



**CAPE CANAVERAL**

**LIGHTHOUSE FOUNDATION**

**Processes and Procedures**

**August 30, 2023**

## Table of Contents

Introduction and Purpose.....	3
1.0 Current Function Assignments .....	3
2.0 Space Force Approvals for Operational Processes .....	4
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 .....	6
10.0 Station Access.....	6
11.0 Brick Engraving .....	6
12.0 Public Tours .....	7
13.0 Education Tours .....	8
14.0 Public Relations.....	9
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
21.0 Internal Communications .....	13
Appendices .....	16
A. Badging Procedures.....	16
B. Brick Engraving Procedure.....	19
C. Volunteer Hours Tracking Procedures.....	20
D. Education Tour Process and Procedures .....	22
E. Special Tours Procedures .....	25
F. Sample Tours Report .....	28
G. Sample Volunteer Activity Report.....	30
H. Auction Tour Certificate Options and Procedures .....	31

<b>I.</b>	<b>New Volunteer Onboarding Procedures .....</b>	<b>33</b>
<b>J.</b>	<b>Certified Top Docent Procedures .....</b>	<b>35</b>
<b>K.</b>	<b>Emergency Preparedness and Response Plan.....</b>	<b>38</b>

## **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 = Patricia Lautner
- 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 = John Winkopp
- 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
- Space Force Museum Director = Jamie Draper
- Tours Chair = Mary Anne Moore
- Volunteer Hours Tracker = Mary Anne Moore (Dwight Greenberg for docents, Heather Winkopp for KC)
- Webmaster = Ray Valley
- Website Content 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 are currently not allowed on any tours, including individual placard tours.
- CCLF volunteers with placards will ensure no visitors 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 Tours 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 arrive every Tuesday, Thursday and Friday afternoons with 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. 3<sup>rd</sup> 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. 5<sup>th</sup> 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. Approved special request, 1-6 visitors at a time (tour pre-approved, Certified Top Docents (CTD) assigned) - please read CCLF Guidelines on Climbing the Lighthouse for guidance. See appendix Certified Top Docent Procedures for details.
  - 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 improperly 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 3<sup>rd</sup> 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) 1<sup>st</sup> level, 3) 2<sup>nd</sup> level, 4) 3<sup>rd</sup> level by the stairs to prevent climbing to the 4<sup>th</sup> level, 5) 3<sup>rd</sup> 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 3<sup>rd</sup> 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 1<sup>st</sup> 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.

## **21.0 Internal Communications**

There is a need to communicate internally within CCLF to ensure all volunteers have the information they need to be able to properly perform mission functions and ensure everyone adheres to Space Force requirements. This information includes items specific to the tasks they are performing and items that all volunteers should know, including security and safety information, restrictions, CCLF events/news, changes in general policies/guidelines and processes/procedures, interesting information about the lighthouse, jobs available that need to be filled, temporary help needed, and CCLF plans for the future.

There are two major mechanisms for distributing this information. A blast email may be sent using the appropriate distribution list. The information may also be posted on the Volunteers Only webpage of the CCLF website. The Museum Director manages the information on this webpage.

#### Information for All Volunteers

Information of interest to all volunteers will be communicated weekly unless there is nothing of significance to report that week. If there is something time sensitive, that information may be sent out at any time during the week, as needed. Anyone with information they believe needs to go to all volunteers will forward that information to the Museum Director, who will accumulate the information for the week and create a consolidated message to be sent. Each week, the Museum Director will forward this message to the Volunteer Hours Coordinator who will send it in an email blast to all CCLF volunteers. The Museum Director will also post this information in the All Volunteers section of the Volunteers Only webpage. The CCLF President may also send information directly to the Volunteer Hours Coordinator for distribution.

#### Information for Docents Only

Docent-specific information will be communicated weekly. If there is something time sensitive, that information may be sent out at any time during the week, as needed. The Museum Director will create a consolidated list of information of interest only to docents and provide these notes to the Docent Scheduler each week who will distribute them via email with the assignments schedule for the upcoming weeks. The Museum Director will also post this information in the Docents section of the Volunteers Only webpage.

#### Information for Keeper's Closet Volunteers Only

Keeper's Closet-specific information will be communicated, as needed, through periodic assignment scheduling emails and KC volunteer newsletter emails sent by the Volunteer Coordinator. The Museum Director will also post this information in the Keeper's Closet section of the Volunteers Only webpage.

