



Become a Member

Cape Canaveral Lighthouse Foundation

Docent Training
December 2019



What Will Be Covered

- Cape Canaveral Lighthouse Foundation
- Docent Uniform, Role, and Duties
- Tour Types and Floor Limits
- Tour Guidelines
- Docent Expectations, Do's and Don'ts
- Handling Foreign Visitors
- Checklists
- Talking Points
- Proper Flag Folding
- Acknowledgement of Responsibilities



Become a Member

Cape Canaveral Lighthouse Foundation

- CCLF is charged with assisting the 45th Space Wing in preserving, protecting and interpreting the lighthouse
- Docents represent the Foundation and interpret the lighthouse for visitors
- Responsible for tours of the lighthouse and museum and access to the public restrooms
- CCLF future plans include an education building and a replica cottage with period furnishings
- All activities funded through grants, memberships, brick purchases and fundraising
- Encourage visitors to become members and buy bricks
- Docents are encouraged to become members



Other CCLF Volunteer Opportunities

In addition to docents, many other volunteers support the Foundation in its work. Docents are encouraged to get involved in any of these additional volunteer opportunities.

- Escorts for educational tours
- Escorts for special tours
- Assist at special events and fundraisers
- Community outreach at public events
- Keeper's Closet
- Museum staff
- Sharing special skills (e.g., carpentry, graphic arts)



Docent Uniform

- Neat pants, shorts or skirts
 - No cutoffs
 - No short shorts
- Blue lighthouse golf shirt
 - Name tag or embroidered name on shirt
- Appropriate shoes
 - Closed toe preferred
 - Sandals with back strap permitted
 - No flip flops
 - No high heels
- Do not wear your CCAFS badge in visible sight due to foreign visitors



Docent Role

- Ensure the safety of visitors
- Focus Lighthouse tours on features of the lighthouse
- Focus Museum tours on the history of the lighthouse
- Provide accurate information via talking points, only
- Protect the lighthouse, museum and grounds from accidental or deliberately harmful actions
- Present a professional and positive image of the Foundation



Docent Duties

- Sign in
- Work with other docents to open the lighthouse, museum and public restrooms, using the Opening Checklist for each area
- Welcome visitors and do safety check at lighthouse
- Ensure visitor safety
- Conduct tours and provide information to visitors based on Talking Points for your assigned station
- Monitor time at each station to ensure visitors can complete their tour in the allotted time
- Work with other docents to close the lighthouse, museum and public restrooms, using the Closing Checklist for each area
- Sign out



Types of Tours

- Small tours (less than 15 people)
 - Canaveral Tours van - ~10 people
 - Special groups
 - Individual / VIP groups
 - Wednesday open house for badged personnel
- Large tours (split visitors between lighthouse and museum)
 - KSC Visitors Center “Rise to Space” bus tours – ~50 people
 - Air Force and other bus tours - ~50 people
 - Educational school tours
- Special events
 - Galas and fundraisers
 - Half marathon



Lighthouse Floor Limits

Any deviation from the floor limits must be preapproved by CCLF

- 3rd Floor Limit
 - If more than 15 people in the tour, must exit at 3rd floor
 - Education tour with students (regardless of number of students)
- 5th Floor Limit
 - If 1-15 people in the tour, may go to the 5th floor
- Top
 - By special request (pre-approved)
 - 1-5 people with able docents assigned



Lighthouse Tour Guidelines

- Always enforce the floor limits
- If wet or raining, the group must exit via interior stairs
- Time in lighthouse – maximum of ½ hour
- Enforce no food or drinks, except closed water bottles. Water may be consumed inside the lighthouse, but nothing else.
- Ensure guests sign guest book, or record for them – needed for grants and fundraising
- Fill out section of guestbook for number of guests in tour
- Large events, such as galas and the half marathon, bring large crowds. Very important to keep the tours moving quickly.



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Museum Tour Guidelines

- The museum must remain locked at all times, unless there is a docent present
- No food or drinks allowed in museum (other than closed water bottles, but none may be consumed inside)
- When tours are not present, docents may consume food or beverages in the upstairs office area, only.
- No visitors are allowed upstairs
- If the gift shop is not staffed, they will not be able to purchase items
- The back door is for emergency exit only
- The restroom is for staff use only - try to limit use to when visitors are not present. Cleaning supplies stored there.



Docent Expectations

- Present a professional and positive image of the Foundation
- Adhere to docent uniform guidelines
- Learn and follow the talking points at assigned station
- For KSC tours, do not say talking points, only answer questions
- Record volunteer hours, including travel time (helps with grants)
- Notify the docent coordinator as soon as possible when unable to make assigned tour
- New docents will be mentored for the first two assigned tours
- Work a minimum of 40 hours per year to retain badge
- Required to complete training and sign acknowledgement form before assignment to tours starting on 12/19/19. After January 20, 2020, if not trained, will lose AF badge.



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Do's

- DO stick to the talking points without embellishing or duplicating information from other stations
- DO know how to pronounce Fresnel (fre-NEL)
- DO encourage visiting the museum to learn the lighthouse history
- DO provide accurate, known answers when asked



Don'ts

- DON'T add pictures, signs, articles or decorations without Museum Director approval
- DON'T bring in personal objects or pictures to talk about
- DON'T tell stories
- DON'T allow food or drink into the lighthouse or museum, except closed water bottles



Foreign Visitors

- Read and acknowledge the USAF Foreign Visit Authorized Sponsor training packet
- Follow the full USAF Foreign Visit Authorized Sponsor process if sponsoring a visit by a foreign national
- The ratio of foreign visitors to authorized sponsors is 10 to 1, with exception to windshield tours where sponsors may escort up to 50 visitors per vehicle, but visitors must remain in their respective vehicle
- Under normal circumstances, most CCLF volunteers will only have brief contact with unofficial foreign visitors taking tours
- Do not have your CCAFS badge in view where they can photograph it



Foreign Visitors

- The lighthouse is not considered a controlled area, so photography by foreign visitors is allowed.
- No foreign visitor is allowed to climb above the 5th level or take photos from the top
- Do not allow foreign visitors to leave the group unsupervised
- Beware of foreign visitors asking questions about technology, security, launch schedules, or individuals
- Report suspicious behavior to the Air Force Office of Special Investigations (AFOSI): 321-494-5794
- Maintain a copy of the FOREIGN VISITOR ESCORT PROCEDURES POCKET GUIDE



Checklists and Procedures

See separate handouts for:

- Lighthouse and restrooms opening and closing checklists
- Museum opening and closing checklists
- Emergency Procedures
- Proper flag folding



Talking Points

See separate Talking Point handout for:

- Lighthouse – by tour type / lighthouse floor
- Museum
- Educational Tours – by station (TBD)



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Questions?



Acknowledgement Form

Please sign the Docent Acknowledgement Form and the Foreign Visitors Acknowledgment Form.

Assignments to tours cannot be made after January 20, 2020 until training completed and forms signed.