MISSION POINT LIGHTHOUSE KEEPER HANDBOOK

MISSION STATEMENT

The Mission Point Lighthouse is dedicated to providing educational experiences relating to the maritime history of Old Mission Peninsula (OMP) and the Great Lakes region. The mission of the Lighthouse Keeper Program is to engage the public in the interpretation and restoration of the lighthouse by offering opportunities to invest personal time and dedication.

HISTORY

Mission Point Lighthouse served as an active lighthouse from its establishment in 1870, until it was replaced with an automated offshore light in 1933. The lighthouse was vacant from this time until 1948, when a group of township residents came together to purchase the lighthouse for the community. Then the township purchased the lighthouse. Since then, caretakers have lived in the lighthouse and various remodeling and restoration projects have occurred. The lighthouse and park are owned by the Peninsula Township and residents of the township (and their guests) are given extra attention and ***FREE*** entry to the upstairs. All others pay the small fee to do the upstairs tour.

In its most recent history, the Mission Point Lighthouse has been added to the National and State Historic Register, and has been opened to the public for tours. The Lighthouse Keeper Program began in 2008, and has welcomed adults who have invested time, energy, and passion into Mission Point Lighthouse. By joining the keeper program, you are following in line with many who have dedicated time to the lighthouse in the past years. You make it possible for the lighthouse to remain open to the public, to keep moving toward restoration and continuous preservation, and to interpret the site for other individuals from around the world. We couldn't do it without you!

SCOPE OF DUTIES

As a Lighthouse Keeper, you have the unique opportunity to leave a lasting impression on the lighthouse in several ways. Lighthouse Keepers are required to greet the public and be available to answer questions when the shop is open, run the admissions/gift shop counter, do daily cleaning; and complete or report minor building and grounds maintenance. The primary duty during the open season [most days May – October, and weekends (Saturday-Sunday) in November] will be to run the gift shop from 10-5 Thursday through Monday, and ensure that all guests have a positive

experience while visiting Mission Point Lighthouse. Open season keepers are scheduled Tuesday to Tuesday and MUST apply with a partner. We do not pair up keepers. Wednesday is the day off. During slower times, keepers will be assigned projects according to their talents and interests. Some who stay at the lighthouse would prefer to paint, organize, or clean, etc. -- those tasks are usually only for the very few off-season volunteers. Keepers are sometimes scheduled during the off-season when contractors are not scheduled and then no retail duties are needed and the cost is more.

It is helpful to visitors if the lighthouse keepers are familiar with the area and are patrons of local businesses. We encourage you to use the services and products of the local businesses. For the open-season keepers, if you ask the local businesses, some offer discounts and free wine tasting – simply show your VIP Keeper key tag. Your borrowed keeper name tag is only to be worn at the lighthouse.

Keepers report to and work under the Lighthouse Manager and will be in charge of the gift shop and admissions during all open hours. Shop training is provided all-day Thursday with the Manager. The Lighthouse Manager is an employee of the Peninsula Township and cannot be at the lighthouse for all the open hours. You are expected to follow the tasks as you are asked and trained by the manager. Lunch is handled by relieving each other from the gift shop for a break. We typically have a greeter fill in for the lunch breaks from noon-2pm. No food is allowed on the gift shop counter for visitors to see and keepers must not eat in front of the visitors. Beverages are certainly acceptable and encouraged for good hydration. This is a common policy for any retail situation. Keepers' personal hobbies, books or collections are not allowed in the retail or museum space. If you don't understand this, ask the manager. Please keep in mind that you are here volunteering for our lighthouse and not to discuss your personal interests with the visitors.

Our retail setup includes tax on all items and is very simple to learn. Daily cleaning of lighthouse public areas is necessary, including sweeping, vacuuming, insect removal, and window washing as needed. Do not touch the artifacts without training. Keepers are not docents but must be somewhat comfortable with speaking to the visitors. A very brief script is provided to the keeper. We have a 2-minute video for visitors to view prior to the self-guided tour. We encourage all visitors to pay the small fee required for the self-guided tour which is to go upstairs for more museum viewing and to do the tower climb. Ages 13+ cost is $8 for ages 6-12 cost is $2, under age 6 is FREE. Fees for the tour are **not** a donation just a small admission fee to be paid prior to going up the stairs. All fees paid and sales in the gift shop help keep our doors open. **No children can do the tour without an adult.** Keepers must be able to climb all the stairs (37) a few times a day; efficiently handle money; understand all retail duties and work long hours (8) (Thursday – Monday). Arrival day is Tuesday and Wednesday is the day off.

