

Heart of the Civil War Heritage Area

# Newcomer House Volunteer Manual

## 2018 Season



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## Welcome from the Executive Director



# Heart of the Civil War Heritage Area

### **CARROLL COUNTY**

HAMPSTEAD  
MANCHESTER  
MOUNT AIRY  
NEW WINDSOR  
SYKESVILLE  
TANEYTOWN  
UNION BRIDGE  
WESTMINSTER

### **FREDERICK COUNTY**

BRUNSWICK  
BURKITTSVILLE  
EMMITSBURG  
FREDERICK  
MIDDLETOWN  
MOUNT AIRY  
MYERSVILLE  
NEW MARKET  
ROSEMONT  
THURMONT  
WOODSBORO

### **WASHINGTON COUNTY**

BOONSBORO  
CLEAR SPRING  
FUNKSTOWN  
HAGERSTOWN  
HANCOCK  
KEEDYSVILLE  
SHARPSBURG  
SMITHSBURG  
WILLIAMSPORT

Welcome!

On behalf of the Board of Directors of the Heart of the Civil War Heritage Area, we are delighted to have you join our team. Now in our eighth year of operating the Newcomer House as our visitor center, promoting opportunities for Civil War explorations throughout Carroll, Frederick and Washington counties, our volunteers are more important than ever. Often, a Newcomer House volunteer is the first contact a visitor makes on arrival in the heritage area. Your warm and friendly welcome and knowledge of the region, generously shared, are invaluable to our visitors, Antietam National Battlefield, and all the visitor-serving places in the Heart of the Civil War Heritage Area.

This volunteer manual, with the Antietam National Battlefield Volunteers-in-the-Parks handbook, provides background information about the heritage area, basic volunteer procedures, and other heritage tourism opportunities. Rachel Nichols manages the Newcomer House volunteer corps, and her contact information is listed on page 5 of this manual. Don't hesitate to reach out if you have questions or concerns.

Thank you for giving your time and expertise as a Newcomer House volunteer. The Newcomer House, as a witness to history for generations, is a special place. I know you will come to love your time serving visitors at this location.

Warm regards,

Elizabeth Scott Shatto  
Executive Director  
Heart of the Civil War Heritage Area

P.S. Every year we plan an active schedule of programs at the Newcomer House. Do you have a special talent, interest, or research that could be shared in a public program? Please talk to Rachel Nichols!

## About the Heritage Area

### Mission statement

The mission of the Heart of the Civil War Heritage Area (HCWHA) is to promote the stewardship of our historic, cultural, and natural Civil War resources; encourage superior visitor experiences; and stimulate tourism, economic prosperity, and educational development, thereby improving the quality of life in our community for the benefit of both residents and visitors.

### Activities

HCWHA serves both **visitors** to the Heritage Area and **stakeholders** who live and work in this region. We actively promote heritage tourism to the three-county area through four main avenues: the Exhibit & Visitor Center at Newcomer House, marketing campaigns (including paid advertisements and earned media), a robust online presence (including our website, [www.heartofthecivilwar.org](http://www.heartofthecivilwar.org), regular email newsletters, and various social media channels), and targeted initiatives (such as a new education project which aims to attract student group tours to the area). We seek to strengthen and support the historic sites and other visitor-serving attractions in the area through financial as well as technical assistance. HCWHA offers two grant funding opportunities to nonprofit organizations and government units in the Heritage Area: mini-grants of up to \$5,000 and Maryland Heritage Areas Authority Project Grants of up to \$100,000. Technical assistance includes support with promotion/marketing, identifying funding sources, grant application review, feedback on project design, referrals to consultants and experts, and workshops on topics like millennial engagement. Finally, HCWHA functions as a regional coordinating body for special commemorative activities.

### Organizational structure

HCWHA became certified as part of the Maryland Heritage Areas Program in July 2006. The Heritage Areas program began in 1996 as a unique state initiative to nurture heritage tourism and economic development. The Maryland Heritage Areas Program is governed by the Maryland Heritage Areas Authority (MHAA) and administered by the Maryland Historical Trust. MHAA provides targeted financial and technical assistance within thirteen locally designated Heritage Areas, each of which has a distinct focus or theme that represents a unique aspect of Maryland's character. Together, MHAA, the Heritage Areas and local partners support the economic well-being of Maryland's communities by promoting, sustaining and creating place-based experiences for visitors and residents alike.

The Heart of the Civil War Heritage Area incubated for nearly a decade under the Tourism Council of Frederick County before becoming an independent nonprofit organization in 2014. HCWHA is governed by a Board of Directors and guided by an Advisory Council comprised of representatives of local government units, state and national parks, private organizations and businesses, and individuals from all three counties in the Heritage Area. The personnel include two full-time and one part-time staff.

A number of other initiatives and programs complement and work in concert with the Heart of the Civil War Heritage Area, including the Maryland Journey Through Hallowed Ground National Scenic Byway, the Historic National Road, the Canal Towns Partnership, the Chesapeake Bay Gateways Network, and the Journey Through Hallowed Ground National Heritage Area.

