



# Volunteer -In -Parks Program Handbook



## A Guide for Volunteers of Fort Necessity National Battlefield

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## **WELCOME!**

The staff at Fort Necessity National Battlefield welcome you as a new Volunteer-in-Parks (VIP). Volunteers are a valuable addition to the staff here at Fort Necessity and perform valuable services in all areas of the Park.

This handbook is meant to serve as your guide to volunteering at Fort Necessity National Battlefield, and covers such topics as basic information about the Park, the National Park Service, and VIP policies and procedures. Used in conjunction with an orientation to the Park and specific on-the-job training, it should provide you with enough information to get you started in your volunteer position. However, please feel free to ask your direct supervisor or the Volunteer Coordinator any questions you may have concerning your volunteer service at Fort Necessity National Battlefield.

## **NATIONAL PARK SERVICE MISSION STATEMENT**

*“The National Park Service preserves unimpaired the natural and cultural resources and values of the national park system for the enjoyment, education, and inspiration of this and future generations. The Park Service cooperates with partners to extend the benefits of natural and cultural resource conservation and outdoor recreation throughout this country and the world.”*

## **NPS CORE VALUES**

**-Shared Stewardship:** We share a commitment to resource stewardship with the global preservation community.

**-Excellence:** We strive continually to learn and improve so that we may achieve the highest ideals of public service.

**-Integrity:** We deal honestly and fairly with the public and one another.

**-Tradition:** We are proud of it, we learn from it, we are not bound by it.

**-Respect:** We embrace each other's differences so that we may enrich the well-being of everyone.

## **ORGANIC ACT**

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 protecting the forty national Parks and monuments then in existence and those yet to be established.

*“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 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 a Manner and by such means as will leave it unimpaired for the enjoyment of future generations.”*

This Act established the National Park Service. Congress assigned to this new agency the administration of all National Parks and most of the National Monuments (did not include those under the Departments of Agriculture or War) heretofore established. In this 1916 Act, the Congress also established a broad framework of policy for the administration of these areas.

## **NATIONAL PARK SERVICE**

*U.S. Department of the Interior*

The National Park Service is a unique agency. It preserves irreplaceable resources; it welcomes to the National Parks vacationing Americans whose visits each year exceed the Nation's total population; it manages vacation complexes the size of some cities; and it safeguards the finest scenery, geological wonders, ecosystems, and historic treasures of the Nation.

Working for the National Park Service is more than a job. Park Service employees regard themselves as "the Service family." They joke about having "green blood" and good naturedly accept being called "tree huggers." Dedication to the National Parks is strong. Descendants of early National Park Service officials devote careers to the National Parks, in some cases extending to the second or third generations. National Park Superintendents, Rangers and staff regularly work long hours, weekends, and holidays. Visitation and Resource Management know no clocks.

Loyalty to the National Parks extends to many people other than paid employees. Several thousand volunteers work many thousands of hours each year to perform visitor interpretation, guide service, rescue, clerical and other jobs essential to the National Parks and their future.

Cooperating associations, such as Eastern National, donate time, money, and other assistance to National Parks throughout the system. They sell publications and other interpretive information. The National Conference of National Park Concessionaires, made up of those private businesses and corporations that provide lodging, food, and many other services under concessions contracts, put back a portion of their receipts into National Park facilities. The Concessionaires provide many services for convenient visitor use of Parks and other areas in the National Park Service system.

## **THE NATIONAL PARK SYSTEM**

Presently, the National Park System of the United States is comprised of 418 units covering diverse resources and vast land spaces in all 50 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 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 over 1,200 national parks or equivalent preserves.

Additions to the National Park System are now generally made through acts of Congress, and national parks can be created only through such acts. However, 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 diversity of the parks is reflected in the variety of titles given to them. These include such designations as national park, national preserve, national monument, national memorial, national historical park, national seashore, and national battlefield park.

## **FORT NECESSITY NATIONAL BATTLEFIELD**

### *PARK SIGNIFICANCE*

Fort Necessity National Battlefield was established in 1931 (46 Stat. 1522) to commemorate the Battle of Fort Necessity on July 3, 1754. The original legislative record shows the intent was to commemorate the early events that helped shape George Washington's character and abilities as a military leader, as well as to preserve the setting of the opening engagement of the French and Indian War. In 1961, Public Law 87-134 authorized the Secretary of the Interior to acquire up to 500 acres near or adjoining the fort to preserve the historic battleground, including up to 25 acres at Braddock Monument. Additional land was donated by the state (including the Mt. Washington Tavern) and purchased from private land owners. In 1974, 25 acres at Jumonville Glen was authorized (Public Law 93-477) and finally acquired by 1979. Fort Necessity National Battlefield now has 911 acres.

