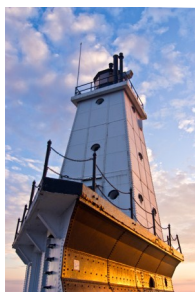


Sable Points Lighthouse Keepers Association (SPLKA) Volunteer Keepers' Handbook



Mission: The purpose of SPLKA is to restore and preserve Big and Little Sable Lighthouses and the Ludington North Breakwater Light, provide education to the public about the lights, and to allow the public the opportunity to climb the towers. Volunteers are our strength and are encouraged to play active roles in our program. In 2012, SPLKA will partner with Fruitland Township and Friends of White River Light Station to operate White River Light Station in Whitehall, as well.



Introduction

SPLKA links the interpretive history of our three light stations: Big Sable Point Lighthouse, Ludington North Breakwater Light, and Little Sable Point Lighthouse.

Together, these lights span a forty mile stretch of Lake Michigan coastline. Both Big Sable and Little Sable are operated by SPLKA under concession agreements (similar to a lease) with the State of Michigan. SPLKA has partnered with the City of Ludington to open the Ludington North Breakwater Light to the public.

This handbook addresses keepers' duties at all three lights. General policies and procedures appear at the beginning of the handbook. Following that is information specific to each light. Please refer to the table of contents on page three.

Thank you, *Operations Manager and Executive Director of SPLKA*

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GENERAL POLICIES AND PROCEDURES

Resident Keepers and Day Keepers

SPLKA's keepers volunteer at two different levels of involvement. Our resident keepers serve in one or two week time blocks and are given accommodations in group living quarters provided by SPLKA. Day keepers consist of mostly local citizens who volunteer in single day shifts on a varied schedule throughout the season.

Both resident and day keepers are assigned their duties after a thorough screening and training process. A keeper may not work at any of the lights until the Operations Manager has determined that the keeper is properly trained.

The Lighthouse Keeper's Image

Keepers serve as our lights' voices and are expected to have an accurate knowledge of the history of the lights at which they volunteer. Please review the historical information provided by SPLKA and be ready to share it with our guests.

Keeper clothing should be casual and comfortable, but suitable for greeting visitors. Shorts and t-shirts are appropriate, but must be neat and hole-free. Tank tops, bare feet, flip-flops, and bathing suits are not allowed.

Keepers will be given name tags to wear which identify them as volunteer lighthouse keepers. Please wear the name tag at all times when on duty.

General Keeper Conduct

NO smoking is permitted inside any SPLKA building. Smoking outside must be done well away from the building, and all waste materials must be picked up and disposed of properly.

NO alcoholic beverages are allowed in any of SPLKA's towers or premises.

NO pets belonging to keepers or guests are permitted inside any lighthouse (except service dogs). This is a state law.

NO candles or open flames are permitted inside any of SPLKA's towers or premises.

Keeper Illness or Emergency Absence

If, for any reason, a keeper— either resident or day— is unable to serve an assigned shift, it is imperative that SPLKA’s Operations Manager be contacted immediately. If the Operations Manager is unavailable, please follow up with the Executive Director.

Keepers and Their Guests

SPLKA understands that friends and relatives may wish to visit while you are here. Because keepers are extremely busy during work hours, the board of directors has established some guidelines for guests of keepers.

Of course, friends and relatives are welcome to visit the lighthouse at which you serve and climb the tower. Please, however, limit your social time during work hours so as not to interfere with your guest relations duties. Your guests may not help at the tower or in the gift shop (if applicable). Arrange to host guests after the lighthouse closes at the end of the day. No overnight guests are permitted at any of the residences.

Also, SPLKA residences are not available to your guests for an overnight stay, or during the hours that the lighthouse is open. After hours, please respect the privacy needs of your fellow resident keepers at the house and coordinate your guests’ visit with them.

Keepers’ Days Off

Keepers will be scheduled for certain days off, as noted in each light’s individual section in this handbook. It is important for volunteers to take advantage of this break from their responsibilities.

Visit the following Internet sites for tourism information:

- www.visitludington.com — a Ludington Area Guide
- www.downtownludington.org — Downtown Ludington merchants and events
- www.ludington.org — the Ludington/Scottville Chamber of Commerce/Convention and Visitor’s Bureau website
- www.thinkdunes.com — Silver Lake Sand Dunes Area Chamber Of Commerce, serving Silver Lake, Hart, Mears, and Pentwater
- www.pentwater.org — Village of Pentwater merchants and events

Keepers' Gift Shop Discounts

In appreciation of the time and effort invested by our volunteers, all keepers are given a **30% discount on purchases** — excluding snacks and pop/water — during the season of the year they serve. The discount is for personal use only and shall not be extended to friends or relatives who might visit during your stay, as SPLKA relies strongly on merchandise revenue to support our mission. If an item is already discounted, keepers receive the greater discount of the two, without an additional 30% off.

Resident Keeper Household Duties

Please keep the tower, gift shop (if applicable), and living quarters as neat and clean as possible during your stay. On the day that you are scheduled to leave, please give your quarters a thorough cleaning and leave them in “move-in” condition for the volunteers who follow you.

Please remove all food that you brought but did not use, including dry foods (coffee, sugar, etc.) and condiments (ketchup, mustard, etc.). These items tend to accumulate throughout the season and do not get used, so please take them home with you. Please do not post any signs. Please let the Executive Director know if you feel any signs should be added or changed. Email her at: splkadir@t-one.net

Keepers are encouraged to plan simple meals. Often, there is not enough time or space for elaborate food preparation. Some groups of keepers plan meals in advance, and some share food preparation responsibilities during their stay. These approaches to meal planning can make everyone's stay more pleasant and reduce the confusion of several volunteers trying to prepare meals simultaneously.

