



VOLUNTEER HANDBOOK

2024

Version 2 | Edited March 19, 2024
presqueislelighthouse.org/volunteer-portal/

Table of Contents

1. Who We Are and Why We're Here.....	2
a) Organizational Status.....	2
b) Mission.....	2
c) Contact Information.....	2
2. 2024 Information.....	3-4
a) Open Dates.....	3
b) Admission Rates.....	4
c) Discounts & Group Rates.....	4
d) Special Events Calendar.....	4
3. Volunteering.....	5-11
a) 2023 Season in Review.....	5
b) Roles.....	6
c) Volunteer Policies & Procedures.....	7-11
4. Emergency & Safety Procedures	12-18
5. Resources, Acknowledgement & Incentives.....	19
4. Staff/Organization Chart/Contact Information.....	20
5. Visitors' Bill of Rights.....	21

Organizational Status

The Presque Isle Light Station is a private, not-for-profit organization. The organization is currently comprised of two sites: the Presque Isle Lighthouse and the Erie Land Lighthouse. Both lighthouses are on the National Register of Historic Places.

Mission

The purpose of The Presque Isle Lighthouse Non-Profit Corporation shall be to establish and support efforts in the restoration and preservation of the Presque Isle Lighthouse to a period of significance; to acquire and maintain safe keeping of buildings/grounds, artifacts and historical records of the Presque Isle Lighthouse; to create educational and recreational opportunities that accurately interpret the maritime history of the Presque Isle Lighthouse for the public and preserve it for future generations.

Adopted by the Board in 2014.

Contact Information

Presque Isle Lighthouse

Phone: 814.833.3604

Address: 301 Peninsula Drive, Erie, PA 16505

Physical Address: Leslie Beach

Website: www.presqueislelighthouse.org

Erie Land Lighthouse

Phone: 814.722.4610

Physical Address: 2 Lighthouse Street, Erie, PA 16507

Mailing Address: 301 Peninsula Drive, Erie, PA 16505

Website: www.presqueislelighthouse.org

Season Hours

Presque Isle Lighthouse

April 27-28	Member Preview Weekend	10:00 AM- 3:00 PM
May 1-26	Friday-Monday	10:00 AM- 3:00 PM
May 27-Sept 9	7 Days a Week	10:00 AM - 5:00 PM
Sept 13-30	Friday-Monday	10:00 AM-5:00 PM
Oct. 4-28	Friday-Monday	10:00 AM-3:00 PM

Erie Land Lighthouse

April 27-28	Member Preview Weekend	10:00 AM-3:00 PM
May 1-26	Saturday and Sunday	10:00 AM-3:00 PM
May 27-Sept 9	Friday-Monday	10:00 AM-5:00 PM
Sept 13-30	Saturday and Sunday	10:00 AM-5:00 PM
Oct 4-28	Saturday and Sunday	10:00 AM-3:00 PM

Programming

Tower Tuesday: First Tuesday of the Month, May-October
Erie Land Lighthouse

Free public access to climb the tower.

Second Saturdays: Second Saturday of the Month, May - October
Erie Land Lighthouse

Pay as you wish admission and participate in educational activities provided by LELPA and affiliated partners. For schedule, contact Dom DelGreco.

Presque Isle Lighthouse

Pop-Up DCNR Programs on dates to be determined

Admission Rates:

Presque Isle Lighthouse

House: \$5

Tower: \$8 (includes House)

Guided Tour*: \$15 (includes House & Tower)

**Guided Tours offered when docent available at 11:00am, 12:00pm, 2:00pm, & 3:00pm.*

Erie Land Lighthouse

Admission: \$6

COMBO PASS (climb both lights): \$12

Discounts/Group Rate:

Veterans Discount/Senior Discount: \$1 off admission price.

Member Admission: Free for House, Tower or Tour with valid membership card. Under 44" enter House Free.

School/Youth Group: \$2 per student (\$3 per student with activity).

For group rates for non-school and youth groups, contact Site Manager(s).

