**Antietam National Battlefield**

**National Park Service**

**U.S. Department of the Interior**

**Volunteer Handbook**

# Handbook for VIPS Volunteers-In-Parks Program

Welcome! We’re glad you are here!

On behalf of the staff of Antietam National Battlefield, welcome to the National Park Service team. Antietam National Battlefield is a jewel within the National Park System. The compelling history preserved and shared at the site paints a picture of the bloodiest single day in American history. Incredible historic resources within the park help us to study and share this history. As a volunteer, you help us not only preserve this special place, but you also share it with visitors from around the world.

Our volunteer program helps the National Park Service accomplish more than we could on our own. Volunteers are involved in virtually every aspect of park operations. We try to provide rewarding and challenging work experiences for all volunteers. We provide training and the tools you need to be successful as a Volunteers-In-Parks (VIP). This handbook provides some basic information that helps orient you to the site and the organization. The volunteer coordinator will provide you with specific training and additional information about your job.

Welcome aboard! We look forward to working with you.

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# The National Park Service

On August 25, 1916, President Woodrow Wilson signed the act creating the National Park Service, a new federal bureau in the Department of the Interior responsible for the 35 national parks and monuments then managed by the department and those yet to be established. This “Organic Act” states that

*the Service thus established shall promote and regulate the use of the Federal areas known as national parks, monuments, and reservations…by such means and measures as conform to the fundamental purpose of the said parks, monuments and reservations, which purpose is to conserve the scenery and the natural and historic objects and the wildlife therein and to provide for the enjoyment of the same in such manner and by such means as will leave them unimpaired for the enjoyment of future generations.*

The National Park Service still strives to meet those original goals, while filling many other roles as well: guardian of our diverse cultural and recreational resources; environmental advocate; world leader in the parks and preservation community, and pioneer in the drive to protect America’s open space.

The National Park System of the United States comprises over 388 areas covering more than 83 million acres in 49 states, the District of Columbia, American Samoa, Guam, Puerto Rico, Saipan, and the Virgin Islands. These areas are of such National significance as to justify special recognition and protection in accordance with various acts of Congress.

By the Act of March 1, 1872, Congress established Yellowstone National Park in the Territories of Montana and Wyoming “as a public park or pleasuring-ground for the benefit and enjoyment of the people” and placed it “under exclusive control of the Secretary of the Interior.” The founding of Yellowstone National Park began a worldwide National park movement. Today more than 100 nations contain some 1,200 National parks or equivalent preserves. In the years following the establishment of Yellowstone, the United States authorized additional National parks and monuments, most of them carved from the federal lands of the West. These, also, were administered by the Department of the Interior, while other monuments and natural and historical areas were administered as separate units by the War Department and the Forest Service of the Department of Agriculture. No single agency provided unified management of the varied federal parklands until the creation of the NPS in 1916.

An Executive Order in 1933 transferred 56 National monuments and military sites from the Forest Service and War Department to the National Park Service. This action was a major step in the development of today’s truly National system of

parks – a system that includes areas of historical as well as scenic and scientific importance. Congress declared in the General Authorities Act of 1970 “that the National Park System, which began with the establishment of Yellowstone National Park in 1872, has since grown to include superlative natural, historic, and recreation areas in almost every state.

Additions to the National Park System are now generally made through acts of Congress, and national parks can be created only through such acts. But the President has authority, under the Antiquities Act of 1906, to proclaim national monuments on lands already under federal jurisdiction. The Secretary of the Interior is usually asked by Congress for recommendations on proposed additions to the System. The Secretary is counseled by the National Park System Advisory Board, composed of private citizens, which advises on possible additions to the System and policies for its management.

# The National Park Service Mission

"The service thus established shall promote and regulate the use of the Federal areas known as national parks, monuments, and reservations, hereinafter specified...as provided by law, by such means and measures as conform to the fundamental purpose of the said parks, monuments, and reservations, which purpose is to conserve the scenery and the natural and historic objects and the wild life therein and to provide for the enjoyment of the same in such manner and by such means as will leave them unimpaired for the enjoyment of future generations." [16 USC 1]

# The Antietam National Battlefield Mission

"The Secretary of the Interior is authorized to acquire such lands and interests... to preserve, protect and improve the Antietam Battlefield...to assure the public a full and unimpeded view thereof, and to provide for the maintenance of the site (other than those portions thereof which are occupied by public buildings and monuments and the Antietam National Cemetery) in, or its restoration to, substantially the condition in which it was at the time of the battle of Antietam." [16 USC 430oo]

# Antietam National Battlefield Interpretive Mission

-Treat every visitor who enters the Battlefield with dignity, respect, and kindness.