## Location and boundaries

The Heart of the Civil War Heritage Area is ideally positioned to serve as your “base camp” for driving the popular Civil War Trails and visiting the battlefields and sites of Antietam, Gettysburg, Monocacy, South Mountain, Harpers Ferry, Baltimore and Washington, D.C.

The Heart of the Civil War Heritage Area covers portions of Carroll, Frederick, and Washington Counties, including the following municipalities. To view a PDF version or an interactive GIS map of the Heritage Area boundaries, go to [bit.ly/HCWHA municipalities](http://bit.ly/HCWHA municipalities).



## Staff contact information



### **Rachel Nichols**

Washington County  
Heritage Area Assistant  
[rachel@heartofthecivilwar.org](mailto:rachel@heartofthecivilwar.org)  
(240) 308-1740

Contact Rachel for scheduling, training, programming, operations, materials, and all other day-to-day concerns at Newcomer House.



### **Elizabeth Scott Shatto**

Executive Director  
[liz@heartofthecivilwar.org](mailto:liz@heartofthecivilwar.org)  
(301) 600-4042

Contact Liz for questions about the cooperative agreement, media relations, stakeholder inquiries, HCWHA policies, or other major concerns.



### **Emily Huebner**

Assistant Director  
[emily@heartofthecivilwar.org](mailto:emily@heartofthecivilwar.org)  
(301) 600-4031

Contact Emily for website/social media questions, blog contributions, and day-to-day assistance if Rachel is unavailable.

## Core values

### Collaboration

HCWHA collaborates with businesses, nonprofit organizations and governments at all levels (local, state, federal).

### Stewardship

HCWHA encourages stewardship of the area's historic, cultural and natural resources.

### Authenticity

HCWHA offers visitors a unique opportunity to experience the crossroads of the Civil War on the home front, in the heat of battle, beyond the battlefield, and to reckon with the shadows of the Civil War.

### Hospitality

HCWHA practices hospitality with visitors of all backgrounds and abilities.

### Empowerment

HCWHA empowers and equips partner organizations in the delivery of superior visitor experiences.

### Integrity and Accountability

HCWHA acts with integrity and accountability in all aspects of operations and fiscal management.



*The Best Farm at Monocacy National Battlefield*

Access this manual and other resources online:  
[www.heartofthecivilwar.org/newcomer-house-volunteers](http://www.heartofthecivilwar.org/newcomer-house-volunteers)



## HCWHA Programs and Products

### Heart of the Civil War GeoTrail

The Heart of the Civil War Heritage Area GeoTrail launched on October 1, 2016, with 16 geocaches hidden within Maryland's Carroll, Frederick, and Washington Counties. The trail is suitable for geocachers of all experience levels. The trail was created by the Heart of the Civil War Heritage Area with the support of a Rural Maryland Council MAERDAF grant. Thanks to the Maryland Geocaching Society and Visit Hagerstown & Washington County for their support in developing this trail.

#### How to Participate

- Create a free geocaching.com account and find the 16 cache coordinates
- Download and print your passport from the HCWHA website ([heartofthecivilwar.org/geo-trail](http://heartofthecivilwar.org/geo-trail))
- Find at least 13 caches on the trail & record the code words from each cache
- Bring your passport to one of participating Visitor Centers (below)
- Pick up your free, trackable prize (while supplies last)



#### Hotel Packages

Discounts are available to geocachers at three Heritage Area hotels:

- Fairfield Inn & Suites Frederick
- SpringHill Suites Hagerstown
- Best Western Historic Frederick

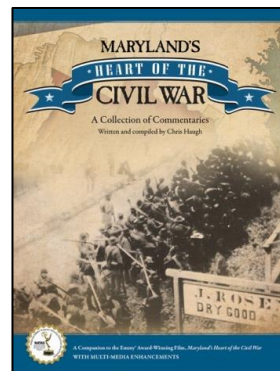
#### Redeeming Prizes

A pathtag will be awarded to geocachers who find the locations of at least 13 HCWHA caches. To be eligible for a pathtag, geocachers must record the code word from at least 13 HCWHA geocaches and validate their passports in person at one of the following locations: Carroll County Visitor Center in Westminster, Frederick Visitor Center, Hagerstown Visitor Welcome Center or Newcomer House. One pathtag will be awarded. **At the Newcomer House there is a folder under the counter with Geotrail information in it. It has instructions with the key to cache code words, along with the location of the pathtags.**

**Geocachers can purchase a geocoin for \$10 at several locations:** Frederick Visitor Center, Hagerstown Visitor Welcome Center, Historical Society of Carroll County, or the Antietam Museum Store. The Visitor Centers in Frederick and Hagerstown will ship them to cachers who cannot visit in person.

