

# Antietam National Battlefield Volunteer Handbook



# Contents

Description of the Park	3	Uniform Standards	12
National Park Service Mission	4	Customer Service Guidelines	13
Antietam National Battlefield Mission	5	Radio Procedures	14
Interpretive Themes	6	Basic Regulation Information	15-16
Organizational Structure	7	Volunteer Program Policies	17-19
Volunteer Requirements	8	Common Ethical Dilemmas	20
Volunteer Rights and Responsibilities	9	Suggested Reading	21
Sexual Harassment Policy	10	Contact Information	22
Description of Volunteer Positions	11		



# Antietam National Battlefield

Antietam National Battlefield preserves the site of the bloodiest one-day battle in American history, which occurred on September 17, 1862. The battle also represented the culmination of Confederate General Robert E. Lee's first invasion into the North. The day after the battle Confederate forces retreated across the Potomac River back into Virginia, which allowed Union General George B. McClellan to claim victory—he had achieved his objective of stopping Lee's invasion. With this victory, President Abraham Lincoln would issue the Preliminary Emancipation Proclamation on September 22, changing the objective of the Civil War. A war which had begun as an attempt to keep the United States together had been forged into a conflict to end chattel slavery, and our country would be changed forever.

Antietam National Battlefield was established by the War Department in 1890 “For the purpose of surveying, locating, and protecting the lines of battle of the Army of the Potomac and of the Army of Northern Virginia at Antietam, and for marking the same, and for locating and marking the position of each of the forty-three different commands of the Regular Army engaged in the Battle of Antietam, and for the purchase of sites for tablets for the marking of such positions, fifteen thousand dollars...” In 1933, Antietam National Battlefield was transferred to the auspices of the National Park Service by the authority of the Antiquities Act.



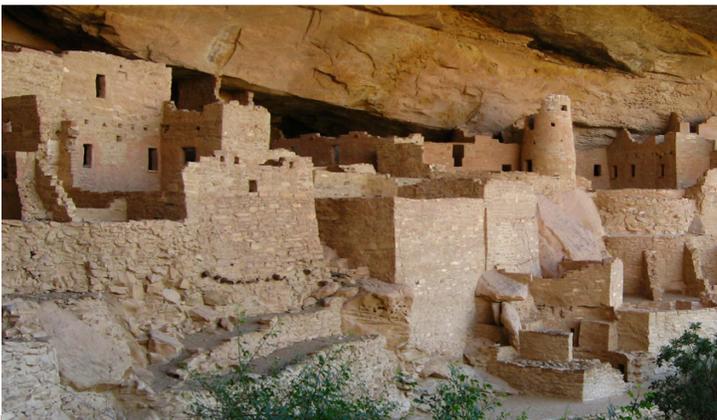
23,000 killed, wounded, missing — Hope for Freedom

# National Park Service Mission

On August 25, 1916 Woodrow Wilson signed the Organic Act into law. This act established the National Park Service, a new bureau within the Department of the Interior, which would be dedicated to preserving and protecting the 35 National Park Service sites that existed at the time as well as those that would be established in the future. The Organic Act also delineated the mission of this new agency, which would be:

“...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.”

The National Park Service still strives to fulfill this mandate as the lands that it protects expand. Now, the National Park Service preserves over 415 areas covering more than 84 million acres in every state, the District of Columbia, American Samoa, Guam, Puerto Rico, and the Virgin Islands. These areas include national parks, monuments, battlefields, military parks, historical parks, historic sites, lakeshores, seashores, recreation areas, scenic rivers and trails, and the White House.