VERY IMPORTANT: *If a keeper's health or mobility has been compromised after applying for the keeper position and/or being placed on the keeper schedule, it **MUST** be discussed with the Lighthouse Manager prior to the week of scheduled arrival.*

The Lighthouse Manager prefers keepers that are willing and able to make good judgements regarding visitors, and offer their time and talents as they see fit for a need at our lighthouse. The manager or assistant are always available for questions during the shop hours. It's best to text or

call the manager when you have *any* questions regarding specific shop duties, handling sales on the register or merchandise questions etc. Any non-urgent suggestions and information for the Lighthouse Manager can be written down and placed on the manager's black tray on the living room shelf. This is the best place to put non-urgent correspondence for the manager.

KEEPER IMAGE AND IDENTIFICATION

Keepers should always strive to provide visitors to the lighthouse with a positive experience similar to what they would find at other historical sites open to the public. Keepers' clothing may be casual and comfortable, but suitable for greeting visitors. Shorts and T-shirts are appropriate for warm weather, but the following items are ***not:*** tank tops, any clothing with holes, too short or too tight, bathing suits, pajama pants, slippers, bare feet or flip-flops. Good hygiene is expected from the keepers since you are greeting hundreds of visitors and representing our special historic building. You will be given a keeper nametag to wear during the working hours of your stay. Please wear it straight at front right or left chest area. You are required to wear the nametag at all times when you are on duty then return it upon leaving.

GENERAL CONDUCT OF KEEPERS

NO smoking is permitted inside the buildings. Smoking outside must be done well away from all buildings and all waste materials must be picked up and disposed of properly. Because the lighthouse is a registered historic site, alcoholic beverages not are allowed on the premises while working. Keepers cannot have children or pets staying at the lighthouse, ***no*** exceptions.

THE MUSEUM & TOWER

The keepers will let every visitor entering know there is a small fee to pay in the gift shop to go upstairs for a self-guided tour. Keepers will emphasize safety precautions **only for the visitors that need extra care** when they proceed up into the tower. This is done by simply saying, "after you have viewed the 2nd floor museum, then you can climb the tower steps, read the signs, the **last set of steps** are *up like a ladder and down like a ladder, you must face the steps*." Daily cleaning of the tower is necessary and required, including washing dirty windows, wiping down the railings, sweeping, washing and vacuuming of all tower steps. Sand is slippery and it is necessary to sweep every chance you get on our historic wood floors and the front porch. All exhibits must be checked and maintained a couple times daily. Any damage of the building or exhibits must be immediately reported to the Lighthouse Manager. There are duplicated cleaning supplies in the 2nd floor closet for the after-hours cleaning. Vacuum cleaner on the first floor, does **not** get carried up to the 2nd floor as well as brooms and supplies. Keepers will be trained on the best most efficient way to do the daily cleaning. Keepers are expected to follow all daily cleaning requirements.

GIFT SHOP

Keepers will be trained on all gift shop procedures, including receiving packages, pricing, stocking, and operating the simple Square Point-of-Sale system. Manager is the only person to add items to the Square POS system. If you see a mistake, immediately let the manager know. The gift shop can become very busy and crowded, especially during the summer months. It's necessary to always have two keepers in the shop for the busy season. One person to float through visitors, answer questions, check the 2nd floor and tower occasionally, while the other runs the cash register and helps folks in

the gift shop. We limit the number of visitors in the building at one time. If the keeper must leave the shop briefly, the cash drawer must be locked and key must be on you. You are to relieve each other for a brief lunch. I prefer you don't have personal books to read while running the shop, a magazine is ok. Hobbies such as knitting etc. are not allowed in the shop or museum. There is always stocking, organizing and cleaning to do in the shop or museum when time allows. Keepers must also control the number of visitors entering. We have signage and training for maintaining few visitors inside.

Topics allowed for discussion with the visitors: local area, lighthouses, nautical or historic information and only positive topics. No personal opinions, no politics, no religion or any topics that may make a visitor uncomfortable are allowed. The gift shop is a very small space for selling tours and merchandise. We need to keep folks moving on the busy days. There is a lot of psychology involved with retail and we need to keep everything on the positive, clean and cheerful.

The Peninsula Township controls the hours of all the businesses in the area and you *must abide* by the advertised hours. The hours are 10 to 5. For security reasons, keepers are ***not*** to have park visitors in the lighthouse or gift shop after hours. In November the hours are noon to 4, Saturday – Sunday. NEVER open the shop until you are first certain that you are ready with the cash in the register drawer, lights on, museum videos are on and shop is well stocked and clean. All volunteers get a 30% discount on any gift shop purchases and *only* the Manager will ring in those discounts.

