Pensacola Lighthouse & Maritime Museum

Volunteer Handbook

2023 Revision

Table of Contents

Message from the Pensacola Lighthouse Association....1

Welcome to Our Volunteers....1

Non-Discrimination Policy....2

Volunteer Privileges and Rewards....3

Membership....3

Ethics for Volunteers....4

Drug and Alcohol Policy....4

Volunteer Conduct and Work Rules....5

Volunteer Dress Code....5

Harassment....6

General Safety Procedures....7

Emergency Procedures....8

- Active Shooter Response....9

Volunteer Duties....10

- Safety Director (Base of Tower)....10
- Tower Docent (Top of Tower)....11
- Tower Docent Checklist....12

Message from the Pensacola Lighthouse Association

The Pensacola Lighthouse Association (PLA) is a non-profit organization that operates as the Pensacola Lighthouse & Maritime Museum (PL&MM). We are dedicated to preserving, maintaining, and promoting interest in the Pensacola Light Station. Our Mission Statement is: **Preserving the Past to Enlighten Our Future.**

The PLA is able to provide public access to the Lighthouse through an official Use Agreement with the United States Coast Guard. The USCG still owns and operates the light itself as an active aid to navigation. However, the PLA is currently responsible for grounds and building maintenance, restoration, insurance, and utilities.

Welcome to Our Volunteers!

The Pensacola Lighthouse Association welcomes you as a volunteer. As a non-profit organization, we depend on the support and dedication of our volunteers. Your help and dedication are vital to our mission, and we sincerely thank you for donating your valuable time, energy, and effort to help us keep the light shining.

Here at the Pensacola Lighthouse, public service is our first priority. We hope to provide a supportive environment for our volunteers. Opportunities at the lighthouse are many and diverse. No matter where your interests lie, there are many needs for your talents and skills – from working behind the scenes to preserve the buildings and grounds, to working directly with the public in guiding guests through the tower, the Keeper's Quarters, and the grounds. We also need your help for special events scheduled throughout the year.

Through our Volunteer Program, we strive to foster positive communication and an academic exchange of information between members, voting members, staff, volunteers, and guests. Our guests come from all over the world, representing all ages and backgrounds. It is our fervent desire that all of our visiting guests enjoy a positive experience here at the Pensacola Lighthouse. Please contact the Volunteer Coordinator at volunteers@pensacolalighthouse.org if you have any questions

Non-Discrimination Policy

The Pensacola Lighthouse & Maritime Museum (PL&MM) is committed to providing an inclusive and welcoming environment for our staff, volunteers, members, contractors/vendors, and guests.
As such, the PL&MM does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), physical or mental ability, marital status, sexual orientation, gender identity, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and terminations of staff, selection of volunteers and contractors/vendors, and admittance to guests. All associates of the PL&MM are expected to treat each other with respect and dignity, to speak out if harassment and/or discrimination is witnessed in the workplace. It is the responsibility of each individual employee and volunteer to conform to this policy. Any employee or volunteer who is found to have violated this policy shall be subject to disciplinary action up to and including termination.

Any employee who feels that they have been treated contrary to this policy, including any harassment by company personnel or work-related harassment by any other person, should contact his or her supervisor. The PL&MM will not retaliate against any party for filing a complaint, and will not tolerate retaliation by other associates (managers, coworkers, etc.).

This Handbook cannot anticipate every circumstance concerning each and every policy. Additionally, there may be situations that will require possible revisions, additions and readdressing of policies. Therefore, the Volunteer Coordinator, under the guidance of the Executive Director and approval of the Board of Directors, reserves the right to revise, add, or revoke policies, at any time.

The most up-to-date version of the Volunteer Handbook will be posted on the *Volunteer* page of our website (www.pensacolalighthouse.org/page/volunteer). A hard copy may be obtained from PLA staff at any time upon request. If any volunteer has an issue or question regarding any policy or procedures, please do not hesitate to raise them with the Volunteer Coordinator.

Volunteer Privileges and Rewards

As a volunteer of the PL&MM, you are eligible for various perks. Many of these are based on how many volunteer hours you've accrued, so **always be sure to log your hours after each shift**! The logbook is kept in the Gift Shop behind the register; mark your hours by your name in the spreadsheet for each day you work. You may add one hour of volunteer time to each shift to account for your commute (so, for instance, a 3-hour shift would become 4 hours when logged in the book).