General Exterior Maintenance & Appearance

A complete list of the keepers' daily duties is posted on the refrigerator at each residence. The outdoor duties focus on keeping the exterior of the light station clean and attractive, including sweeping/blowing/shoveling sand from the sidewalks, watering flowers, picking up and disposing of all trash, and, at Big Sable, cleaning/re-stocking the outdoor bathrooms.

Because the light stations are registered historic sites, the use of campers and tents is not permitted. This rule extends to the keepers' residences,

and also means that there is no parking of RVs or campers at the residences. Keepers' vehicles must always be parked in the area provided.

Lighthouse Restoration

SPLKA has ongoing restoration projects. All alterations to the lighthouses must be compatible with the restoration plans and in compliance with the regulations for registered historic sites. No alterations to any facility are permitted without prior approval of the board of directors and the Executive Director.

Crowd Management & Safety

While it is not a requirement for volunteer keepers to be certified in First Aid and CPR, we encourage it if at all possible. Contact the Red Cross or the American Heart Association in your area to inquire about training.

If a situation arises that requires immediate attention (e.g., a person becomes belligerent or threatening to anybody on the premises), contact 911. Use the safety handout that you received with this handbook. You will also find it posted and/or in the three-ring binder at each site.

While it is the volunteer's job to be a good host and amiable to our guests, one also must be prepared to enforce the rules of safety to visitors, especially at the tops of the towers. If a visitor breaks the rules—leans over the railing on the gallery walk, picks up their child, engages in horseplay, or spits or throws anything over the side of the gallery—your first action should be to remind the visitor of the rules. Then, if they still do not follow your directives, ask them to please return to the ground.

If they do not comply, express yourself firmly saying you will have to take further action if they don't leave the tower at once. It's better to be seen as "mean" than to have an accident happen on your watch.

Inclement Weather & Tower Closings

While our mission is to keep the lights shining and open to visitors, there will be times when it is not safe to do so. As our eyes and ears, you will be the person to decide if the weather looks ominous enough to evacuate the tower and close down for the day. Please do not feel pressured to keep the tower open just to be friendly to the public; their safety, and yours, as well, is our utmost concern.

If you do decide to close the tower, please follow the procedures for the end of the day, and then contact the Operations Manager or the Executive Director. The inclement weather might pass quickly. Please contact the Executive Director if you think it is clear enough to reopen the tower. We will also be watching the weather ourselves and might decide to keep it closed.

Promoting SPLKA

Frequently, visitors will ask you about the lighthouse keepers program, and how to participate. In fact, referrals from our current volunteers make up the majority of new volunteers each season. They see you having fun and want to join in! While the ideal response would be to put them in direct contact with a staff member, that's not always possible.

Informational membership brochures are available online at splka.org and will be available at all three lighthouses to hand out to interested parties. When you see that the brochures are running out, please contact the Operations Manager so that he can restock the supply.

If representatives of any media organization (radio, television, print media) ask for information about SPLKA or its lighthouses, please direct them to the Executive Director. Do not, in any way, appear to represent SPLKA without permission from the Executive Director.

SPLKA's Sexual Harassment Policy

SPLKA's sexual harassment policy extends to all of SPLKA's volunteers. Following is the association's policy, as enacted by its board of directors. SPLKA believes that all should be afforded the opportunity to work in an environment completely free of sexual harassment.

Sexual harassment is a form of misconduct that undermines the employment relationship. No employee or volunteer, either male or female, should be subjected verbally or physically to unsolicited and unwelcome sexual overtures or conduct.

Sexual harassment refers to behavior that is not welcome, that is personally offensive, that debilitates morale and, therefore, interferes with work effectiveness. Behavior that amounts to sexual harassment may result in disciplinary action, up to and including dismissal.

Definition

SPLKA has adopted, and its policy is based on, the definition of sexual harassment set forth by the Equal Employment Opportunity Commission (EEOC). The EEOC defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- submission to such conduct is made either explicitly or implicitly a term or condition of employment.
- submission to or rejection of such conduct is used as the basis for employment decisions.
- such conduct has the purpose or effect of unreasonably interfering with work performance or creating an intimidating, hostile or offensive working environment.

Employer's Responsibility

SPLKA wants a work environment free of sexual harassment by management personnel, coworkers, and by others with whom a SPLKA employee must interact in the course of his or her work. Sexual harassment is specifically prohibited as unlawful and as a violation of SPLKA's policy. SPLKA is responsible for preventing sexual harassment in the workplace, for taking immediate corrective action to stop sexual harassment in the workplace, and for promptly investigating any allegation of work related sexual harassment.

Complaint Procedure

Any instances of sexual harassment, either witnessed or directly experienced, should be immediately reported to the Executive Director. Harassment may also be reported to any other member of SPLKA's management or to the board of directors. All allegations of sexual harassment will be quickly investigated. To the extent possible, the complainant's confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, the complainant will be informed of the outcome of that investigation.

Retaliation Prohibited

SPLKA will permit no employment-based retaliation against anyone who brings a complaint of sexual harassment or who speaks as a witness in the investigation of a complaint of sexual harassment.

Written Policy

All employees receive this copy of SPLKA's sexual harassment policy upon commencement of employment. An employee may at any time request another copy of the policy from SPLKA's Executive Director. If SPLKA should amend or modify its sexual harassment policy, it will provide written copies to all employees within seven business days of the date of amendment or modification.

Penalties

Sexual harassment will not be tolerated at SPLKA. If an investigation of any allegation of sexual harassment shows that harassing behavior has taken place, the harasser will be subject to disciplinary action, up to and including dismissal.

