

Heart of the Civil War Heritage Area

Newcomer House Volunteer Manual

2021 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 11th 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.

We have an updated Visitor Experience Plan and have been in the process of updating our exhibits and signage. New this season is a looping video showing many of our most exciting places to visit. We hope this will excite visitors to explore the entire Heritage Area. Other updates will proceed over the next two or three years. You can learn more about this project by reading the Visitor Experience Plan, a copy of which is under the front desk.

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

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, 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.

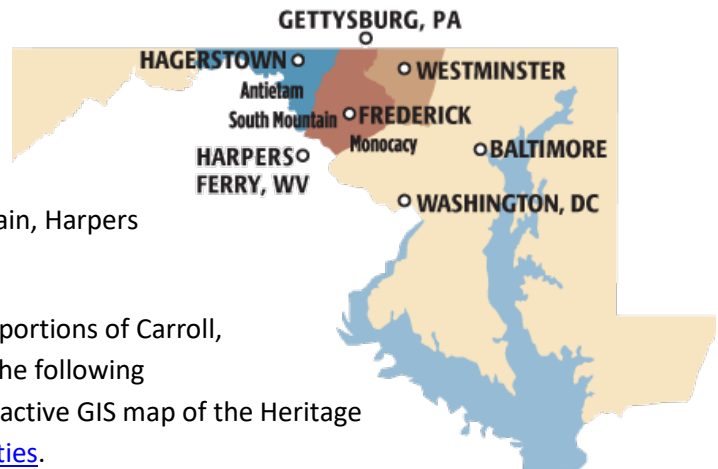
The Heart of the Civil War Heritage Area incubated for nearly a decade under the Tourism Council of Frederick County before becoming an independent nonprofit organization in 2014. HCWHA is governed by a Board of Directors and guided by an Advisory Council comprised of representatives of local government 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/HCWHAMunicipalities.



Staff contact information



Rachel Nichols

Washington County
Heritage Area Assistant
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
(240) 285-6727

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
(240) 608-5177

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

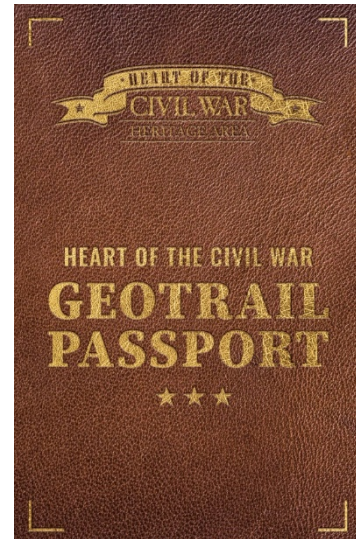
HCWHA Programs and Products

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. It was refreshed in 2021; changing out some locations and adding an Adventure Lab where you can be a Civil War Correspondent following the trail of a spy! 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)
- 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)



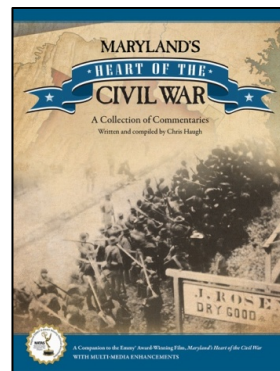
Redeeming Prizes

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, 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 while supplies last: Frederick Visitor Center, Historical Society of Carroll County, Museum of Fine Arts of Washington County, or the Antietam National Battlefield Museum Store. The Visitor Center in Frederick 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.



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 (all subject to change due to COVID-19 restrictions)

February – Master Docent Series 00 enrichment for docents (Newcomer Volunteers invited) in Frederick

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 – Historic Preservation Month and National Travel & Tourism Week – watch for program announcements.

June 19 – Juneteenth – watch for event announcements.

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

Mid/Late December – Candlelight tours of historic houses of worship @ Hagerstown, Frederick, and Westminster

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 2030.