Assistant Keeper Volunteer: After volunteers have accumulated 50 approved hours within one Membership Cycle (October 1st through September 30th), they will receive:

- A complimentary Pensacola Lighthouse t-shirt
- A permanent name tag
- A 20% discount in our Gift Shop
- Eligibility for the purchase of a $25 Voting Membership, after approval by the Membership Committee. *See membership section for details.*

Keeper Volunteer: After volunteers have accumulated 100 approved hours within one Membership Cycle (October 1st through September 30th), they will receive:

- A 30% discount in our Gift Shop
- Eligibility for a free Voting Membership, after approval by the Membership Committee. *See membership section for details.*

All volunteers have the opportunity for recognition with our Volunteer of the Month program. Once selected as Volunteer of the Month, you then become eligible for Volunteer of the Year. The Volunteer of the Year receives a special gift and a commemorative brick in our Keeper's Walkway.

Membership

For Assistant Keeper Volunteers: Volunteers who have earned 50 approved hours will be presented to the Membership Committee as prospective Voting Members. Once approved by the Membership Committee, the prospective member will be presented to the General Membership for approval at the next Membership Meeting. Once voted in, the new member (or renewing member) may pay their $25 fee by mailed check, or in-person in our Gift Shop.

For Keeper Volunteers: Volunteers who have earned 100 approved hours will be presented to the Membership Committee for a complimentary Voting Membership. Once approved by the Membership Committee, the prospective member will be presented to the General Membership for approval at the next Membership Meeting. Once voted in, the new or renewed membership will take effect (the $25 fee is waived for Keeper Volunteers).

A Voting Membership is not mandatory, but only an option offered to our volunteers. Any volunteer is free to opt out of Membership. The PLA as a private organization reserves the right to refuse any prospective membership applicants or current member renewals. To be eligible for a Family Membership, both adult potential family members must volunteer 100 hours each in a calendar year.

Any individual approved for membership prior to Sept. 10 2013 are exempt from the requirements in this section.

Ethics for Volunteers

Volunteering at the PL&MM involves a great deal of interaction with the public. The way that our staff and volunteers are perceived by the public impacts the public perception of our organization on the whole. As such, we have set forth the following standards of conduct for the protection of our volunteers, guests and the lighthouse itself:

- Volunteers shall conduct themselves in accordance with the standards of conduct and ethics as stated in this handbook.
- Volunteers shall endeavor to understand and support the mission, purpose, structure and policies of the Pensacola Lighthouse Association.
- No individual may use his or her position at the Pensacola Lighthouse for personal gain, except for the inherent reward and personal satisfaction derived from such participation; or to benefit another at the expense of the lighthouse, its mission, reputation, and/or the community it serves.
- The Pensacola Lighthouse Association volunteers and guests are diverse in their beliefs. Please refrain from using the lighthouse as a platform for your personal opinions.
- Volunteers shall complete any orientation, safety courses, or on-the-job training required and must obey all security and safety rules of the Pensacola Lighthouse Association.
- Volunteers shall comply with the time and dress requirements of the Pensacola Lighthouse Association
- Volunteers shall provide timely notification to the Volunteer Coordinator regarding availability, absences, or resignation

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Drug and Alcohol Use

The PLA wants to provide a safe, pleasant, and drug-free work environment for all volunteers. While on the premises of the PL&MM, or while conducting volunteer-related activities off the lighthouse premises, you may not use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. We permit the legal use of prescribed drugs on the job, only if they do not impair your ability to perform the essential functions of a volunteer effectively and safely without endangering others.

While attending museum-related functions or activities where alcohol is served (such as networking dinners, cocktail hours, conference events, or fundraisers) moderate and safe alcohol consumption is permitted for those who are (1) of legal drinking age, and (2) not working or helping to run the event. Under no circumstances will the excessive use of alcohol be permitted. Violation of this policy may lead to corrective action, up to and including immediate termination of volunteer service.

Volunteer Conduct and Work Rules

To ensure orderly operations, provide the best possible work environment, and present a professional atmosphere, we expect you to follow rules of conduct that will protect the interests and safety of all concerned.

Although it is not possible to list all the forms of behavior that are considered unacceptable while volunteering, the following are some examples that may result in disciplinary action, up to and including removal from volunteering.