## **Purpose:**

*The purpose of Antietam National Battlefield is to preserve, protect, restore, and interpret for the benefit of the public the resources associated with the Battle of Antietam and its legacy.*

## **Vision:**

*To maintain Antietam National Battlefield as a sustainable historic landscape and to tell stories in innovative ways that resonate with all people.*

## **Mission:**

*To be good stewards of our resources and to provide high quality visitor experiences through effective leadership and an engaged, skilled workforce that functions collaboratively both internally and externally.*



## **Core Values:**

- **Stewardship:** We responsibly care for park, financial, and human resources.
- **Transparency:** We will be open and honest with each other and the public.
- **Safety:** We actively foster a culture of safety and strive to improve our operations to protect staff and visitors.
- **Respect:** We respect each other and our visitors and will not tolerate inappropriate behavior.
- **Teamwork:** We work collaboratively with park staff, partners, volunteers, and local communities to accomplish common goals.
- **Resilience:** We creatively respond to changing conditions, while holding true to our mission and vision.
- **Professionalism:** We value and invest in our employees and their development to provide a high caliber of expertise and service.

## What are interpretive themes?

Our themes provide focus for interpretive efforts at the park. They are designed to help visitors find personal meaning and relevance in park resources. Our interpretive themes

include the most important stories and represent core concepts that every visitor should have the opportunity to experience, but they are not all inclusive.

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## Six Primary Interpretive Themes

- A Turning Point - The Maryland Campaign, which culminated in the Battle of Antietam, was a major turning point of the Civil War and in American History.
- The Single Bloodiest Day - The level of carnage, suffering, and human drama during and after the Battle of Antietam, the single bloodiest one-day battle in American history, has accorded it a prominent place in our national consciousness.
- The Emancipation Proclamation- The preliminary Emancipation Proclamation, issued as a direct result of the battle; it changed the conflict from a war to restore the Union to a war that would also transform the nation by abolishing slavery and committed the country to redefining the freedoms espoused in its founding documents.
- Tactics, Terrain, Technology & Leadership - Tactics, terrain, technology, and leadership directly affected the outcome of the Battle of Antietam.
- Impact of the Battle - The Battle of Antietam had a major impact on the local civilian population.
- Legacy - The varied and continuing efforts of commemoration by succeeding generations illustrate society's evolving values regarding the Civil War and the legacy of the Battle of Antietam.

## Three Secondary Themes

- Civil War Medicine - The story of Civil War medicine, especially battlefield medicine and the American System of triage, ambulance corps, and forward aid stations.
- Individual Soldier Experience - The experience of the individual soldier, including the arc of experience from enlistment to battle, homecoming and remembrance.
- NPS Role - The Mission of the National Park Service and what that means at this site.

# Organizational Structure

Secretary of the Interior: Ryan Zinke  
Acting Director of the NPS: Dan Smith  
Regional Director: Bob Vogel

Antietam National Battlefield

## **Superintendent**

Dr. Susan Trail

Directly responsible for all park operations and the supervision of division chiefs.

## **Administrative Officer**

Corey Wolfensberger

Responsible for the supervision of the division of Administration. Administrative staff handle all budgetary, operational, and human resources functions and generally provide support to all divisions..

## **Chief Ranger**

Tom Jones

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

## **Chief of Resource Management**

Jane Custer

Responsible for the division of natural and cultural resource management. This division focuses on the preservation of the park's cultural, historic, and natural resources. This includes maintaining the park's monuments and War Department cast iron tablets. Natural resources rangers monitor natural resources in the park, perform invasive plant control, and oversee landscape restoration.

## **Facility Manager**

Ben Wagner

Responsible for the Facility Management Division, which maintains and repairs all government-controlled facilities in the park including buildings, utilities, roads, and trails. The division also completes minor construction projects and oversees all major construction projects.

## **Chief of Resource Education and Visitor Services**

Keith Snyder

Responsible for Visitor Center and interpretive operations. The interpretive division provides information to park visitors by staffing the Visitor Center, presenting interpretive programs, and preparing publications and exhibits. Responsible for overseeing the park's volunteer and education programs, social media and website, and partnerships with the Heart of the Civil War Heritage Area at the Newcomer House and the National Civil War Medical Museum at the Pry House.