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 10:00 a.m. – 4:00 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. **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

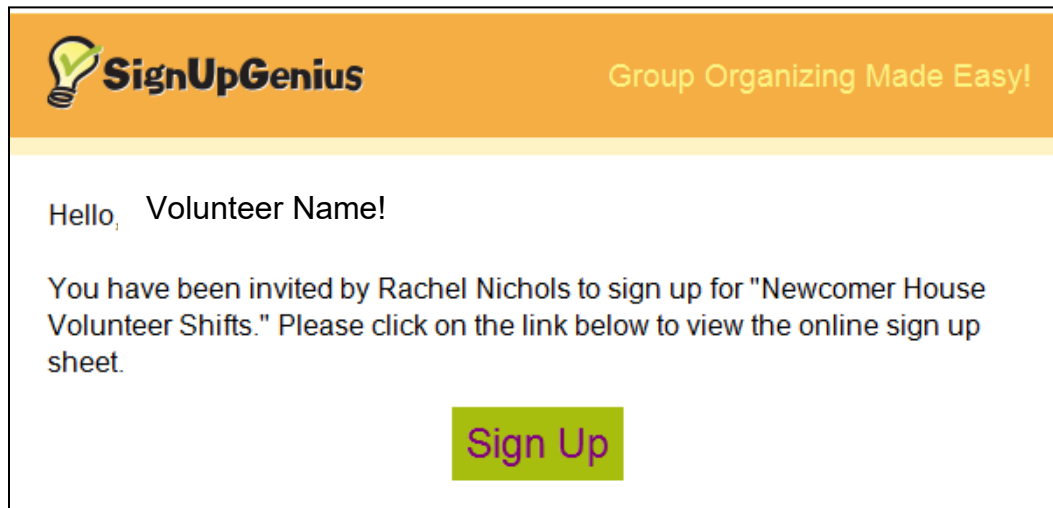
Rachel Nichols

240-308-1740 (phone or text)