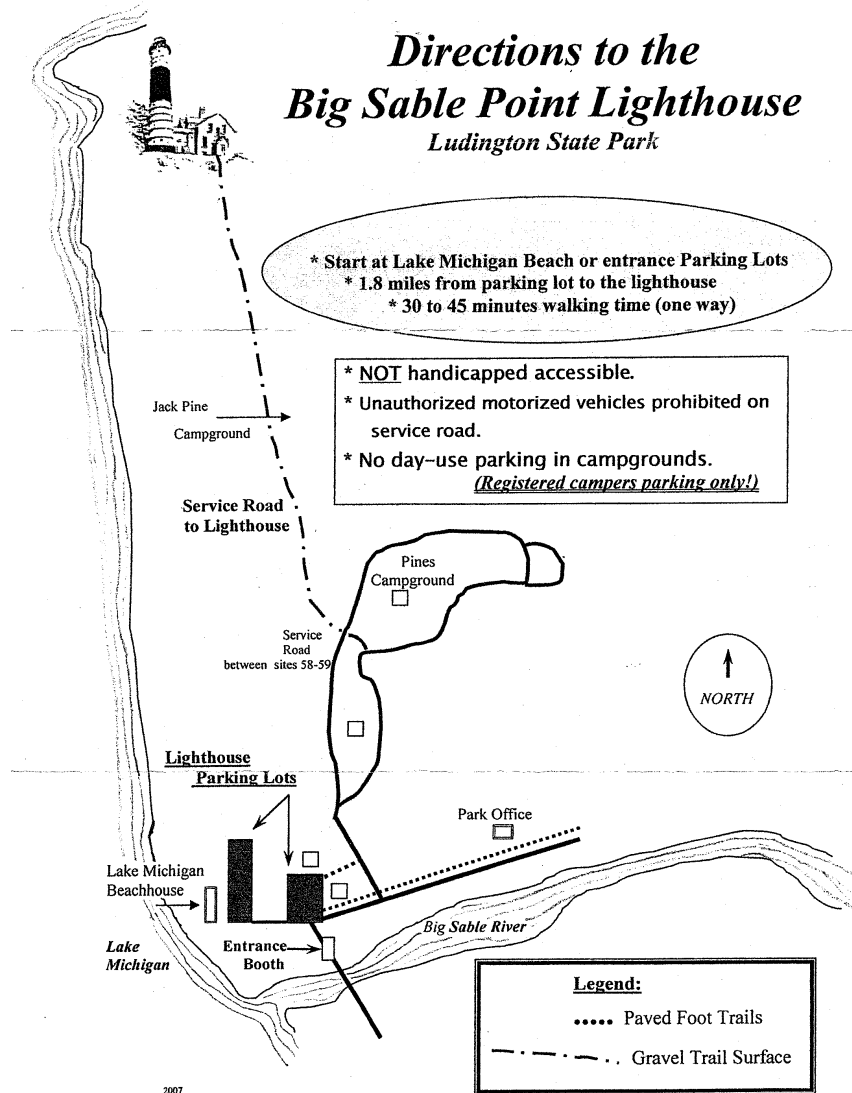
| IMPORTANT TELEPHONE NUMBERS | | |
|---|---------------------|---|
| FIRE/POLICE EMERGENCY | 911 | REMEMBER TO FOLLOW SAFETY PROCEDURE |
| FIRE/POLICE (NON-EMERGENCY) | 231.869.5858 | MASON COUNTY CENTRAL DISPATCH (MASON COUNTY SHERIFF DEPT, LUDINGTON CITY POLICE, AND OCEANA COUNTY SHERIFF DEPT) |
| EMERGENCY SITUATIONS, GENERAL QUESTIONS Cindy Beth Davis-Dykema Executive Director | Email | splkadir@t-one.net |
| | Office | 231.845.7417 |
| | Mail | PO Box 673 Ludington, MI 49431 |
| VOLUNTEER EMERGENCY ABSENCES George Nowsch Operations Manager | Email | splkavol@t-one.net |
| | Office | 231.845.7417 |
| | Cell | 231.425.7791 |
| GIFT SHOP George Nowsch Operations Manager | Email | splkavol@t-one.net |
| | Office | 231.845.7417 |
| BUILDING MAINTENANCE Bob Sperling | 616.796.0856 | HOME |
| | 616.260.1273 | CELL PHONE |
| KEEPERS' RESIDENCES | | |
| LUDINGTON NORTH BREAKWATER LIGHT | 231.843.8260 | 9028 W. Park Road, Ludington, MI 49431 |
| LITTLE SABLE POINT LIGHTHOUSE | 231.873.1631 | 384 18th Ave. (B-15 South), Mears, MI 49436 |
| BIG SABLE POINT LIGHTHOUSE | 231.845.7343 | ALL MAIL SHOULD GO TO- P.O. BOX 673, LUDINGTON, MI 49431 |

BIG SABLE POINT LIGHTHOUSE

Directions to the Big Sable Point Lighthouse Ludington State Park

- * Start at Lake Michigan Beach or entrance Parking Lots
- * 1.8 miles from parking lot to the lighthouse
- * 30 to 45 minutes walking time (one way)

- * **NOT** handicapped accessible.
- * Unauthorized motorized vehicles prohibited on service road.
- * No day-use parking in campgrounds.
(Registered campers parking only!)



2007

BIG SABLE POINT LIGHTHOUSE

Arrival and Departure

Keepers are scheduled for two-week “tours of duty.” On Sundays and Mondays, keepers move in before 6 p.m. and move out after 6 p.m., in staggered shifts as previously assigned by the Operations Manager. You will have an orientation session with the Operations Manager at 7:00 p.m. at the BSP keepers quarters, on the first Monday during your tour of duty.

On the day you move out, please be packed, have your room cleaned, and be ready to leave by 6:00 p.m. Incoming volunteers must be ready to begin working by 10:00 a.m. the following day.

Ludington State Park Regulations

The only access to the lighthouse is through Ludington State Park. You will need to purchase a Michigan Recreation Passport. The cost of an annual season permit (now called the Passport) is \$10.00 (\$6.00 for senior citizens in-state) or \$29.00 (out of state), and day permits are \$6.00 for in-state and \$8.00 for out of state. Any guests who plan to visit you at the light station must also purchase these Recreation Passport permits.