## **Chief of Museum and Library Services**

Stephanie Gray

Responsible for the park's museum collections and the library. Museum and library staff provide assistance to researchers and maintain exhibits.

# Volunteer Requirements

- Off-duty National Park Service employees can be volunteers as long as they are volunteering in a capacity other than their paid duties.
- Family members of National Park Service employees may serve as volunteers as long as the park representative signing the Volunteer Services Agreement is not an immediate family member.
- Legal aliens may serve as volunteers.
- Foreign nationals may serve as volunteers as long as they have a J-1 visa allowing them to volunteer in the United States.
- Youth under the age of 18 years old may be volunteers provided they have the written consent of their parent or guardian using the form contained within the individual Volunteer Services Agreement and are supervised by an adult chaperone or parent. Long-term park positions are open to volunteers over 18 years of age except in certain cases at the discretion of the volunteer coordinator.
- Individuals convicted of minor crimes who are participating in court approved probation without sentencing, work release, or alternative sentencing programs can serve as volunteers at the discretion of the Park Superintendent.
- No person who has been convicted of any violent crime, crime against persons, or crime involving use of a weapon shall be utilized in the Park Service volunteer program.



## Volunteers have the right to:

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

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## Volunteers have the responsibility to:

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



# Sexual Harassment Policy

## **From Director's Orders #16E:**

The National Park Service (NPS) is committed to a workplace free of discrimination and harassment based on race, color, religion, sex (including pregnancy and gender identity), sexual orientation, national origin, age (40 years of age and over), disability, family medical history (including genetic information), status as a parent, marital status, political affiliation, and/or reprisal. The NPS will not tolerate offensive sexual or non-sexual harassing behavior against any NPS employee, intern, volunteer, contractor or other nonfederal employee, visitor, or other member of the public. The

NPS also will not tolerate adverse treatment of employees because they report harassment or provide information related to such complaints.

Volunteers who are subjected to harassing conduct are encouraged to report. Volunteers who witness possible harassing conduct are expected to report. Managers and supervisors have the responsibility to report all allegations to the Park Superintendent.

**If you experience harassment or discrimination you should report it as soon as possible. You can report these incidents to your supervisor, the volunteer manager, the regional Equal Employment Opportunity office, or the Department of the Interior Office of the Inspector General:**

Ricky Witherspoon, EEO Manager 1100  
Ohio Drive, SW Washington, D.C.  
20242 (202) 619-7020

Office of the Inspector General:  
Hotline: 800-424-5081  
Website: <https://www.doioig.gov/complaints/complaint-hotline>

**Managers have a responsibility to investigate, and, if the allegation is substantiated, take corrective action to address any allegations of harassment or discrimination.**

You can find more information about the agency response to harassment in Director's Orders #16E: [https://www.nps.gov/policy/DOrders/DO\\_16E\\_2017rev.htm](https://www.nps.gov/policy/DOrders/DO_16E_2017rev.htm)

## Visitor Services Volunteer

Visitor services volunteers help to staff the Visitor Center desk daily. These volunteers answer visitor questions, provide orientation information, collect entrance fees, operate the park's film, and help with other duties and projects when agreed upon. Volunteers are asked to give at least 10 hours per month.

## Battlefield Ambassador

These volunteers are stationed at key positions on the battlefield especially during peak times to provide personal interpretive services for our visitors, provide orientation information, and be the "eyes and ears" of the park. Volunteers are asked to give at least 10 hours per month.

## Museum and Library Volunteer

These volunteers assist with projects related to the park's museum collections and library. Volunteers may assist with shelving, collection inventory, or research projects.

## Battery B Volunteer

These volunteers provide living history artillery firing demonstrations portraying Battery B, 4th U.S. Artillery. They undergo a stringent training and evaluation program to ensure that they are meeting all National Park Service historic weapons safety standards. The volunteer group leader will work with the historic weapons supervisor to establish the schedule of demonstrations annually.

## Living History Volunteer

The park also works with other living history volunteers to present artillery and infantry programs. Again, there is a rigorous evaluation program to ensure that demonstrators meet National Park Service standards.