## Maryland's Heart of the Civil War: A Collection of Commentaries

This interactive multimedia companion to the award-winning documentary *Maryland's Heart of the Civil War* (DVDs are available at the Frederick Visitor Center as well as the Antietam National Battlefield and Monocacy National Battlefield Visitor Centers) provides hours of additional information and interpretation captured during the filming of the hour-long film. This free, 350-page resource provides an in-depth look at commentary from the region's top Civil War historians. The content is accessible via the free app (search for "Heart of Civil War"; note: best viewed on a tablet) or on a desktop computer at [bit.ly/2FMn6YH](http://bit.ly/2FMn6YH).



## Civil War Selfies

Exchanging small printed photographs became very popular during the Civil War, when new technologies allowed photographers to print inexpensive images the size of a smartphone screen. Friends and family traded them almost as much as we share selfies today. In fact, trading this kind of picture, called a *carte de visite*, was so popular that in 1862 the poet and physician Oliver Wendell Holmes wrote, "Card portraits as everybody knows have become the social currency, the green-backs of civilization." While technology may have changed, people have not. Visitors to participating historic sites and museums (including Newcomer House) can tag their pictures the hashtag #CivilWarSelfies. Note: selfies is plural.



## Annual events in the Heritage Area

**February** – Master Docent Series @ Frederick Community College  
**Late March** – Civil War Seminar @ Hagerstown Community College  
**Late April** – National Park Week / Junior Ranger Day @ all NPS units  
**Early May** – Civil War Living History Reenactment @ Carroll County Farm Museum  
**May** – Washington County Museum Ramble @ sites across Washington County  
**May** – The Frederick Keys History Days @ Harry Grove Stadium  
**Late June** – Corbit's Charge @ downtown Westminster  
**Early July** – Battle of Monocacy Commemoration @ Monocacy Battlefield  
**Mid July** – Battle of Funkstown Reenactment @ Funkstown Park  
**Mid July** – Civil War Encampment and Living History weekend @ Union Mills Homestead  
**Mid September** – Battle of South Mountain Commemoration @ South Mountain State Battlefield  
**Mid September** – Battle of Antietam Commemoration @ Antietam National Battlefield  
**First Saturday in December** – Antietam Memorial Illumination @ Antietam Battlefield  
**Second Saturday in December** – Museums by Candlelight @ sites across Frederick County  
**Late December** – Candlelight tours of historic houses of worship @ Hagerstown and Frederick



## About the Newcomer House



### History of the property

The Newcomer House was built by Christopher Orndorff in the late 1780s as part of a thriving mill complex and farm astride the Boonsboro Pike where the Middle Bridge spans Antietam Creek. The house gets its present day name from Joshua Newcomer who owned the property during the 1862 Battle of Antietam. The photograph shown above was taken by Alexander Gardner in 1862 looking west at the Middle Bridge and the Newcomer Farm and Mill. The barn in the upper left-hand corner of the photo is still standing today and the Newcomer House can be seen in the far background of the photo, off to the right.

No major fighting took place on the Newcomer property during the battle but it did witness some skirmishing, long range artillery, and counter-battery firing. After the battle, Alexander Gardner took numerous photographs around the Middle Bridge which show various parts of the Newcomer property. The mill and house, as well as the barn and outbuildings, were used as makeshift hospitals for the Federal army in the days and weeks after the battle. Joshua Newcomer was never able to financially recover from the damage to his property and sold the property and business shortly after the battle.

The Newcomer House remained under private ownership until it was purchased by Antietam National Battlefield in 2007. In 2000, the Newcomer House was restored to Secretary of the Interior standards.

### Overview of cooperative agreement

HCWHA opened an Exhibit and Visitor Center at the Newcomer House in 2010, made possible through a unique partnership between Antietam National Battlefield and the Hagerstown-Washington County Convention and Visitors Bureau. A new cooperative agreement between HCWHA, NPS/Antietam National Battlefield and Visit Hagerstown will keep the historic house open to battlefield and area visitors through 2020.

## Newcomer House Procedures

### Training

It is our goal to equip volunteers with all the information they will need to be effective in their role.

Just prior to the beginning of the season (April-November), an orientation and training session will be held for new and returning volunteers. During the half-day session the purpose of the Newcomer House will be explained, procedures will be reviewed, and new initiatives will be described. There will be a special presentation on an Antietam-related topic, which will enhance your knowledge of events at Antietam and the Civil War in general.

New volunteers will receive on-the-job mentor training during their first shift. Be sure to coordinate your first shift with Newcomer House Manager, Rachel Nichols, so a mentor can be made available. There is a wealth of material available at the house with which you should become familiar, both to help you aid visitors and for your own education and enjoyment. The Resource Book (kept under the front desk) will help you with information on places of interest, restaurants, lodging and directions to most requested sites.

A familiarization (FAM) tour is offered most years, which provides volunteers the opportunity to gain more in-depth knowledge of sites in the three counties comprising the Heritage Area. FAM tours usually take a full day and are completely free for volunteers.