Special Events Calendar

Erie Land Lighthouse Summer Fest
June 15, 2024

Discover Presque Isle; Art Raffle and Programs TBD
Presque Isle Lighthouse
Friday, July 26 - Sunday, July 28

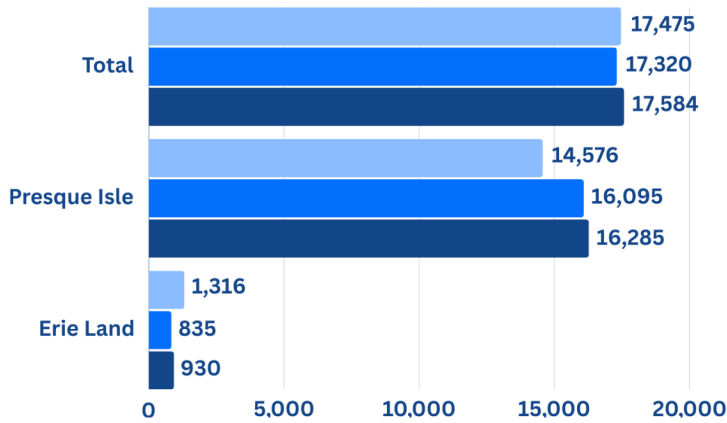
Summer Fundraiser
Presque Isle Lighthouse
Saturday, August 10, 2024

Erie Land Lighthouse Fall Fest
September 14, 2024

Fright Night at the Light
Presque Isle Lighthouse
Saturday, October 19, 20, 26, 2024

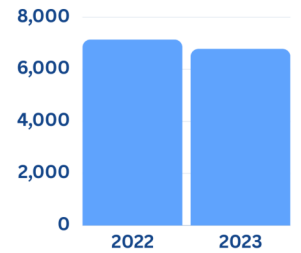
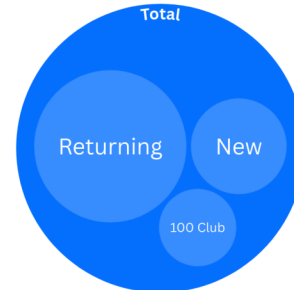
VISITORS

■ 2023 ■ 2022 ■ 2021



VOLUNTEERS

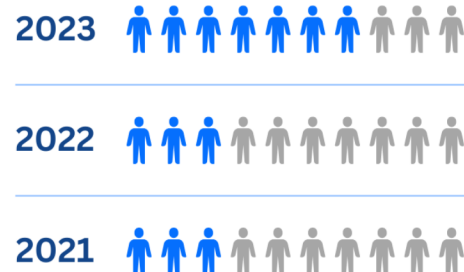
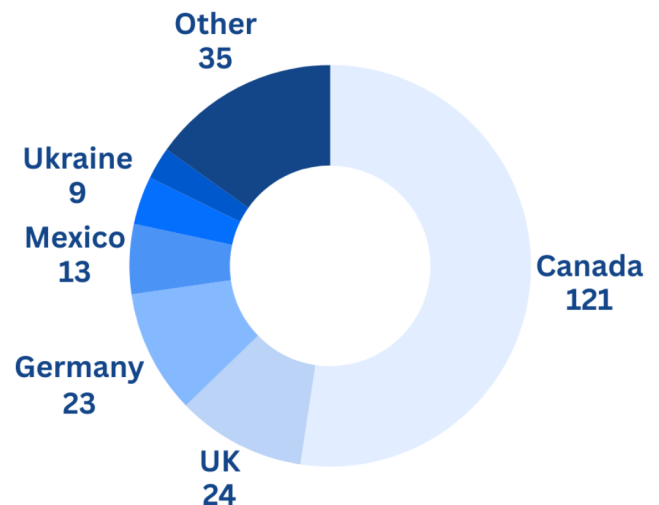
HOURS



TOP STATES



INTERNATIONAL VISITORS



COMBO PASSES

Erie Land Lighthouse

- Tower Docent
- Grounds Docent & Tickets
- Grounds Maintenance

Presque Isle Lighthouse

- Tower Docent
- Guided Tour Docent
- House & Grounds Docent
- Front Door Greeter
- Tickets
- Gift Shop
- Grounds Maintenance

1. Interpretation

Tower Docent

As well as providing an important safety role to our visitors, Tower Docents share the history of the lighthouse based upon the landmarks that can be seen from the tower, and of course the light itself.

Guided Tour Docent

Our Guided Tour Docent provides visitors looking for a comprehensive history of the Presque Isle Lighthouse with a 40-minute house and grounds tour, which culminates in a tower climb. Also functions as a House Docent or Greeter outside of tours.

House & Grounds Docent

With a focus on visitors who have opted for an unguided experience, the House & Grounds Docent is available to interpret the site and exhibits and answer questions our visitors have.