To reach the lighthouse, it is necessary to drive through the Pines Campground. Please use **caution** when driving through this busy area, and observe the speed limit of **ONLY 5 mph**. The state park closes at 10:00 p.m. Keepers are asked to comply with this curfew. Please make every effort to enter or exit the park before 10:00 p.m.

Entering the Premises

You may arrive any time after 5:00 p.m. on your scheduled arrival date. Your first stop will be the Ludington North Breakwater Light keepers’ residence in the Ludington State Park to obtain a key to the green gate which secures the access road to the Big Sable Lighthouse. Please follow these instructions:

To get to the residence in the state park:

As you enter the Pines Campground, turn right into the park service area. The road where you turn is directly opposite the dumpsters, which will be on your left. As you enter the service area, the first building on your right is the keepers’ residence. Park on the half circle drive at the back door. You will find a green box (looks like a small bird house) at-

BIG SABLE POINT LIGHTHOUSE (CONTINUED)

tached to the house to the right of the back door.

To open the lock on the key box:

There are tumblers on the bottom of the lock. Line up the numbers on the tumblers to the **number 130**. When the numbers **130** are lined up, push down on the loop at the top of the lock. The lock will open. Take out one of the green gate keys. Remember: **130** like **130** steps in the BSP tower.

To re-lock the lock on the key box:

Change the position of the tumblers. Push down on the loop at the top of the lock. Make sure it is in the locked position. You **MUST** rearrange the tumblers. The lock will **NOT** lock if it is still set to 130.

Driving to the lighthouse along the access trail:

Refer to the map on page 12 for the location of the access trail to Big Sable Point Lighthouse.

Gates & Access Trail Use

The green gate at the entrance to the access trail in the Pines Campground is locked at all times. When entering the trail, check to be sure that no other vehicles follow you through the gate.

Be certain to re-lock the green gate once you are through it. On rare occasions, you may find the green gate left unlocked by park personnel. If this occurs, leave the gate the way you found it. They will lock it as they go.

The speed limit on the access trail is **10 m.p.h.** Be especially careful when passing bicycles and please stop to let on-coming bikes pass.

If anyone inquires about driving to the lighthouse, politely explain that you are a volunteer at the lighthouse and that the access trail is not a public road. Many keepers make it a habit to offer a ride to trail walkers if they have room in their vehicles, but don't feel pressured to pick up trail walkers if you do not want to. People understand it is a walk-only trail.

Vehicles may be parked in the driveway next to the BSP lighthouse for loading and unloading, but should be moved to the designated parking area as soon as possible.

Keepers are asked to limit their use of the access trail to the hours prior to 10:00 a.m. and after 5:00 p.m. Excessive and/or unnecessary use of the

BIG SABLE POINT LIGHTHOUSE (CONTINUED)

trail is not permitted in our use agreement with the state and may result in limited accessibility for staff and volunteers in the future.

In addition, use of the trail during visitors' hours creates safety hazards and public relations problems. Keepers are allowed to use the access trail only during their tour of duty— if during other times of the season there is need for use of the access trail, contact a staff member for permission.

Tour of Duty and Schedule

Big Sable Point Lighthouse will be open 10:00 a.m. to 5:00 p.m. every day. Plan to be at the gift shop and tower no later than 9:30 a.m.

If you cannot make your scheduled shift, report to the Operations Manager as soon as possible so a replacement can be arranged. If the Operations Manager is unavailable, please follow up with the Executive Director.

Keepers' Quarters

You will find the keepers' quarters to be cozy and comfortable during your stay. Resident keepers share the second floor of the lighthouse, which includes one kitchen, two living rooms, two bathrooms and four bedrooms. You will be notified of your bedroom assignment prior to your tour of duty. The following are the keepers' rooms (and corresponding bed/sheet sizes):

- East Unit: Queen Bed and Twin Bed
- Northwest Unit: Full Bed
- Southwest Unit: Full Bed
- South Unit: Queen Bed

Please do not leave personal items such as beach towels, chairs, shoes, rafts, and grills on the porches and sidewalks or in other outdoor areas of the light station. We want to ensure that our visitors have a clean, uncluttered view of the lighthouse in their photographs.

Campfires are permitted in the area provided on the north side of the building, but only by keepers— do not allow visitors to build campfires at

BIG SABLE POINT LIGHTHOUSE (CONTINUED)

any time. Do not leave campfires unattended and be sure they are completely extinguished before you leave. Do not build fires if there are strong winds. Please keep the campfire site cleared of trash and personal items.

What's Here and What To Bring

In the upstairs keepers' quarters, there is a central kitchen that is well equipped with a gas range/oven, refrigerator, microwave, George Foreman grill, electric frying pan, waffle maker, toaster, coffee maker, crock pot, dishes, utensils, and pots and pans. SPLKA provides paper towels, bathroom tissue, etc. and cleaning supplies. A second refrigerator for additional food storage is located in the basement along with a washer, dryer, and laundry detergent/dryer sheets.

Keepers provide all their own food and personal items. You will need to bring sheets, towels, blankets, and pillows.

Recycling is part of the routine at Big Sable. The state park provides containers for plastic, glass, and metal by the store at the Cedar Campground. Please help SPLKA to do our part for the environment by recycling!

Resident Keepers' Days Off

Big Sable Point Lighthouse keepers will have one afternoon off the first week of their tour and a full day off during the second week, and are encouraged to take the time off to enjoy themselves. Explore the area! Visit BSP's sister towers! Enjoy the Lake Michigan shoreline and our towns!

Lighthouse Security

All exterior doors must remain locked at all times. Visitors to the lighthouse will inadvertently enter any unlocked door and explore the areas behind them! The only exterior door of the lighthouse that is ever left unlocked is the gift shop entrance during the hours the shop is open to the public (10:00 a.m. to 5:00 p.m.). Please check all windows and doors on the first floor before you leave the premises (after business hours) and/or at night before bedtime.

All volunteers should be in possession of a set of keys at all times to avoid being accidentally locked out of the building. Keys are also needed for numerous tasks throughout the day.

