteer Hours Tracking 5
9.0 Managing the Website and Social Media 5
10.0 Station Access 6
11.0 Brick Engraving 6
12.0 Public Tours 6
13.0 Education Tours 8
14.0 Public Relations 8
15.0 Climbing the Lighthouse to Designated Floors 9
16.0 Managing Family Visits 9
17.0 Managing Large Event Days 10
18.0 Auction Tour Certificates 12
19.0 Brochure Updates and Printing 13
20.0 Emergency Preparedness and Response 13
Appendices 14
A. Badging Procedures 14
B. Brick Engraving Procedure 16
C. Volunteer Hours Tracking Procedures 17
D. Education Tour Process and Procedures 19
E. Special Tours Procedures 22
F. Sample Tours Report 26
G. Sample Volunteer Activity Report 28
H. Auction Tour Certificate Options and Procedures 29
I. New Volunteer Onboarding Procedures 31

J. Emergency Preparedness and Response Plan 33

Introduction and Purpose

This document contains the processes and procedures necessary to implement the work in support of the mission of the Cape Canaveral Lighthouse Foundation (CCLF). All elements are defined by staff and volunteers performing their cognizant functions. The Museum Director maintains the document and provides the latest version on the Volunteers Only website.

1.0 Current Function Assignments

- Brochure Manager = Cheryl Bennett
- Brick Program Coordinator = Ann Bolton
- Canaveral Tours = Shelley Parker
- CCLF Facility Manager = Steve Moore, officially designated for all CCLF buildings (minus the lighthouse and oil house which are managed by Tom Penders)
- CCLF POC to DET 1 = Becky Zingarelli (backup is Mary Anne Moore)
- CCLF President = Larry Ostarly
- Certified Top Docent Lead = Ron Ecker
- DET 1 POC = Shawn Walleck (backup is LTC Brian Shimek)
- Docent Badge POC = Mary Anne Moore
- Docent Coordinator = George Eustis
- Docent Educator = Ginny Blaetz
- Gift Shop and Other Volunteer Badge POC = Bev Merrilees
- Gift Shop and Other Volunteer Coordinator = Bev Merrilees
- Graphic Artist = Nancy Watts
- Keepers Cottage Volunteer Trainer = TBD (get from Bev)
- Maintenance Team = Steve Moore and Ric Garwood
- Media/Public Relations Chair = Norm Moody
- Membership Chair = Chris Ecker
- Museum Director = Becky Zingarelli
- Photographers = Cheryl Bennett, Nancy Garwood, Ciro Morales
- Shirts and Nametags POC = Bev Merrilees
- Social Media Manager = Ciro Morales
- Tours Chair = Mary Anne Moore
- Volunteer Hours Tracker = Mary Anne Moore (Dwight Greenberg for docents, Heather Winkopp for KC)
- Webmaster = Ray Valley
- Website Manager = Becky Zingarelli

2.0 Space Force Approvals for Operational Processes

All routine operational workflow and approvals between CCLF and DET 1 will go between CCLF POC for DET 1 and the DET 1 POC. This includes submission of all forms for special tours, education tours, and special events.

Escalated issues or problems will be resolved through the CCLF President or designated board member backup.

3.0 Tour Placards

CCLF receives a small allotment of tour placards each year from DET 1. Each is assigned to personnel requiring them regularly in the normal performance of their duties, with three going to the Tours Chair.

- CCLF volunteers are authorized to sign out a placard for individual tours if they wish to bring friends or family out. They will first request a CCLF placard from the Tours Chair.
- Foreign nationals will be allowed on individual placard tours but must carry their passports at all times.
- CCLF volunteers with placards will ensure no visitors (foreign nationals or otherwise) will be given access to restricted areas.
- CCLF volunteers are authorized to go directly to DET 1 to request launch viewing placards, since CCLF does not maintain any.

4.0 Facilities Management

CCLF owns the Head Lighthouse Keeper's Cottage and the public restrooms. The Maintenance Team is responsible for ensuring their upkeep. All issues and questions should be directed to them via the Maintenance Request form available on the Volunteers Only webpage. Status of maintenance requests are available on the Shared Drive.

The Space Force is responsible for the upkeep of the lighthouse and the oil house. As historic cultural resources. The CCLF Facility Manager will interface, as needed. CCLF is not allowed to attach anything to the structure of either building, inside or out, without permission. The Coast Guard is responsible for the light.

5.0 Badging

The person(s) functioning as the Volunteer Badge POC and the Docent Badge POC have been legally authorized by SLD 45 and are the only individuals allowed to perform this function. When badging responsibilities are transitioned to new volunteers, SLD 45 must approve.

Badging of new docents is done by the Docent Badge POC. Badging of all other volunteers is done by the Volunteer Badge POC. Each gathers the required information from the volunteer and submits it directly to SLD 45 Security. The volunteer has 20 days to pick up the badge from the time they are notified when the badge will be ready. New docents and volunteers receive badges good for three months. At the end of this trial period, if there is agreement to continue, their badge will be renewed for one year. Badges are rescinded when

docents or volunteers leave, are no longer a good fit, or when docents fail to work the required hours per year.

See Appendix Badging Procedures for details.

6.0 Onboarding and Training Volunteers

New volunteers first complete the form on the website. If a prospective volunteer contacts another volunteer personally, they should be requested to fill out the form as the first step in the process. The form is then automatically sent to the Docent Educator and the Volunteer Coordinator to determine the best fit. One of these people reaches out to the volunteer for an initial discussion, based on their areas of interest.

New volunteers are interviewed to verify a fit, then given any necessary training, and badged, if needed. New volunteers with an interest in both the Keeper's Closet and being a docent are encouraged to cross-train. Escorts are trained in escort procedures and provided Space Force required Foreign Visitor training.

See Appendix New Volunteer Onboarding Procedures for details.

7.0 Assigning Volunteers

Docents work with the Docent Scheduler to receive their assignments. They volunteer on a regular basis, and/or fill in as needed. The Docent Scheduler maintains a schedule of docents for each tour shift needed for at least a month in the future. A weekly email is sent to all docents with the upcoming schedule and assignments, along with notes from the Museum Director.

The Volunteer Coordinator schedules the Keeper's Closet in a similar way.

The Certified Top Docent Lead schedules CTDs for climbs to the top.

8.0 Volunteer Hours Tracking

Tracking volunteer hours is a major benefit to CCLF. It is often required for grants, allows tailored volunteer recognition and retention and can be a good volunteer motivator. Volunteers in the Keeper's Closet and Docents sign in and out for their shifts each time they are onsite. Extra hours are captured separately, as are volunteer hours worked by other types of volunteers.

See Appendix Volunteer Hours Tracking Procedures for details.

9.0 Managing the Website and Social Media

The website contains information about the Foundation and the lighthouse for the general public. Included is information about tours, the history of the lighthouse and light station,

how to get involved and how to support the Foundation. Also provided is a virtual phone number provided for free to the Foundation by Ninja Number. When called, the number is forwarded to the Museum Director who either answers at the time or responds to voice mail.

There is also a Members Only page accessible only to those who are paid up members. The information includes Foundation-specific documents of interest, board meeting minutes plus news and events. The Membership Chair is responsible for providing the content updates to the Website Content Manager, along with changes in membership to add or remove member access.

The website also has a Volunteers Only webpage accessible only by active volunteers. This page contains information and documentation specific to each of the volunteer areas (Docents, Keeper's Closet volunteers, Education volunteers), tour shift assignments for Docents and Keeper's Closet volunteers, the upcoming tour schedule, news and events. Each functional area is responsible for providing information updates to the Website Content Manager. Docent Assignments and news items are updated weekly, Keeper's Closet volunteer assignments are updated a few times a month, and the tour schedule is updated, as needed. The Docent Educator and the Volunteer Coordinator notify the Website Content Manager with any volunteers to add or remove.

The Webmaster resolves website issues, uploads event photos provided by the Photographers, uploads the Beacon newsletter, and updates the President's Message from the Beacon. The Webmaster also manages the email addresses for @canaverallight.org.

The Social Media Manager maintains the Facebook and other social media platforms. The Photographers provide event photos and the Museum Director provides photos and stories about the lighthouse.

10.0 Station Access

Badged CCLF volunteers are supposed to limit themselves to driving just to the lighthouse and back, or other stops, only if required by their job.