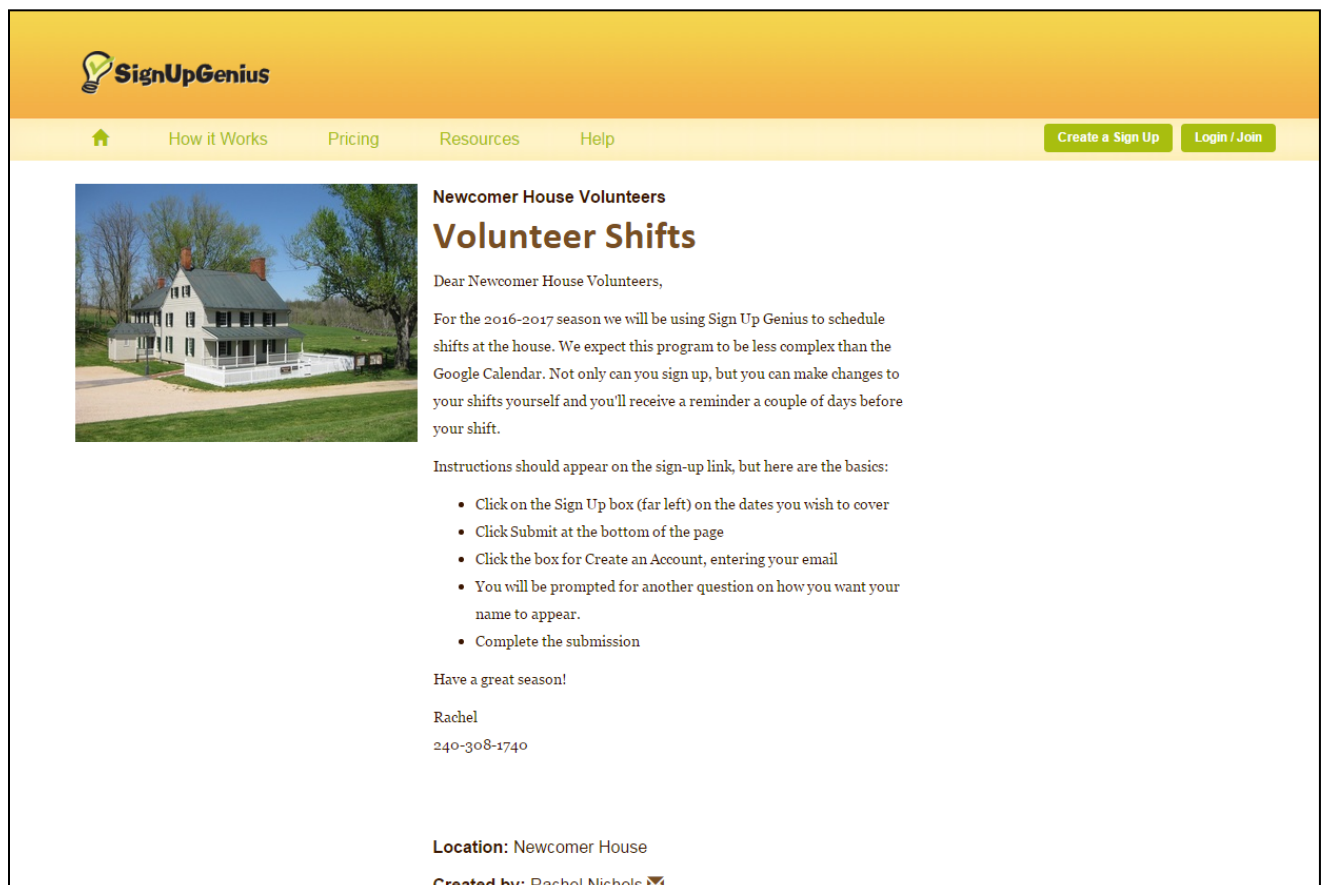
rachel@heartofthecivilwar.org

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"/>
		Submit and Sign Up

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 (NPS green or HCWHA navy) 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.

Special COVID-19 Procedures

See Addendum

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 the Video in the large cupboard in the main display room.
- Turn on NPS Radio
- Unlock the front door at 10:00 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.
- Bring OPEN Sandwich Board to top of 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
- 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). When counting visitors, include anyone you see outside even if they do not come inside. 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 4:00 p.m. bring in the “INFO” flag.
- Turn sign by front door to “CLOSED.”
- Lock the front door.
- Turn off the Video loop.
- 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.

Conflict De-Escalation Model

From the National Park Service

S.L.O.W. -- *Taking care of our emotional and physical safety.*

As staff, much of our time is spent preparing for positive and informative conversations with visitors, but preparing ourselves for difficult and emotional conversations is just as valuable. Sometimes when confronted by a visitor who is angry or upset, it can feel like everything is happening all at once. If we could SLOW things down and understand what is happening, we may be able to de-escalate a tense conversation or encounter. Note: SLOW is not intended to be followed in sequence, but rather used as appropriate to the situation.

STAY COOL

Don't take it personally. It is hard to do but allowing a visitor's words or actions to get under your skin will only escalate the situation. When people are feeling hurt, vulnerable, ignored, or unsafe, emotions tend to dictate their behavior. Keep a composed tone of voice and body language.

LISTEN

When a visitor is upset, often hearing them out will help. Allow them to express what is upsetting them. To show that you are listening, try restating, reflecting, or summarizing what you have heard. When someone feels like they are being listened to, they feel valued and important. This can often lead to a calmer conversation.

OFFER VALIDATION

We've all been there. Upset, angry, or frustrated with a situation or request that is beyond our control. Sometimes we just want someone to tell us that the way we are feeling is valid. You don't have to agree with a visitor's beliefs, values or interpretation of a situation, but a simple, "that sounds frustrating" goes a long way. A part of offering validation is to acknowledge that what is happening needs to stop. Set limits, make requests and be firm.

WALK AWAY

Sometimes, unfortunately, nothing you can do or say will calm a situation. Know when to leave, and trust your pre-planning with law enforcement colleagues. Pay attention to body language, reactions from others nearby, and other factors that point to the need to walk away. Don't let anyone else take control of you or your emotions. If the interaction is turning into an unsafe situation, walk away and get some help. A supervisor or law enforcement should step in at that point.

Porch Programs at the Newcomer House

At least once each month while the Newcomer House is open we hold special presentations called Porch Programs. These include lectures, demonstrations, interactive events, and exhibits. The topics vary, but are always Civil War related. Do you have a special talent, interest, or research that could be shared in a public program, or do you know someone else who might have a great presentation? Please talk to Rachel Nichols!