-Provide the highest quality, resource and theme related interpretive programs.

# National Park Service Organization Structure

**Secretary of the Interior** (Washington, D.C.) Sally Jewell

**Director of the National Park Service** (Washington, D.C.) Jon Jarvis *Antietam National Battlefield is located in the National Capital Region of the National Park System.*

**Regional Director** (National Capital Region) (Wash., DC) Bob Vogel

## Antietam National Battlefield

**Park Superintendent** Susan Trail

Directly responsible for all park operations and supervision of the Division Chiefs.

**Chief Ranger** Tom Jones

Responsible for supervision of the Division of Visitor Protection. Visitor protection rangers provide road and trail patrol, law enforcement, resources protection, emergency medical assistance, fire protection, and search and rescue.

**Facility Manage**r Ben Wagner

Maintains and repairs all government-controlled facilities in Park including buildings and utilities, roads and trails. Completes minor construction projects.

**Chief of Interpretation** Keith Snyder

Responsible for visitor center and interpretive operations. Interpretive division provides information to park visitors by operating visitor center, presenting interpretive programs (hikes and talks), and preparing publications and exhibits. Also responsible for the park volunteer program and youth education program.

**Chief of Resource Management** Jane Custer Responsible for the preservation of the Park's cultural, historic, and natural resources. Natural resources rangers monitor natural resources in the park, perform invasive/alien plant control, restore native plant areas, and monitor endangered species.

**Administrative Officer** Corey Wolfensberger

Serves as Chief of Administrative Division responsible for budget and financial management; human resources management; acquisition and property management; information management; and administrative services

**Chief of Division of Museum and Library Services** Stephanie Gray Responsible for curation and the park library.

Current as of 2/16

# Volunteers in Parks (VIP) Program

To accomplish its important duties of preservation and education, the National Park Service relies on the efforts of many volunteers. The Volunteer-In-Parks Program was authorized by Public Law 91-357 enacted in 1970. The primary purpose of the VIP program is to provide a vehicle through which the National Park Service can accept and utilize voluntary help and services from the public. The major objective of the program is to utilize this voluntary help in such a way that it is mutually beneficial to the National Park Service and the volunteer.

Volunteers are accepted from the public without regard to race, creed, religion, age, sex, sexual orientation, National origin, or disability. Under the VIP legislation, volunteers may be recruited without regard to Office of Personnel Management regulations and are provided coverage for tort liability and work-injury compensation. Volunteers are selected to participate in the program because they can fill an identified need. They are usually individuals or members of groups with specific skills and/or interests who will perform a specific function or type of work.

Volunteering is an American tradition that over the years has made an immeasurable contribution to communities, organizations and individuals throughout the country. A recent poll found that over one-third of the American public has been or is now a volunteer. Over half of those presently involved in volunteer work are also employed in full or part-time jobs. Today’s volunteers are active, dynamic, creative individuals of all ages who possess the skills, desire, patience and time to accomplish a wide variety of tasks.

Our volunteers are, without a doubt, Very Important People! Each year more than 120,000 volunteers donate over 4,000,000 hours of service in the U.S. National parks. Our volunteers come from every state and nearly every country in the world to help preserve and protect America’s cultural and natural heritage for the enjoyment of this and future generations. Young and old alike give of their time and expertise to assist our paid staff in achieving our National mission.

# VIP Program Categories

There are three levels of volunteer recognition:

## Volunteers-In-Parks

All volunteers of the National Park Service, on or off-site, doing work that benefits the National Park Service are considered Volunteers-In-Parks and are volunteering under a current, signed agreement as mentioned previously.

## Master Volunteer Ranger

This program includes anyone who has made a formal commitment to volunteer at least 500 hours per year and meets that goal and/or;

* Anyone who has expertise in a field of interest to the National Park Service such as archeology, geology, education, natural science who would be available for special projects service wide and/or;

•Anyone who is a member of a specialty volunteer group such as the Volunteer Senior Ranger Corps, the Geo-Scientists-In-Parks, the Artists-In-Residence, the Natural Resources Volunteer Laureates, or the Trails and Rails Volunteers.