11.0 Brick Engraving

The brick purchase and engraving process is managed by the Brick Program Coordinator. A book noting the location of each engraved brick is located in the filing cabinet in the lighthouse.

See Appendix Brick Engraving Procedure for details.

12.0 Public Tours

The Tours Committee is responsible for the processes and procedures for all public special tours and home school tours, and for coordination and oversight of public tours through our commercial tour partners. In addition, they provide tour logistics and support for education

tours. All tours are tracked on the tours master spreadsheet on the shared Google Drive. Included on the spreadsheet are entries for resources needed and approvals received.

Special Tours

Requests are received from the website via the form or an email inquiry. Requests also come directly to the tours email, via the Ninja phone number, or from CCLF volunteers. The Tours Committee also solicits tours. With few exceptions, tours will be scheduled to occur adjacent to other tours, to minimize additional docents needed. The Tours Committee interfaces with the requester to finalize the schedule, obtain and submit required security information, ensure escorts are assigned, provide placards, and oversee the tour.

DET 1 works with a 90-day window for formally approving tours, due to their launch scheduling. Any tours requested beyond that window can be assumed to be tentatively approved. Formal approval of those tours farther out will only be on a limited basis.

Tours of one carload will be treated as individual placard tours, requiring no paperwork. This applies regardless of the purpose of the tour, including redemption of auction certificates for visits or climbs to the top of the lighthouse.

See Appendix Tours Set Up Process for details.

Canaveral Tours Partner – small van tours

Canaveral Tours is the commercial tour provider for weekly multiple small van tours, with a maximum of 10 visitors each. Standard tours are conducted on Tuesday, Thursday and Saturday mornings. As needed, tours may be added in the afternoon on any of these days. Additional tours may also be added during the CCLF weekly Open House on Wednesdays from 10:00 to 1:00.

Additional private tours may also be requested at different times, but only under unusual circumstances. DET 1 has pre-approved all standard tours. Tours outside the approved times, will be submitted by Canaveral Tours for approval by DET 1.

Standard tours include approximately 60 minutes at the lighthouse, but also spend several more hours visiting other locations on the Station. Periodically, a Lighthouse and Hangar C only tour is scheduled, usually on Wednesdays during CCLF Open House. During these tours, Canaveral Tours delivers up to three van loads of visitors to the lighthouse, including Hangar C, and taking them back again, without visiting other locations.

Canaveral Tours will be allowed to provide large bus tours if they provide the bus, but they are not allowed to provide tours on other buses.

Canaveral Towers maintains their entries in the tours master spreadsheet on the shared drive.

Delaware North Partner – Rise to Space large bus tours

Delaware North is the commercial tour provider for weekly Rise to Space large bus tours. These tours have not yet resumed post-pandemic, but prior they had one tour each Tuesday that brought up to 50 visitors to the lighthouse and Hangar C.

DET 1 POC is the primary interface for CCLF to Delaware North for the Rise to Space Tours.

Education Tours

The Tour Committee assists the Education Committee for Education tour logistics, including placards and security information.

See Appendix Education Tours Process and Procedures for details.

Home School Tours

Home school tour procedures are a hybrid between Special Tours and Education Tours. To qualify as a home school tour, there must be a minimum of 10 students involved to justify the expenditure of CCLF resources. They will be scheduled and logistically managed like a special tour. However, they will be provided the educational material given to formal Education Tours. Home School requests are handled by the Tours Committee and not the Education Committee.

The Tours Committee provides a monthly report on tour statistics to the Board of Directors. This report tracks the number of visitors to the lighthouse from all sources, including tours, special events and individual volunteer/board member tours.

See Appendix Sample Tours Report

The Tours Committee also provides a monthly report on volunteer hours to the Board of Directors. Volunteer hours by month as well as volunteer participation overall are displayed on this report

See Appendix Sample Volunteer Hours Report

13.0 Education Tours

Educational tours require significant coordination across multiple CCLF functions. The Education Committee takes the lead, coordinates all preparations, and communicates with the requesting school group.

See Appendix Education Tours Process and Procedures for details.

14.0 Public Relations

CCLF may handle all public relations onsite and off, provided no operational details of CCSFS are discussed. SLD 45 Public Affairs and the DET 1 POC will be notified as a

courtesy. If there is any question about what will be covered, SLD 45 Public Affairs must be consulted, and the DET 1 POC notified.

15.0 Climbing the Lighthouse to Designated Floors

How high a visitor can climb in the lighthouse will be dictated by the below guidelines. Docents are required to abide by these guidelines unless exceptions are preapproved. When Hangar C is open and a large tour is not constrained by time as part of another tour (meaning they likely caravanned out and have at least 90 minutes at the Light Station), this group may be accommodated up to the 5th floor.

1. 3rd floor
    a. Large events
    b. Large (30+) tours with limited time (less than 90 minutes) and/or Hangar C closed
    c. Formal education tours with students (regardless of number of students)
2. 5th floor
    a. 1-20 people
    b. 20-75 people with Hangar C open and no time constraints (at least 90 minutes). Allow 10 in each group and limit discussion - mostly self-guided.
    c. Home school tours with Hangar C open or less than 20 people
3. Top
    a. Special request, 1-5 people (pre-approved, qualified docents assigned) - please read CCLF Guidelines on Climbing the Lighthouse for further details and procedures
    b. Coast Guard Aids to Navigation Team from Ponce Inlet (no escort required)

16.0 Managing Family Visits

Most families who visit the lighthouse, including home school and other small groups with children, do so in a respectful and controlled manner. However, sometimes docents are challenged by the behavior of some children and adults and then find it difficult to maintain safety and an enjoyable experience.

The following guidelines will assist you in managing those occasional situations when they arise. You may reference these rules if you have push-back from any of the visitors.

Your primary job at all times is safety. You cannot sacrifice your focus on that in order to deal with an unproperly supervised child, nor can you appropriately interact with other visitors and impart information when distracted by these children. Furthermore, CCLF insurance does not include the liability of children being entrusted to your care, even for a short period. Please adhere to the following guidelines for everyone's safety and enjoyment.

1. Every child under the age of 18 must be directly supervised by an adult at all times. This includes anywhere on the light station grounds, in the museum or in the lighthouse. Older siblings are allowed to supervise their younger siblings, only if over the age of 18.
2. When you have a group with children, during the introduction, remind the adults of their responsibilities to closely supervise the children at all times, especially inside the lighthouse. This is an historic structure that is not built to modern safety codes.
3. If the party has children too small to climb the lighthouse, then one adult in the party must remain below with the smaller children. They cannot be carried. They cannot be left in the care of a docent. Explain that the adult who remains below will have the opportunity to climb when the other adult returns.
4. Conversely, if there is only one adult, they are not allowed to stay below with the smaller children while the older children climb unsupervised. If there is no other adult in the visiting party who is willing to step in, then nobody in the party will be allowed to climb.
5. Children under 48" are not allowed to climb the inside stairs and **under no circumstances** are they allowed to climb the outside stairs more than the first 2 steps, and then, only with a parent. The vertical railings are much too far apart to keep them from easily falling through to the bricks below with just a single misstep. If they want to be part of a photo op, then the others in their party must descend toward the bottom of the stairs rather than allow the small children up the stairs.
6. If you have a tour where the children are misbehaving and doing things they shouldn't, tell the parents immediately that they need to keep a close eye on their children for their safety and the enjoyment of all other visitors. Docents shouldn't have to tell the children directly what not to do, the parents need to do that, whenever possible, unless it's an immediate safety issue or imminent property damage will occur.

17.0 Managing Large Event Days

CCLF may handle all public relations onsite and off, provided no operational details of

1. Before the event:
    a. Make sure we have the organizer publicize to participants the rules for climbing the lighthouse, including shoes, no children under 4', no carrying infants or children or animals, and only going to 3rd floor.
    b. Scheduling of docents:
        i. Schedule docents for no more than 3-hour shifts. Try to have one extra person floating so they can give other docents breaks.
        ii. Assign docents ahead of time to either the museum (4) or lighthouse (6)

iii. The 4 museum positions are: 1) gatekeeper by the outside steps, 2) greeter by the inside stairs, 3) left gallery, 4) right gallery.

iv. The 6-7 lighthouse positions are: 1) gatekeeper outside, 2) 1st level, 3) 2nd level, 4) 3rd level by the stairs to prevent climbing to the 4th level, 5) 3rd level to show people the exit and, 6) work outside offering to take selfies for people on their phones.

c. Prepare activity for small children and schedule other volunteers to cover. They don't have to be docents.