Training is a participatory process, so volunteers are encouraged to share information and suggestions in any of our group sessions. Many of our volunteers are well-versed in the Civil War and we consider it a privilege to have them sharing their talents with not only visitors, but with each other. New or changed procedures will be brought to your attention in the Log Book, and/or via email.

### Scheduling

The Newcomer House hours are 11:00 a.m. – 5:00 p.m. It is open Saturdays and Sundays (only) in April, May, October and November, and daily June-September. You are able to sign up for full (six hour) or half (three hour) shifts through our online scheduling program, Sign Up Genius, [www.signupgenius.com](http://www.signupgenius.com). **If you find you will be unable to fulfill your shift, please notify Rachel Nichols, the Newcomer House Manager, as soon as possible so a substitute may be found.** If you are unable to contact the manager in a timely fashion, try to reach the HCWhA Assistant Director Emily Huebner at (240) 608-5177.

*Newcomer House Manager*

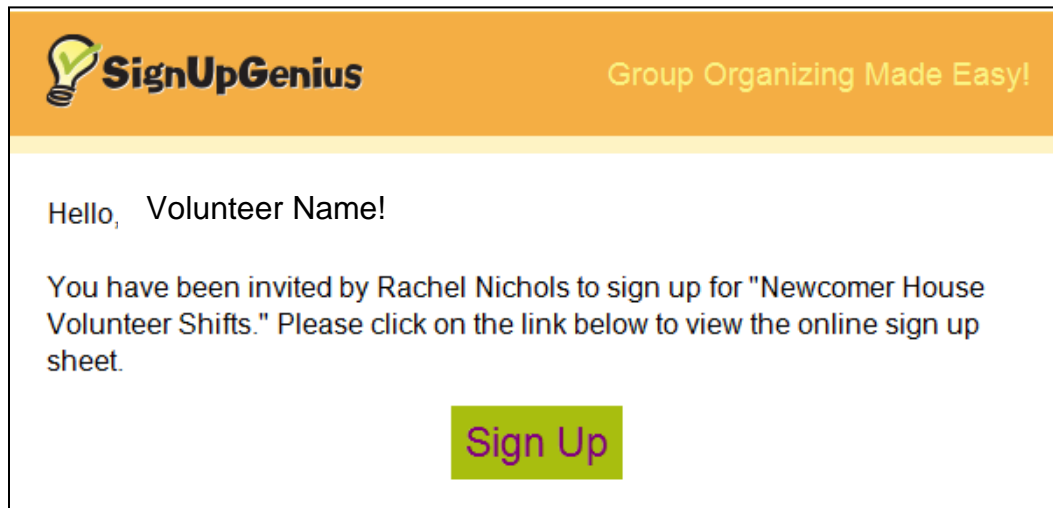
*Rachel Nichols*

*240-308-1740 (phone or text)*

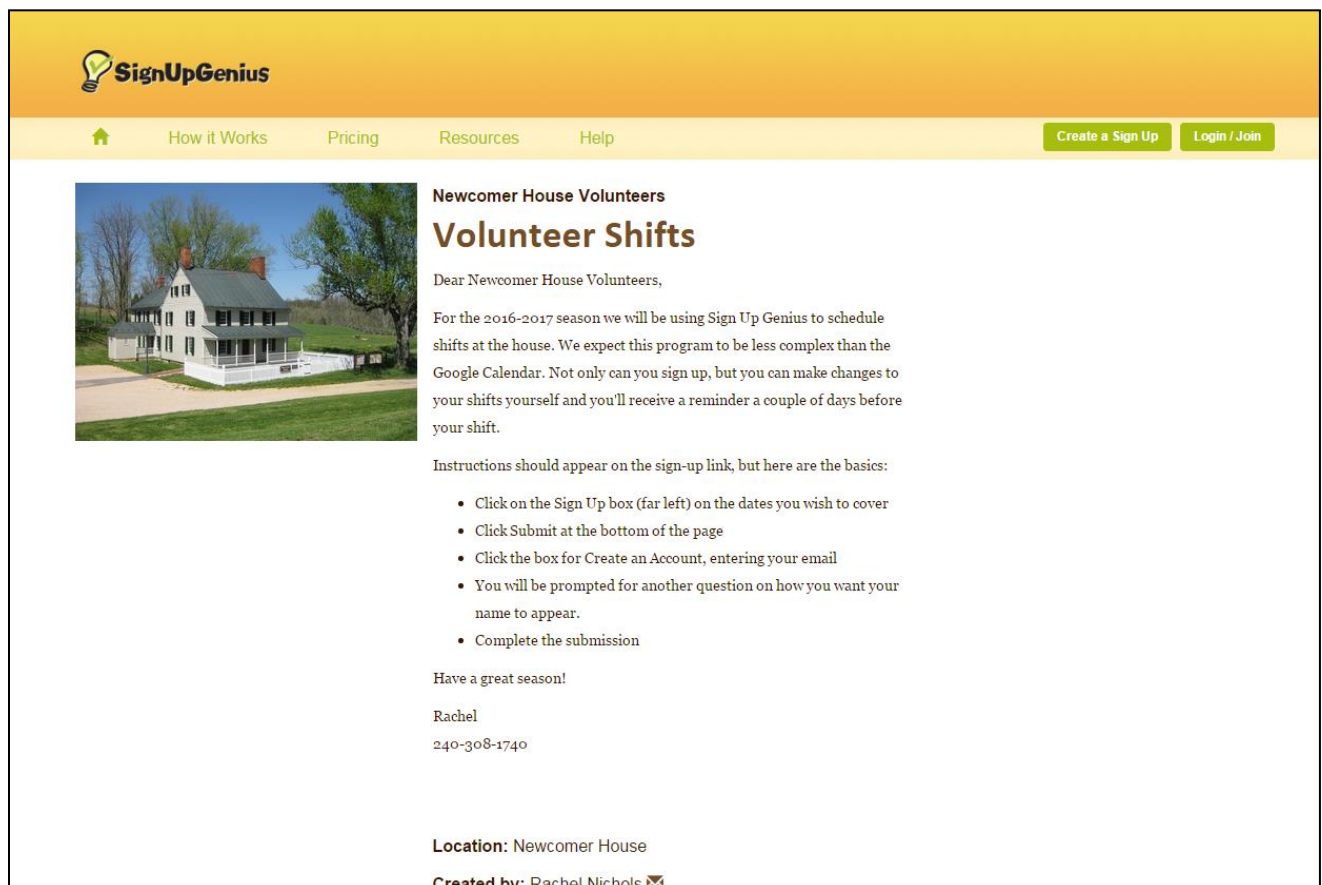
*rachel@heartofthecivilwar.org*

## SignUpGenius

You should have received an invitation via email, which will look something like this:



Click on the "Sign Up" button and you will be directed to the SignUpGenius website (www.signupgenius.com) and prompted through the process.



1. Select the "Sign Up" boxes (far right) on the shifts you wish to cover.

Date (mm/dd/yyyy EST)	Available Slot	 Calendar View
04/02/2016 (Sat. 11:00am - 5:00pm)	11am - 2pm 2pm - 5pm	Sign Up <input type="checkbox"/> Sign Up <input type="checkbox"/>
04/03/2016 (Sun. 11:00am - 5:00pm)	11am - 2pm 2pm - 5pm	Sign Up <input checked="" type="checkbox"/> Sign Up <input type="checkbox"/>
04/09/2016 (Sat. 11:00am - 5:00pm)	11am - 2pm 2pm - 5pm	Sign Up <input type="checkbox"/> Sign Up <input type="checkbox"/>