### *PARK MISSION STATEMENT*

The National Park Service mission at Fort Necessity National Battlefield is to preserve and maintain the natural and cultural resources and to interpret those same resources to the visiting public and the scientific and scholarly community. The National Park Service cooperates with partners to extend the benefit of natural and cultural resource conservation and outdoor recreation throughout southwest Pennsylvania.

The mission statement of the National Park Service at Fort Necessity National Battlefield grows from the Park's legislated mandate found in the 1931 Act of Congress which requires the National Park Service to commemorate the Battle of Fort Necessity.

### *PARK MISSION OBJECTIVES*

1. Tell the stories of the French and Indian War and how that war relates to American and world history; explain George Washington's activities in the wilderness of western Pennsylvania and the subsequent impacts on his life and career.
2. Manage the cultural landscape in and around the Great Meadows to evoke the 1754 frontier setting and to set the stage for visitor interpretation.
3. Manage the landscape at Jumonville Glen to evoke a feeling of the secluded, undeveloped setting at the time of the encounter that triggered French and Indian War.
4. Maintain the grave site of General Braddock in a memorial setting, and protect the existing integrity of the Braddock Road remnant.
5. Preserve the architectural integrity of Mt. Washington Tavern and use the tavern to tell the story of the National Road and its importance in the westward expansion of the United States.

## **NATIONAL PARK SERVICE VOLUNTEERS - IN - PARKS PROGRAM**

The Volunteers – in - Parks Program was authorized by Congress in 1970 to provide avenues for volunteers to assist the parks. Since then, thousands of individuals have proudly worn the official VIP Patch and helped the Park Service to preserve, manage and interpret our American heritage. As a volunteer, you will not be paid by the federal government. However, you will

have the benefit of working in a national park; meeting people from all over the United States and abroad, developing new skills and gaining experience that will enrich your life.

**Who can volunteer?** Basically, anyone can volunteer - except in positions where safety is a concern or when age limits may be set. Volunteers must be physically able to do the job agreed upon. Youth under age 16 must be accompanied by a parent or guardian while volunteering. Youth ages 16 - 18 may be VIPs provided they have the written consent of their parent or guardian. No person who has been convicted of any violent crime, crime against persons, or crime involving use of a weapon can be a VIP. Employees cannot perform their regular duties as a volunteer. The **volunteer agreement** is for your protection. It lists your general job responsibilities. A **job description** with more details is attached to the volunteer agreement. Your supervisor will go over your duties in detail. You must both agree on these details. Your duties should not go beyond those agreed upon. If they do, you should sign another agreement listing those duties more specifically.

**Rights & Responsibilities:** The philosophy of the VIP Program is to treat volunteers as much like paid staff as we possibly can. You deserve to receive as much attention, support, direction and recognition as our paid staff. And like paid staff, you will be given real responsibility and accountability. By assuring full utilization of your individual skills and energy, we can allow everyone to grow and develop through these activities. At the same time, your supervisor should provide a forum for discussion of problems related to volunteer responsibilities and be given periodic appraisals, evaluations and appreciation. Evaluation is a joint responsibility and right. Your feedback and communication is as important as the supervisor's evaluation of you. Volunteers work as partners with park staff and management in accomplishing work at the park. Each volunteer must have his/her say, understand his/her responsibilities, be given honest feedback, and have an opportunity to say "no" or request changes. This necessary feedback and input can be incorporated into the volunteer evaluation process.

## **FORT NECESSITY VOLUNTEER PROGRAM**

**Overview:** Fort Necessity National Battlefield seeks to expand its Volunteers - in - Parks program in order to supplement current NPS staff in all aspects of park management, thereby allowing the Park to continue to offer to the visiting public a full complement of interpretive programs, well-maintained buildings, facilities, grounds, and special events in order to help us fulfill our mission. The Volunteer Program will also be a conduit for community involvement within the park, and an avenue for recruitment.

### **Goals:**

- To increase the number *and quality* of volunteers (VIPs) in all park areas.
- To recruit a diverse group of volunteers from a variety of sources, including community groups, colleges, retired employee organizations and the general public.

### **Key Program Elements:**

- VIP's will not replace paid staff positions.
- VIP's will be placed in a workgroup only if that workgroup is prepared to *train and* oversee the work of the volunteer.
- All volunteers will sign an agreement prior to starting. The agreement will include basic explanations of the park and VIP, including a job description, starting schedule, and designated supervisor.

--VIP's will be expected to perform a minimum of 8 hours of service per month in spring, summer and fall, but exceptions to this will be allowed at the discretion of the Volunteer Coordinator.

--VIP's may be provided with free dormitory style housing – provided the volunteer works for a minimum of 32 hours per week. However, housing fills up quickly and is on a first come/first serve basis. Standard Operating Procedure for staying at Park Housing is on the bulletin board in the Great Meadows Center and also in this document.