2. Day of the event:

   a. Put a barrier to prevent people climbing above the 3rd floor.

   b. Put a large trash bin by the oil house and one by the museum steps.

   c. Optionally may set up a lighthouse related activity near the lighthouse for children too small to climb.

3. Museum:

   a. Control the number of people in the museum at one time (~30 max) to provide a good experience for everyone and comply with safety concerns. Focus on keeping the flow going.

      i. Station the gatekeeper at the bottom of the steps leading in.

      ii. Have people line up below or on the steps on the right side, facing up.

      iii. Let people in until there are about 25 plus about 6 docents and store volunteers.

      iv. Stop people from going in until someone comes out, then let about the same number of people in and tell them to go to the left.

      v. Make sure no food or drink allowed in, except closed bottles of water, not held in hands.

   b. Station one docent in front of the stairs to welcome people in and send them to the left and thank people who are leaving.

   c. Station one docent in each room to answer questions and show people how to do the interactive items.

4. Lighthouse:

   a. Control the number of people in the lighthouse at one time. Focus on keeping the flow going.

      i. Station the gatekeeper on the steps leading in.

ii. When the 1st level is empty, allow 10 people in (but keep families together). The docent on each level will then allow that group to go to the next level as each succeeding group moves up.

iii. Limit the time each group stays on any one level.

iv. The gatekeeper will use a clicker to count the number of people allowed in during the event. They will then provide that number to the Tours Chair.

v. Ensure proper footwear, no children under 4 feet, no carried infants/children/animals.

vi. Make sure no food or drink allowed in, except closed bottles of water.

vii. Recommend no climbing the lighthouse with anything in their hands.

18.0 Auction Tour Certificates

The Foundation creates certificates to visit the lighthouse that can be auctioned off as fundraisers for the Foundation or provided, upon request, to other nonprofits for their fundraisers. The certificates must be used to raise funds and not as gifts unless the nonprofit makes a $100+ donation to CCLF for a tour to be used as a gift.

CCLF leadership, in concert with the Tours Chair, Docent Scheduler and Docent Educator, maintains a list of available options to be offered on an auction tour certificate. The list also denotes which options may not be offered outside of CCLF. *Note: while tours of more than 10 people may also have Hangar C and LC-26 as options, those are not under CCLF control and cannot be promised at the time of the auction. They may be offered (pending Jamie Draper's approval), if appropriate, at the time of booking.*

For every CCLF event, or outside request, The CCLF POC / requester works with the Tours Chair and determines the desired option(s) for that certificate. More than one option may be offered. If multiple options are provided on the certificate, the winner is allowed to choose only one option. An expiration date will be added to each certificate, along with redemption instructions.

The CCLF President approves the issuance of the certificate, including whether the requesting nonprofit is appropriate to receive a certificate and whether more than one certificate will be provided (if requested). Any exceptions to the options to be provided must be approved by the President, in consultation with the Tours Chair, Docent Scheduler and Docent Educator.

The Tours Chair issues the certificate and tracks them through redemption and tour completion.

See Appendix Auction Tour Certificate Options and Procedures.

19.0 Brochure Updates and Printing

The CCLF brochure is used for advertising and information sharing in many different ways. They are available inside the museum and the lighthouse. They are shared with other Museums of Brevard members who display them at their museums. They are provided to visitors at community meetings and outreach events. They are given to people interested in becoming members or ordering bricks. With such a broad reach, it is important to keep the information current and to have plenty available for use.

The Brochure Manager is responsible for periodic review of the brochure to ensure currency and is the POC for any suggested changes. If changes are needed, they will coordinate with the Media / Public Relations Chair and the President to determine the appropriate changes needed and the number of copies to make. Approved changes will be given to the Graphic Artist to implement and submit for printing the requested copies.

The Brochure Manager will also periodically inventory the available brochures and reorder from the printer, as needed.

20.0 Emergency Preparedness and Response

An emergency is an unplanned and unpredictable event that interrupts normal operations. It introduces a threat to life, health or property, and requires immediate response and administrative decision-making. An emergency can be of a major (hurricane) or minor (leaking pipe) scale; as well as general (affecting the whole light station / community / nation) or localized (affecting one room).

CCLF personnel will follow the procedures contained in the Emergency Preparedness and Response Plan and coordinate with SLD 45, as needed. All actions taken relative to the safety and repair of the building itself will be coordinated with SLD 45 to determine responsibility, both financial and physical.

See Appendix Emergency Preparedness and Response Plan for details.

Appendices

A. Badging Procedures

Volunteer Initial Badge Procedure

Once a potential volunteer is interviewed by the Volunteer Coordinator (also Volunteer Badge POC) and determined to be suitable to volunteer at the Keeper's Closet, escort or other CCLF Volunteer job, other than Docent, the individual is sent a link to a secure form where they can submit their information for badging. When this is completed the Volunteer Coordinator will go to the secure location to get the data. The badging form is filled out for a three-month badge and taken to the Space Force Badge and Control Office. An email is then sent to the volunteer to tell them when their badge is ready. The volunteer will let the Volunteer Badge POC know when the badge is picked up.

Volunteer Badge Renewal Procedure

The goal of this procedure is to ensure the smooth and timely renewal of badges while ensuring badges are not renewed for those who no longer volunteer or whose performance is unsatisfactory. Prior to the expiration date of the badge, the Volunteer Coordinator will determine if the volunteer's performance is satisfactory and warrants renewal of the badge. Following the initial 3-month period, badges are renewed annually, if performance and expectations are still being met. While unacceptable volunteer performance should be addressed when it occurs, and their badge revoked, this procedure provides an explicit opportunity to evaluate volunteer performance prior to requesting the Space Force renew their badge. The Volunteer Badge POC is responsible for advising the volunteer that their badge will be revoked or not renewed as appropriate. If the badge is to be revoked, a request to the Space Force Badge and Control Office will be submitted immediately.

When the volunteer's badge is due for renewal, the Volunteer Coordinator will submit a request for renewal to the Space Force Badge and Control Office. An email is then sent to the volunteer to tell them when their badge is ready. The volunteer will let the Volunteer Badge POC know when the badge is picked up.

Docent Initial Badge Procedure

Once a volunteer has been determined trained as a docent, the Docent Educator will send an email to the Docent Badging POC that the person needs a three-month badge. The new docent is sent a link to a secure form where they can submit their information for badging. When this is completed the Docent Badging POC will receive and email and goes to a secure location to get the data. The badging form is filled out and taken to the Space Force Badge and Control Office. An email is also sent to the new docent, and copied to the Docent Educator, when the volunteer can pick up their badge.

Docent Badge Renewal Procedure

Last updated November 11, 2021

The goal of this procedure is to ensure the smooth renewal of docent badges while ensuring badges are not renewed for docents who no longer volunteer, through their own choice or the option of CCLF. When docents first volunteer, they are issued a 3-month badge. At the end of that time, or at any time prior, they can withdraw or the Docent Educator or the Docent Coordinator may decide it would be better to let them go due to performance, lack of engagement, or other issues. Following the initial 3-month period, badges are renewed annually, if performance and expectations are still being met. While unacceptable docent performance should be addressed when it occurs anytime during the year, and their badge revoked, if needed, this procedure provides an explicit opportunity to evaluate docent performance prior to requesting the Space Force renew their badge. This procedure applies only to docents and only to those who have had their badges submitted by the Docent Badge POC. For those who historically have been badged by other CCLF points of contact, they will be transitioned to badging through the Docent Badge POC, as they reach out to have their badges renewed.

1. The Docent Badge POC will contact any volunteer that has not worked the 40 hour minimum for the last year to determine if they are going to continue and if there are extenuating circumstances why they are not working the number of hours. If they volunteer says they no longer want to volunteer, their badge is terminated. If they say that they will be back at a later date, their badge is listed as expired and can be renewed when they return. If they have extenuating circumstances, they will be passed on to the Docent Educator and Docent Coordinator as explained below.
2. Each month, the Docent Badge POC will send out an email to the Docent Educator and the Docent Coordinator with a chronologically sorted list of docents coming up for renewal, along with the hours they have worked over the year.
3. The Docent Educator and the Docent Coordinator will reference the docent hours worked for each near-term renewal, along with known performance. If they agree badges should not be renewed because they haven't been working much, have moved away, or are a problem, then:
    a. They will notify the docent to confirm their badge will not be renewed.
    b. They will notify the Docent Badge POC not to submit their paperwork, at least 2 weeks before their renewal date.
4. Outside of this monthly processing, if a docent moves or is a problem and is dismissed, the Docent Educator or Docent Coordinator will coordinate with the docent in question then notify the Docent Badge POC to submit a request to the Space Force to have their badge revoked immediately.