## Presidential Volunteer Ranger

This category includes any VIP who has contributed at least 4000 hours of cumulative volunteer service.

# Volunteer Responsibilities

Volunteers have the responsibility to:

1. Represent the National Park Service in a professional manner
2. Follow the park's policies and guidelines and understand its organizational structure
3. Seek and accept the guidance and support needed to complete assignments
4. Work as a team with paid staff and respect mutual roles
5. Be reliable in fulfilling assignments
6. Do a quality, professional job and provide high quality customer service to the park visitors
7. Respect access to information, facilities, equipment, etc.
8. Learn from and participate in training sessions and meetings
9. Provide notice of absence
10. Make a good faith effort to resolve differences or problems
11. Care for park resources
12. Work safely and smartly

# Volunteer Rights

Volunteers have the right to:

1. Receive the same fair personnel practices as paid staff
2. Have their time used effectively
3. Receive clear and non-conflicting guidance and direction
4. Be kept informed of activities pertaining to their volunteer assignments
5. Not undertake any assignments they do not wish to do
6. Receive appropriate orientation, training and supervision
7. Be assigned jobs that are worthwhile and challenging
8. Be made aware of the overall operation of the park
9. Have opportunities for growth
10. Be offered a variety of experiences
11. Receive regular, clear feedback on the quality and effectiveness of their work
12. Be recognized for their contributions
13. Have an opportunity to provide input into the volunteer program
14. Be trusted with the information needed to carry out their jobs effectively
15. Be assigned a direct supervisor

# Sexual Harassment Policy

Sexual harassment is defined as verbal comments, gestures, and physical contact of a sexual nature that are deliberate or repeated and unsolicited. Sexual harassment is also defined as unwanted sexual advances and requests for sexual favors.

It is the policy of Antietam National Battlefield to adhere to Federal guidelines and Bureau policy relating to sexual harassment. As Federal employees and volunteers, we have a responsibility for maintaining high standards of conduct in the work place; therefore, sexual harassment will not be tolerated or condoned. Every effort should be made by managers, supervisors, and employees to ensure that all employees and volunteers work in an environment free from sexual harassment.

If you feel you have been sexually harassed, please contact your supervisor or the volunteer manager immediately.

# Ways to Help Antietam Have a High-Quality Volunteer Program:

Commit to working on a regular schedule. For example, come in every Tuesday afternoon or the first Sunday of every month. Knowing we can count on you enables us to plan a consistent program for our visitors.

Let us know when as soon as possible, for whatever reason, you will not be coming to work.

Communicate with the volunteer coordinator by updating address and phone number when necessary.

Record your hours worked each time you come in or do research, so that we can accurately report volunteer hours park-wide and recognize your work for annual awards.

# Antietam National Battlefield Standard Operating Procedures Park Volunteer Program

**Purpose:** To establish standard operating procedures (SOP) for the Antietam National Battlefield Volunteer Program; to more effectively protect park resources, provide for increased visitor and volunteer safety, and meet the informational and interpretive needs of the public.

**Scope:** This SOP applies to all park volunteers participating in the Antietam National Battlefield Volunteer Program.

## General Procedures:

Volunteers hold a high degree of public trust. While on duty, volunteers represent the National Park Service and Antietam National Battlefield. Volunteers must treat every visitor who enters the Battlefield with dignity, respect, and kindness. Volunteers must provide the highest of quality, resource and theme related interpretation. As representatives of the park, volunteers on duty or in uniform must remain professional and may NOT voice their own opinions in public. This includes refraining from discussing their views of politics, religion, race, or anything else that may be considered inflammatory. If approached by the public or the press about something of a potentially sensitive nature, please refer them to a park ranger or the park superintendent. This includes but is not limited to discussions of first amendment issues and special use permits, park security, ongoing investigations, etc.

All volunteers are required to complete an OF 301A (Volunteer Services Agreement for Natural Resources Agencies) and attend orientation training with the park volunteer coordinator/s or designee. Volunteers under 18 years of age must have the OF 301A form signed by their parent or legal guardian. Volunteers will notify the volunteer coordinator at least 48 hours in advance to schedule their volunteer time. All volunteers must check in at the visitor center at the beginning and end of their shift. Volunteers should fill out "Volunteer Sign-In Sheet" at the end of their shift. All volunteers are expected to work a minimum of 10 hours per month. If a volunteer is unable to show up for work as regularly scheduled, they should notify the volunteer coordinator as soon as possible.