## Cast Iron Tablet Painting Volunteers

These volunteers assist the Cultural Resources staff in moving and restoring the War Department Tablets, which were the first interpretive signs on the battlefield and mark troop positions. After training, hours are flexible but volunteers are usually asked to commit at least one four-hour shift per week seasonally.

## Landscape Maintenance Volunteer

These volunteers assist with a variety of different projects to assist the facilities staff in keeping the park resources in good condition.

## Adopt-a-Position Volunteer

These volunteers adopt positions on the battlefield and help to maintain and improve these locations and resources. Volunteers are required to hold two workdays annually and work with the volunteer coordinator to schedule and organize these workdays.

## Administrative Volunteer

These volunteers assist the staff with a variety of administrative tasks including human resources tasks, clerical work, filing, organizing, general office work, and other tasks as assigned and agreed upon.



The uniform is a symbol of the National Park Service and will be worn with dignity and pride. Each Volunteer-in-Parks (VIP), while wearing the uniform, has a responsibility for the “total image” they project. This image concept includes adherence to prescribed standards, personal appearance, conduct, and attitude.

## The Uniform

Certain rules apply to the overall uniform appearance. All uniforms and uniform components must meet the following minimum standards:

### Hats

- Hats are required when working outdoors and should not be worn indoors.
- Only approved VIP hats are acceptable to wear during duty.
- Pins should not be placed on hats.

### Shirts

- They must be free from excessive wear, including worn areas, holes, sweat stains, or missing buttons.
- They must not be frayed.
- They must not be faded. Fading is defined as when a uniform item is noticeably lighter in coloration than a comparable new item.
- Name bar must be worn at all times.
- Shirts should be tucked in and t-shirts are not visible under the uniform shirt.

### Pants

- Acceptable colors for uniform pants and skirts include tan, khaki, and brown.
- VIPs must wear long pants or skirts.
- Acceptable belt colors include brown and black.

VIPs must be readily identifiable as such, in a manner appropriate for their duties. Volunteer uniform items, issued by the park, include the official VIP patch, nametag, lapel pin, and shirts. Uniforms must present a neat and professional appearance and must be consistent throughout the park.

### Footwear

- Brown or black hiking boots and shoes are preferred.
- Shoes with a large amount of noticeable color are not permitted.

### Personal Appearance Guidelines

- Jewelry (bracelets, rings, watches, and earrings) must not detract from the overall appearance of the uniform. Excessive size and bright or contrasting colors of jewelry may create an unprofessional appearance.
- Sunglasses are worn only when necessary, never indoors.

**Contact the VIP coordinator for replacement uniforms.**



# Antietam Information Desk Customer Service Guidelines

- Always strive to provide the highest quality of service possible.
- Always serve a park visitor before a customer on the phone.
- Always welcome visitors and try to explain the programs and services available and then collect the entrance fees.
- The park entrance fee is required for access to the Battlefield including, but not limited to, the theatre, interpretive programs, driving tour, hiking trails, and museum. Never argue about the fees; if you need assistance contact a permanent staff member or supervisor.
- Always stand while speaking to a visitor.
- A combination of two to three employees and/or volunteers is the optimum number of staff working at the desk. There should never be more than three employees and volunteers behind the desk at any one time.
- Never stand in front of the cash drawer blocking other staff members from working the drawer.
- Private conversations will be kept to a minimum. Any conversation among the staff will end immediately when a visitor approaches.
- No cell phone calls or conversations at the front desk.
- Never discuss controversial subjects such as politics or religion with or in the presence of visitors.
- Everyone will be treated with kindness and respect.
- All other jobs at the front desk are secondary to serving our visitors.
- We have a sign on the front door which prohibits food or drink in the visitor center, so we should not eat or drink at the desk except during the slowest of off season days.
- Comments on the PA system will be kept to a minimum.