B. Brick Engraving Procedure

Last updated: April 5, 2021

This procedure covers brick purchases from customer orders to installation.

Bricks can be purchased at the Keeper's Closet, on-line, at an Outreach activity, the form in the Canaveral Beacon, or by using the form in the brochure. When a brick is purchased the brick order form is sent to the Brick Project Lead, who reviews the form and contacts the purchaser to resolve any questions.

The Brick Project Lead will submit a monthly report to the Cape Canaveral Lighthouse Foundation (CCLF) President listing how many bricks have been sold and how many are waiting to be engraved. Based upon the number of bricks being held for engraving the CCLF Board will determine one of the following: 1) hold until there are at least 10 bricks to be engraved on site, 2) pay the additional cost to have the engraver engrave fewer than 10 bricks on site, 3) have the bricks delivered to the engraver's shop for engraving there, and upon completion have the bricks delivered to the lighthouse for installation by selected CCLF volunteers.

When the engraver receives an order for engraving, a proof file will be sent back to the Brick Lead, who will then send the proof file to the purchaser allowing 1 week to report any errors or inaccuracies. Following that, the Brick Lead will schedule the engraver to engrave the bricks on site or in the shop.

When the bricks are being engraved on site or installed by volunteers the Brick Lead will identify any special request locations for the bricks or choose a random section for installation. The random section will be moved around the lighthouse for even distribution. After installation, the Lead will schedule the CCLF photographer to photograph the brick and deliver to Ken Arbuckle for processing and mailing.

NOTE: Currently, the bricks are being engraved by Chad Stout at C SPRAY Glass Blasting, Inc., 201 Dover St. Satellite Beach, Florida 32937; phone number 321 795-6630; email csprayglass@cs.com.

C. Volunteer Hours Tracking Procedures

Last updated: December 20, 2020

Purpose:

Tracking all volunteer hours can help an organization in several different ways:

1. Grants - many require showing the maturity and ability to execute the organization's mission through the level of engagement of its volunteers. Some grants also specifically ask for the number of hours donated by board members as a way to measure how engaged the board is in managing the organization. A primary way to objectively measure this is through hours donated both individually, on average, and aggregated in specific areas and in total.
2. Volunteer Recognition and Retention – tracking individual hours provides an objective measure of an individual's contribution to the organization that is not tied to personality or preferential treatment and is recognized by everyone as valid. Recognition of an individual's effort is key to retaining them and improving their performance.
3. Volunteer Motivation – a small reward system based on hours can motivate a volunteer to offer more time and feel a more valued part of the organization, all based on an objective measure.

Participants:

The people currently assigned to key roles are:

- Volunteer Hours Tracker = Mary Anne Moore
- Docent Hours Tracker = Dwight Greenberg
- KC Hours Tracker = Heather Winkopp

Note: The titles are roles that can be assigned to any number of other people. They're not an inherent responsibility of any other role. They may also be combined, e.g., the Docent Hours Tracker and the KC Hours Tracker may be the same person.

Overview:

It is the responsibility of each volunteer to report their hours accurately, in the method prescribed for their activity. Docent hours will be captured when they work and reported by the Docent Hours Tracker. Keeper's Closet volunteer hours will be captured when they work and reported by the KC Hours Tracker. All other hours will be captured by the volunteer, preferably on the approved form, and reported monthly.

Volunteers who serve as docents and/or KC volunteers AND also volunteer for other activities will report their hours as docents/KC volunteers on those forms and will submit a monthly form that captures only those other hours not spent as docents and/or KC volunteers.

The Volunteer Hours Tracker will receive the monthly reports from the Docent Hours Tracker, the KC Hours Tracker, and all other volunteers. They will increment total hours to date for each individual and aggregate across types and total.

The procedures should be as easy as possible on everyone while still allowing the organization to correctly capture the information required.

Docents

1. Docent - Reporting

    a. Sign in and out on sheets in lighthouse.
    b. Or email hours to Docent Hours Tracker.
2. Docent Hours Tracker - Data Gathering
    a. Pick up docent sheets from lighthouse.
    b. Accumulate hours from emails from docents, by docent.
    c. On a monthly basis, tally and send hours each docent has worked to Volunteer Hours Tracker.

KC Volunteers

1. KC Volunteer - Reporting
    a. Sign in and out on sheets at gift shop.
    b. Or email hours to KC Hours Tracker.
2. KC Hours Tracker - Data Gathering
    a. Pick up KC Volunteer sheets from gift shop.
    b. Accumulate hours from emails from KC Volunteers, by Volunteer.
    c. On a monthly basis, tally and send hours each KC Volunteer has worked to Volunteer Hours Tracker.

Other Volunteers, including Board Members

1. Individual Volunteer - Reporting
    a. Each volunteer tracks every hour spent on CCLF activities (not counting docent or KC hours spent).
    b. Send the report monthly to the Volunteer Hours Tracker.
2. Major Event Volunteers
    a. Event Coordinator brings blank volunteer forms to events and a blank event sign-in sheet.
    b. Volunteers can sign in on the event sheet or report on their monthly sheet, but not both.
    c. Event Coordinator sends a copy of the event volunteer sign-in sheet to the Volunteer Hours Tracker following the event.

Volunteer Hours Tracker

1. Accept and archive all Docent hours from Docent Hours Tracker reports, all KC Volunteer hours from KC Hours Tracker reports and all Event hours from Event Coordinators.
2. Send a monthly reminder to all volunteers and accept and archive all Other Volunteer hours from monthly forms and emails.
3. Record and tally totals by volunteer.
4. Tally and report to the board monthly and annual totals by group, including docents, KC volunteers, board members, others.
5. Provide individual volunteer hours, when requested.

D. Education Tour Process and Procedures

Last updated: November 6, 2021

Purpose:

Educational tours require significant coordination across multiple CCLF functions. The Education Committee takes the lead, reaches out to schools, coordinates all preparations, and communicates with the requesting school group.

Participants:

The people currently assigned to key roles are:

- Education Committee = Lisa Wilson, Kate Chase, Patricia Lautner
- Tours Committee Chair = Mary Anne Moore
- Curriculum Developers = Barbara Moser (Historian) Ginny Blaetz (Docent Educator)
- Docent Scheduler = George Eustis
- Museum Director = Becky Zingarelli
- Det 1 POC = Shawn Walleck
- Museum Director, AF Space and Missile Museum (AFSMM) = Jamie Draper

Overview:

Lighthouse Education tours are for public schools and private schools. Home schools (more than 10 students) are provided the educational material but are treated as a normal tour when on station. The curriculum is currently aimed at 4th graders, but much is applicable across all grades. Students are bused in or they caravan in. They receive educational information about the lighthouse ahead of the tour. The tour onsite is broken into 6 lighthouse stations and 2 Hangar C stations where different topics are discussed using talking points developed by the Curriculum Developers. The group has the option of eating lunch at the lighthouse picnic tables or, if available, at the AF Space and Missile Museum (AFSMM) picnic tables. The Keeper's Closet gift shop will not be open for any Education Tours. The gift shop will be open for home school tours, unless requested otherwise. For very large tours, the overall group may be split in two, with one group going initially to the lighthouse and one to LC-26, then switching.

Scheduling of Education Tours will try to be done on available Tuesdays, Wednesdays or Thursdays, arriving at the lighthouse around 10:00, so as not to interfere with standing tours but leverage docents already onsite.

Pre-Tour

3. Reach out to attract educational tours. (Education Committee)
4. Process tour requests
    a. Education Committee
        i. Receive official tour request through the website. *Note: if requests are made by other methods, request they go to the website to fill out the form to start the process, or complete the form for them.*
        ii. Contact the requestor to obtain all needed information (including day of tour, contact information, and vehicles to be used), ensure the ground rules are understood (including height requirements for climbing the lighthouse and footwear), determine which venues will be visited, if lunch will be involved, and resolve any issues.

iii. Check the master tour schedule to determine preliminary availability of requested time, including at least 3 weeks lead time. Work with requestor to identify an alternative if there is a conflict.
iv. Provide tour request information to the Tours Chair, including number and type of vehicles to be involved.

b. Tours Chair
i. Complete and submit the formal tour request form through the standard tours approval process. This process includes submission to DET 1 for approval (via the Museum Director), entry of the tour into the master tours spreadsheet, and notification of the upcoming tour to the Foundation President, the Docent Scheduler, the Docent Educator, as well as to the AFSMM Director to schedule their resources. The form should be submitted as soon as the tour date, time and venues have solidified. If the tour date is changed after the form has been submitted, this form is not amended and resubmitted. For a tour with a change in date one needs to notify the contacts listed in Doc 7 – License Information Contacts.