04/10/2016 (Sun. 11:00am - 5:00pm)	11am - 2pm 2pm - 5pm	Sign Up <input checked="" type="checkbox"/> Sign Up <input type="checkbox"/>
04/16/2016 (Sat. 11:00am - 5:00pm)	11am - 2pm 2pm - 5pm	Sign Up <input type="checkbox"/> Sign Up <input checked="" type="checkbox"/>
04/17/2016 (Sun. 11:00am - 5:00pm)	11am - 2pm 2pm - 5pm	Sign Up <input type="checkbox"/> Sign Up <input type="checkbox"/>
04/23/2016 (Sat. 11:00am - 5:00pm)	11am - 2pm 2pm - 5pm	Sign Up <input type="checkbox"/> Sign Up <input type="checkbox"/>
04/24/2016 (Sun. 11:00am - 5:00pm)	11am - 2pm 2pm - 5pm	Sign Up <input checked="" type="checkbox"/> Sign Up <input type="checkbox"/>
04/30/2016 (Sat. 11:00am - 5:00pm)	11am - 2pm 2pm - 5pm	Sign Up <input type="checkbox"/> Sign Up <input type="checkbox"/>
05/01/2016	11am - 2pm	Sign Up <input type="checkbox"/>
<div>Submit and Sign Up</div>		

2. Click "Submit and Sign Up" at the bottom of the page.
3. You will be taken to a page showing the shifts you registered for. If you have not previously used SignUpGenius, enter your contact information under "I do not have a SignUpGenius account" and then select "Create an account..." Finally, select the "Sign Up Now!" button.

Newcomer House Volunteers

## Volunteer Shifts

Sign Me Up For:

Date (mm/dd/yyyy - EST)	Available Slot	Qty	My Comment
04/03/2016 (Sun) 11:00am-5:00pm	11am - 2pm	1	<input type="text"/>
04/10/2016 (Sun) 11:00am-5:00pm	11am - 2pm	1	<input type="text"/>
04/24/2016 (Sun) 11:00am-5:00pm	11am - 2pm	1	<input type="text"/>
05/07/2016 (Sat) 11:00am-5:00pm	11am - 2pm	1	<input type="text"/>
04/16/2016 (Sat) 11:00am-5:00pm	2pm - 5pm	1	<input type="text"/>

☐ I'm a SignUpGenius member

☒ I do not have a SignUpGenius account

First Name \*

Last Name \*

Email

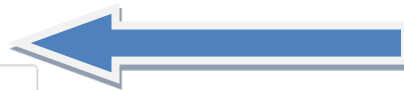
Re-enter Email

☐ Create an account at SignUpGenius so I can login and edit my items if I need to make a change.