#### Information for Tour Escorts Only

Tour escort-specific information will be communicated, as needed, through periodic information and assignment scheduling emails from the Tours Director. The Museum Director will also post this information in the Tour Escorts section of the Volunteers Only webpage.

#### Information for Other Specific Function Volunteers Only

Other functions have fewer volunteers within each function (e.g., bricks, membership) and will continue to handle their internal communications as best fits their function. They will also all have access to the Volunteers Only webpage and will receive the All Volunteer

emails. They may request the Museum Director post information on the Volunteers Only webpage.



## 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.

#### 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.

#### Docent Initial Badge Procedure

Last updated March 3, 2022

1. Docent Educator notifies Docent Badging POC that a 3-month badge needs to be ordered for the new docent.
2. Docent Badging POC sends a link to a secure site for the new docent to enter their information.
3. When completed the Docent Badging POC will receive an email that the information has been entered.
4. Docent Badging POC fills out the 45 SFS Credential Request Form and turns it in at the Space Force Badge and Control Office.
5. An email is sent to the new docent, copying the Docent Coordinator and Docent Educator, on the date the badge may be picked up.
6. The Docent Badging POC will update the Badging Log.

7. The Docent Badging POC will notify the Volunteer Hours Tracker to add the new docents to the hours log.

### Docent Badge Renewal Procedure

Last updated March 3, 2022

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. The Docent Coordinator and Docent Educator can request that a badge be terminated at any time by contacting the Docent Badging POC.

1. Docent Badging POC will send a list of docents needing badge renewal to the Docent Coordinator and Docent Educator at least three weeks prior to the badge expiration date.
2. Docent Coordinator and Docent Educator will advise the Docent Badging POC if the badges should be renewed.

#### Badges to be Renewed

- The 45 SFS Credential Request Form is filled out and turned to the Space Force Badge and Control Office.
- Email is sent to the docent, copying the Docent Coordinator and Docent Educator, on the date the badge may be picked up.
- Docent Badging POC updates the Badging Log.

#### Badges not to be Renewed

- The Docent Coordinator and/or Docent Educator will try to retrieve the badge from the docent
- The Docent Badging POC will either let the badge expire, if within a few days, or will take the following information to the Space Force Badge and Control Office.
  - Full name of person
  - Last four digits of SSN of the person
  - Date of Birth of the Person
- The Docent Badging POC will update the Badging Log.

At the end of the year, each docent that has worked for the 12 months of that year is evaluated on whether their volunteer hours have met the 40-hour threshold to retain their badge. This decision is up to the Docent Educator and the Docent Coordinator.

1. The Volunteer Hours Tracker will send a list of the docents with the hours they have worked over the last year, as well as how many they worked the previous year.
2. A list of docents whose badges will not be renewed is sent to the Docent Badging POC who will then follow the process for Badges not to be Renewed as defined above.
3. The Docent Educator and/or the Docent Coordinator are responsible for contacting the docent prior to the badge being expire.
4. The Docent Badging POC will update the Badging Log.

### Canaveral Tours Badge Renewals

Canaveral Tours operates under an agreement with CCLF. Therefore CCLF is responsible for badging their employees.

1. Docent Badging POC will send a list of employees with badges ready to expire to Canaveral Tours at least three weeks prior to their expiration date.
2. Canaveral Tours will notify the Docent Badging POC if they are to be renewed.

Badges to be Renewed

- The 45 SFS Credential Request Form is filled out and turned to the Space Force Badge and Control Office.
- Email is sent to the Canaveral employee, copying Canaveral Tours, on the date the badge may be picked up.
- Docent Badging POC updates the Badging Log.

Badges not to be Renewed

- Canaveral Tours will try to retrieve the badge from the employee
- The Docent Badging POC will either let the badge expire, if within a few days, or will take the following information to the Space Force Badge and Control Office.
  - Full name of person
  - Last four digits of SSN of the person
  - Date of Birth of the Person
- The Docent Badging POC will update the Badging Log.

## **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](mailto: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 to send in any unreported hours to the Volunteer Hours Tracker.
- 3. Record and tally totals by volunteer.
- 4. Tally and report to the Docent Coordinator, Docent Educator, Volunteer Coordinator, Museum Director and the Board President monthly and annual totals by group, including docents, KC volunteers, board members, others.
- 5. Provide individual volunteer hours, when requested.
- 6. Add new volunteers to the tracking list when notified by the appropriate badging POC or as they begin reporting hours.