Upon completion of the orientation training, volunteers will be issued a volunteer uniform shirt, hat, and volunteer nametag. Volunteers must wear the prescribed uniform while on duty. The uniform also includes dark brown or khaki trousers/skirt. Volunteers working outside during special events or as Battlefield Ambassadors may wear dark brown or khaki shorts. If a volunteer needs to buy trousers or shorts, the park will reimburse the volunteer. Uniforms should be clean and neatly pressed.

Volunteers will provide emergency medical services to sick and injured park visitors and employees within the parameters of his/her skill level. This may mean only summoning more advanced medical personnel such as a Park Ranger/EMT or park dispatch for an ambulance.

Volunteers WILL NOT perform any law enforcement type activities or confront/approach suspects or violators. If a park visitor is observed violating any law or regulation please contact a park ranger or park dispatch immediately.

Volunteers serve a 90-day probationary period. The volunteer coordinator will evaluate the volunteer's performance after 90 days to determine if the volunteer is meeting the park's expectations. Subsequent evaluations will occur annually. The most important factors in evaluating a volunteer's performance are polite and pleasant interactions with the public, reliable attendance and punctuality, and the accuracy of information provided to the public. Remember it is OK to say, "I don't know, but I can find out the answer to your question or find someone who can."

# JOB DESCRIPTION FOR ANTIETAM NATIONAL BATTLEFIELD

**VISITOR SERVICES VOLUNTEER NEWCOMER HOUSE**

## Necessary Skills:

No specific knowledge or skills are required, but a willingness to deal with the public in a cordial manner is important.

## Working Conditions:

The volunteer’s work will occur at the Newcomer House information center. There will be prolonged periods of standing in one place, which can be tiring.

## Duties:

A volunteer’s primary duty is to greet visitors as they enter the Newcomer House information center and orient them to the area. This area encompasses the Heart of the Civil War Heritage Area, including South Mountain State Battlefield, Antietam National Battlefield, and the Pry House Field Hospital Museum. The volunteer will hand out informational literature, tell visitors about the area, and attempt to meet their needs.

Over the course of time, the volunteer is expected to become familiar with the resources available at the Newcomer House, such as park handouts and maps of the area. Volunteers will also help with a variety of office duties, such as making copies and answering the phones.

## Training:

The volunteer will be provided with adequate training and orientation to enable them to perform their job in a satisfactory manner. The volunteer coordinator will be available to answer questions from the volunteer about the job.

## Uniform:

The volunteer must wear the prescribed uniform. The park will provide the volunteer with a shirt, shoulder patch, hat, and nameplate. The uniform also includes dark brown or khaki trousers/skirt. If the volunteer needs to buy trousers, the park will reimburse the volunteer. Uniforms should be clean and neatly pressed.

## Time Commitment:

The Newcomer House will be open seasonally: Seven days a week in the summer and weekends in the spring and fall. The volunteer is expected to work a minimum of 10 hours per month during the summer season. If the volunteer is unable to show up for work as regularly scheduled, he or she should notify a supervisor as soon as possible.

## Evaluation:

The volunteer coordinator will evaluate the volunteer’s performance after 90 days to determine if the volunteer is meeting the park’s expectations and if the job is meeting the volunteer’s expectations. Subsequent evaluations will occur annually.

## The most important factors in evaluating a volunteer’s performance are:

* 1. **Polite and pleasant interactions with the visiting public.**
	2. **Reliable attendance and punctuality.**
	3. **The accuracy of information provided to the public.**

#

# Medical Emergencies

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.

# Battlefield Ambassador Training/Information

Ambassadors and other volunteers enhance visitor experiences at Antietam National Battlefield by providing information at the Visitor Center and other locations around the park. They can also serve as extra “eyes and ears” for the park rangers. This is intended to be a short introduction to things you can look for, situations you may encounter, and how to contact someone for help.

Types of situations you may encounter (in addition to normal requests for information):

**Visitor assistance** – broken down vehicles, jump starts, keys locked in cars, etc. Call a ranger who may be able to help, or can get help to the person.

**Injuries and illness** – may provide first aid to level of training, contacting a ranger provides more help and advanced equipment, activates EMS system.

**Violations of park rules and regulations:** the volunteer’s job is OBSERVATION, not CONFRONTATION. You may explain rules to visitors who may ask for information, but never attempt any type of enforcement of those rules. Tell a ranger of any violations you may witness, and let them address the situation.