BIG SABLE POINT LIGHTHOUSE (CONTINUED)

There are closets in the keepers' quarters that can be locked and can be used by keepers who are concerned about the safety of their personal property. SPLKA cannot be responsible for items that may be lost or stolen.

The Tower

One of the most important responsibilities of keepers is the supervision of the tower. At **NO TIME** is anyone to enter the tower unless a keeper is stationed at the top of the tower. No more than 15 visitors should be allowed on the gallery deck (outside) at a time. The tower windows are permanently closed. Do **NOT** attempt to open them.

Children under age 5 must be at least three feet tall and accompanied by an adult and parents are not allowed to carry those children out onto the gallery. No dogs are allowed, except for service animals, and owners should be strongly urged to consider the dangers before they climb with the dog.

Water bottles, backpacks, or purses are not allowed in the tower—ask visitors to leave them either in the gift shop or video room while they climb the tower steps.

When visitors reach the top of the tower, please greet them and establish your presence as the person in charge. Politely and firmly explain appropriate behavior:

- 1) Visitors may **NOT** lean over the railing.
- 2) Visitors may **NOT** spit or drop **ANY** objects from the tower.

While visitors are in the watch room at the top of the tower, provide a BRIEF description of the workings of the light, fuel used, etc. Keep in mind that there are often people at the bottom waiting to go up, and it is the responsibility of the person at the top to keep people moving.

Gift Shop Duties

Another of our keepers' primary duties is to operate the gift shop. During the season, both the lighthouse and gift shop are open every day from 10:00 a.m. to 5:00 p.m. During hours of operation, at least two volunteers must always be in the shop, unless SPLKA staff is filling one of those slots.

Only trained volunteers may operate the computer system. Keepers are asked to close out the gift shop cash register at the end of each day. Detailed instructions and training will be provided by the Operations Manager. Bank deposits will be handled by SPLKA's staff.

BIG SABLE POINT LIGHTHOUSE (CONTINUED)

Before opening daily, please be sure the gift shop floors are thoroughly swept and the inventory is restocked and organized. Refolding clothing is required many times each day.

Please be sure to greet each visitor and encourage visitors to watch the five minute videotape even if they do not wish to climb the tower. There is no charge for non-climbers to watch the video.

Crowd Management

During June, July, and August, the number of visitors at Big Sable can be overwhelming. The following procedures may be implemented when lines begin to form and/or the gift shop becomes overly congested.

Before you become stressed or overwhelmed, please ask SPLKA's staff for help. SPLKA wants this to be a fun experience for its keepers.

Tower:

- Open the Coast Guard door that provides direct access to the tower from the outside. The key is in the cash register drawer.
- Station a volunteer at this door, with a money apron, located in the file cabinet in the gift shop, to collect entrance fees (or gift shop receipts) and control the number of people inside.
- Allow 15 people in to view the videotape. Give a BRIEF introduction and start the tape.
- Go back to the door and collect fees (or receipts) from the next 15 people in line.
- When the videotape ends, BRIEFLY answer questions then send this group into the tower (after tower group exits).
- Let the next 15 people in to watch the video.
- Use the intercom to communicate with the volunteer at the top of the tower to be sure that previous groups are down or starting down before sending more people up.

Gift Shop:

- Close the door between the hallway and video room.

BIG SABLE POINT LIGHTHOUSE (CONTINUED)

- Station a volunteer outside the front entrance to the gift shop to control the number of people in the shop. Limit the number to 15. As people exit, allow the same number of people to enter.
- If people pay for admittance to the tower along with purchases, be sure to tell them they need their receipt to show at the tower door.

Keeper Positioning:

Keepers should be positioned as follows:

- 1 keeper at the top of the tower
- 1 keeper in the video room
- 1 keeper outside at the Coast Guard entrance
- 2 keepers in the gift shop (during busy times, one of these positions will often be filled by SPLKA's staff).
- 1 keeper to circulate and help where needed

Computer & Telephone Use

Keepers are welcome to use the telephone for local or long-distance calls. Cell phones rarely work at the lighthouse. Please do not accept collect calls, except in an emergency. The Big Sable lighthouse number is **231-845-7343**. The lighthouse office and gift shop computers are for lighthouse business use only. The lighthouse phone line may be used for personal computer use after 8:00 p.m. and before 8:00 a.m. Please be respectful of the fact that this is our only business phone line.

Emergency Procedures

At the Monday keeper orientation/training session, the Operations Manager will outline specific procedures and assignments for dealing with medical emergencies or injuries that occur at the lighthouse. These procedures are summarized in the checklist found as a separate document accompanying this handbook. Keep this checklist on your person at all times when you are on duty.

A defibrillator unit is always on site and stored in the gift shop. Keepers will receive instruction on its use at the weekly training session.

LITTLE SABLE POINT LIGHTHOUSE

Reference Map of Silver Lake Area



LITTLE SABLE POINT LIGHTHOUSE

Arrival and Departure

Resident keepers are scheduled for one-week tours of duty and may arrive after noon on Monday. Departing keepers must have their rooms cleaned and ready for the new keepers' arrival by noon on Monday. Please contact the Operations Manager if you plan to arrive on Sunday– some keepers leave at the end of the day on Sunday and there might be a room available for you to sleep in that evening.

Tour of Duty & Schedule

Little Sable will be open 10:00 a.m. to 5:00 p.m. every day during the season. Volunteers will be assigned to each daily shift at the tower and it is critical that volunteers be punctual in showing up for their scheduled time slot.

If you cannot make your scheduled shift, report to the Operations Manager as soon as possible so a replacement can be arranged. If the Operations Manager is unavailable, please follow up with the Executive Director.

Housing Accommodations

Little Sable resident keepers stay at a house which previously served as a residence for Silver Lake State Park employees. The house is located in a beautiful wooded setting at 384 18th Ave. (B-15 South), Mears, MI, about two road miles from the Little Sable Point Lighthouse. The house is ¼ mile south on the left of the intersection where Mac Woods Dune rides originate. See map on page 20.

