

Approach to Managing Large Event Days

As of 4/27/20

1. Before the event:

- a. Make sure we have the organizer publicize to participants the rules for climbing the lighthouse, including shoes, no children under 4', no carrying infants or children or animals, and only going to 3rd floor.
- b. Scheduling of docents:
 - i. Schedule docents for no more than 3-hour shifts. Try to have one extra person floating so they can give other docents breaks.
 - ii. Assign docents ahead of time to either the museum (4) or lighthouse (6)
 - iii. The 4 museum positions are: 1) gatekeeper by the outside steps, 2) greeter by the inside stairs, 3) left gallery, 4) right gallery.
 - iv. The 6-7 lighthouse positions are: 1) gatekeeper outside, 2) 1st level, 3) 2nd level, 4) 3rd level by the stairs to prevent climbing to the 4th level, 5) 3rd level to show people the exit and, 6) work outside offering to take selfies for people on their phones.
- c. Prepare activity for small children and schedule other volunteers to cover. They don't have to be docents.

2. Day of the event:

- a. Put a barrier to prevent people climbing above the 3rd floor.
- b. Put a large trash bin by the oil house and one by the museum steps.
- c. Set up a lighthouse related activity near the lighthouse for children too small to climb.

3. Museum:

- a. Control the number of people in the museum at one time (~30 max) to provide a good experience for everyone and comply with safety concerns. Focus on keeping the flow going.
 - i. Station the gatekeeper at the bottom of the steps leading in.
 - ii. Have people line up below or on the steps on the right side, facing up.
 - iii. Let people in until there are about 25 plus about 6 docents and store volunteers.
 - iv. Stop people from going in until someone comes out, then let about the same number of people in and tell them to go to the left.
 - v. Make sure no food or drink allowed in, except closed bottles of water, not held in hands.

- b. Station one docent in front of the stairs to welcome people in and send them to the left and thank people who are leaving.
- c. Station one docent in each room to answer questions and show people how to do the interactive items.

4. Lighthouse:

- a. Control the number of people in the lighthouse at one time. Focus on keeping the flow going.
 - i. Station the gatekeeper on the steps leading in.
 - ii. When the 1st level is empty, allow 10 people in (but keep families together). The docent on each level will then allow that group to go to the next level as each succeeding group moves up.
 - iii. Limit the time each group stays on any one level.
 - iv. The gatekeeper will use a clicker to count the number of people allowed in during the event. They will then enter that number in the visitor logbook and note that it was derived from the clicker.
 - 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.
 - viii. Visitors will still log into the visitor logbook as they await their turn to climb.