Most of the regulations we enforce are included in Title 36 of the Code of Federal Regulations, covering parks, forests and public property. Specific rules for Antietam National Battlefield are updated yearly in the Superintendent’s Compendium. Some things you may encounter are:

## Protection of Resources:

In the park, it is illegal to possess, destroy, injure, deface, remove, dig, or disturb from its natural state any living or dead wildlife or parts, plants or parts, nonfossilized and fossilized paleontological specimens, cultural or archeological resources or parts. Only exceptions listed in the compendium are:

Walnuts, hickory nuts, acorns, paw paws (1 bushel/person/day) Blackberries, raspberries (1/2 gal/person/day)

Mushrooms (Morels), wineberries (1 gal/person/day)

Other than the exceptions listed above, people cannot take rocks or plants as souvenirs, and can not disturb any artifacts. The use or possession of a metal detector is prohibited. Even “clod kicking” or looking in a newly plowed field for Minnie balls or other artifacts is not allowed. Only a park ranger should contact anyone you suspect of doing any of these things. Protecting the park also includes preventing vandalism to monuments, buildings, or natural features.

## Closed Areas:

The park is closed from dark (defined as 20 minutes after sunset) to sunrise, except for campers in the Rohrbach campground with a permit or living history volunteer groups. Areas that are always closed to visitors are fields planted in crops or used for grazing, historic structures, and resource monitoring or reforestation areas.

## Recreational Activities:

Antietam National Battlefield is a place of remembrance; therefore some recreational activities are inconsistent with its purpose. Activities such as kite flying, ball playing, sunbathing, model airplane or rocket flying, and Frisbee playing are prohibited. Skating and skateboarding are allowed along tour roads but not in the parking lots. Horses can be ridden up to two abreast in groups of 10 or less along tour roads, on the Final Attack and Snavely Ford Trails. Horse trailers should park in the grass “pit” area across from the Visitor Center to the left of the Dunker Church. Only group camping is allowed at the Rohrbach campground and only with a permit. No fishing, swimming, or putting in or out of boats is allowed within 500 feet of the Burnside Bridge. Picnicking is not allowed in the National Cemetery, Mumma Cemetery, Observation Tower, Dunker Church, on the Burnside Bridge or park monuments. No fires are allowed except at the campground or for living history volunteer groups. Bicycles are allowed on the tour roads or the Final Attack Trail, riders under 16 must wear a helmet. Electric powered mobility assistance devices like scooters, wheelchairs, or Segways for people with disabilities are permitted on walkways and trails. People using these devices for this purpose are not required to have a permit or documentation of their disability and their privacy should be respected. Pets must be on a leash and owners must clean up after them.

## Permits:

The sale or distribution of printed matter is allowed only if the person doing so has a permit issued by the Superintendent.

## Vehicle Issues:

The park adopts most of Maryland State vehicle law, including motorcycle helmet requirements. Seat belts are also required. You may want to contact a ranger if you see a parking issue causing an obstruction in the road or a safety concern, or if you see someone driving in an unsafe manner, off road, or in any other restricted area.

## Lost and Found Items:

A visitor who finds someone else’s property should turn it in at the Visitor Center. If the person is not returning there or if the item is especially valuable, you should call a park ranger to help them. A person who has lost something may fill out a report at the Visitor Center.

## Calling for help:

Don’t hesitate to call for help – that is what the rangers are here for. You should take a radio with you when you go out to volunteer as a Battlefield Ambassador, and know how to use the radio at the front desk. If you have your cell phone, you can call the Visitor Center at (301) 432-5124. The office for the law enforcement rangers is 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.

The radio is your best option for contacting a law enforcement ranger. The channel knob (middle one on top) should be on “1”. The volume knob (left one on top) controls the volume you hear only, not how loud you transmit. Try to listen for a bit before you use the radio – so you’re not interrupting anyone else’s conversation. And think about what you are going to say before you use the radio

– don’t start to talk then realize you don’t know what you’re going to say.

Hold the radio about 2” from your mouth and at a 45 degree angle. Press and hold the big button on the side while you talk and release it to listen for the response. Speak in a normal tone of voice. You’ll want to wait a few seconds after pushing the button before you begin speaking. Keep your messages short, but make sure give out all the necessary information.

Asking for “ranger on patrol” 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!

**EYES AND EARS ONLY**