5. Prepare for the tour
a. Docent Educator and Docent Scheduler
i. Determine the number of groups the students will be broken into, based on the total numbers of students, as well as the number of chaperones needed from the school (each group needs a chaperone). Notify the Education Committee.
ii. Determine the number of docents needed based on the number of groups and factoring combining stations (or not). Schedule qualified docents to staff the stations. Designate one experienced docent to lead and provide support to the other docents and resolve issues, if they arise.

b. Education Committee
i. Notify the tour requestor to be prepared to break the students into the number of groups needed and to provide the number of chaperones needed.
ii. Forward all pre-visit educational documentation to the tour requestor, who distributes it to all teachers involved. This documentation includes a presentation for the teachers to give to the students, tour guidelines, pre/post tour activities for the students, and any information requested to be distributed by AFSMM.
iii. Schedule qualified Tour Guides and Navigators.
iv. Prepare the gifts to be given to the students.
v. Obtain the names and drivers license information (number and state) of all adults participating. Provide this information to the Tours Committee Chair at least 7 days prior to the tour date.

c. Tours Chair
i. Allocate the required number of official placards and make the required number of dashboard placards.

ii. Submit the Education Committee-provided drivers license information to Space Force Security **no later than 7 days** prior to the tour date, along with the dashboard placard design.

Tour Day

3. Education Committee
    a. Obtain official and dashboard placards from Tours Chair.
    b. Meet the Tour Guides, Navigators and school buses / caravan at the Sands parking lot. Distribute the placards and provide direction to all on how the tour will proceed. Designate one of the Tour Guides or Navigators to be the Timekeeper.
    c. If caravanning, escorts with placards will be assigned to the front and back of the caravan. A maximum of 20 cars are allowed in the caravan. If there are more than 10 cars, an additional escort with a placard must drive in the middle of the caravan. Each visitor in the vehicle will also display the tour-specific placard provided by the Tours Chair.
    d. At the lighthouse and LC 26, maintain communications with the Lead Docent and coordinate with the AFSMM docents to ensure they understand the flow and timing of the stations by the Timekeeper. Stand by to resolve issues.
    e. The designated Timekeeper signals the orderly and timely transition between stations to ensure the tour remains on schedule.
    f. Give the student gifts to the teacher(s) for later distribution.
    g. The emergency phone inside the gift shop can receive incoming calls, so can be used to coordinate arrival time delays. **321-853-7698**
4. Docents
    a. The Lead Docent will ensure all docents are in position, know their roles, understand the flow of one station to the next, and have prepared the lighthouse, museum, and restrooms for the tour.
    b. The Docents conduct the tour and rotate stations, when directed by the Timekeeper.

Post-Tour

3. The Education Committee solicits feedback from the school group and coordinates with other CCLF participants to improve the process, as needed.

E. Special Tours Procedures

Requests are received from various sources but the subsequent steps are the same. The templates and checklists noted below can be found in the Tours folder on the shared drive, under the names noted.

Step 1:

Once notified a tour has been requested, fill out the Step 1 - Tour Checklist with the information you have.

Step 2:

Email the contact to determine the details of the tour. Use Step 2 – Initial Email to Requestor as a guide. Include with the email: Tour Description (Doc 1), Directions to Sands History Center (Doc 2), Things to Know Before you Go (Doc 3), What they will see on the way to the lighthouse (Doc 4) and our Brochure (Doc 5). Limit the caravans to 20 cars.
Note: Doc 1a is when they will not be given the option to tour LC-26. If this is a Home School Tour, then send them the Home School Materials, also.

Step 3:

Enter the tour on the Tours Spreadsheet on the Google Drive.

Step 4:

Notify thePresident, Museum Director, Docent Coordinator, Volunteer Coordinator (in charge of gift shop and escorts) and the Docent Educator, that a tour is taking place. There is a Step 4 – Use the Checklist for Email to Board as a guide.

Step 5:

Fill out the Step 5 – Cape Canaveral SFS Tour-Event Request Form (no number) and send to the Museum Director to submit to the Space Force for approval and update the Tours Spreadsheet. If the date of the tour is changed after the form is submitted, this form is not resubmitted. Instead, the persons identified in Doc 7 – License Information Contacts are notified.

Step 6:

At least five business days prior to the tour the following information must be turned in:

- Name as on the driver's license
- Date of Birth
- Phone Number
- Driver's license number
- State the license was issued in
- Their zip code

- Email address

From each car that will be driven in the caravan capture:

- Car Tag Number and State
- Color of the car
- Make of the car
- Model of the car
- Year of the car

This information is captured in Doc 9 – Participants Information Capture Sheet. Along with this information the paper placard (Doc 6 – Caravan Dashboard Sign) that will be used for this tour is submitted. This is all sent to the email addresses in Doc 7 – License Information Contacts. If there are any Foreign Nationals on the tour, then Doc 8 – Foreign Nationals Form must also be filled out and sent with the license information. It contains passport information on the foreign nationals.

Step 7:

About three days before the tour, send an email to the escorts letting them know all the details of the tour and when to be at the meeting place. See Step 7 – Reminder to Escorts for a sample email.

Step 8: A few days before the tour make up paperclipped packets for each car. They contain documents 4, 5 and 6. Also send a reminder to the group leader reminding them of the tour. See doc Step 8 – Reminder to Tour Participants.

Step 9:

The day of the tour the person managing the tour, will want to get there early and set up. Put the "Lighthouse Tour Registration" sign at the entrance to Sands. The first car is parked along the side facing out across from the sign. Hand a packet (containing the paper placard, what they will see on the way to the lighthouse, and the CCLF brochure) to each car telling them to put the placard in the front window and check them off the list. They will then drive around and line up after the cars in line. After about ten cars an escort car will fill in if more cars are coming. Once the caravan is completed, the last escort will get in line. Once the line is formed, each vehicle's place in line will be matched to the vehicle information obtained prior to the tour, should Security need to be notified of any problems with a specific vehicle.

Either walkie talkies or cell phone numbers will be exchanged among all escorts, in case of issues while driving. Each escort will also have an official CCLF placard on their dashboard at all times. All escorts need to have Shawn Walleck's phone number with them. If there is any issue at the gate, please call Shawn and make him aware.

Shawn M. Walleck,
Director of Infrastructure and Support Ops
Space Launch Delta 45

180 W Skid Strip Rd | Cape Canaveral Space Force Station, FL 32925
O: (321) 853-3900 |DSN: 233-3900 | C: (321) 423-0298 | e-mail: shawn.walleck@spaceforce.mil

Step 10:

Once everyone is ready to go, the first car and last car will use their emergency flashers, and everyone will follow the lead car through the gate. The lead car will show their ID and show them a copy of the paper placard that is in every car. Let them know the last car also has their flashers on and that there is a badged escort in the middle (if needed). Drive to the lighthouse by taking Phillips Parkway from the gate and turning right at Flight Control Road. When you get to Hangar C, lead the group around to the back of the hangar and have them line up behind you. The middle escort (if present) will drive up and park parallel to the first escort car and the rest will follow that car. This makes leaving easy.

If at any time during the drive in or out of CCSFS a vehicle attempts to break away from the caravan or has mechanical trouble remaining with the group, the escort that sees the problem will immediately notify the lead escort and remain/follow the vehicle at issue. The lead escort will notify security if there was an attempt to leave the group, providing names and vehicle identification information. Any visitor who attempts to break away from the caravan at any point will be immediately escorted off the station and Security notified.

Step 11:

Meet the group outside Hangar C. Step 11 – Talking Points lists some of things to remind the group prior to dividing them into two, with one half going to Hangar C and the rest divided up between the lighthouse and the museum. This part of the tour takes 1-1.5 hours.