**Training:** Seasonal training for volunteers and interns may consist of formal classroom training and/or on the job informal shadowing of rangers and experienced volunteers. Formal classroom training is usually held in early June. Black powder training for musket and artillery is also held in early June. A basic core of training will be provided for each volunteer. This training will be provided by the Volunteer Coordinator and park staff. This initial training should include orientation to the park, its programs, facilities, and cooperators, and to the NPS, along with specifics of the VIP program, i.e. expectations, uniforms, and handling injuries. Each volunteer will also receive on-the-job training and any specialized training, to be provided by the assigned division, work area, or supervisor. Volunteers will be invited to attend CPR/First Aid training when offered by the park.

## **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. Receive appropriate orientation, training, and supervision.
6. Be assigned jobs that are worthwhile and challenging.
7. Be made aware of the overall operation of the park.
8. Be offered a variety of experiences.
9. Receive regular, clear feedback on the quality and effectiveness of their work.
10. Be recognized for their contributions.
11. Have an opportunity to provide input into the volunteer program.
12. Be trusted with the information needed to carry out their jobs effectively.

## **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.
7. Respect access to information, facilities and 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.

## **TRADITIONS OF VOLUNTEERING**

Volunteerism has a long tradition in the United States. Alexis de Tocqueville, after visiting and making observations about American society in 1831-32, recorded the following:

*Americans of all ages, all conditions, and all dispositions, constantly form associations. They have not only commercial and manufacturing companies in which all take Part, but associations of a thousand other kinds -- religious, moral, serious, futile, extensive or restricted, enormous or diminutive. The Americans make associations to give entertainment, to found establishments for education, to build inns, to construct churches, to diffuse books to send missionaries to the antipodes; and in this Manner they found hospitals, prisons, and schools. If it be proposed to advance some truth or to foster some feeling by the encouragement of a great example, they form a society... and I have often admired the extreme skill with which the inhabitants of the United States succeed in proposing a common object to the exertions of a great many men, and in getting them voluntarily to pursue it.*

Volunteer service has been a part of virtually every civic function of our society, including libraries, firehouses, poorhouses, museums, hospitals, and natural resource activities since the founding of the nation. Volunteer service is defined in the broadest terms as the contribution that individuals make as nonprofit, non-wage, and non-career action for the well being of their neighbor, community, or society at large. It takes many forms, from traditional customs of mutual self-help to communities responding to times of crisis with relief efforts, to conserving, maintaining, and enhancing a nation's natural and cultural resources.

## **FORT NECESSITY HOUSING GENERAL INFORMATION – GREAT MEADOWS CENTER (GMC)**

The (GMC) is a combination of dormitory style seasonal housing, volunteer housing and training center.

Location: It is within the park about ½ mile from the Visitor Center. There is parking in the driveway and in a small lot to the right of the building.

Furnishings: The GMC is furnished but you will still need to bring some things.

Kitchen: There are two kitchens (one upstairs and one downstairs). Both have complete stove/ovens, refrigerators, and microwaves. There are no other appliances. If you need a toaster, coffee maker, etc. you will need to bring it. There are a few pots, pans, plates, cups, eating utensils available. Wash your own dishes and clean up your own messes.

Dining Room: There is one dining room table which is to be shared with everyone at the GMC. Do not leave your things all over the dining room table so that others are unable to use it.

Bedrooms: The rooms are dormitory style, furnished with beds, dressers, lamps, and chairs. You will need to bring the linen for the bed and a pillow. You will be assigned a bedroom and you may have to share the room with another person.

Bathrooms: There are three bathrooms. You will need to bring your own towels and personnel toiletries.



Living Room: The living room is furnished with tables, chairs, and couches. There is a VCR/CD player and a TV, although the reception is not the best. There is no internet or phone service provided at the GMC. You will need to bring your own cell phone if desired.

Extras: A washer and dryer are located in the basement. You will need to bring your own detergent. There is a dehumidifier in the basement that should be emptied every day. You can get mail delivered to the park's address. Take out the garbage daily where maintenance can pick it up. There are two fishing ponds available. Bring your own fishing gear.

Volunteers' /Interns/ and SCA's working 32-40 hours per week are not charged to live at the GMC.

**The GMC residents are accountable for the general maintenance and cleanliness of the building.**

**Please also refer to the Standard Operating Procedures for housing that are also in this handbook.**

## **VOLUNTEER POSITIONS**

### **Fort Necessity/Friendship Hill Volunteer & Intern Opportunities**

#### **Interpretation/Guide –Fort Necessity/Friendship Hill**

Training and research materials are provided to volunteers to develop a variety of interpretive talks and programs relating to Fort Necessity's primary themes of George Washington at Fort Necessity; French and Indian War; the French, British and American Indian participants; the Mount Washington Tavern and the National Road. Friendship Hill is about the statesman/diplomat Albert Gallatin; Western Expansion and the Whiskey Rebellion.