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 to ensure you’re not interrupting anyone else’s conversation. 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 you give 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 at that time, 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!



## 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, non-fossilized 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)
- Wineberries (1 gal/person/day)
- Mushrooms (Morels) (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. 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.

**If you observe visitors violating regulations, do not confront them. Instead call Law Enforcement using radio procedures or use the contact information in this booklet.**

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## 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, and Frisbee playing are prohibited. Launching, landing or operating an unmanned aircraft (i.e. model airplanes, quadcopters, drones) in the battlefield is 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 fewer along tour roads and on the Final Attack Trail. Horse trailers should park in the grass “pit” area across from the Visitor Center to the left of the Dunker Church or in the overflow parking area by the Burnside Bridge.

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 only, not on trails, and 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. Pets are not permitted in the National Cemetery.

## 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 during scheduled events. Areas that are always closed to visitors are fields planted in crops or used for grazing, historic structures, and resource monitoring or reforestation areas. The Visitor Center is open from 9:00 am to 5:00 pm daily except for on Christmas, New Year's day, and Thanksgiving.

## Distribution of Printed Material

The sale or distribution of printed matter by groups of more than 25 people is allowed only if the group doing so has a permit issued by the Superintendent.

## Vehicle Issues

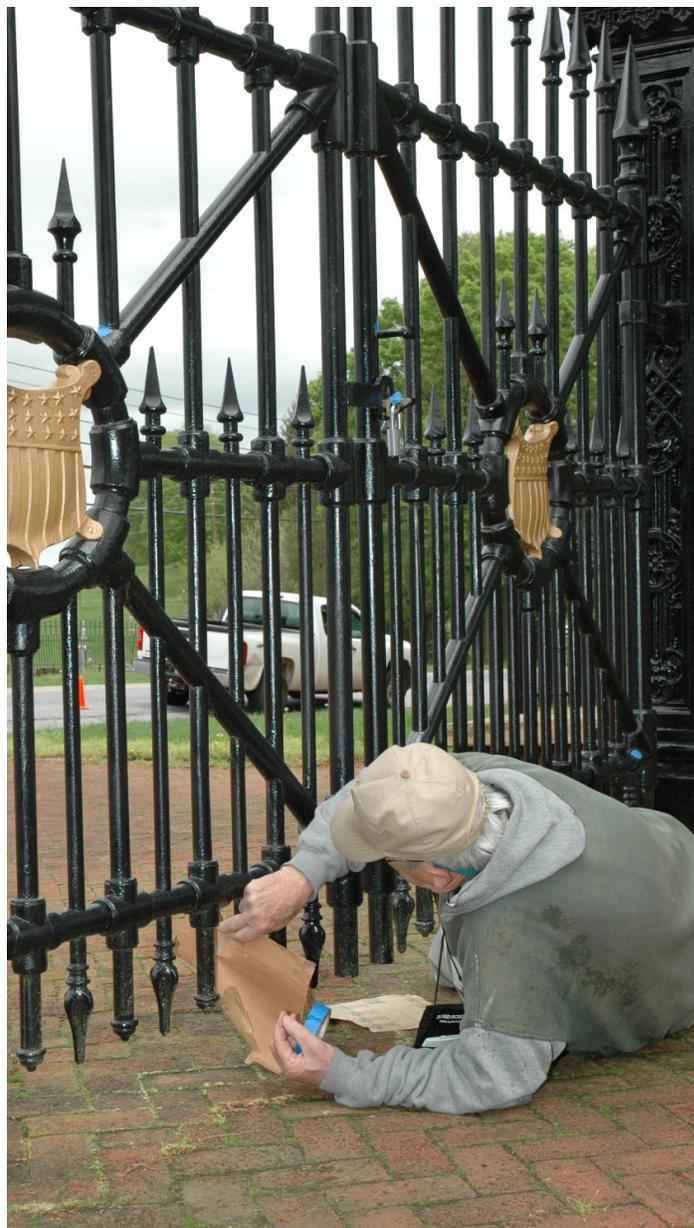
The park adopts most of Maryland State vehicle law, including motorcycle helmet requirements. Seat belts are also required. You may want to contact a ranger if you see a parking issue causing an obstruction in the road or a safety concern, or if you see someone driving in an unsafe manner, off road,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

## Unmanned Aircraft

Launching, landing, or operating an unmanned aircraft from or on lands or waters administered by the NPS within the boundaries of Antietam National Battlefield is prohibited except as approved in writing by the superintendent.