The house easily accommodates five keepers at a time. It includes a kitchen, living room, two bathrooms, three bedrooms, and a large backyard with a fire pit. You will be notified of your bedroom assignment prior to your tour of duty. One bedroom has a queen-sized bed, another has a standard double bed, and the third has a single bed.

LITTLE SABLE POINT LIGHTHOUSE (CONTINUED)

What's Here and What To Bring

The kitchen is well equipped with an electric oven, refrigerator, dishwasher, microwave, toaster, coffee maker, crock pot, dishes, utensils, and pots and pans. SPLKA provides some household items such as paper towels, bathroom tissue, and cleaning supplies. The house also includes a laundry area with a washer, dryer, and laundry detergent/dryer sheets.

Keepers provide all their own food and personal items. You will need to bring sheets, towels, blankets, and pillows. You may also wish to bring throw rugs to use next to the beds and bath mats for the bathroom.

Please note that parking of RVs and/or campers is not allowed at the LSP residence, through our lease with the State of Michigan. Contact the Operations Manager in advance if this should pose a problem.

Lighthouse Security

During orientation at the beginning of your tour, resident keepers will be issued a set of keys to the residence and to the lighthouse tower. Always secure the tower and lock all doors at the residence any time you leave either site. For personal safety, keepers are also advised to keep all exterior doors locked while they are inside the house. SPLKA is not responsible for personal possessions of volunteers that may be lost or stolen.

Resident Keepers' Days Off

Little Sable Point Lighthouse is staffed by day keepers on Mondays and Tuesdays. Resident keepers staff the light Wednesday through Sunday, and have Mondays and Tuesdays as their scheduled days off.

Keepers are obligated to be at the LNBL keepers' residence (at the Ludington State Park– see page 26 for a map) for their orientation session with SPLKA's Operations Manager.

A group orientation program for both LNBL and LSP keepers will be held at the LNBL keepers residence Monday at 5:00 p.m. This orientation will last 60-90 minutes.

LITTLE SABLE POINT LIGHTHOUSE (CONTINUED)

SPLKA encourages keepers to take full advantage of these days off. Explore the area! Visit LSP's sister towers! Enjoy the Lake Michigan shoreline and our small towns!

Parking at the Tower & What to Bring for Your Tour of Duty

Keepers at Little Sable will park in the gravel area provided between the entrance booth and the restrooms. When those spots are full, you may park in the main lot. You will need to purchase a Michigan Recreation Passport. The cost of an annual season permit (now called the Passport) is \$10.00 (\$6.00 for senior citizens in-state) or \$29.00 (out of state), and day permits are \$6.00 for in-state and \$8.00 for out of state. Any guests who plan to visit you at the light station must also purchase these Recreation Passport permits.

The parking lot is often full in summer months and keepers are encouraged to carpool.

Keepers should bring the following suggested items to the tower daily: water, lunch/snacks, sunscreen, sunglasses, a brimmed hat, clothing appropriate for a variety of weather conditions, and comfortable shoes. The sun can be intense at Little Sable Point, and temperatures can change quickly. Also, be aware that it's much colder at the top of the tower. Items can be stored at the base of the tower for pick-up after climbing.

LITTLE SABLE POINT LIGHTHOUSE (CONTINUED)

Opening & Closing Duties

Keepers should arrive at Little Sable Lighthouse 1/2 hour before the lighthouse opens. Opening duties include: opening the tower, putting out the signage, benches & umbrella, sweeping walkways and picking up litter, preparing change/back-up bank, turning on and testing the walkie-talkies, cleaning up overnight seagull excrement from upper and lower platforms.

Closing duties include: entering the closing count numbers on day sheet, taking tower tour money back to the residence to be counted and readied for deposit, putting benches/umbrella away, sweeping the tower steps from top to bottom, and putting away signage. The day sheet must be signed by unrelated people, so a day keeper will be asked to accompany a resident keeper to the house to count the admissions/donation monies if there are no unrelated parties staying at the house.

The Tower

Our keepers' most crucial responsibility is the supervision of the tower. At **NO TIME** is anyone to enter the tower unless a keeper is stationed at the top. No more than 15 visitors should be allowed on the gallery deck (outside) at a time. The tower windows are permanently closed. Do **NOT** attempt to open them.

Children under the age of 5 must be at least three feet tall and accompanied by an adult. Do not allow parents to carry small children out onto the gallery. No dogs are allowed, except for service animals, and owners should be strongly urged to consider the dangers before they climb with the dog.

Water bottles, backpacks, or purses are not allowed in the tower—ask visitors to leave them at the bottom while they climb the tower steps. When visitors reach the top of the tower, please greet them and establish your presence as the person in charge. Politely and firmly explain appropriate behavior:

- 1) Visitors may **NOT** lean over the railing.
- 2) Visitors may **NOT** spit or drop **ANY** objects from the tower

While visitors are in the watch room at the top of the tower, provide a BRIEF description of the workings of the light, fuel used, etc. On the outside gallery, have people move clockwise around the tower. Keep in

LITTLE SABLE POINT LIGHTHOUSE (CONTINUED)

mind that there are usually long lines of people at the bottom waiting to go up, and it is the responsibility of the keepers at the top to keep people moving.

Crowd Management

For the most efficient flow of visitors into and out of the lighthouse, volunteers should be positioned as follows:

- 1 outside the tower door selling the tickets
- 1 outside talking with people in line and giving lighthouse history and information
- 1 inside the tower door regulating the traffic flow of guests climbing up/down the stairway
- 1 at the top of the tower stairs (in the Watch Room) greeting people and explaining the workings of the lamp
- 1 outside on the gallery deck monitoring guest activity and answering questions

Emergency Procedures (for incidents at the tower)

At the Monday keeper orientation session, the Operations Manager will outline specific procedures and assignments for dealing with medical emergencies or injuries that occur at the lighthouse. These procedures are summarized in the checklist found as a separate document accompanying this handbook. Keep this checklist on your person at all times when you are on duty.