- **Fort Necessity** – Living History soldier: presents talks and musket or artillery firings on a regular basis to adults and children. These programs are usually conducted April-October.
- **Fort Necessity** – Mount Washington Tavern: on a regular basis presents talks or guided tours to adults and children. These programs are usually conducted April-October.
- **Fort Necessity**- Fur Trade Station: on a regular basis presents talks and hands-on activities to adults and children about 18<sup>th</sup> century fur trade; teach American Indian games and teach corn grinding. Usually conducted June-October
- **Fort Necessity** – Staffing the Visitor Center desk; collecting entrance fees; providing information and assistance to visitors. Fill in for the Eastern National bookstore clerk. Year round.
- **Friendship Hill** – Staffing the Visitor Center desk and relating the story of Albert Gallatin and his connection to southwestern Pennsylvania. Daily April-October and weekends November-March.
- **Friendship Hill** – House tours conducted daily April-October and weekends November-March.

**Education Aid** – Fort Necessity/Friendship Hill- Work with the Education Specialist on curriculum development, setting up conferences, tourism promotion, conducting curriculum based education programs for all grade levels.

**Technological Aid**-Fort Necessity/Friendship Hill-Work with Park staff and Press Information Officer on press releases, website development, podcast development, video taping, photography and other projects as needed.

**Library Aid**-Fort Necessity/Friendship Hill-Assist the librarians on a variety of projects including: preparing new books to be processed into the collection, library inventory, re-shelving books and magazines and check for overdue items.

**Administrative Aid** – Fort Necessity-Work in the office providing clerical assistance. This would include typing, filing, copying, computer data entry and working on projects as assigned.

**Resource Management Aid** – Fort Necessity/Friendship Hill-Work with the Resource Management Specialist on a variety of projects including: monitoring and data collection for water quality, wildlife and fisheries population and habitat management, vegetation and pest management, and human impact assessment.

**Curatorial Aid**- Fort Necessity/Friendship Hill-Assist Curatorial Specialist with preservation of the museum collections. Projects could include: photographing museum objects, measuring museum artifacts, recording information on computer, properly storing collection, inventory, cataloging new additions to the collection, and collection and exhibit maintenance.

**Maintenance Aid-Fort Necessity/Friendship Hill**-Assist the permanent office staff in computer data entry. Other projects could include: assisting maintenance in trail rehabilitation, grounds mowing/grooming, carpentry, plumbing, electrical, historic preservation and other related tasks.

## **GENERAL VOLUNTEER INFORMATION**

**Groups Volunteering:** Arrangements for groups to volunteer will be made on a case-by-case basis. The Volunteer Coordinator along with the hosting division will keep in mind the goal of our program and the supervisory requirements of the group.

**Supervision:** Each “operational” volunteer will have a daily supervisor, someone on the park staff who can provide them a work space, assist in their training, and provide guidance. The daily supervisors will work with the VIP(s) to arrange the work schedule. This VIP supervisor will work with the Volunteer Coordinator to decide if the volunteer's work is of sufficient quality to continue to work at the park and will evaluate the volunteer at year's end.

### **Supervision Roles and Responsibilities:**

The Park Volunteer Coordinator and Chief of Interpretation and Visitor Services/ Site Manager will be responsible for general recruitment, interviewing, placement, general training, and terminating of volunteers in the park, along with formal and/or informal recognition and enrichment programs.

The Park Volunteer Coordinator, Chief of Interpretation, and/or Park Staff will generally oversee volunteers in their respective divisions, although they may not be the direct supervisor. Experienced volunteers and park staff will also assist to provide daily supervision, on-the-job training, and feedback for volunteers assigned to him or her. They will also ensure that time logs are completed and submitted to the Volunteer Coordinator who will also complete an evaluation for each volunteer. Any problems or general status of the volunteer will be reported to the Volunteer Coordinator or Chief of Interpretation.

**Uniforms:** The VIP uniform will need to vary depending upon the duties involved. Clothing shall be appropriate to the volunteer's task.

For work with the public (other than Living History), a green polo shirt with VIP Logo will be the uniform. Tan or khaki trousers, or other appropriate dress trousers, are preferred; jeans and shorts are discouraged. No open toed shoes or beat up looking tennis shoes are permitted. Tattoos and body piercings will be physically covered to the greatest extent possible. Conservative appearance is required.

Living History programs: For some programs, Living History costumes are required. In most cases the park is able to provide costumes for soldier and tavern programs. These must be signed out by the volunteer and should be returned in good condition. Those who supply their own costumes must be passed for historical correctness by park staff. See the Fort Necessity Living History Program Guidelines for questions on historical authenticity.

For work behind the scenes, no particular uniform is needed. For instance, a volunteer curatorial assistant might not wear a uniform at all.