The Newcomer 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.

Susan Trail, Superintendent
Antietam National Battlefield
susan.trail@nps.gov
301-482-5124

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.

HCWHA Statement on Building a More Just Future

Approved by Board of Directors, June 2020

The Heart of the Civil War Heritage Area recognizes the historic moment we are living. Because of our emphasis on our regional history, we must recognize that the legacies of racism, inequality, and state-sanctioned racial violence committed against African Americans have their roots in the Civil War era as much as any other period in American history.

As an organization that invites visitors to learn more about Civil War history -- in the places where it happened -- it is our responsibility to recognize how that history lives on in our present. We encourage our partners to demonstrate history's relevance in their own communities. Do this by contributing to historical understanding and the work of dismantling systemic racism and multigenerational legacies of trauma. We cannot turn away from this moment.

History is something that we can learn. History is something that we can see and touch in historic landscapes, artifacts, and buildings. History is something that we carry with us, consciously or unconsciously as we live in a world and in communities that are shaped by it. We stand ready to amplify the voices of, and offer technical assistance to, our area nonprofits and government entities engaging in this work of truly understanding our past and present. This will enable us, together, to build a more just future.

Additional Resources

Antietam National Battlefield

www.nps.gov/anti

American Battlefield Trust

www.battlefields.org

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

www.crossroadsofwar.org

Harpers Ferry National Historical Park

www.nps.gov/hafe

Heart of the Civil War Heritage Area

www.heartofthecivilwar.org

Historical Society of Carroll County

www.hsccmd.org

Historical Society of Frederick County

www.frederickhistory.org

Journey Through Hallowed Ground

www.hallowedground.org

Maryland Room, Frederick County Public Libraries

www.fcpl.org/departments/maryland-room

Monocacy National Battlefield

www.nps.gov/mono

National Park Service – The Civil War

www.nps.gov/civilwar/index.htm

Newcomer House

<http://www.heartofthecivilwar.org/newcomer-house>

South Mountain State Battlefield

www.dnr.state.md.us/publiclands/western/southmountainbattlefield.asp

Washington County Historical Society

www.washcomdhistoricalsociety.org

Washington County Free Library, Western MD Room

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

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

COVID-19 Pandemic Procedures Addendum

The Newcomer House procedures are closely paralleling the opening Phases developed by the National Park Service. Please note: This should be considered a living document; changes may occur at any time due to additional information becoming available.

Phase III Opening

The house is open to visitors. Volunteers who are not yet fully vaccinated must wear a mask when interacting with visitors indoors. We ask for masks to be worn inside if the visitor is not vaccinated, but we will not ask for vaccination status; visitors are also asked to respect social distancing practices. It is up to the volunteer to assist guests in not crowding the house with too many people who are not in the same Covid cohort.

Specific actions:

You will be trained in proper use of PPE and cleaning/disinfecting methods on your first shift.

- Before leaving home for duty, take your temperature. If it is above 100.4° or higher, or you are experiencing chills, cough, shortness of breath and/or sore throat you should not report for duty. In the event you have a fever and are not feeling well, please call Rachel Nichols 240-308-1740 to inform her that you are unable to serve that day.
- Uniform will consist of either the green NPS Volunteer shirt (and hat) or blue HCWHA polo shirt (and hat) and khaki or black pants. Bring a mask to wear when there are visitors present.
- Once at the site, enter by the side door as usual.
- Indicate your health certification status in the Log Book.
- Gloves will be provided for use when cleaning/disinfecting.
- Be sure to practice good physical distancing from visitors, they may or may not be wearing masks. Wash your hands properly from time to time, especially before eating or after using the bathroom.
- If visitors touch the railings, using proper method, clean them with Seventh Generation All-Purpose Cleaner. Please be cautious of over-cleaning to avoid damaging surfaces.
- Before you leave for the day:
 - Clean high touch surfaces (the tactile map, main information desk, doorknobs, toilet handles, faucets, computer equipment) with a cleaning solution or sanitizing wipe, whichever is safe for the materials. Make sure to take a sanitizer wipe out the door when you lock up to clean the key and lockbox. It can be thrown into the trashcan on the back porch.