Front Door Greeter

The Front Door Greeter is the Gatekeeper for access to the House and Tower at Presque Isle, welcoming visitors and ensuring they don't miss their climb time and enjoy their visit.

2. Customer Service

Tickets

Our ticketers not only sell tickets, but also manage traffic into the lighthouse, collect visitor data, and provide valuable local knowledge and recommendations to our visitors.

Gift Shop

Supporting our Gift Shop Manager, our Gift Shop volunteers provide excellent customer service, and ensure the shop remains well stocked, clean and welcoming to our guests

3. Grounds Maintenance

Often working outside of operating hours, the Grounds Maintenance volunteers truly are the unsung heroes in our volunteer community. They keep our grounds green and beautiful for our visitors, as well as providing essential site & building maintenance.

Volunteer Policies and Procedures

Introduction

Volunteers are valued members of our team and we are committed to providing a supportive and rewarding workplace for both paid employees and volunteers.

This section describes the procedures applying to volunteer staff and our volunteers are required to comply with these.

Volunteer Staff Contact

For volunteers, all questions, concerns and feedback are relayed to the staff member who acts as Volunteer coordinator for each site.

Rosie Pregler Hitt - Volunteer Coordinator for Presque Isle Lighthouse
rosie@presqueislelighthouse.org | 814.722.4610

Kim McMahon-Smith - Volunteer Coordinator for Erie Land Lighthouse
kim@presqueislelighthouse | 814.722.4610

Please review the staff page in your handbook for a complete breakdown of all staff roles and responsibilities.

The Commitment

Volunteers are requested to commit to a minimum of service from Memorial Day to Labor Day, though welcome those who wish to volunteer for us from April through to November.

As standard, we requests that volunteers commit to a **minimum of one shift per week and a maximum of three shifts per week**. Volunteers that fall outside of these parameters will have been approved to do so by the Site Manager(s).

If a volunteer completes two shifts in a day, they will be required to take a 30-minute lunch break.

As part of volunteering with us, a volunteer must participate in a general orientation training session, role specific training session, and complete a self-guided sexual harassment training before reporting for your first shift.

Volunteers must complete a FREE State of PA Background Check. See your packet for more information.

Volunteer Recruitment and Induction

Volunteers will be recruited based on suitability for the position, and in line with PILS recruitment and appointment procedures.

Volunteers will be provided with a job description and orientation is provided to all first-time volunteers and is aimed at introducing them to the organization and to the policies and procedures governing work practices at PILS.

During the orientation session, the emergency procedures will be explained, and volunteers will be taken on a guided tour showing them the layout of the premises including break area, first aid, AED, and fire extinguisher location(s). Volunteers will also be introduced to other staff.

Attendance & Leave

(a) Hours of Duty

We offers a flexible working environment for both employees and volunteers and endeavors to accommodate individual requirements. Shifts at both of our locations are broken up as follows:

During reduced hours (10AM-3PM):

9:45AM-12:30PM (2hrs, 45mins)

12:30PM-3:15PM (2hrs, 45mins)

During full hours (10AM-5PM):

9:45AM-1:30PM (3hrs, 45mins)

1:30PM-5:15PM (3hrs, 45mins)

Volunteers are encouraged to arrive fifteen minutes early for their shift, so that any information about the day's activities can be discussed. All volunteers are expected to complete their shift in full.

Volunteers can contact their Site Manager with requests to arrive late or leave early.

(b) Work Breaks

We recognize the importance of personal well-being and encourage paid employees and volunteers to work no more than 5 hours without a break. Lunch breaks should be at least 30 minutes.

(c) Absence

If for any reason you are running late or unable to come in for an agreed shift, please inform your Site Manager at the earliest possible opportunity. This will enable us to make suitable arrangements to cover your workload on that day.

Regular unreported absence and/or tardiness may lead to a reduction of allocated shifts, or in severe cases, termination of volunteer services.

(d) Leaving during shift

If a volunteer needs to leave during their shift, they must notify the staff site manager if they are to leave the site early and sign out before leaving.

(e) Taking leave

Volunteers are entitled to take leave on request and should notify their Site Manager. If the period of leave is more than a few days, you are asked to give reasonable notice to enable them to make arrangements to cover your shift(s).

If you need to take unplanned leave, notify your Site Manager as soon as possible. We request that you keep in regular contact with the position title during extended leave so scheduling can be managed.