☐ Send me a confirmation email with an ICS file and a link that will allow me to edit this item later.

**SIGN UP NOW!**

**CANCEL**



4. You will be prompted for another question on how you want your name to appear.
5. Complete the submission and wait to receive a confirmation email.



## Communications

There are three different ways we communicate with volunteers: email, phone, and the Log Book. Most often you will receive notices via email. If you have no email, you will be contacted by phone. Entries to and from volunteers may be made in the Log Book for items that do not require quick attention. The Newcomer House Manager will write a response the next time she is at Newcomer House.

Volunteers should feel free to call, text or email the Newcomer House Manager at any time for any matters pertaining to the Newcomer House.



In case of an onsite situation (i.e., flat tire, destruction of park property), contact a Park Ranger by phone or on the radio. You can call the Visitor Center at (301) 432-5124. The office for the law enforcement rangers is in the Shull house, (301) 432-2243. The Park Service dispatch center (EMERGENCY ONLY – this is like calling 911 in the park) is (866) 677-6677. The dispatch center's non-emergency number is (301) 714-2235.

Asking for “ranger on patrol” via radio will give you the available law enforcement ranger. They will answer with their call number, it will be in the low 200's. It should sound something like this: “Ranger on patrol, this is volunteer \_\_\_\_.” “203.” “There is a visitor with his keys locked in his car at the cornfield tour stop, can you help?” “203, OK, I'll be there in about 5 minutes.” Use plain English to explain your situation. Always give your location, what the situation is, and what you need. If you call and no ranger is available right away, you may hear “Central” respond. These are the park service dispatchers, and you can let them know the situation and what you need.

Don't use the radio for routine questions or requests. If a visitor needs to know the location of a monument or the bookstore hours and you don't know the answer, calling the visitor center on your cell phone is a much better choice. But if you need to use the radio to get help in an emergency, don't hesitate to use it!

If your situation involves someone violating a regulation, and you are calling for a ranger to respond, providing a description will be a big help. For people, try to get as many of these identifiers as you can, in this order: sex, race, age, height, weight, and hair color. Describing what clothing they are wearing is also a big help. If it involves a car, try to get the make, color, model, year, and a license plate state and number. If you can't get it all, don't worry – get all you can, because anything is better than nothing. And always remember – don't confront or contact a violator in any way. Call for a ranger to come. Don't get yourself into the wrong spot because you want to get a full description or because you don't want to bother someone. Call a ranger, tell them where you are and what you have going on. Let them take care of it!

## Duties

The Newcomer House is the only Visitor and Exhibit Center for the entire Heart of the Civil War Heritage Area. As such, the primary function of volunteers serving there is to inform visitors about the variety of places and activities available throughout the Heritage Area. Newcomer House volunteers are often the first person a visitor encounters when they reach Antietam. Treat them courteously and help their first impression be a positive one.

Volunteers should:

- Wear the volunteer shirt and nametag provided by the National Park Service with a pair of nice slacks in khaki, brown, black or grey. Clothing should be clean and neat. Closed shoes of any type are appropriate.
- Arrive early enough before their shift begins to get things ready for the day. See Opening & Closing Procedures. For those serving on second shifts, allow a few minutes before your shift to exchange information with the early shift volunteer.
- Become familiar with the materials from the Heritage Area's historic sites, and nearby restaurants and lodging. Material in the Volunteer Reference Book will be helpful in this endeavor. The Visitor Guides from each county will also be fine resources.
- Learn about the Newcomer House, especially as it pertains to the Heritage Area theme of "On the Homefront."
- Greet incoming visitors.
- Answer their questions to the best of your ability. There is a computer in the office area to aid in finding information. Please use the printer only for materials to be given to visitors.
- Engage the visitors in on-topic discussion, if it seems appropriate.
- As much as possible, make sure every visitor or group of visitors receives the HCWHA brochure. If possible, also get them to sign the guest book.
- Keep a tally of the number of visitors each day in the Log Book.
- Provide directions to the main Visitor Center and answer battlefield questions as you are able, because more often than not, visitors believe they have arrived at the main Visitor Center for the Antietam National Battlefield.
- Keep brochure pockets on the exhibit panels stocked. Please contact the Newcomer House Manager when supplies are running low. The quickest way is by email or phone.
- Replenish brochures in each county's information rack. Again, contact the Newcomer House Manager when brochures need to be reordered.
- Feel free to make suggestions to the Newcomer House Manager on ways to improve the guest experience, or with ideas for programming at the house.

## Opening Procedures

Please arrive 15 minutes prior to the beginning of your shift. If you cannot make your shift or have any questions/concerns, please call Rachel Nichols at 240-308-1740. If she is unavailable, call Emily Huebner at 240-608-5177.