**Evaluations:** Short term volunteers such as college interns will receive an evaluation from the Volunteer Coordinator at the end of their service. Long term volunteers will receive an informal evaluation. Annual evaluations of the volunteer program will be done to determine if the program is effective or if changes need to be made to improve the program. This evaluation will be done by the Park Volunteer Coordinator and the Chief of Interpretation/ Site Manager.

**Funding:** There may be funds available for uniform items, name tags, training, equipment, recruitment, awards, and reimbursement of certain expenses such as parking and travel, to be approved on a case-by-case basis. The Volunteer Coordinator will be responsible for managing this fund.

**Recognition:** An informal recognition luncheon is usually held at the end of the summer season to show the Park's appreciation to volunteers.

**Volunteer Suggestions:** The Volunteer Coordinator, Chief of Interpretation and park staff welcome constructive feedback on how to change any areas that may improve the quality of the volunteer experience and interpretation programming.

## **VOLUNTEER POSITION DESCRIPTION**

### **Fort Necessity National Battlefield**

#### **Volunteer Park Ranger, Interpretation/Visitor Services**

**Introduction:** The volunteer participates in a variety of activities with primary duties in areas of visitor contact station operation and interpretation of park's themes.

**Qualifications Needed to do this job:** Ability to communicate clearly, interest in working with people, and an ability to organize information so that it is easily understood.

#### **Routine Duties:**

- Accurately answer a variety of questions.
- Provide culturally sensitive historic information and orientation for varied park visitors.
- Operate audio-visual equipment.
- Collect park entrance fee and assist in staffing the park visitor center Information desk and bookstore.
- Research, plan, prepare and deliver a variety of formal and informal interpretive talks that may include tours of the Mt. Washington Tavern, tours to the Fort, staff fur trade station, soldier talks, musket and artillery demonstrations, (black powder training is required and will be provided) following approved outlines developed by the volunteer or the supervisor.
- Perform routine office duties, in support of interpretive operations.
- Use radio, telephones, cash register, and computer according to established procedures.
- May occasionally drive a government vehicle.
- Be cognizant about safety.
- Perform other duties as assigned.

**Supervisor:** Work is assigned by the Chief of Interpretation and Visitor Services

**Evaluations:** Short termed volunteer achievements will be reviewed periodically and a written appraisal will be formally prepared at the end of the service by the volunteer coordinator. Long term volunteer achievements will be done informally once per year.

**Equipment Provided by NPS:** A volunteer uniform shirt and/or Living History costume will be provided. The uniform for this position will consist of the volunteer shirt and other clothing provided by the volunteer that is suitable for the work.

**Training Provided by NPS:** There will be orientation training offered to new volunteers as a group and/or on an individually scheduled basis by the park. Additionally, the volunteer will be responsible for reading training information and will be involved in on the job experience to learn the specific duties and procedures of this position. Black powder training usually conducted in June. All volunteer interpreters will be expected to take the Black Powder safety test.

**Time commitment expected:** At least four hours on one day per week.

**Expected schedule:** Whatever day(s) and hours are agreed upon by the volunteer and the coordinator. Volunteer must be committed to a regular schedule.

**Work Conditions (location, weather, physical needs, etc.):** This work involves both indoor and outdoor assignments. Work may involve long periods of talking, standing or walking. Occasional lifting may be required.



## Volunteer-in-Park Position Description

### Fort Necessity National Battlefield

#### Maintenance- Fort Necessity National Battlefield

**Introduction:** The volunteer participates in a variety of activities with primary duties in areas of maintenance and custodial.

Qualifications Needed to do this job: Ability to communicate clearly, interest in working with people, and a strong work ethic. Prior familiarity with basic hand tools and power equipment is a bonus but is not required. A drivers license is desirable.

**Position Location:** Position is located at Fort Necessity National Battlefield. Work areas include the Visitor Center, Headquarters, Mt. Washington Tavern, Maintenance Building, all other out buildings, and grounds of the park.

**Safety:** Safety is of paramount importance in all facets of working here at Fort Necessity NB. Volunteers-in-Park are asked to work as safely as possible and to be on the lookout for any safety hazards that need to be corrected. Safety hazards should be immediately corrected if it is within the capability of the volunteer, if not then the hazard is to be reported to the Work Leader for further corrective action.

**Training:** All volunteers will be trained by the work leader or other qualified Park Service staff member on all of the equipment they will be using to perform their assigned duties. In some cases operation of certain pieces of equipment require certified training by another agency such as OSHA. If feasible, the park will make available that training to the volunteers.

**Supervision:** All Volunteers-in-Park will be assigned a work leader who will designate tasks, provide training and guidance for the completion of duties.