- Theft or inappropriate removal or possession of property
- Falsification of the volunteer application and/or the volunteer logbook
- Sabotage or subversive activity of any kind; unauthorized disclosure of PL&MM business "confidences"
- Volunteering under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs while volunteering at the PL&MM, or while operating PL&MM owned vehicles or equipment
- Immoral conduct or indecency (includes the use of foul language and profanity)
- Negligence or improper conduct leading to damage of PL&MM or guest-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, at the PL&MM
- Unauthorized use of telephones, mail system, or other PL&MM-owned equipment
- Unsatisfactory performance or conduct

Volunteer Dress Code

There is no standard uniform for PL&MM volunteers, but there are some general guidelines we ask that you follow while you are volunteering with us.

- Wear clothing that you are comfortable in. Depending on your position, you may be climbing the tower and/or exposed to outdoor climate conditions. Dress comfortably!
- Choose clothing that is clean and presentable. Avoid stained, wrinkled, frayed, or revealing clothing. If you are unsure if an item is acceptable, consult with your supervisor or select something else instead.
- Wear shoes that provide safe secure footing and offer protection against hazards. If you are climbing the tower, shoes must have a secure back (i.e., no flip-flops or other backless shoes).

Sexual and Other Unlawful Harassment

The PL&MM is committed to providing an environment free from all forms of discrimination and harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances
- Offering Volunteer/employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or displaying sexually suggestive objects or pictures, cartoons or posters
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations
- Physical conduct that includes touching, assaulting, or impeding or blocking movements

Unwelcome verbal or physical sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when submission to such conduct is made a term or condition of volunteering either explicitly or implicitly.

If you experience or witness sexual or other unlawful forms of harassment during your volunteer time at the lighthouse and museum, report it immediately to the Volunteer Coordinator. If the Volunteer Coordinator is unavailable, or you believe it would be inappropriate to contact that person, you should immediately contact the Executive Director or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Executive Director or any member of management so it can be investigated in a timely and confidential manner. Any volunteer engaging in sexual or other unlawful harassment will be subject to corrective action, up to and including immediate termination of your volunteer services.

General Safety Procedures

General Safety Instructions: Volunteers are required to understand and enforce the following safety regulations and procedures. Violation of any of these regulations and procedures may result in revocation of the Pensacola Lighthouse Association's license to conduct public tours.

- A maximum of fifteen (15) guests will be allowed at the top of the tower at any given time.
- No pets will be allowed inside the lighthouse.
- **No open backed shoes or spiked heels** may be worn to climb the stairs; guests may go barefoot.
- No food, gum, or drink (with the exception of bottled water) is allowed inside the keeper's quarters or the tower.
- Absolutely **no smoking** is allowed inside the property's fence line.
- Children under the age of 7 or **less than 44 inches tall will not be allowed to climb the tower under any circumstances.**
- Children must have adult supervision at all times while on property.
- Groups of children under age 16 must have one adult for every six children.
- NO PERSON may be carried on the tower stairs, including babies in arms or back or front carriers.

Radios: The radios are vital tools for communication. Volunteers & staff must have a radio on their person at all times. These radios must be turned off and recharged at the end of each day. (Note: if you have a cell phone, we recommend that you keep it on your person at all times while at the top of the tower, and make sure that personnel at the bottom have your number.)

Weather: In the event of unsafe weather conditions, access to the tower may be suspended or restricted. Volunteers may be responsible for monitoring unsafe weather conditions, including but not limited to:

- **Wind:** The catwalk at the top of the tower may be closed when the tower docent determines that wind velocity is creating unsafe conditions for guests on the catwalk. As a general rule, the catwalk should be closed when the wind reaches sustained speeds of **35mph.** If you are at the top during high winds, use the wind meter located in the lens room cabinet to help you determine wind speeds, and communicate changes in conditions to the staff on the ground.
- **Rain:** Guides must close the outer catwalk door and the tower windows when rain occurs, to keep the stairs from becoming wet.
- **Lightning:** The catwalk will be closed when there is lightning within 3 miles of the tower. If you are at the top during stormy conditions, use the lightning meter in the lens room cabinet to help you determine the proximity of lightning. Monitor the weather, and communicate changes in conditions to the staff on the ground. When 15 minutes have passed with no lightning within a 3 mile radius, the tower may be re-opened (the time restarts with each strike in the 3-mile radius).

Tower Docents may also use their discretion and judgement to suggest that it is unsafe to let guests out onto the catwalk in the absence of the above-described conditions. If you do so, communicate your decision to the staff on the ground immediately.

Emergency Procedures

We cannot anticipate every situation, so we encourage our volunteers to be prepared and adaptable to unexpected situations. However, these guidelines should help you feel equipped to handle any situation to the best of your ability.