The gift shop does not sell any beverages or food. Mission Point Lighthouse cannot compete with the local restaurants and food shops. Visitors are encouraged to bring their picnic items and use the park picnic tables. The only public water fountain and foot washing station is near the picnic tables between the lighthouse and the log cabin, outside the white fence. We have excellent tasting well water, that is tested 4x a year. Visitors are ***not*** to use the lighthouse hoses.

Tour bus visitors: most of the bus tours are planned, however, sometimes they show up unannounced and then the same rules apply to them as the other visitors. They must pay a fee to tour upstairs. We do have a $5 fee for tours or groups of 6 or more. It is not allowed to let large numbers of visitors inside our small first floor so sometimes a keeper needs to man the door and control traffic entering. We try to allow only 8 people on the first floor and 10 upstairs. We simply tell folks at the door, "we are at capacity and you need to wait until some people come out."

LIGHTHOUSE PASSPORT PROGRAM

We participate in the US Lighthouse Passport Program and have an official round stamp for the passports. It is not the same as the National Parks Passport Program. When stamping the customers' passports be sure to put the stamp in the correct box and use the correct official stamp (our logo) NOT the self-inking hand stamper. Do not stamp a visitors' personal passport.

PHONE DUTIES

A landline telephone is provided in the keeper's residence, the number is 231-223-7324. One handset needs to be on the shop counter during open hours and be sure to hang up the phone correctly (red button) so calls can come in. Keepers are required to answer the lighthouse phone (say: *Mission Point Lighthouse*) and try your best to answer the caller's questions in a pleasant

manner. When giving directions to someone driving to the lighthouse, feel free to mention that the park public restrooms are outside toilets and if they prefer an inside toilet, they should stop at the local Peninsula Market on Center Road. Any questions you cannot answer direct to the Lighthouse Manager (call/text 231-645-0759). Simply give the caller her direct phone number from the business card. Same for visitors with questions, give out her card. It is best that you **don't** take messages unless it is a serious situation, i.e. safety issues or special donations etc. Email is best for special requests. Do not let a visitor leave the gift shop with the lighthouse phone. Yes, you must answer the phone after 5pm, you are the keeper of the lighthouse and the point of contact for lost and found etc. Long-distance calls need to be made from personal cell phone, the lighthouse phone does not have long distance service. Sometimes cellular reception is not always the best at this location. WIFI is provided and works well – password is **lighthouse**.

BUILDINGS/GROUNDS MAINTENANCE

If there is any time during the busy season, keepers will be responsible for buildings/grounds maintenance throughout the day (not mowing). Many weeks are extremely busy in the gift shop and museum and there is no time for other outside tasks. **The gift shop and museum are the number one priority for the keeper.** But we appreciate that you stay busy during the open hours. Finding things to do is necessary too. If this is unclear, certainly contact the Lighthouse Manager for direction and suggestions. The program is designed to meet your skills, and abilities during your week stay. Please inform the Lighthouse Manager of any special projects you may want to work on during your stay, so that we may have the appropriate materials ready upon your arrival.

The only public restrooms at the park are the outside vault toilets and porto-johns between the parking lot and the lighthouse. The public toilets are **NOT** the responsibility of the keepers. The maintenance person paid by the Peninsula Township maintains the outhouses and the park trash cans. However, if they need servicing, the keeper needs to call the maintenance person (number will be provided on refrigerator). There are however, additional large rolls of toilet tissue in a plastic container in the shed if needed. Friday PM the recycle trash truck will come by on the road to empty the 2 recycle bins (see instructions by hanging calendar). **Keeper must bring the 2 recycle bins to the road before noon Friday. Then when emptied, return to their original spots.**

The Lighthouse Park has a beach and 10 miles of posted hiking trails (green signs). Visitors are in the park every day all year round. The shallow beach has no lifeguard and the trails are only for non-motorized vehicles, hiking, dogs, horseback riding, cross-country skiing and snow shoeing. We are a dog-friendly park for responsible pet owners. Dogs can be off-leash if under control. Only service dogs can enter the lighthouse museum.

KEEPER ARRIVAL AND DEPARTURE

Keepers will be given at minimum one day off *per week stay*. Wednesday is scheduled as the day off. Local volunteers run the shop on Wednesdays. Keepers are expected to arrive around 1:30 pm – 3:30 pm on the scheduled Tuesday for orientation. Park facing the south woods to unload your vehicle by the west double gate walkway. The manager works with the keepers all day Thursday in the shop. Instructions are all outlined in a manual and simple to follow. On the day of your departure, we need you to be out by 11am so that the keeper quarters can be stocked, sanitized etc.