## Lost and Found Items

A visitor who finds someone else's property should turn it in at the Visitor Center.



## Use of Personal Equipment

Volunteers should use government equipment and vehicles when possible in the performance of their official duties. Volunteers who use their personal equipment by choice are not protected in the case of damage or theft. However, if the volunteer is required by her or his supervisor to use

personal equipment and that requirement is explicitly written into the Volunteer Agreement that equipment is covered in the case of damage or theft while that volunteer is using it to perform his or her volunteer duties.

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## Injuries, Worker's Comp. Tort Claims

Volunteers receive the same protection as NPS employees under the Federal Employees Compensation Act (5 USC, Chapter 81) and the Federal Tort Claims Act (28 USC, 2671-2680) and are considered to be Federal employees for those purposes only. These two acts provide only the following protection:

### Injury and Worker's Comp

VIPs are entitled to first aid and medical care for on-the-job injuries as well as hospital care when necessary. When travel is necessary to receive medical care, transportation may be furnished and the travel and incidental expenses associated with it may be reimbursable. When death results from an on-the-job injury, burial and funeral expenses, not to exceed \$800, may be paid. In addition, other compensation benefits may be approved by the Office of Workers Compensation Programs on a case-by-case basis. A VIP who suffers an on-the-job injury and desires to file a claim for compensation should contact his or her immediate supervisor. The supervisor is responsible for helping the VIP obtain and complete

the proper forms and must certify the authenticity of the claim. The supervisor then submits the claim to the servicing personnel office for processing.

### Federal Tort Claims Act

This act provides a means whereby damages may be awarded as a result of claims against the National Park Service for injury or loss of property or personal injury or death caused by the negligent or wrongful act or omission of any employee of the NPS while acting within the scope of his or her office or employment under circumstances where the NPS, if a private person, would be liable for the claimant in accordance with the law of the place where the act or omission occurred. Since VIPs are considered employees for the purpose of this act, they are offered the protection of the Act for personal liability as long as they are within the scope of their assigned responsibilities.

## Driving Government Vehicles

In order to drive government vehicles this requirement must be explicitly stated in the volunteer's Volunteer Service Agreement and/or position description. Volunteers driving government vehicles must possess a valid driver's license and pass a safe driving record check conducted by the Law Enforcement division. Volunteers are responsible for reporting any situation that might alter their authorization status or their ability to operate a government-owned vehicle.

## Volunteer Reimbursements:

Volunteers may be reimbursed for some out of pocket expenses to offset the cost of volunteering. Reimbursement will be handled on a case-by-case basis. If you need to purchase pants to wear with your volunteer uniform you may be reimbursed; keep your receipt. Volunteers may also be reimbursed for fingerprinting fees and postage to send in fingerprints for required background checks. Finally, volunteers who are required, in writing in their volunteer agreements, to use a personal vehicle to perform volunteer work you may be reimbursed for mileage. You will not be reimbursed for mileage if you choose to use your personal vehicle, but are not required to in your volunteer agreement. Keep in mind that volunteers cannot be reimbursed for food, and volunteer funds cannot be used to purchase food, unless volunteers are away from their home or duty station for a prolonged period to complete their volunteer assignments. In order to be reimbursed you must complete NPS form 10-67.



## Background Check

If your volunteer position involves accessing government computers, working with youth, or occupying an area that contains sensitive government records, the VIP Coordinator may have you complete a background check and be fingerprinted. This process can take up to a month or longer, so if you anticipate needing a background check, be sure to start this process prior to your planned start date.