## **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 4<sup>th</sup> 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 the President, Museum Director, Space Force Museum Director, Docent Coordinator, Volunteer Coordinator (in charge of gift shop) and the Docent Educator, that a tour is taking place. There is a Step 4 –Checklist for Email to Board as a guide.

### **Step 4a:**

Notify escorts that a tour will be taking place. There is a Step 4a – Checklist for Email to Escorts.

### **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 (if minor, their name also)

- Date of Birth (required for adults and minors)
- Phone Number
- Driver's license number
- State the license was issued in
- Their zip code
- Email address

If there are Foreign Nationals on the tour the following information is also required:

- Passport number
- Expiration date of passport
- Place of birth

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.

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. Attached to this email are:

- Doc 7a – Responsibilities of Escorts
- Doc 3 – Things to Know and What to expect on the day of the tour (this is given to each car in the caravan)
- Doc 11 – Important Tour Contacts

Step 8: A few days prior to the tour:

- Send a reminder to the group leader reminding them of the tour. See Step 8 – Reminder to Tour Participants.
- See Step 8a – Preparation Process Prior to Tour for tasks that need to be completed prior to the tour

Step 9:

The day of the tour the Lead Escort will follow the process in Step 9 – Process for checking the Caravan at Sands.

Step 10:

Meet the group outside Hangar C. Step 10 – Talking Points lists items for the group to be aware of 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 always supervising the parking lot. Any visitor getting into their vehicle before the end of the tour must be reminded that 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 from Doc 9 – Participant Information Capture Sheet. 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 11a:

If the caravan is not going to LC-26, the process to follow is documented in Step 11a – Process for Caravans Not Going to LC-26.

#### Step 11b:

If the caravan is going to LC-26, the process to follow is documented in Step 11b – Process for Caravans Going to LC26.

## F. Sample Tours Report

Item 5.b.4

### 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 5<sup>th</sup> 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 5<sup>th</sup> floor only)
- Nonprofit with CCLF Partnership / Support Connections
  - Tour to the top for 5 visitors
  - Caravan up to 20 vehicles (to 5<sup>th</sup> floor only)
- CCLF fundraising auctions
  - Tour to the top for 20 visitors
  - Caravan up to 20 vehicles (to 5<sup>th</sup> 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 process, 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 Content 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. Certified Top Docent Procedures**

Only docents that have followed the training process and been certified may act as escorts for taking approved visitors to the top of the lighthouse. This appendix discusses both the procedures for training to become a Certified Top Docents (CTD) and procedures they are required to follow when conducting climbs to the top.

### Top Docent Certification

1. Attend a formal training session conducted by a CTD.
2. Thoroughly learn the below procedures for leading tours to the top.
3. Participate in at least two climbs to the top with a CTD.
4. Perform as the lead CTD on a tour with another CTD.

### Procedures for Leading Tours to the Top of the Lighthouse

1. Ensure there are two CTDs present to conduct the climb to the top. If a 2<sup>nd</sup> CTD is not available, any other docent may serve as the trailing docent, if acceptable to the CTD who will be leading the climb. If there are no CTDs present, the climb cannot occur.
2. Ensure there is one other person (CCLF docent or volunteer) to remain below to prevent others from entering the lighthouse if no other tours are occurring at the same time. This person needs to have visibility to the front door and the 3<sup>rd</sup> level door simultaneously.
3. Verify that both CTDs and the person remaining on the ground have the emergency contact information with them.
4. Exchange personal cell phone numbers between the CTDs and the person remaining below. Ensure cell phones work inside the lighthouse.
5. Open the 3<sup>rd</sup> level door before the climb. It is easier for first responders to use the outside steps, if needed.
6. Pre-walk to the top before the tour begins to ensure each level is safe and passable. Take a fresh lightbulb, in case needed, and a towel to wipe up water, if present along the route. Bring wet towels down but can leave dry towels up in the cabinet.
7. If more than 6 visitors, partition them into multiple groups. There can only be a max of 6 visitors plus the two CTDs at the top because of room size and safety constraints. Do not allow docents or other volunteers to tag along if that would exceed the total allowable of 8 people at the top. Preferable to have them take a separate trip, anyway.
8. Prescreen the visitors to determine if there are physical or other issues like fear of heights that could make the trip extremely difficult and strongly suggest they don't climb. Also discuss the number of steps, height to be climbed, hot and humid conditions, etc. If they still want to climb and they might handle it if they go slower, then let the group know the climb will be slow. If there are multiple groups, the slower people could be moved to one group (probably the last) so they don't impact every group. If there is someone the CTD is absolutely convinced cannot make the trip safely, they have the authority to prohibit them from climbing.