The lighthouse is equipped with a set of walkie-talkies that serve as an intercom system, and a cell phone for communicating emergency situations and coordinating the emergency response. A defibrillator unit is always on site and stored in the cabinet at the base of the lighthouse, and keepers will receive instruction on its use at the weekly training.

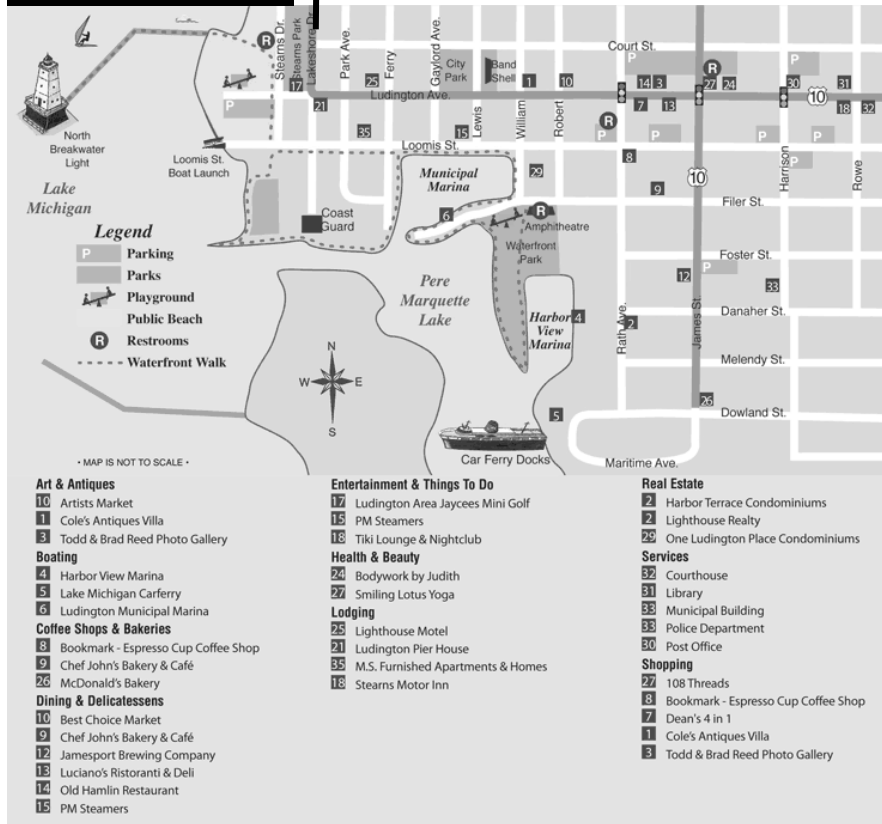
For an emergency that might happen on the public beach in front of the lighthouse, immediately call 911 and then the State Park to mobilize action on behalf of the victim. Lighthouse volunteers are encouraged to provide any assistance they can until State Park officials and/or emergency units arrive.

LUDINGTON NORTH BREAKWATER LIGHT

LBNL Reference Maps

Keepers' residence is located here, near the Ludington State Park Office — see page 12 for a more detailed map of the Ludington State Park.

Follow Lakeshore Drive (M116) north to Ludington State Park (8 miles)



LUDINGTON NORTH BREAKWATER LIGHT

Arrival and Departure

Resident keepers are scheduled for one week tours of duty at LNBL. Keepers should plan to move into the LNBL house on Monday by 3:00 p.m. and move out prior to noon on the following Monday morning.

Please contact the Operations Manager if you plan to arrive on Sunday—some keepers leave at the end of the day on Sunday and there might be a room available for you to sleep in that evening.

A group orientation program for both LNBL and LSP keepers will be held at the LNBL keepers residence Monday at 5:00 p.m. This orientation will last 60-90 minutes.

Tour of Duty & Schedule

The Ludington light will be open 10:00 a.m. to 5:00 p.m. seven days a week, with assistance from local keepers on Mondays and Tuesdays. When you work, plan to be at the tower no later than 9:30 a.m. Volunteers will be assigned to each daily shift at the tower.

Housing Accommodations

LNBL resident keepers stay at a spacious house which previously served as a residence for Ludington State Park employees. The house is located at 9028 W. Park Road, Ludington, MI, about eight miles from the Ludington North Breakwater Lighthouse.

You will need to purchase a Michigan Recreation Passport. The cost of an annual season permit (now called the Recreation Passport) is \$10.00 (\$6.00 for senior citizens in-state) or \$29.00 (out of state), and day permits are \$6.00 for in-state and \$8.00 for out of state. Any guests who plan to visit you at the light station must also purchase these Recreation Passport permits.

LUDINGTON NORTH BREAKWATER LIGHT (CONTINUED)

As you enter the Pines Campground, turn right into the park service area. The road where you turn is directly opposite the dumpsters, which will be on your left. As you enter the service area, the first building on your right is the keepers residence.

The house easily accommodates five to six keepers. It includes a kitchen, living room/dining room, 1.5 bathrooms, three bedrooms, and a small backyard with a deck. You will be notified of your bedroom assignment prior to your tour of duty. One bedroom has a queen bed, the second has a double bed, and the third has two twin beds.

What's Here and What To Bring

The kitchen is well equipped with an electric oven, refrigerator, microwave, toaster, coffee maker, crock pot, dishes, utensils, and pots and pans. SPLKA provides some household items such as paper towels, bathroom tissue, and cleaning supplies. The house also includes a laundry area with a washer, dryer, and laundry detergent/dryer sheets.

Keepers provide all their own food and personal items. You will need to bring sheets, towels, blankets, and pillows. You may also wish to bring throw rugs to use next to the beds and bath mats for the bathroom, though the bedroom floors are carpeted.