(f) Time Keeping

Volunteers are required to sign in and out at the beginning and end of their shifts. This allows us to ensure that all volunteers who were on site before the site manager leaves.

(g) Scheduling

Volunteers are requested to provide their availability for the following month by the second Friday of each month. Amendments can be made once the schedule has been set, provided these are communicated directly to the Site Manager(s). If you have not received acknowledgement that these amendments have been received, please follow up prior to your shift.

(h) Dress Code

Lighthouse volunteers must be appropriately dressed for their required service. Volunteers without appropriate attire will be asked to leave our service sites.

Whilst our dress code is flexible, we ask that volunteers do not wear sleeveless or strapless shirts, and that shorts should be closer to the knee. If you are volunteering in the tower, you should wear safe and sensible footwear (no slides, flip flops or open-toed sandals). The dress code supports the safety of both our staff and volunteers.

Ongoing Support & Development

Volunteers will be provided with ongoing support and supervision. All volunteers are under the supervision of the Site Manager on duty with additional supervision from the core team.

(a) Annual Review & Survey

An annual review (with follow-up as appropriate) will be held to review performance and determine further training requirements or opportunities. Volunteers will complete surveys to help inform this process.

(b) Volunteer Review

At the end of each season, volunteers will be reviewed to ensure that they aligned with their assigned job description, and so that the organization can provide the training and support necessary to ensure volunteers feel fulfilled in their role.

(c) Identified Education and Training Requirements

We encourage volunteers to enhance their knowledge of matters relating to their volunteering position. Should training needs be identified during the Volunteer Review or a volunteer identify an appropriate course or event, consideration will be given as to what level of support may be provided by PILS.

Termination of Service

(a) Termination by Volunteer

Should a volunteer wish to resign from their role they are asked to give PILS reasonable notice.

When a volunteer terminates their engagement with the organization an exit interview may be conducted. A record of the interview will be retained.

Our wish is to obtain information that may help to:

- Establish the reasons for leaving
- Analyze any trends in the reason for leaving
- Gain constructive feedback on the volunteer's position and their time at PILS

(a) Termination by the Organization

We reserve the right to terminate volunteer services in the event that the volunteer is no longer required for reasons such as:

- The volunteer is considered not suitable for the position offered
- The workload changes such that the volunteer is no longer required
- The workload changes such that the volunteer does not have suitable skills for the work available

(b) Termination due to Misconduct

We may terminate a volunteer in the event of misconduct. Misconduct includes breaches of any of the organization's policies which warrant instant dismissal.

Examples of misconduct include:

- Theft of property or funds from the organization
- Willful damage to the organization property
- Intoxication through alcohol or other prohibited substance whilst volunteering
- Verbal or physical harassment of any other employee, volunteer, guest, board member or any other person particularly in respect of race, sex or religion
- Disclosure of confidential information regarding the organization to any other party without prior permission from a position title
- Falsification of any of the organization's records for personal gain or on behalf of any other employee/volunteer
- Unwillingness or inability to support and further the mission of the organization and/or the objectives of the program

Immediate dismissal would only take place in the most serious of circumstances, and in these instances:

- The Site Manager(s)/Executive Director would jointly advise the volunteer
- The volunteer may wish to include the presence of a support person of their choosing
- A written report is to be supplied to the Executive Director
- A copy of the report is kept on the volunteer's file securely
- All property of the organization must be returned

Emergency and Safety Procedures

Drafted by R. Walter on 4.19.2023

The purpose of this document is to assist in understanding the Presque Isle Light Station (PILS) policy and procedures as it pertains to emergencies, safety, weather, and rapid response. The Presque Isle Light Station operates thanks to a lease agreement with the Pennsylvania Department of Conservation and Natural Resources (DCNR) and therefore abides by state park rules and regulations.

Emergencies

In the event of an emergency, please see page 13 and 14 for Procedures.