The end and middle escorts are responsible for supervising the parking lot at all times. Any visitor getting into their vehicle before the end of the tour must be reminded they cannot leave by themselves. If any visitor attempts to leave alone and cannot be safely stopped, the escort should notify the lead escort and immediately pursue the visitor in a safe manner, staying in touch with the lead escort at all times. The lead escort will determine which vehicle left and will immediately notify Security, providing the names of the occupants, make, model, color and license plate #/state for the vehicle. Any visitor who attempts to break away from the caravan at any point will be immediately escorted off the station and Security notified. If Security becomes involved, be sure to capture and report the identity of the officer so follow-up can occur, if needed.

Step 12a:

If you are not going to LC-26, then caravan back through the gates, where you part ways with the visitors. They can continue to Sands if they want. The escorts will meet back at Sands where the lead escort will gather the placards and walkie talkies (if used).

Step 12b:

If you are going to LC-26, caravan over there and the lead car takes the spot closest to the exit. The group will just take regular parking spots. This part will take about 45 minutes. When you are done, the lead car will go to the entrance to LC-26 by the road and park there as the rest get behind them. It does not matter where the middle escort car is in the caravan, but make sure you have the last car in place before leaving. Caravan back through the gates, where you part ways with the visitors. They can continue to Sands if they want. The escorts will meet back at Sands where the lead escort will gather the placards and walkie talkies (if used).

F. Sample Tours Report

Cape Canaveral Lighthouse Foundation Board of
Directors Consent Agenda Item

Board Meeting Date: August 17, 2021
Agenda Item Number: 5.b.4
Item Title: Tours Committee Activity Report
Information Only.

Special Tours: August - Museums of Brevard Family Day
September - Space Coast Ski and Travel Club
October - Suntree FAITH Home School
TBD - Girl Scouts, KSC Rise to Space, Howe Lakeside Academy

Type of Tour	Jan-May		June		July		August		Year-to-Date	
	# Tours	# Visitors	# Tours	# Visitors	# Tours	# Visitors	# Tours	# Visitors	# Tours	# Visitors
Canaveral	76	611	21	152	23	315	5	31	125	1109
KSC Rise to Space									0	0
Educational									0	0
Special	13	238	7	185	6	120	1	23	27	566
Other Visitors/ad hoc Tours/Open House	3	86		9		19		28	3	142
Total	92	935	28	346	29	454	6	82	155	1817

Zip Codes										
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	YTD
Florida (w/o Brevard)	NA	10	21	19	51	78	29	10		101
Brevard	NA	10	20	15	26	31	12	2		71
Other (38 States)	NA	15	56	100	60	103	38	19		231
Foreign Countries (2)	NA	0	0	3	0	0	0	0		3
Total	NA	35	97	134	137	212	79	31	0	406

Mary Anne Moore, Tours Director

Explanation of Report Sections for Tours Report:

Special Tours – List all the tours for the current and the next month

Type of Tour:

Canaveral Tours – request the information from Shelley when you are ready to put the report together. She will send a list of tours for the last month that were not reported and for the current month. Use these numbers to fill in this line.

KSC Rise to Space – we will either get the information from KSC or the docents will report how many came on the tour

Educational – this information will come from the Education Committee

Special Tours – go back through your tours and update these numbers

Other Visitors/ad hoc Tours/Open House - docents will email the number of people on that are not on tours when they know them

Zip Codes - at the end of each month Canaveral Tours submits a list of all the zip codes for the month along with the other information. There will be one list for the remainder of last month and one for the current month, with the number of people with that zip code. The following documents are used to accumulate the zip codes:

2021 Zip Code Count.xlsx – This is a running list, by zip code, of all the zip codes that have visited the lighthouse. In the state field 'BR' stands for Brevard County, that needs to be reported separately. All Brevard zip codes are in there. Update this document with the zip codes she lists.

zip_code_database – This is a database of all zip codes. If I get a new one from Shelley, I use this to find out the state and add it to the above Spreadsheet.

G. Sample Volunteer Activity Report

Item Title: Volunteer Activity Report

Information Only.

2021 Volunteer Hours										
Activity	Jan-Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	YTD
Docent	551	330	317	356	394	382	203	255	279	3067
Gift Shop	208	98	125	115	124	139	97	93	101	1100
BOD	380	215	260	245	308	314	330	339	378	2769
Other	127	82	103	118	106	71	128	116	110	961
Total Hours Worked	1266	725	805	834	932	906	758	803	868	7897

	Total #	# w/hours	# w/ no hours	% w/hours	Met 40 Hours	% > 40 Hrs*
Docent	65	47	8	72%	28	43%
Gift Shop	62	47	15	76%	10	16%
BOD	20	17	3	85%	12	60%
Other	37	15	22	41%	6	16%
Totals	184	126	48	68%	56	30%

* - applies to

docents only

Mary Anne

Moore

Explanation of Sections of Volunteers Activity Report:

Activity – Lists the type of volunteer that hours are reported on.

Volunteer Hours – There is a spreadsheet that lists all the volunteers by type of volunteer where the hours for that volunteer and activity are accumulated each month. When the report is constructed, this report contains the information needed to report the hours.

Second Matrix: This table summarizes the hours by type of volunteer, using the information in the above-mentioned spreadsheet.

H. Auction Tour Certificate Options and Procedures

CCLF leadership, in concert with the Tours Chair, Volunteer Coordinator, Docent Coordinator and Docent Educator, maintains this list of available options to be offered on an auction tour certificate

Approved Tour Options

1. Tour to the top for:
    a. 2 visitors
    b. 5 visitors
    c. 20 visitors
2. Caravan to the lighthouse (up to 20 vehicles and climb to 5th floor only)
3. Refreshments (paid for by CCLF or donation. Details must be worked out prior, to include type of refreshments, when and where served, and who will be responsible)

Options Available by Type of Organization:

- Nonprofit with minor or no CCLF Connection
    - Tour to the top for 2 visitors
    - Caravan up to 20 vehicles (to 5th floor only)
- Nonprofit with CCLF Partnership / Support Connections
    - Tour to the top for 5 visitors
    - Caravan up to 20 vehicles (to 5th floor only)
- CCLF fundraising auctions
    - Tour to the top for 20 visitors
    - Caravan up to 20 vehicles (to 5th floor only)
    - Refreshments (must determine type, source and logistics prior to auction)

Canaveral Tours may offer to provide an auction tour, but requests should be limited to CCLF fundraisers, only. All requests must be coordinated with Shelley Parker before being offered. Careful consideration should be given before exploring this option vs. the in-house caravan option. Canaveral Tours may provide their full tour, or their lighthouse only tour. Tours should be limited to 10 people, so multiple trips are not required. They will not handle refreshments.

Auction Tour Certificates Procedure:

1. All requests for tour certificates are funneled to the Tours Chair to begin the evaluation and approval process. The requester may be from the benefiting organization or may be a CCLF member speaking on their behalf or for CCLF on internal auctions.

2. The Tours Chair works with the requester to select the desired preapproved options available for that type of organization.
3. If the preapproved options for that type of organization are acceptable:
    a. The Tours Chair passes the request to the Board President for final approval.
    b. The Tours Chair also provides the list of certificates issued over the past year, along with their redemption status.
4. If the preapproved options for that type of organization are unacceptable:
    a. The Tours Chair notifies the Board President and obtains agreement to either pursue approval of the exceptions from all involved CCLF staff or to decline the request.
    b. If the exception will be pursued, the Tours Chair works with the CCLF leadership, Volunteer Coordinator, Docent Coordinator and Docent Educator to determine if the exception is feasible and warranted.
    c. The Tours Chair passes the request to the Board President for final approval, along with a status on other non-redeemed certificates.
5. The Board President evaluates the benefit to CCLF to provide the tour certificate to the requesting organization, as well as the work involved to provide the tour, and approves or denies the request.
6. If approved, the Tours Chair creates the certificate(s) and provides it to the requester along with redemption instructions and caveats (if any).
7. The Tours Chair tracks tour certificates from issuance through redemption.