9. If there are multiple groups climbing, the Lead CTD will determine which will be the changeover level (6<sup>th</sup> or 5<sup>th</sup> floor). The group going up must remain there until the group coming down clears that level.
10. Talk to the visitors before heading up:
  - a. Stress to the visitors that they will experience great views, but the priority is their safety, so please listen to and obey instructions at all times. The Lead CTD is ultimately responsible for everyone's safety.
  - b. They must have both hands free while climbing so use shoulder straps for cameras, bags, etc.
  - c. Carry a small unbreakable water bottle in a pocket or bag.
  - d. We will be stopping on each level, so you're free to take photographs then. However, no photography should be done while on the stairs. It's not safe and holds up the tour.
11. If the pre-walk discovered wasps on the catwalk but not enough to inhibit going out there, make sure to tell the visitors so that anyone allergic to wasps may want to reconsider the climb.
12. Stop on every level on both the way up and the way down to allow visitors to rest and enjoy the experience. There will be a folding chair on each level for someone to rest, if needed. Make sure to allow time for the last person who arrives on that level to rest before proceeding on. Do that by not telling them about the floor until the last person arrives. Keep an eye on each individual to make sure they're doing well on each floor. Some things you could say for each floor:
  - a. 6<sup>th</sup> floor - show them the eye hook in the ceiling above the trap door and explain what it was used for.
  - b. 7<sup>th</sup> floor - show them the nut that secures the eye hook. Stand on the nut, so no one trips on it
  - c. 8<sup>th</sup> floor - talk about the space getting smaller
  - d. 9<sup>th</sup> floor – tell them about the door and warn them not to hold on to the door since it is only taped open.
  - e. 10<sup>th</sup> floor – in the watch room, point out the cabinet and explain how the back is curved to fit the contour of the wall. Explain the uses of the watch room, e.g., observation of weather and water conditions, supplies for wick maintenance.
13. At any time on the way up, if someone has a panic attack or any medical concern and needs to go down, the trailing docent will escort the person down and the group will wait until the trailing docents returns unless almost to the top. If the problem is with heights, try going down right in front of them so they can't see down and have them put their hand on your shoulder.
14. In the lamp room, allow visitors to go up 2-3 steps on the inside ladder by the light itself, but no further. The only exception is when it's raining or too windy and they can't go out on the catwalk. Then with extreme care, if the visitors are nimble enough, they can go a little higher to look out. Never allow anyone to walk around the light. There's nothing to grab onto if they fall since the light is now so small.
15. Before going out on the catwalk:

- a. Check the wasps before you open the door to the catwalk. If the wasps are bad, DO NOT go out on the catwalk. (should know this from the pre-tour walkthrough, but double-check)
  - b. If it is too windy or raining, do not go onto the catwalk. The lead CTD will determine the acceptable wind speed.
  - c. Warn visitors to not lean on the railing at any time.
  - d. Warn them of the wind they will encounter and they need to hold onto their belongings and especially hats.
  - e. Tell visitors they are free to take pictures but please don't post any on social media where you can see any launch pads, especially Blue Origin.
16. When out on the catwalk, remind them not to touch the railings. Allow about 10 minutes maximum before starting back down.
17. Visitors are not allowed to climb the outside upper catwalk/deck.
18. Stop on each floor to rest going back down.
19. At any time if someone becomes injured the climb STOPS and the injured person receives care or is escorted down. For issues requiring immediate medical attention, call USSF 321-853-0911 (Medical Emergency) and Notify DET1 321-853-3900. Fill out a CCLF Incident Form and have it signed and witnessed.