- Open door at rear of building using key in combination box. Combination is 0917. Replace key in box and turn dials to lock.
- Turn on lights in exhibit rooms, hallway and information desk area.
- Set date on Passport Stamps
- Turn on Flat Screen TV (on the remote control: Be patient, it will take a while for the TV to respond to each command). See separate instructions in logbook for setting up DVD.
- Turn on NPS Radio
- Unlock the front door at 11:00 a.m.
- Turn the outside sign by the front door to "Open"
- Make sure the chain is across the stairway.
- Put the INFO flag in the flag holder outside at the front, left of the driveway.

## During your Shift

- Your most important duty is to greet visitors as they come in and attempt to meet their informational needs.
- Answer the phone, take messages and provide information to the appropriate person.
- Make copies of handouts for visitors, if they need them.
- Restock brochure racks, as needed. If you see we are running low on any brochures, especially those that go in the display panel racks, please contact Rachel Nichols by phone, 240-3088-1740 or via email, [rachel@heartofthecivilwar.org](mailto:rachel@heartofthecivilwar.org)
- We have a cleaning service, but if you notice any especially soiled area (i.e. mud tracked in), please clean it. There are cleaning supplies in the cupboards near the sink in the information desk area and behind the door of the back staircase.
- Update the white board with any special events.
- Update the Newcomer House Log Book: Record your volunteer hours, number of visitors, and notes on anything particularly interesting that occurred (i.e., visits by descendants or special group visits). Also, include any notes or information that will be helpful to the next volunteers. You may make note of any needed repairs or maintenance that do not need emergency attention. As always, don't hesitate to contact Rachel directly.

## Closing Procedures

- At 5:00 p.m. bring in the “INFO” flag.
- Turn sign by front door to “CLOSED.”
- Lock the front door.
- Turn off Flat Screen TV by pushing the “Power” button. Turn off the DVD player using the small remote.
- Turn off NPS radio
- Turn off lights in exhibit rooms, hallway and information desk area.
- Lock rear door using key in the combination box (0917). **Replace key in box** and turn dials to lock.

## Emergency Procedures

*(From page 16 of the Antietam National Park VIP Manual)*

If a medical emergency occurs:

- IMMEDIATELY CALL 911 if an emergency response from outside personnel is needed or contact someone by radio to make this call.
- Ensure that you or someone else summarizes the situation over the radio. This will bring assistance from park employees and let them know to cease non-emergency radio use. State what the emergency is, and where you are.
- DO NOT exceed the level of your current training and certification.
- If you administer CPR you should always use a mouth barrier and wear rubber gloves to reduce the possibility of infection by fluid borne pathogens. It is up to the provider to make the decision whether to perform CPR without protection. Pocket masks and gloves can be found in park first aid kits. You should learn where first aid kits are kept before an emergency occurs.
- Any time that you may come into contact with blood or other bodily fluids, you should wear rubber gloves, even if it is just to put on a bandage.
- Always think of your safety first and then worry about the patient (or other situation). You can't do the patient much good if you get run over by a truck while administering aid.
- Gather information. Jot down notes that describe the what, where, how, when and why of the situation. If there is a victim or a patient, get the names, addresses, phone numbers, and date of birth of involved parties.
- Remember, the goal is to stabilize the situation until qualified emergency personnel can take over.

## NPS Statement on Confederate Flags

### Memorandum

To: All employees, guides and volunteers

From: Superintendent

Friday, June 26, 2015

Subject: Display and sale of Confederate flag items

As you are all aware, the display and sale of Confederate flag items at National Park Service sites, including Antietam National Battlefield, has been in the national spotlight this week. Late Wednesday evening, NPS Director Jon Jarvis sent a directive to the field concerning this issue, which I received early yesterday morning. Here is the text from that memo:

*The tragic events in Charleston, South Carolina, last week have raised issues regarding the display and sale of the Confederate flags in national parks and associated sites such as national heritage areas. The National Park Service seeks to tell the complete story of America. We and, as an extension, our cooperating associations, partners, and concessioners provide educational materials that incorporate multiple points of view. In the telling of the historical story, the Confederate flags have a place in books, exhibits, reenactments, and interpretive programs.*

*In regard to sales items, however, the NPS has requested that cooperating associations, concessions, and our other partners voluntarily withdraw items that solely depict a Confederate flag as a stand-alone feature, especially items that are wearable and displayable. Books, DVDs, and other educational and interpretive media where the Confederate flag image is depicted in its historical context may remain as sales items as long as the image cannot be physically detached. Confederate flags include the Stainless Banner, the Third National Confederate Flag, and the Confederate Battle Flags. All superintendents and program managers should personally evaluate which sales items fit this description, have educational value, and are appropriate for the site.*

*Confederate flags **shall not be flown** in units of the national park system and related sites with the exception of specific circumstances where the flags provide historical context, for instance to signify troop location or movement or as part of a historical reenactment or living history program. All superintendents and program managers should evaluate how Confederate flags are used in interpretive and educational media, programs, and historical landscapes and remove the flags where appropriate.*

In response to this memo, I, along with appropriate park service and concession employees, reviewed the sales items in the bookstore, pulling two items that met the criteria of being a stand alone item -- a small Confederate battle flag and a t-shirt that depicts the 17th Virginia Cavalry flag that presently is displayed at Monocacy National Battlefield. I am sending a request downtown to evaluate sale of the First National Flag, which was in use at the time the Battle of Antietam was fought.