## Termination of Volunteer Agreement

If, at any point, a volunteer decides to end their involvement as a park volunteer, they should notify the VIP Coordinator who will terminate their Volunteer Services Agreement. The NPS also has the right to terminate a Volunteer Agreement if a VIP is not able to successfully perform the assigned responsibilities or respectfully represent the National Park Service.



- You may not endorse one commercial establishment over another in an official capacity. This means that you cannot give a direct answer to a question such as “What is your favorite restaurant?” Instead give visitors a range of available opportunities.
- You are representing the park and, as such, your conversations with visitors should reflect NPS and Antietam National Battlefield policy, not your own opinions.
- Gambling is prohibited on federal property. This includes raffles, lotteries, and sports pools.
- Turn in lost items to the Lost and Found at the visitor center.
- Fundraising for outside organizations is prohibited. For example, selling Girl Scout cookies while volunteering or while in uniform outside of volunteering is not permitted.
- Follow the off-duty, off-premises rule for political activities. We cannot discuss personal political views with visitors when on duty. When sharing your views off duty, such as in a letter to the editor, do not represent yourself as an NPS volunteer or spokesperson.
- There is ZERO TOLERANCE for any type of discrimination or sexual harassment.



# Suggested Reading

These titles and many others are available for check out in the volunteer library, which is located in the staff breakroom in the Visitor Center. Any of the rangers can help orient you as to where to find these resources and how to check out books.

- McPherson, James. *Crossroads of Freedom: Antietam* (Oxford: Oxford University Press, 2002).
- Harsh, Joseph. *Taken at the Flood Robert E. Lee & Confederate Strategy in the Maryland Campaign of 1862* (Kent: The Kent State University Press, 1999).
- Ernst, Kathleen. *Too Afraid to Cry – Maryland Civilians in the Antietam Campaign* (Mechanicsburg: Stackpole Books, 1999).
- Sears, Stephen. *Landscape Turned Red: The Battle of Antietam* (Boston: Mariner Books, 1993).
- Hartwig, D. Scott. *To Antietam Creek – The Maryland Campaign of September 1862* (Baltimore: John Hopkins University Press, 2012).
- Walker, Keven M. and K.C. Kirkman. *A Guide to the Battlefield Landscape: Antietam Farmsteads* (Sharpsburg, MD: Western Maryland Interpretive Association, 2010).
- Johnson, Curt and Richard C. Anderson, Jr. *Artillery Hell: The Employment of Artillery at Antietam* (College Station, TX: Texas A&M University Press, 1995).
- Reardon, Carol and Tom Vossler. *A Field Guide to Antietam: Experiencing the Battle through Its History, Places, and People* (Chapel Hill: The University of North Carolina Press, 2016).



# Contact Information

Volunteer Coordinator: Olivia Black  
Olivia\_black@nps.gov  
(301)432-7678  
NPS Cell: (301)401-7223

Visitor Center: (301)432-5124

Law Enforcement Non-Emergency Dispatch:  
(301)714-2235  
Law Enforcement Emergency Dispatch:  
(866)677-6677

Shull House (Natural and Cultural Resources  
and Law Enforcement Offices):  
(301)432-7893

Library: (301)432-8767

Partner Organizations:  
Eastern National: (301)432-4329  
Heart of the Civil War Heritage Area:  
Rachel Nichols, Newcomer House Volunteer  
Manager  
rachel@heartofthecivilwar.org

Communication: Our volunteer newsletter will be distributed once every two months. If you wish to be removed from the distribution list please contact Olivia Black at: Olivia\_Black@nps.gov.

If you have photographs or an article that you would like to have included in the newsletter you may submit those to Olivia as well.

*Thank you for volunteering at Antietam National Battlefield. This park relies on volunteers like you to help us serve our visitors, preserve park resources, and, above all, accomplish our mission. We look forward to working with you!*