LIVING QUARTERS

Keepers will find the living quarters to be cozy and comfortable during your stay. They include the kitchen, dining room, living room, bedroom and bathroom. The quarters are well equipped with dishes, cooking utensils, all cleaning equipment, coffee & filters, water bottles, appliances, cable TV, WIFI (password: **lighthouse**), washer, dryer, and a gas grill. ***Keepers are not allowed to use the wood burning fireplace.*** Fireplace is for décor only. If a keeper breaks an appliance or tool due to misuse, the keeper must pay for a replacement. All paper products (bathroom tissue, paper towels, napkins) and all cleaning supplies and laundry detergent are provided. Please notify the Lighthouse Manager if we are running low on any products. The keeper must ***not*** allow park visitors to use the private lighthouse keeper toilet. Visitors use the public park outside toilets.

Also, for security reasons, **discretion *must* be used in letting visitors view the keeper's quarters.** DO NOT mention viewing the keepers' quarters to visitors. The doors to the keeper quarters must remain closed (bedroom door locked) when the shop is open, as well as the locked kitchen door.

The keeper quarters are heated and air-conditioned. Fans are also provided for your use. Tower windows facing North can only be opened from top down (otherwise kids push the screens out). If you choose to leave windows open due to the summer heat, ***you must remember to shut them if the weather changes to rain.*** Please keep in mind, the keeper is trusted to be responsible for maintaining a historic building and carelessness is unacceptable.

WHAT TO BRING

Keepers provide their own food and toiletries. Mosquito repellant is recommended. You will also need to bring bed sheets (we have 2 twin beds & sleeper sofa), blankets, pillows, towels, and washcloths. We have a sleeper sofa in the living room. If you choose to use the sleeper sofa, it must be closed daily. We provide the mattress pads which keepers wash each week before leaving.

GENERAL INTERIOR MAINTENANCE & APPEARANCE

Please keep the display areas and living quarters as neat and clean as possible during your stay. There are always surfaces and corners of the lighthouse to clean. Everything must be clean when the keeper leaves and the new keeper arrives. Especially clean the kitchen counters and farm sink. All trash must be removed and vacuums emptied. Please leave the house in better shape than when you arrived.

GENERAL EXTERIOR MAINTENANCE & APPEARANCE

One of your duties is to keep the exterior of the lighthouse grounds clean and attractive. Keepers must check the nearby lighthouse grounds for trash once a day and put it in a trash can. The manager will show you where the keeper trash gets disposed of. All boxes need to be flattened and put in the shed or recycle bins. Please water the outside planters with the watering cans provided. Keepers are also asked to keep the sand/dirt swept from walks, porches and all steps. This is necessary to maintain the appearance of the facility and to insure the safety of all.

Because the light station is a registered historic site, the use of campers and tents is not permitted. Keepers' vehicles must be parked in the designated lighthouse parking area behind the lighthouse. You are limited to two vehicles on the site. There is a private access gravel road for the volunteers, workers and keepers to use. Volunteers/keepers can also use the paved delivery driveway – simply open and shut the gate, it is not locked. Keepers cannot have campers parked at the lighthouse and all visitors with a motorhome must always park on the street outside the public parking lot.

Please do not leave personal items such as beach towels, chairs, shoes, rafts and grills on the porch and sidewalks or in other outdoor areas of the lighthouse. You can use the shed for storage of chairs, bikes etc. There is a gas grill on site for keeper use. We want to ensure that our visitors have a clean, uncluttered view of the lighthouse in their photographs. DO NOT hang the entrance rugs on the porch railing, it wrecks the paint and leaves the porch messy with sand. Hang entrance rugs on the east side of the white front gate or on the front unpainted benches.

LIGHTHOUSE SECURITY

All exterior doors must remain locked at all times for the house and shed. The only exterior door of the lighthouse that is ever left unlocked is the front entrance and only during the hours the lighthouse is open to the public. Upon arrival each couple will be issued one set of keys. A keeper should be in possession of his or her keys at all times to avoid being locked out of the lighthouse. The park is open daily until 10pm, so in the summer months there typically are many visitors in the park for the sunset and sometimes it is past 10pm. The Lighthouse Manager can control the alarm system remotely. Usage of the alarm varies during the year. If you have questions about the alarm, ask the Lighthouse Manager. The Park Commission and Peninsula Township cannot be responsible for items that may be lost or stolen.