**Operation of Vehicles:** Operation of government vehicles is required of maintenance volunteers. The following criteria as outlined in **Director's Order #7: Volunteers-in-Park** states:

*A VIP (volunteer-in-park) may operate a government vehicle if he/she has a valid state driver's license or international driver's document for the class of vehicle being operated, and the operation of the vehicle is required, in writing, as part of the volunteer agreement.*

*Drivers of government vehicles must be at least 18 years of age and have a safe driving record. (See Reference Manual 50B, §15, "Motor Vehicles."*

**Description of Duties:** The duties of volunteers working with Maintenance can include but are not exclusive to:

1. Care of lawns and "pleasure grounds":
  - a. Mowing of the lawns.
  - b. Removal of weeds and other vegetation.
  - c. Removal of leaves and other light debris.
  - d. Removal of downed trees, limbs and/or related debris.
  - e. Pick up and removal of any trash or litter to the collection dumpster.
  - f. Operation of the John Deere gators to haul tools, equipment, wood, debris and other materials to and from designated work areas.

- g. Tools and equipment to be used can include but are not exclusive to: rake, shovel, pick, etc.; backpack blower; hand saw, bow saw, and pruners/nippers; push mower, riding mower or tractor mower, weed whacker, large blower pulled by one of the lawn tractors, John Deere gator; chain saw\*. (\*Chain saw operation requires OSHA certified training. Only those staff and volunteers with a current OSHA certificate for operation for a chain saw may operate one in the park.)
2. Trail Maintenance:
    - a. Removal of downed trees, limbs and other debris.
    - b. Cleaning out of culverts.
    - c. Repairing ruts, holes and soft muddy areas.
    - d. Mitigating erosion of trails and adjacent areas.
    - e. Tools and equipment to be used can include but are not exclusive to: rake, shovel, pick, pitch fork, etc.; backpack blower; hand saw, bow saw, and pruners/nippers; John Deere gator; chain saw\*. (\*Chain saw operation requires OSHA certified training. Only those staff and volunteers with a current OSHA certificate for operation for a chain saw may operate one in the park.)
  3. Snow Removal:
    - a. Removal of snow from sidewalks and other walkways in the park.
    - b. Removal of snow from park roads and driveways.
    - c. Mitigation of icy/slippery areas by the application of ice melt products and/or non skid materials.
    - d. Tools and equipment to be used can include but are not exclusive to: snow plow, snow blowers, non-skid material spreaders, shovels, etc.
  4. Custodial: (These duties are to be done in the Visitor Center, comfort stations, headquarters, Mt. Washington Tavern, and maintenance building unless otherwise noted below.)
    - a. Mopping and sweeping of floors.
    - b. Cleaning and sanitizing of the all fixtures in the restrooms
    - c. Dusting and sweeping of staircases in Mt. Washington Tavern and VC.
    - d. Stocking restrooms and kitchen with paper products, soaps, and other cleaning supplies.
    - e. Removal of trash to collection dumpster.
    - f. Washing windows.
    - g. Tools and equipment to be used can include but are not exclusive to: mop, broom, swiffer, vacuum cleaner, rags, and cleaning products.
  5. General Repairs and Maintenance of Buildings, and Equipment:
    - a. Conduct repairs and maintenance on park buildings, vehicles, equipment, and other facets of park operations.
    - b. Tools used to be used can include but are not exclusive to: carpentry tools and equipment, mechanical tools and equipments.

## Volunteer Position Description

### Fort Necessity National Battlefield Volunteer Park Ranger, Interpretation, Fur Trade Station

**Introduction:** The volunteer participates in a variety of activities with primary duties in areas of fur trade station operation and interpretation of Park's themes.

**Qualifications Needed to do this job:** Ability to communicate clearly and with cultural sensitivity. An interest in working with people. An ability to research and organize information so that it is easily understood.

#### **Routine Duties:**

- Research, plan, and prepare a variety of formal and informal interpretive talks about 18<sup>th</sup> century fur trade following an approved outline developed by the volunteer or supervisor.
- Set up and organize the materials needed for the fur trade station
- Accurately answer a variety of questions
- Provide culturally sensitive historic information and orientation for varied park visitors
- Present culturally sensitive formal and informal talks to adults and children about 18<sup>th</sup> century fur trade
- Teach adults and children American Indian games
- Teach adults and children corn grinding
- Teach adults and children the use of flint and steel
- Store away materials used for the fur trade station
- Use park radio, telephone, computer and other equipment according to established procedures
- May occasionally drive a government vehicle
- May occasionally be the Black powder safety officer
- Be cognizant about safety
- Perform routine office duties, in support of interpretive operations
- Perform other duties as assigned

**Supervisor:** Work is assigned by the Chief of Interpretation and Visitor Services

**Evaluations:** Short termed volunteer achievements will be reviewed periodically and a written appraisal will be formally prepared at the end of the service by the volunteer coordinator. Long term volunteer achievements will be done informally once per year.