I. New Volunteer Onboarding Procedures

DOCENTS (Docent Educator Procedures)

1. Review new volunteer applications where "docent" is selected. If the candidate is interested in other activities in addition to "Docent", then work with the Volunteer Coordinator on where they should be first engaged.
2. Schedule an in-person interview with the candidate and one other CCLF experienced person.
3. During the interview, provide information to the volunteer on what to expect and gauge if/where the volunteer may fit in the organization.
    a. Describe the role of a docent.
    b. Describe the onboarding process, including shirt/nametag selection, badging, onsite orientation, mentoring, and integration into the schedule.
4. Following the meeting (if the person looks like a fit):
    a. Email them directions on how to order their shirt/name tag from the Volunteer Coordinator.
    b. Give their name and email to the Docent Badge POC to begin the badging process. New docents are badged for three months to see how they will work out before then going to an annual badge.
    c. Wait a week or so, then email them the training material to review ahead.
5. Once they have a date to pick up their badge:
    a. Schedule and hold an orientation and training session at the lighthouse. If the new docent has not been on a regular tour recently or expresses interest, schedule orientation in conjunction with a tour. Otherwise, orientation may be scheduled when no one else is around.
    b. Have them shadow a tour.
    c. Following the tour, show them the opening and closing procedures and explain the location of all the keys/tools needed to perform their duties.
    d. Answer any questions on the training curriculum.
    e. Review the Space Force required Foreign Visitor training.
    f. Have them complete the acknowledgement forms (CCLF and SF).
    g. Discuss how to schedule their shifts.
6. Notify the Docent Coordinator to add them to the docent schedule/emails.
7. Notify the Website Manager to provide them access to the Volunteers Only web page.
8. For the first 2-3 shifts, assign one of the senior docents on that shift to be their mentor. When their mentor believes they're ready, they become a full docent.

Keeper's Closet Volunteers (Volunteer Coordinator Procedures)

1. Review new volunteer applications where “Gift Shop” is selected. If the candidate is also interested in becoming a docent, then work with the Docent Educator on where they should be first engaged.
2. Interview prospective KC volunteers to determine their fit.
3. Submit the volunteer for a badge.
4. Schedule them for an individual or group training session where they are trained how to run the cash register and handle the money, how to care for and label the inventory, how to make sales, and how to speak with visitors.
5. Work with them to begin scheduling them for shifts.

Escorts (Tours Chair)

Escorts are trained in escort procedures and provided Space Force required Foreign Visitor training.

J. Emergency Preparedness and Response Plan

Last updated October 20, 2020



CAPE CANAVERAL

LIGHTHOUSE FOUNDATION

Emergency Preparedness and Response Plan

October 20, 2020

Document Revision History

Date	Details of Change
October 20, 2020	Plan approved by the CCLF Board of Directors

Table of Contents

1.0 Emergency Contacts 1
2.0 Medical Emergency 1
3.0 Introduction 1
4.0 Insurance 2
5.0 Emergency Supplies 2
6.0 Roles 2
7.0 Hurricane Procedures 3
8.0 Thunderstorms / Lightning Procedures 4
9.0 Tornado Procedures 4
10.0 Flooding Procedures 5
11.0 Fire Procedures 5
12.0 Chemical Spill / Hazardous Materials 5
13.0 Active Shooter 6
14.0 Theft Procedures 6
15.0 Pandemic Procedures 6
16.0 Water Damage 7
17.0 Fire Damage 8

21.0 Emergency Contacts

- Medical Emergency – 321-853-0911
- Space Force Security (24/7) – 321-853-2121
- AFOSI (issue with foreign national) – 321-494-5794
- DET 1 – 321-853-3900
- CCLF Management – 321-351-5052 (leave a detailed message if no answer)

Keep informed of any severe weather expected. Listen for direction from the 45th Space Wing.

Internet	Radio
www.noaa.gov	WMMB (1240 KHZ) AM
www.srh.noaa.gov/mlb	WAOA (1560 KHZ) AM
www.weather.com	WLRQ (99.3 MHZ) FM
www.intellicast.com	WGGD (102.3 MHZ) FM
www.embrevard.com	WHKR (102.7 MHZ) FM
	WAIA (107.1 MHZ) FM

22.0 Medical Emergency

If a visitor or volunteer experiences physical distress, lack of consciousness, or other medical emergency, take the following measures to ensure safety:

1. Stay with the visitor and call for help
2. If the person is unconscious, call emergency personnel.
3. If the person is conscious, ask them if they want emergency personnel to be called. Do what they request.
4. If the person is a minor, contact their parent/guardian on site and inform them of the emergency. Ask them if they wish to have emergency personnel called. Do what they request.
5. Call DET 1 and give details of the emergency.

Complete the Incident Form (located on the clipboard inside the lighthouse and inside the staff restroom). If the injured person refuses further medical treatment, have them also sign the form.

23.0 Introduction

An emergency is an unplanned and unpredictable event that interrupts normal operations. It introduces a threat to life, health or property, and requires immediate response and administrative decision-making. An emergency can be of a major (hurricane) or minor

(leaking pipe) scale; as well as general (affecting the whole light station / community / nation) or localized (affecting one room).

CCLF personnel will follow the procedures contained in this Emergency Preparedness and Response Plan and coordinate with SLD 45, as needed. All actions taken relative to the safety and repair of the building itself will be coordinated with SLD 45 to determine responsibility, both financial and physical.

This plan should be reviewed closely at least once every year.

24.0 Insurance

All-risk museum coverage, including burglary, theft, fire, and natural disasters. Does not include flood insurance. Also includes $10,000 coverage for loaned objects.

Herbie Wiles Insurance, 400 N. Ponce de Leon Blvd., St. Augustine, FL 32804. 904-829-2201.

25.0 Emergency Supplies

Emergency supplies are located in the upstairs office. Supplies include:

Flashlight with extra batteries	Nitrile gloves
Face masks	Duct tape
Scissors	Plastic bags
Paper towels	Walkie talkies (on filing cabinet)
Hand sanitizer	Sanitizing wipes

A first aid kit is located in the cottage staff restroom.

Extra keys are located in the key locker in the upstairs office. The toolbox with basic tools is in the Collections Room.

26.0 Roles

Emergency Coordinator: One volunteer selected for a 2-year assignment

- Ensures emergency supplies are available at all times
- Establishes and communicates with the Emergency Response Team each year
- Reviews and executes the Hurricane pre-season checklist prior to hurricane season
- Activates and coordinates the Emergency Response Team during emergencies
- Coordinates with the Board President, as needed during an emergency

Emergency Response Team: Four volunteers selected, for staggered two-year assignments

- Keeps contact information up to date with Emergency Coordinator
- Assists with hurricane preparations, as assigned

- Responds to emergencies and assists with restoration efforts

27.0 Hurricane Procedures

At the Beginning of Hurricane Season

1. Review/revise this hurricane plan for everything that needs to be done inside and outside to prepare for the storm, including wind-driven and flood water incursion.
2. Review/revise with the Space Force any of their responsibilities
3. Ensure emergency supplies are set aside, including plastic bags or sheeting to protect all electronics and pack store inventory, flashlights and batteries, and charged walkie talkies.
4. Recruit / confirm volunteers for the Emergency Response Team. Designate a team lead and backup. Create a list with contact information, including phone(s), home city and email.
5. Review and make updates to the Hurricane Shutdown Checklist and the Hurricane Recovery Checklist. Make copies available on the clipboard in the lighthouse and the clipboard in the staff restroom.

Before the Hurricane

When Impact First Predicted:

1. Check the hurricane supplies and stage anything that's needed.
2. Coordinate with SLD 45 for their responsibilities, including if/when access to the lighthouse will be restricted. Participate in the annual meeting to prepare and determine POCs.
3. Determine and disseminate a schedule for shutting down the lighthouse and museum and preparing inside and out.
4. Poll the availability of the Emergency Response Team and ask for additional volunteers, as needed, from the board, docents, gift shop volunteers, and other volunteers. Update the contact list.
5. Designate the team members that will come in to prepare, the team members who will come in immediately after and the team members who will help for work parties. Make specific assignments to areas / tasks. Let them know their assignments and the tentative schedule.
6. If extra help is expected to be needed, send out a membership email blast with the information and a request to call a specific contact person after the storm if they're able to come in and help with recovery.
7. Print out the key contacts list.
8. Execute the Hurricane Shutdown Checklist.

After the Hurricane

Immediately After:

1. Coordinate with SLD 45 to determine when the Emergency Response Team can access the facilities.
2. Activate the Emergency Response team to come in.

3. Do a quick assessment of damage that needs to be mitigated immediately to prevent further damage. Enlist help from designated volunteers and others to get the work done as quickly as possible.
4. Coordinate with SLD 45 for assistance, where needed.
5. Notify the insurance company if a covered loss is incurred.