Please note: The Lighthouse and Tower will close in the event of an emergency. All visitors in the tower will be asked to descend upon immediate notice of emergency, unless it is unsafe to do so. Tower will not reopen until Site Manager okays reopening or plans to close site. Immediate response is required for the following emergencies:

- Medical (Illness or Injury)
- Fire
- Severe Weather (see safety)
- Chemical Spill
- Structure Malfunction
- Extended Loss of Power
- Physical Assault
- Theft
- Vandalism
- Suspicious Objects/Behavior
- Gas Leak
- Threats to Staff/Volunteers
- Active Shooter
- Bomb Threat

Weather

Rain

- When raining and safe to climb the tower, Volunteers are to shut the tower door. No person is allowed to exit the Lantern Room if it is raining.
- Before reopening the tower deck to visitors, pause all entry to the Tower. Remove water on deck with broom. The site manager will notify staff and volunteers when ready to re-allow visitors.

Snow

- When flurrying and safe to climb the tower, Volunteers are to shut the tower door. No person is allowed to exit the Lantern Room if it is flurrying.
- Before reopening the tower deck to visitors, pause all entry to the Tower. Remove water/snow on deck with broom. The site manager will notify staff and volunteers when ready to re-allow visitors.

Wind

- When windy and safe to climb the tower, Volunteers are to shut the tower door. No person is allowed to exit the Lantern Room in wind gusts or excessive winds.

Thunder/Lightning

- PILS and ELL close for thunder/lightning and heavy rain as well as snow and sleet. PILS and ELL will evaluate reopening after 30 minutes from the last time thunder is heard.
- In the event of a potential microburst, tornado, or other severe weather event, no individual shall climb the tower at either location.

Extreme Heat

- On days in which temperatures exceed 85°F, volunteers must be offered water and cooling breaks throughout their shift, if not in an air-conditioned location (Welcome Center).

Rapid Response

In case of emergency procedures:

In case of Medical/Building-Related/Threat-Based emergency, please follow these steps:

1. Remain calm, assess the situation, and determine whether it is safe to approach or whether it is unsafe. Remember: Check, Call, Care
2. If it is safe to do so and if you are out of range from staff, leave a volunteer to remain with person while you seek help from Staff.
3. Alert staff on duty, have as much information as possible on what happened, where, how, and who is involved.
4. Stay with staff member while they call emergency services to provide additional information.
5. Staff will call 911 first.
6. Staff at Presque Isle Lighthouse may also dial Millcreek Emergency Dispatch at the Police Department: 814-833-7777 OR the Peninsula Ranger Station at 814-833-1495

Evacuation Procedures

At Presque Isle Lighthouse

If you are instructed to evacuate to an offsite location:

- Move to the Gazebo past the restroom block behind the Welcome Center

If you are instructed to shelter in place:

- Welcome Center – shelter to the restroom/interior hallway.
- House – shelter in the basement, located through the mud room
- Tower – remain in place unless a staff member instructs you it is safe to descend.

At Erie Land Lighthouse

If you are instructed to evacuate to an offsite location:

- Move to the grass-covered square to the east of the park.

If you are instructed to shelter in place:

- Keeper's Cottage – shelter in the basement, located through the dining room.
- Tower (downstairs) – if instructed by staff it is safe to do so, evacuate to the basement of the keeper's cottage. If not, secure the door and remain in place.
- Tower (upstairs) – remain in place until a staff member instructs you it is safe to descend.

Please follow these procedures in case of an evacuation:

1. Assist all visitors to evacuate. Check restrooms, and all rooms and workspaces to be sure that everyone has been alerted.
2. Call one of the emergency phone numbers listed.
3. If it is safer for staff, volunteers and visitors to shelter in place, notify the emergency services of this, giving locations.
4. If evacuated, keep clear of the site and roadways whilst at the evacuation point.

Staff's Responsibility:

1. Read the OSHA Poster posted at the jobsite.
2. Comply with all applicable OSHA standards.
3. Follow all lawful staff safety and health rules and regulations, and wear or use prescribed protective equipment if required.
4. Report hazardous conditions to the supervisor.

5. Report any job-related injury or illness to the employer, including near-miss incidents that could have resulted in injury. Seek treatment promptly. Complete an Incident Reporting Form for each injury and submit it to your supervisor.
6. Exercise rights under the Act in a responsible manner.
7. Participate in training. Staff are expected to attend and participate in training to increase awareness and understanding of safety and health on and off the job.

Volunteer's Responsibility:

1. Review Safety and Emergency Procedures document regularly (we recommend once a month).
2. Sign and date statement acknowledging that they have received training and copy of the document.
3. Be able to locate evacuation points, and locations of first aid kits, AED, fire extinguishers.
4. Refer any and all reports of hazardous conditions to the staff member managing the site.
5. Do not attempt to engage with, or directly address any situation which could put you in jeopardy. Always refer to a staff member.