In the event of any emergency, **do not hesitate** to call 911, or request that a staff member place the call. Answer the 911 operator's questions calmly and clearly, and remain on the phone until the operator instructs you to hang up. Use your radio to keep staff informed of the situation.

Emergency responders will ask for the **Building Number** of the Lighthouse.

Building Number is 3270

First Aid Kit and AEDs: Our First Aid Kits are kept stocked with essential items to treat minor injuries. Currently we have three first aid kits (with an AED located in each location, as well):

- In the oil storage room at the base of the stairs in the wood cabinet
- In the gift shop in the wood cabinet by the front door and
- At the top of the tower in the lens room cabinet

Accidents, Injuries, and Health Crises:

- Remain calm! Notify staff members as soon as possible.
- To treat minor injuries, locate a first aid kit (see above).
- Remember, any injury (even minor ones) involving a visitor or volunteer requires an **Accident Report Form**. Forms are located in the Gift Shop, and inside of every first aid kit. A volunteer or staff member (**not** the victim or victim's family) must fill out the form. Be as thorough as possible in your answers, and give the completed form to a staff member.
- **In the event of a serious injury, call 911** (see above.) Safety directors at the base and top will communicate via radio, "Medical emergency – call 911… repeat … Medical Emergency, call 911…repeat [and so on]" until confirmation is received. If you have a cell phone on your person, you are encouraged to place the call as soon as possible.
- Keep victim calm and still. Cover them if possible, and keep them lying down until emergency personnel arrive.
- Evacuate all guests from the facility and stop admissions until the emergency is resolved.

Fire Protection: The keeper's quarters have a central smoke detector and alarm system connected directly to the NAS Fire Station. If the alarm sounds, volunteers and staff are to evacuate all guests from the facilities quickly and calmly. If the situation permits, you may try to put out the fire with one of the fire extinguishers; however, **DO NOT PUT YOURSELF IN A POSITION TO BE HARMED BY HEAT OR SMOKE!**

Fire Extinguishers: There are four (4) fire extinguishers located in the keeper's quarters--two are located on the first floor and two are located on the second floor and all are located centrally in the hallways. There is an additional fire extinguisher in the gift shop along with one at the top of the tower and one in each basement. All fire extinguishers are easily operated and all volunteers must become familiar with their use.

Active Shooter Emergency Action Plan

An active shooter threat can occur with little or no warning. These situations are unpredictable and do not necessarily follow any sort of pattern. The following set of guidelines cannot cover every possibility, but should serve as a general awareness and training tool. If you should find yourself in an active shooter situation, try to remain calm, remember these guidelines, and use your best judgment in the face of your specific circumstances.

Definition and General Information

The following is taken from the Escambia County website.

Definition

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearms, and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10-15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

How to Respond When an Active Shooter is in Your Vicinity *(In priority order)*

RUN: Have an escape route and plan in mind. Leave your belongings behind. Keep your hands visible.

HIDE: Hide in an area out of the shooter's view. Block entry to your hiding place and lock the doors. Silence your cell phone and/or pager.

FIGHT: As a last resort and only when your life is in imminent danger. Attempt to incapacitate the shooter. Act with physical aggression and throw items at the active shooter.

How to Respond When Law Enforcement Arrives

- Raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid quick movements toward officers such as holding on to them for safety.
- Avoid pointing, screaming or yelling.
- Do not stop to ask officers for help or directions when evacuating.

If you have received directives from NAS Pensacola and/or local law enforcement (via loudspeaker announcement, verbal instruction from an officer, etc.) follow their instructions.

All staff and volunteers on site should be both mentally and physically able to deal with the situation to protect their own life and the lives of others. A manager should stay calm, lock and barricade the doors, and/or evacuate all personnel to a safe area via a pre-planned safe route. Secure your location if you are unable to evacuate, turn off all lights, and silence all devices so that your position is not given away by a ringing or vibrating phone.

After the active shooter is no longer a threat and the situation is under control by law enforcement, managers should assess their area to account for any individuals in their safe area who are missing or potentially injured, and swiftly communicate this information to law enforcement.