**Equipment provided by NPS:** A volunteer uniform shirt will be provided. The uniform for this position will consist of the volunteer shirt and other clothing provided by the volunteer that is suitable for work.

**Training provided by NPS:** There will be orientation training offered to new volunteers as a group and/or on an individually scheduled basis by the park. Additionally, the volunteer will be responsible for reading training information and will be involved in on the job experience to learn the specific duties and procedures of this position. All volunteer interpreters will be expected to take the Black Powder safety test.

**Time commitment expected:** At least one day per week.



**Expected schedule:** Whatever day(s) and hours are agreed upon by the volunteer and coordinator. Volunteer must be committed to a regular schedule.

**Estimated Length of commitment:** To be determined by the volunteer and coordinator.

**Work conditions** (location, weather, physical needs, etc.): This work involves both indoor and outdoor assignments. Work may involve long periods of talking, standing or walking. Occasional lifting may be required.

### **Volunteer Position Description**

#### **Fort Necessity National Battlefield**

#### **Volunteer Park Ranger, Interpretation, Mount Washington Tavern**

**Introduction:** The volunteer participates in a variety of activities at the Mount Washington Tavern.

**Qualifications Needed to do this job:** Ability to communicate orally. A knowledge base of 19<sup>th</sup> century social history is good, but not required.

#### **Routine Duties:**

- Research, plan, and prepare a variety of formal and informal interpretive talks about the tavern and National Road themes using an approved outline developed by the volunteer or supervisor.
- Open, staff, close and secure the building
- Accurately answer a variety of visitor questions related to tavern structure, museum collection, National Road history etc.
- Period crafts demonstrations or demonstration programs are encouraged, so long as they are appropriate to the tavern period (1828-1855)
- May occasionally drive a government vehicle
- Assist park staff in conducting special events at the tavern, including Pike Days
- Be cognizant about safety for self and visitor
- Perform other duties as assigned

**Supervisor:** Work is assigned by the Chief of Interpretation and Visitor Services

**Evaluations:** Short termed volunteer achievements will be reviewed periodically and a written appraisal will be formally prepared at the end of the service by the volunteer coordinator. Long term volunteer achievements will be done informally once per year.

**Equipment provided by NPS:** A volunteer uniform shirt is provided. Living history clothing/costume is available for those interested in costumed programs or demonstrations. Supplies for demonstration programs may also be provided.

**Training provided by NPS:** There will be orientation training offered to new volunteers as a group and/or on an individually scheduled basis by the park. Volunteers are encouraged to make use the park's research library and any written materials relating to the tavern and National Road themes.

**Time commitment expected:** At least one day per week. This could also include special weekend events.

**Expected schedule:** During summer season, the tavern is usually staffed between the hours of 10 am and 4 pm, with a lunch break between 12noon and 1pm. Tours at 10:30 am and 2:30 pm may be offered at advertised times during periods of lower visitation.

**Estimated Length of commitment:** To be determined by the volunteer and coordinator.

**Work conditions** (location, weather, physical needs, etc.): This work involves both indoor and outdoor program at the tavern. Work may involve long periods of talking, standing or walking. Occasional lifting may be required.

## **VOLUNTEER POSITION DESCRIPTION**

### **Fort Necessity National Battlefield Living History/Soldier, Interpretation/Visitor Services**

**Introduction:** The volunteer participates in costumed interpretation presenting soldier life activities of the 1754 campaign and the French & Indian War.

**Historical Qualifications:** 1757 instructions to British recruiters, "You are not to enlist any Man under five feet four Inches high, or above the Age of thirty five years, or a Papist or a French Deserter. Your Recruits must be broad shoulder'd, well limb'd, and without Infirmities, Ruptures, Scal'd heads or sore legs, but every Way fit for Service." Col. Bouquet

**Actual Qualifications needed to do this Job:** Ability to communicate clearly, interest in working with people and an ability to organize information so that it is easily understood.

#### **Routine Duties:**

- Prepare original research and present formal and informal interpretive talks on soldier life and the French & Indian War.
- Provide safety inspection and care of issued equipment including reproduction firearms.
- Assist historic weapons supervisors with encampments and special programs involving living history.
- Be cognizant about safety.

**Supervisor:** Work is assigned by the Chief of Interpretation/Visitor Services and the Lead Historic Weapons Supervisor.

**Evaluations:** Volunteer achievements will receive a written appraisal prepared at the end of the service by the volunteer coordinator.

**Equipment Provided by NPS:** Living history clothing (18<sup>th</sup> century) and equipment will be provided. Volunteer is responsible for care and cleaning of loaned clothing and equipment. Volunteer may be financially responsible for replacement cost on items intentionally damaged, lost or stolen.