Safety

The Presque Isle Light Station ensures that both of its sites are safe, friendly, and welcoming places for staff and volunteers to work and serve, and for our visitors to enjoy. All of the policies and procedures implemented in this handbook are intended to ensure that this standard is upheld.

First Aid, CPR & AED

All of our staff are CPR and AED certified. Any volunteers who are also certified and willing to provide assistance will be identified on a shift-by-shift basis.

Both of our sites have large, fully stocked **First Aid Cabinets**, along with one smaller first aid kit. These are located in the following places:

Presque Isle Lighthouse: Large Cabinet; Welcome Center Kitchen. Small Kit; under the House Stairs

Erie Land Lighthouse: Large Cabinet; Cottage Dining Room. Small Kit; Ground floor of the Tower

If someone needs more than basic First Aid Assistance, emergency procedures will be employed.

AEDs: The device cannot be used safely if the person being aided is in the tower room. In these circumstances CPR should be employed if the person cannot be moved safely.

Locations: Erie Land Lighthouse, Keepers Cottage, 1st Floor Closet

Presque Isle Lighthouse, Welcome Center + Shop, Kitchen, behind door

Fire Extinguishers are also located in all of our buildings. All staff and volunteers will be made aware of their locations as part of their orientation.

Visitor Safety

- Smoking/vaping is not permitted within the grounds of our sites or in our buildings
- No pets are allowed inside the lighthouses unless they are working service animals
- No food or drink is allowed inside the towers or keeper's residences (except water)
- Children inside the house or towers must have adult supervision
- Any pets on the grounds of our lighthouses must always remain on a leash
- Drones are not permitted on our sites
- No professional photo shoots allowed on site during operating hours

Guidelines for climbing our towers

It is safe for a maximum of 8 visitors are permitted to climb our towers at any one time (plus tower docent).

1. Presque Isle Light Station

- There are 78 steps to the top of the tower ending with a climb up a narrow ladder through a small hatch opening. Please consider any health conditions that might impact your ability to climb.
- Wear sensible footwear (no flip-flops, open backed shoes or spiked heels)
- No backpacks or large purses (unless for medical supplies)
- Rest on the landings if needed
- Be well hydrated
- Use the handrails
- Take your time
- You must be at least 44" to climb
- No infants, babies, or pets can be carried up the tower
- Working service animals cannot be restricted from climbing with their owner. In the event of a service animal climbing, the climb time will be closed off to any other visitors for their safety

2. Erie Land Lighthouse

- There are 69 steps to the top of the tower ending with a climb up a low, narrow ladder through a small hatch opening. Please consider any health conditions that might impact your ability to climb.
- There is a narrow door to exit onto the viewing deck
- Wear sensible footwear (no flip-flops, open backed shoes or spiked heels)
- No backpacks or large purses (unless for medical supplies)
- Rest on the landings if needed
- Be well hydrated
- Use the handrails
- Take your time
- You must be at least 44" to climb
- No infants, babies, or pets can be carried up the tower
- Working service animals cannot be restricted from climbing with their owner. In the event of a service animal climbing, the climb time will be closed off to any other visitors for their safety

Staff & Volunteer Safety

Attendance

All volunteers must sign in and out of site. If a volunteer must leave unexpectedly, they must notify the Site Manager before doing so.

Radios

Hand-held radios are used to communicate between workstations and to alert site staff to potential emergency situations. Anyone assigned a radio must carry it at all times, keeping the volume set loud enough to hear. Radios should be left in their charging docks when not in use. Site staff will confirm the correct channel setting for radios on your site.

- Emergency Radio Code – in the event you need to discreetly alert the Site Manager to an incident or emergency, please use the code ***“Can SITE MANAGER please come to...[your location].”***

Site Security

Both of our sites have security systems that includes cameras and panic buttons. These cameras monitor activity both inside our buildings and on our grounds.

Observing a Criminal Act

If a volunteer witnesses someone shoplifting or behaving in a threatening manner on site DO NOT intervene. If possible, communicate with the Site Supervisor over the radio using the code ***“Can SITE MANAGER please come to...[your location].”*** Staff will observe the situation and intervene if safe to do so. If not, they will call one of the emergency numbers and begin evacuation and procedures.