Resident Keepers' Days Off

The Ludington North Breakwater Light will be open 7 days a week for the 2011 season. Resident keepers will have either Monday or Monday & Tuesday off, depending on arrangements made with the Operations Manager. LNBL keepers are obligated to be at the LNBL keeper's residence at 5:00 p.m. on Monday for their training session with SPLKA's Operations Manager.

SPLKA encourages keepers to take full advantage of their day(s) off. Explore the area! Visit LNBL's sister towers! Enjoy the Lake Michigan shoreline!

LUDINGTON NORTH BREAKWATER LIGHT (CONTINUED)

Lighthouse Security

During orientation at the beginning of your tour, resident keepers will be issued a set of keys to the residence and to the lighthouse tower. Always secure the tower and lock all doors at the residence any time you leave either site. For personal safety, keepers are also advised to keep all exterior doors locked while they are inside the house. SPLKA is not responsible for personal possessions of volunteers that may be lost or stolen.

Opening & Closing Duties

Keepers should bring the following suggested items to the tower daily: water, lunch/snacks, sunscreen, sunglasses, a brimmed hat, clothing appropriate for a variety of weather conditions, and comfortable shoes. The sun can be intense on the breakwater, and temperatures can change quickly. Also, be aware that it's much colder or hotter at the top of the tower. Items can be stored at the base of the tower.

Keepers should arrive at LNBL 1/2 hour before the lighthouse opens. Opening duties include: opening the tower, putting out the signage, sweeping walkways and picking up litter, preparing change/back-up bank, turning on and testing the walkie-talkies, folding and arranging merchandise and cleaning up overnight seagull excrement from upper and lower platforms.

Closing duties include: entering the closing count numbers on day sheet, taking tower tour money and merchandise revenues back to the residence to be counted and readied for deposit, putting benches away, storing merchandise boxes or taking them back to the LNBL residence for restocking, sweeping the tower steps from top to bottom, and putting away signage. The day sheet must be signed by unrelated people, so a day keeper will be asked to accompany a resident keeper to the house to count the admissions/donation monies if there are no unrelated parties staying at the house.

The Tower

The most important responsibility of keepers is the supervision of the tower. At **NO TIME** is anyone to enter the tower unless a keeper is stationed at the top. **NO ONE** is allowed on the gallery. No more than six

LUDINGTON NORTH BREAKWATER LIGHT (CONTINUED)

individuals should be allowed in the lantern room at a time. The lantern room has been fitted with a screen to allow the gallery door to remain open. The tower windows are permanently closed. Do **NOT** attempt to open them.

Children under the age of 5 must be at least three feet tall and accompanied by an adult. No dogs are allowed, except for service animals, and those employing service animals should be strongly urged to consider the dangers before they climb with their dog.

Water bottles, backpacks, purses or large totes are not allowed in the tower—ask visitors to leave them at the bottom while they climb the tower steps.

When visitors reach the top of the tower, please greet them and establish your presence as the person in charge. Politely and firmly explain appropriate behavior:

- 1) Visitors may **NOT** touch the light.
- 2) Visitors may **NOT** go on the gallery deck.

While visitors are in the lantern room at the top of the tower, provide a BRIEF description of the workings of the light. Point out the Coast Guard equipment on the gallery and explain its function. Allow people to enjoy the experience, but be aware that it is also your duty to keep visitors moving.

Crowd Management

For the most efficient flow of visitors into and out of the lighthouse, keepers should be positioned as follows:

- 1 inside the tower selling tickets and helping with merchandise.
- 1 inside talking with people waiting and giving lighthouse history and information.
- 1 on the second or third level regulating visitor flow and providing information.
- 1 at the top of the tower stairs (in the lantern room) greeting people and explaining the workings of the lamp.

- 1 dedicated solely to gift shop/merchandise duties.

Emergency Procedures (for incidents at the tower)

At the Monday keeper orientation session, the Operations Manager will outline specific procedures and assignments for dealing with medical emergencies or injuries that occur at the lighthouse. These procedures are summarized in the checklist found as a separate document accompanying this handbook. Keep this checklist on your person at all times when you are on duty.

The lighthouse is equipped with a cell phone for communicating emergency situations and coordinating the emergency response. A defibrillator unit is always on site and stored in the cabinet at the base of the lighthouse. Keepers will receive instruction on its use at the weekly training session.

For an emergency that might happen on the breakwater, please contact the police to mobilize action on behalf of the victim. Lighthouse volunteers are encouraged to provide any assistance they can until police officials and/or emergency units arrive.

The Executive Director should be contacted as soon as possible. Also, an Emergency Report Form (in the three-ring binder) must be filled out in as much detail as possible.

Merchandise Sales

In 2009 and 2010, SPLKA began a trial program for limited merchandise sales at LNBL. It was a very successful program, and will be implemented again in 2011. This year, there will be increased merchandise set up for sale, and for our keepers' convenience, all items sold will be priced as marked, with sales tax included to reduce the need for making change. Also, only cash and checks will be accepted. Gift sales will still be conducted through a cash box; no computer system will be involved. A Daily Sales Sheet and an inventory control list will be part of our keepers' duties. This will be a simple procedure, and detailed instructions and training will be part of the Monday orientation meeting.

Sable Points Lighthouse Keepers Association



Our Mission:

To promote and preserve Little Sable Point Lighthouse, Big Sable Point Lighthouse, and the Ludington North Breakwater Light, to educate the public on their history and allow them the opportunity to climb the towers. SPLKA will enter into a similar partnership with White River Light Station in 2012, working with the Friends of White River Light Station and Fruitland Township, the way that we work with the City of Ludington and the State of Michigan—Department of Natural Resources to operate our other lights.

Please inquire if you'd like to learn ways that you can help!

Donations and Memberships can be sent to:

P.O. Box 673, Ludington, MI 49431

www.splka.org

*** Thank you for your support of Michigan's Maritime History!!!**