Symbols can be very powerful and at times divisive, particularly when they occupy public space. This is certainly the case with the Confederate battle flags. Civil War battlefields have always been places of contested memory and it is not surprising that we continue to be so. I hope we can view this as an opportunity to educate ourselves and our visitors on the history and larger context of this flag and its place in American history. If you have not already done so, I suggest watching a short YouTube presentation by historian, guide and park volunteer Tom Clemens on the history of the Confederate flags, at the following link:

<https://www.youtube.com/watch?v=st7c8Ur3USE>

I am confident that our NPS staff, guides and volunteers can engage with our visitors in a thoughtful, professional and factual manner regarding this issue. If you have any questions, please do not hesitate to contact me directly.

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## HCWHA Statement on Confederate Iconography & Visitor Experiences

Approved by Board of Directors, August 21, 2017

In light of the place that the Civil War and Confederate iconography has taken in current events, **the Heart of the Civil War Heritage Area is firm in its commitment to deliver meaningful experiences to all visitors, and remains steadfast in its rejection of hatred, racism, and bigotry.** We invite all visitors to explore the historical, cultural and natural resources of Maryland's Carroll, Frederick and Washington counties. Additionally, our educational mission and commitment to authenticity compels us to honestly represent the bloodshed of war that took place in this landscape and the brutality of slavery that preceded it in our border state.

"Aftermath" and "Shadows of War" are among the topics included in the interpretive themes described in the Heart of the Civil War Heritage Area Management Plan, which poses this question, "When did war become a memory, and its memory become history?" The process of memorializing, and sometimes mythologizing, history is built into the postbellum fabric of the Heart of the Civil War. Regarding the present and future of the development and delivery of visitor experiences in this landscape, we encourage open and inclusive discussion, reasoned research and interpretation, and reliance on evidence and current scholarship. The legacy of the Civil War belongs to all of us, and all are welcome to explore that heritage and its significance in the landscape of the Heart of the Civil War.

## Additional Resources

Antietam National Battlefield

[www.nps.gov/anti](http://www.nps.gov/anti)

Civil War Preservation Trust

[www.civilwar.org](http://www.civilwar.org)

Crossroads of War: Maryland & the Border in the Civil War

[www.crossroadsofwar.org](http://www.crossroadsofwar.org)

Harpers Ferry National Historical Park

[www.nps.gov/hafe](http://www.nps.gov/hafe)

Heart of the Civil War Heritage Area

[www.heartofthecivilwar.org](http://www.heartofthecivilwar.org)

Historical Society of Carroll County

[www.hsccmd.org](http://www.hsccmd.org)

Historical Society of Frederick County

[www.frederickhistory.org](http://www.frederickhistory.org)

Journey Through Hallowed Ground

[www.hallowedground.org](http://www.hallowedground.org)

Maryland Room, Frederick County Public Libraries

[www.fcpl.org/departments/maryland-room](http://www.fcpl.org/departments/maryland-room)

Monocacy National Battlefield

[www.nps.gov/mono](http://www.nps.gov/mono)

National Park Service – The Civil War

[www.nps.gov/civilwar/index.htm](http://www.nps.gov/civilwar/index.htm)

Newcomer House

[www.newcomerhouse.com](http://www.newcomerhouse.com)

South Mountain State Battlefield

[www.dnr.state.md.us/publiclands/western/southmountainbattlefield.asp](http://www.dnr.state.md.us/publiclands/western/southmountainbattlefield.asp)

Washington County Historical Society

[www.washcomdhistoricalsociety.org](http://www.washcomdhistoricalsociety.org)

Washington County Free Library, Western MD Room

[www.washcolibrary.org/localhistory/westmdroom.asp](http://www.washcolibrary.org/localhistory/westmdroom.asp)

## Interactive Media

Maryland Civil War Trails Mobile App:

Available in [App Store](#) and [Google Play](#)

C&O Canal Explorer Mobile App:

Available in [App Store](#) and [Google Play](#)

Virtual Tour of Monocacy National

Battlefield: [www.nps.gov/mono/learn/photosmultimedia/virtualtour.htm](http://www.nps.gov/mono/learn/photosmultimedia/virtualtour.htm)

Civil War Traveler Podcast Series:

<https://www.stitcher.com/podcast/civil-war-traveler-tours>

Frederick, Maryland Walking Tour

App: Available in [App Store](#) and

[Google Play](#)

Crossroads of War:

[www.crossroadsofwar.org](http://www.crossroadsofwar.org)