Harassment (Verbal, Sexual or other)

Harassment is unwelcome conduct that is based on race, color, religion, sex (including sexual orientation, gender identity, or pregnancy), national origin, older age (beginning at age 40), disability, or genetic information (including family medical history). Harassment becomes unlawful where 1) enduring the offensive conduct becomes a condition of continued employment, or 2) the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive. Anti-discrimination laws also prohibit harassment against individuals in retaliation for filing a discrimination charge, testifying, or participating in any way in an investigation, proceeding, or lawsuit under these laws; or opposing employment practices that they reasonably believe discriminate against individuals, in violation of these laws.

Petty slights, annoyances, and isolated incidents (unless extremely serious) will not rise to the level of illegality. To be unlawful, the conduct must create a work environment that would be intimidating, hostile, or offensive to reasonable people.

Offensive conduct may include, but is not limited to, offensive jokes, slurs, epithets or name calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures, and interference with work performance. Harassment can occur in a variety of circumstances, including, but not limited to, the following:

- The harasser can be the victim's supervisor, a supervisor in another area, an agent of the employer, a co-worker, or a non-employee.
- The victim does not have to be the person harassed but can be anyone affected by the offensive conduct.
- Unlawful harassment may occur without economic injury to, or discharge of, the victim.

Any instances of harassment should be reported to the Site Manager and/or Executive Director for reporting and further investigation, by the organization and/or the authorities.

Presque Isle Light Station operates a zero-tolerance policy for proven cases of harassment.



Resources:

All volunteer onboarding and training resources will be made available via the Site Manager(s), and the organization website:

www.presqueisleighthouse.org/volunteer-portal

Both sites will have resources available on site for volunteers (particularly docents) to review, such as books, journals and magazine.

In addition to this handbook, volunteers will be provided with an additional handbook which provides greater oversight for their particular role.

Volunteer Benefits

At both sites, we provide, coffee, tea, water, and snacks to our volunteers.

All volunteers get a 10% discount in the gift shop (excluding local artist merchandise), and a 50% discount on concession items such as drinks, snacks, and ice cream.

Acknowledgement & Incentive

-Events

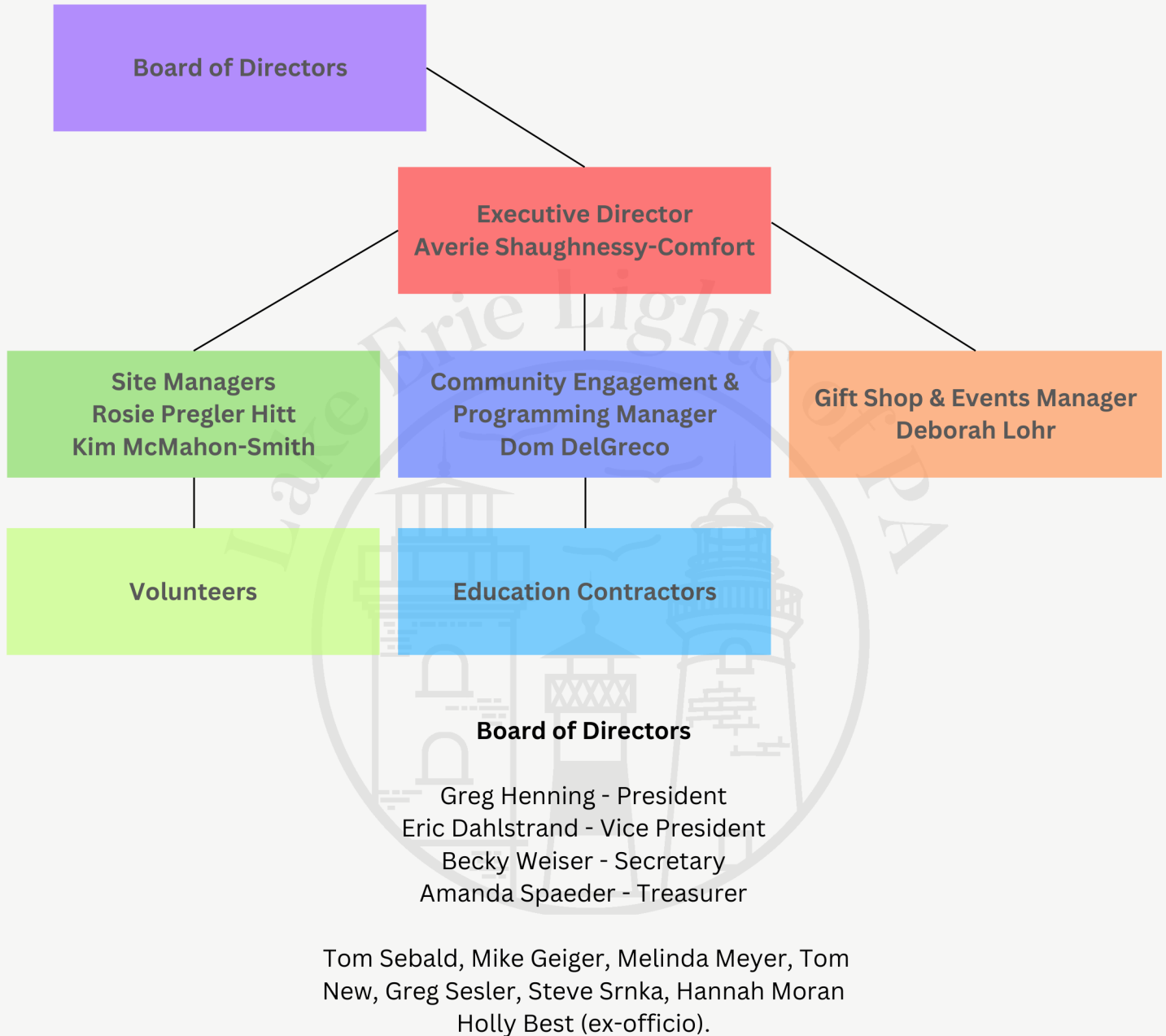
In recognition of the dedicated service of our volunteers, we hold quarterly social events as a chance to get together and celebrate with each other.