## **K. Emergency Preparedness and Response Plan**

Last updated June 23, 2023



**CAPE CANAVERAL  
LIGHTHOUSE FOUNDATION**

**Emergency Preparedness and  
Response Plan**

**March 21, 2022**



# Document Revision History

Date	Details of Change
October 20, 2020	Plan approved by the CCLF Board of Directors
March 19, 2022	Incorporated Space Force Lightning rules

## 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 .....	5
10.0	Flooding Procedures .....	5
11.0	Fire Procedures.....	6
12.0	Chemical Spill / Hazardous Materials .....	6
13.0	Active Shooter .....	6
14.0	Theft Procedures .....	7
15.0	Pandemic Procedures.....	7
16.0	Water Damage .....	8
17.0	Fire Damage .....	9

## 1.0 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 45<sup>th</sup> Space Wing.

Internet	Radio
<a href="http://www.noaa.gov">www.noaa.gov</a>	WMMB (1240 KHZ) AM
<a href="http://www.srh.noaa.gov/mlb">www.srh.noaa.gov/mlb</a>	WAOA (1560 KHZ) AM
<a href="http://www.weather.com">www.weather.com</a>	WLRQ (99.3 MHZ) FM
<a href="http://www.intellicast.com">www.intellicast.com</a>	WGGD (102.3 MHZ) FM
<a href="http://www.embrevard.com">www.embrevard.com</a>	WHKR (102.7 MHZ) FM
	WAIA (107.1 MHZ) FM

## 2.0 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.

## 3.0 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.

#### **4.0 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.

#### **5.0 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.

#### **6.0 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

## **7.0 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.
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.
6. Review / update date images (photographic/video) of all facilities' exterior and interior, including storage areas. Being able to illustrate how your building and collections looked before damage will be helpful if the need arises to pursue recovery financing.

### **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 an All-Volunteer 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 and Hurricane Shutdown Checklist and the Hurricane Recovery Checklist.
8. Make sure insurance information is readily available.

9. Keep this 24/7 hotline number handy: 202.661.8068. The National Heritage Responders, a team of trained conservators and collections care professionals, are available 24/7 to provide advice.
10. 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. If needed, contact the National Heritage Responders, a team of trained conservators and collections care at this 24/7 hotline number: 202.661.8068 to provide advice.
7. If needed, download FEMA fact sheets “After the Flood: Advice for Salvaging Damaged Family Treasures” and “Salvaging Water-Damaged Family Valuables and Heirlooms,” available at [www.fema.gov/assistance/save-family-treasures](http://www.fema.gov/assistance/save-family-treasures).
8. Assign and schedule all items on the checklist.
9. Contact designated volunteers to support the effort.
10. Disseminate to all volunteers a summary of the damage done, the schedule and the need for volunteers to help reopen on the selected date.
11. 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.
12. Capture lessons learned and update procedures accordingly.

## **8.0 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 in the museum, not the lighthouse.

In addition, listen for the weather alerts from the Aural Warning System speakers. The docents and volunteers inside the cottage should assume the lighthouse docents did not hear the warnings and should immediately advise them, when heard.

**Watch:** Weather that can hurt people or things for some time in the future. Applies to Severe Thunderstorms, Tornados, Phase 1 Lightning. Be prepared to shut down the lighthouse and take shelter in the cottage if the weather worsens.

**Warning:** Weather that can hurt people or things close by. Applies to nearby 35KT to 50KT winds, Tornado, Phase 2 Lightning. Execute when lightning is less than 30 seconds away or the Aural Warning System announces Phase 2 Lightning.

Actions for Phase 2 Lightning warning or lightning less than 30 seconds away:

1. Ensure everyone is out of the lighthouse and secure it. If the outside stairs are wet, everyone must exit via the inside stairs.
2. Stay inside the cottage or leave the area, if safe to do so.
3. Listen to weather updates and direction from SLD 45.
4. Resume activities once the lightning is more than 30 seconds away and/or the Phase 2 cancellation is transmitted over the Aural Warning System.

## 9.0 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.

## 10.0 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.

## **11.0 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.

## **12.0 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.

## **13.0 Active Shooter**

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

1. Always pay attention to SLD 45's Aural Warning System and Security Personnel 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. Turn off the lights. If possible, put everyone in the upstairs conference room. Lock the door and barricade it with the conference room table. Stay away from a direct line of sight to the door.



4. If people are in the lighthouse and cannot safely make it to the cottage, keep those remaining inside the lighthouse. Have one CCLF volunteer lock the front door, then go up the outside stairs into the lighthouse and lock the 3<sup>rd</sup> floor door.
5. If the shooter is nearby, stay away from windows and doors, silence your cell phone, and remain quiet. Notify SF Security of the situation and your location.

## **14.0 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.

## **15.0 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.

## **16.0 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.

## 17.0 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.