

INSTRUCTIONS FOR TRAFFIC VOLUNTEERS

SML CHARITY HOME TOUR

AUTOMOBILE PARKING INSTRUCTIONS

Wear your provided orange vest and name tag. This is important to be sure visitors know who is there to help them. Parking volunteers' main goal is to keep the incoming car traffic from backing up onto the road and to be particularly alert to any dangers (hidden culverts, etc.). Be mindful of any neighborhood parking restrictions that will be communicated to you during your onsite briefing.

BOAT DOCKING INSTRUCTIONS

Wear your provided orange vest and name tag. This is important to be sure visitors know who is there to help them.

Make sure the provided bumpers are tied to the dock to protect the dock, except keep one bumper loose. Some boat operators will be inexperienced. Always ask the operator if they need help and then coach them into the landing. Keep the loose bumper handy to place between the incoming boat and dock if needed. In all cases, be ready to receive the line thrown from the boat. Pull the boat gently into the berth and tie it off to the cleats. Make sure the boat is secure before any of the passengers begin to disembark. Assist the passengers in any way that you can, particularly the elderly and disabled. Be particularly cautious as they ascend (descend) the steps from a floater to the fixed dock. These dangers become much more pronounced in windy conditions and especially if a large boat has just passed.

There will be times when all available spots are occupied and boats are waiting. Bring a notepad to jot down the order in which the boats arrived, and wave them in to the dock when it's their turn.

Most docks will have a Passenger Drop Off space designated for boats to approach, allow passengers to disembark, and the captain to remove the boat into the cove to wait while the passengers tour the Home. Be sure to assist these passengers as their boat will not be tied up. If the water is low, try to keep the bows of these boats from drifting underneath the dock to prevent dock damage (the boat will rise in the water as passengers disembark and the boat can hit the underside of the dock).

If the lake water level is low and conditions appear to be too dangerous to use any fixed dock or boats would come too close to rocks, notify the Traffic Leads and adjust the boat parking as needed. If the boat has especially low sides, you may want to suggest that they wait for a berth to open at the floater.

Finally, do not allow any boats to "Raft Up." This is when a boat will tie up to another boat that is already parked at the dock, and passengers would move across the parked boat to the dock. This is dangerous and is NEVER allowed by our insurance policy!

IMPORTANT:

1) An Emergency Card will be taped to the dock house with necessary contact information. If an accident occurs, call 911 if needed and notify the Charity Team Leader immediately so s/he can complete an accident report.

2) If any damage occurs to the dock, immediately notify the Charity Team Leader (name & number on the Emergency Card) and explain what happened. S/he will notify the Homeowner and the Charity Home Tour Executive Director so an insurance claim can be filed if necessary.