September 26 - End of Season Picnic @ Rotary Pavilion
January - Holiday Banquet

-100 Club

Each season we recognize volunteers who accumulate over 100 hours of service during the season. In 2022 we celebrated 16 volunteers who gave over 2,500 combined hours of service to our lighthouses.

Organization Chart



Staff Emails

Averie: averie@presqueislelighthouse.org
Dom: dom@presqueislelighthouse.org

Deborah: lighthousegifts@presqueislelighthouse.org
Rosie: rosie@presqueislelighthouse.org
Kim: kim@presqueislelighthouse.org

VISITORS' BILL OF RIGHTS

COMFORT

"Meet my basic needs." Visitors need fast, easy, obvious access to clean, safe, barrier-free restrooms, fountains, food, baby-changing tables, and plenty of seating. They also need full access to exhibits.

ORIENTATION

"Make it easy for me to find my way around." Visitors need to make sense of their surroundings. Clear signs and well-planned spaces help them know what to expect, where to go, how to get there, and what it's about.

WELCOME

"Make me feel welcome." Friendly staff and volunteers help visitors feel more at ease. If visitors see themselves represented in exhibitions and programs, and on staff, they'll feel more like they belong.

ENJOYMENT

"I want to have fun!" Visitors want to have a good time. If they run into barriers (like broken exhibits, activities they can't relate to, and intimidating labels), they can feel frustrated, bored, or confused.

SOCIALIZING

"I came to spend time with my family." Visitors come for a social outing with family or friends (or to connect with society at large). They expect to talk, interact, and share the experience; exhibitions can set the stage for this.

RESPECT

"Accept me for who I am and what I know." Visitors want to be accepted at their own level of knowledge and interest. They don't want exhibitions, labels, or staff to exclude them, patronize them, or make them feel dumb.

COMMUNICATION

"Help me understand, and let me talk too." Visitors need accuracy, honesty, and clear communication from labels, programs, and staff members. They want to ask questions and hear and express differing points of view.

LEARNING

"I want to learn something new." Visitors come (and bring the kids) "to learn something new," but they learn in different ways. It's important to know how the visitors learn and assess their knowledge and interests. Controlling distractions (like crowds, noise, and information overload) helps them, too.

CHOICE and CONTROL

"Let me choose; give me some control." Visitors need some autonomy: freedom to choose and exert some control, touching and getting close to whatever they can. They need to use their bodies and move around freely.

- "The 227 Mile Museum, or, Why We Need a Visitors' Bill of Rights."
Judy Rand, *Visitor Studies: Theory, Research, and Practice. Volume 9.*
1996. Visitor Studies Association