Cleanup and Reopen:

1. Create a detailed list of the damage done and everything that needs to be fixed.
2. Revise the Hurricane Recovery Checklist to include specific tasks based on damage sustained.
3. Determine a target date to reopen.
4. Determine what repairs will be paid for by the SLD 45 and where the shortfall is.
5. Develop a plan to prioritize and finance the repairs, including possible FEMA support.
6. Assign and schedule all items on the checklist.
7. Contact the designated volunteers to support the effort.
8. Disseminate to all volunteers a summary of the damage done, the schedule and the need for volunteers to help reopen on the selected date.
9. Execute the Hurricane Recovery Checklist and return the lighthouse, restrooms, museum, gift shop and offices to operational readiness and put all hurricane supplies back in their designated areas.
10. Capture lessons learned and update procedures accordingly.

28.0 Thunderstorms / Lightning Procedures

Be aware of the 30/30 Lightning Safety rule: After seeing lightning, count to 30. If you hear thunder before you reach 30, the storm is close enough to be dangerous. Seek shelter.

1. Ensure everyone is out of the lighthouse and secure it.
2. Stay inside the cottage or leave the area, if safe to do so.
3. Listen to weather updates and direction from the 45th Space Wing.

29.0 Tornado Procedures

In the event of conditions favorable for a tornado, all measures should be taken to protect everyone present.

1. If a tornado is imminent, have everyone take shelter in the lighthouse, Oil House or Museum back hall by the restroom.
2. Report problems to Space Force Security.
3. Receive the All Clear from Space Force Security before venturing out.
4. Execute the applicable portions of the Hurricane Recovery Checklist located on the clipboard in the lighthouse and in the staff restroom.
5. Notify the insurance company if a covered loss is incurred.

30.0 Flooding Procedures

In the event of flood conditions or other water emergency, take precautions to protect everyone.

1. Use extreme caution if water seepage occurs near electrical sources or outlets.
2. Do not walk in standing water while the electricity is still on because of the risk of electrocution.
3. Leaks, broken pipes or clogged drains also constitute water emergencies.
4. Evacuate personnel when safe to do so.
5. Execute the applicable portions of the Hurricane Recovery Checklist located in the lighthouse and the staff restroom.
6. Notify the insurance company if a covered loss is incurred.

31.0 Fire Procedures

Ensure everyone's safety and coordinate with SLD 45.

1. Ensure everyone is evacuated from the affected building.
2. Notify Space Force Security
    a. Medical Emergency – 321-853-0911
    b. Space Force Security – 321-853-2121
3. For a small fire, locate the fire extinguisher (in the first floor stairwell across from the front door in the museum) and use the P.A.S.S. acronym:
    a. Pull the pin
    b. Aim at the base of the fire
    c. Squeeze the lever slowly
    d. Sweep from side to side
4. Notify the insurance company if a covered loss is incurred.

32.0 Chemical Spill / Hazardous Materials

The lighthouse and museum's location near active rocket launch pads present a unique threat to volunteers, visitors, and the permanent collection.

1. Always pay attention to SLD 45's Aural Warning System and respond according to instructions.
2. If evacuation is ordered by SLD 45, ensure all personnel are accounted for and the buildings are locked. Do not return until instructed to do so by the Space Force.
3. If sheltering in place is directed, ensure all personnel are safely sheltered in the cottage, with the doors and windows closed.
4. If toxic chemicals come in contact with your skin, immediately flush the affected area with clean water and report the incident to SLD 45.

33.0 Active Shooter

Ensure everyone's safety and follow directions from SLD 45.

1. Always pay attention to SLD 45's Aural Warning System and respond according to instructions.
2. Lock up and ensure everyone evacuates, if told to do so.
3. If sheltering in place is directed, ensure all personnel are safely hidden in the cottage, with the doors and windows closed and locked. If possible, put everyone in the upstairs conference room. Lock the door and barricade it, if possible.
4. If the shooter is nearby, stay away from windows and doors, silence your cell phone, and remain quiet. Notify SF Security of the situation.

34.0 Theft Procedures

Notify all appropriate personnel of the situation (Space Force Security, Foundation Board President, Museum Director, Gift Shop Manager).

1. Perform a visual inspection of the affected area.
2. Create an Incident Report including information and photographs of missing objects, photos of the affected area, and circumstances of noticing missing object(s).
3. Secure the affected area and limit access.
4. If loaned objects are affected, contact lenders to notify them of the situation.
5. If theft in gift shop, check all merchandise against inventory.
6. Notify the insurance company if a covered loss is incurred.

35.0 Pandemic Procedures

A pandemic requires careful planning and procedures to mitigate the risk of transmission. The goal is to minimize the risk of transmission by limiting the size of groups, observing social distancing, wearing face masks, and sanitizing common surfaces.

Guidelines are put into place but rely heavily upon each individual's personal responsibility to follow directions.

1. If you feel ill, you must stay home until you are no longer contagious. Please inform other volunteers and the scheduler.
2. Maintain proper hand hygiene throughout your shift (washing, sanitizing).
3. Refrain from touching your nose, mouth, eyes, or face.
4. Do not shake hands.
5. Wear a face mask.

When a pandemic is declared, the Board of Directors, in coordination with SLD 45, will determine when to suspend tours and when to resume.

1. Until tours are resumed, work at the facility will be limited to essential work with limited numbers of people, approved by the Board President.
2. Coordinate with the Space and Missile Museum to schedule reopening dates, in accordance with SLD 45 guidance.
3. Obtain necessary supplies to reopen, including masks, disinfectant, hand sanitizer, gloves and paper towels.
4. All volunteers and visitors are required to wear a face mask inside the lighthouse, museum / gift shop, and restrooms.
5. Tour groups should be broken into groups of no more than 5. Each group should maintain 6 feet distance from other groups and from CCLF docents / volunteers.
6. Enforce social distancing, mask wearing, and minimizing touching.
7. Ensure hand sanitizer is available.
8. Suspend use of the visitor log and docent sign-in sheet.
9. Use the Pandemic Procedures document and the modified lighthouse and museum opening and closing checklists that incorporate pandemic considerations. The Procedures document and the Checklists are located on the clipboard in the lighthouse and in the staff restroom.

36.0 Water Damage

General instructions for handling water damage:

1. Shut off, divert, or otherwise contain the water source.
2. Seal places where water is entering.
3. Elevate or move collections if water is rising.
4. Use pump or wet vacuums to remove water and use fans to promote air circulation.
5. Secure floating objects.
6. Modify the environment in the damaged area. Attempt to lower the temperature and relative humidity (pump out the water, use dehumidifiers) and provide adequate air circulation.
7. Provide adequate support, lifting objects carefully during transport and treatment and protect broken edges.
8. Use containers to facilitate object transportation and freezing.
9. All labels should be kept with the objects.
10. Cover flat drying surfaces, such as tables and floors, with polyethylene sheeting. Wipe surfaces dry after each use and cover them with a layer of clean blotting materials.
11. Lay objects on clean blotting materials. Do not overlap objects or allow them to touch other objects.
12. If the surface is stable, carefully blot all standing water from the object with available absorbent materials. Change blotting material frequently.
13. Air dry objects slowly, ensuring good air circulation around objects. Air flow can be increased by placing fans around objects, but not directly blowing on objects.
14. If possible, use direct sunlight to dry objects and prevent mold growth. Regularly monitor objects for mold growth, checking at least daily. Active mold growth is slimy

or fuzzy, and is usually green, black, orange, or purple. Inactive mold is dry and powdery and may be white.

15. Ensure objects are completely dry before packing them for storage or redisplaying them.

37.0 Fire Damage

General instructions for handling fire damage to museum artifacts:

1. Stabilize wet objects that are soot, smoke, and/or fire damaged.
2. Do not move soot, smoke, and/or fire damaged objects, unless absolutely necessary (danger of roof collapse, lack of security).
3. Handle soot, smoke, and/or fire-damaged objects carefully.
4. Wear plastic or rubber gloves to handle objects. Wear a disposable dust or particle mask. Do not reuse masks or gloves.
5. Examine objects carefully for loose parts, cracks, breaks, old repairs, and unstable surfaces before picking them up.
6. Do not touch painted, gilded or finished surfaces.
7. Make sure metal and stone objects are not hot when picking them up.
8. Collect all pieces of an object. Bag and label them.
9. In addition to fire damage, objects may also suffer from water damage resulting from firefighting efforts. For wet objects, see guidelines for water damage.