Volunteer Duties

Safety Director/Base of the Tower

Objectives:

- To ensure a smooth and timely flow of visitor traffic in the tower
- To provide guests with general safety guidelines for climbing

Responsibilities

- Greet guests interested in climbing at the base of the tower stairs
- Give a safety briefing on climbing regulations (see below)
- Check guests' footwear and ensure that they meet regulations (or, are climbing barefoot)
- Ensure that no children under 44" in height are climbing the tower. Children under the height limit will have a smiley-face-patterned wristband on; these mean they can NOT climb.
- Communicate with the person at the top of the tower to ensure a timely flow of guests up and down the stairway

Main Safety Points (Communicate to each climber)

- The Coast Guard **does not allow anyone wearing spike heels, flip-flops or other open-backed shoes on the staircase**; you may leave them at the base of the tower or carry them to the top, as long as you do not wear them on the stairs
- There are 177 cast-iron steps to the top of the tower, so it is important to pace yourself
- Hold the handrail **at all times** while you are climbing!
- However, should someone need to come down the stairs, stop climbing and move to the center of the staircase (or step into a window alcove) while they pass; after they have passed, you may move back to the handrail and resume climbing.
- Near the top of the stairs, there are two low spots – one at the top of the spiral staircase in the Watch Room and the other as you climb the smaller staircase to reach the Lens Room. Watch your head!
- Small children need to stay between 2 adults while climbing and on the catwalk
- **No one may carry a child while climbing**, either in arms or in carriers, even if the child is taller than 44 inches.

Training: On-site training will be provided.

Top of the Tower

Objectives:

- To monitor guests and the weather while at the top
- Ensure adherence to safety regulations
- Provide information about the Lighthouse & its history
- Answer general guest questions

Responsibilities

- Be prepared; bring water, sunscreen, and sun protection (hats, sunglasses, etc.), and dress comfortably for the weather conditions of the day!
- See the Tower Docent Checklist (next page) for instructions on how to open/close the tower.
- Throughout your shift, check periodically that the lens is rotating; if it is not, immediately alert the staff, open the doors to the motor, and turn on the fan.
- Ensure a smooth flow of traffic on the catwalk. If we are busy, each group should only stay up top for 3-5 minutes.
- Answer questions; supervise to ensure compliance with basic safety rules; engage with guests!
- **NO ONE IS ALLOWED UP THE STEPS INSIDE THE LENS ROOM, OR ON THE LADDER TO THE UPPER CATWALK, and NO ONE SHOULD TOUCH THE LENS!**
- Communicate with other volunteers and staff using the walkie-talkie (or your cell phone)
- **Monitor the weather**! See page 7 of this document for specific instructions regarding what actions to take in cases of rain, wind, and lightning.

Training

- On-site training will be provided.
- We encourage you to learn some of our basic history so you will be able to answer guests' questions to the best of your ability. We provide a number of resources for this:
    - The "History" page of our website (https://www.pensacolalighthouse.org/page/history) has an overview of our history posted in a timeline format (see link at the bottom of the page), along with some general information on the Pensacola area.
    - The "Volunteer" page of our website (https://www.pensacolalighthouse.org/page/volunteer) has a Volunteer Orientation Slideshow available as a downloadable PDF.

If you'd like a physical copy of either of the above and cannot print your own, the Volunteer Coordinator will be happy to provide one for you.

Tower Docent Checklist

Opening

- Turn the light on at the base of the tower. (The light switch is located to the left of the wooden door that leads into the house).
- Open the windows and shutters at the base of the tower.
- Begin climbing, and open all windows & shutters along the way.
    - If it is raining, open the shutters for light, but then close the windows.
- Please check for debris on the stairs as you climb. If you notice anything that could be a safety issue, alert a staff member.
- When you arrive in the lens room, open the door to the catwalk and secure it by using the rope attached to the door. Wrap the rope around the ladder outside, and clip it to itself.
- Turn your radio on and perform a radio check to the ground.

Closing

- When your last climber has begun descending, do a loop around the catwalk to ensure that all guests have vacated the top.
- Close the catwalk door and latch the rope to the lens room staircase.
- Ensure that any fans or heaters are unplugged.
- Let the Gift Shop know that you are headed down, then turn the radio off and place it in its base to charge. **NOTE: make sure that the radio is properly "seated" in the charger; it will only charge if it's securely seated toward the rear of the base.**
- Check the trash can; if necessary, bring the bag down with you to be disposed of.
- On your way down, close and lock all open windows and shutters (including the windows at the base of the tower).
- Turn off the light at the base of the tower
- Unplug any fans or heaters at the base of the tower
- Ensure that the wooden door that leads into the museum is locked. Exit out the North tower door; a staff member will lock it for you after you leave.

If you have a free hand while climbing down, take a disinfectant wipe from the cabinet at the top of the tower and wipe the handrail on your way down (and let a staff member know if we are low/out of wipes, and we will order more).

Always make sure to log your hours in the Volunteer Hours Book.
Thank you for everything you do!