The museum and shop have four security cameras in place and they record all motion. The living room TV will display the camera views so that the keeper can see the upstairs activities and count visitors upstairs. The manager also has remote access to the cameras.

The small south parking lot is ***only for:*** staff, workers, volunteers and keepers. If you see someone parking there, just ask what they are doing or who they are. It's not your job to place notes on vehicles parked behind the lighthouse. Buses and RVs are not allowed to park in the public lot. If you see a bus/RV there, please tell them to leave the lot. There is signage on the road for them.

LOST & FOUND: There is a small L&F plastic box for small items and to keep notes, see instruction label on box. Notes must be detailed with this information – **dated** and **what** was found or lost and **contact** phone number and name. Any larger items are placed in the garage large L&F plastic container. It is the township policy to hold items for at least a season. Do not make judgements on items, contact the manager with questions. It is the Lighthouse Manager's job to handle any complicated situations in regards to L&F. Contact the manager with further questions.

PERSONAL GUESTS OF THE KEEPERS

The Park Commission understands that friends and relatives are very interested in this unique experience and may want to visit you while you are here. Because keepers are very busy during the hours the lighthouse is open, the Township Board has established some guidelines for guests:

> There is no room for overnight guests and it is ***not*** allowed. Friends and relatives who visit during your stay are directed to park their vehicles in the regular parking area. Friends and relatives are ***not*** permitted to help in the gift shop or tower during hours of operations under any circumstance. Keepers are asked to meet with and entertain their guests ***after*** the lighthouse closes at 5:00 P.M.

THE HISTORIC COLLECTIONS

The collections of Mission Point Lighthouse are defined as all accessioned historical materials. Through these collections the Peninsula Township preserves and interprets the Mission Point Lighthouse property and its significance to the economic and social development of the OMP.

LIGHTHOUSE RESTORATION

The Peninsula Township has ongoing restoration projects in accordance with the State Historic Preservation Office and Guidelines for the Rehabilitation of Historic Buildings. No alterations to the facility, temporary or permanent, are permitted without prior written approval.

PUBLIC RELATIONS

Keepers who receive inquiries from the press or other media about the Mission Point Lighthouse or its programs should refer all the inquiries to the Lighthouse Manager.

WEDDINGS

There are weddings at our park nearly every week. The Peninsula Town Board has determined that the lighthouse cannot reserve areas on the lawn or beach front for any type of private event. This is a public space. Couples are welcome to have their wedding on the beach. But it will have to be **a spontaneous, brief event with few people in attendance (15 or less).** Of course, no cost involved as well. Wedding party ***cannot*** use the lighthouse keeper quarters for changing or for seeking shelter if it rains. There are park regulations that need to be followed by any users seeking to hold a gathering in the property. For example, we do not allow large structures such as tents, benches, and rows of chairs. *All members of the wedding party MUST respect the other park visitors and have NO authority to break park rules or control other park or lighthouse visitors' behavior or experience. And they must not block entry to our gift shop during open hours.* Keepers must immediately contact the Lighthouse Manager or police if wedding party does not comply with the rules. Donations to the lighthouse are encouraged from the wedding party.

OUR UNIQUE POPULAR KEEPER PROGRAM

Upon completion of reading this handbook, if you feel this sounds like a good fit for you, GREAT! I would love for you to apply. Then please complete the application and submit all the required

information. If I don't receive all required information, you go in the incomplete file. If you prefer to be a keeper in the off-season, not when the store is open, please apply and mention your talents to help with the up-keep of our little lighthouse. We rarely allow off-season keepers, since we have construction and maintenance to do then. Off-season keepers will have a higher fee since there are no retail duties.

It is entirely the Lighthouse Manager's choice and discretion for placing the keepers on the scheduled keeper calendar.

Note from the Lighthouse Manager: My best keepers for the open season understand their position is 80% retail duties and the balance is hospitality responsibilities. Keepers need to be high energy, friendly, adhere to the manager's rules, and retail-minded. Mission Point Keepers need to be interested in the OMP area and be helpful with questions from tourists. Keepers need to remember their work is first and foremost for the benefit of the visitors and the preservation of the lighthouse. This position is *not* about you. I want the keepers to be able to make good judgements when issues arise and contact me immediately with difficult situations, technical problems and questions. I can be easily contacted by phone or text. Keepers go through training with me and need to ask questions if things are unclear. It's important that keepers follow the rules and leave the house in better shape than when they arrived.