**Training Provided by NPS:** Participants are required to take training and pass both a practical and written exam on historic weapon use and safety prior to presenting firing

demonstrations. Training is conducted by the lead Historic Weapons Supervisor. General interpretive presentation training with orientation to the park is provided.

Time commitment expected: Due to the training requirements, staff time committed to the same and allotment of limited living history resources, volunteers are asked to make a substantial time commitment to this program. The program runs during the months of June, July and August. Volunteers are asked to return to the park a minimum of 250 hours during those months or an average of 3 days per week.

Expected schedule: The soldier life program is offered daily, seven days a week beginning in June and running until the end of August. Three to four one-half hour interpretive talks and demonstrations are offered each day, generally in the afternoon. Volunteer must be committed to a regular schedule.

Estimated Length of Commitment, if determined: To be determined by volunteer, coordinator and Historic Weapons Supervisor. Volunteer can be removed from the program prior to agreement by Historic Weapons Supervisor if volunteer is using unsafe practice, poor visitor contact skills and/or presents a hazard to visitors and staff.

Work Conditions (location, weather, physical needs, etc.): The work is primarily outdoors with minimum indoor prep/clean-up time. Work involves long periods of talking, standing and walking. Living history costume is made of natural fiber, often wool, which is worn in summer. Occasional lifting is required i.e. moving 100 lb. swivel gun (cannon). General equipment carried daily (cartridge box, canteen, haversack and musket) weighs 20 lbs. on average.

**VOLUNTEER TRAINING CHECKLIST**

**Training Check List for All Interpreters (New Employees and Volunteers)**

Training may be done as a group or by shadowing other Rangers and experienced volunteers. Training as a group is usually in early June. Others may need to shadow experienced Rangers and Volunteers. Reading research information and orientation information is also required. Check off each item you have completed as applicable.

**Welcome and Introductions**

- Superintendent \_\_\_\_\_
- Administrative Staff \_\_\_\_\_
- Interpretive Staff \_\_\_\_\_
- Maintenance Staff \_\_\_\_\_
- Curatorial Staff \_\_\_\_\_
- Resource Management Staff \_\_\_\_\_
- Law Enforcement \_\_\_\_\_
- NPS Mission Statement \_\_\_\_\_
- Park Mission Statement \_\_\_\_\_
- Park Significance \_\_\_\_\_

**Personnel Information-Forms/Uniforms/EO/Ethics**

- Volunteer Application \_\_\_\_\_
- Volunteer Agreement \_\_\_\_\_
- Reimbursement \_\_\_\_\_
- Work Schedule/Hours Log \_\_\_\_\_
- Uniforms \_\_\_\_\_
- Equal Opportunity \_\_\_\_\_
- Ethics \_\_\_\_\_
- Keys/Codes \_\_\_\_\_

**Organization and Chain of Command**

\_\_\_\_\_

**Housing –Great Meadows Center  
Standard Operating Procedures**

(Information Located in this Document  
and on Bulletin Board in GMC)

**Locations and Orientation Tour of the  
Park**

- Orientation to Visitor Center \_\_\_\_\_
- Library \_\_\_\_\_
- Curatorial \_\_\_\_\_
- Orientation to Headquarters \_\_\_\_\_
- Maintenance \_\_\_\_\_
- Fort \_\_\_\_\_
- Braddock’s Grave \_\_\_\_\_
- Jumonville Glen \_\_\_\_\_
- Tavern \_\_\_\_\_
- Picnic Area \_\_\_\_\_
- Great Meadows Center \_\_\_\_\_

**Driving a government vehicle**

\_\_\_\_\_

**VC and Tavern General Operations**

(Information located under the VC desk)

**Cultural & Resource Management**

\_\_\_\_\_

**Emergency Operations**

- Alarms \_\_\_\_\_
- Fire Extinguisher Locations \_\_\_\_\_
- Panic Book Location \_\_\_\_\_
- Radios (SOP) \_\_\_\_\_
- First Aid \_\_\_\_\_
- Lost and Found \_\_\_\_\_
- CA-1 \_\_\_\_\_

**Standard Operating Procedures**

\_\_\_\_\_

**Interpretation (You cannot give a  
program until you have been audited)**

- What is it? \_\_\_\_\_
- Planning Interpretive Programs \_\_\_\_\_
- Interpretive Techniques \_\_\_\_\_
- Interpretive Audits \_\_\_\_\_
- Fort Tour \_\_\_\_\_
- Soldier Talk \_\_\_\_\_
- Fur Trade Station \_\_\_\_\_
- Tavern Tour \_\_\_\_\_
- Evaluations \_\_\_\_\_



**Visitor Center**

Open/Closing VC \_\_\_\_\_  
Eastern Sales \_\_\_\_\_  
Visitor Center Operations \_\_\_\_\_  
Visitor Center Techniques \_\_\_\_\_  
Junior Ranger \_\_\_\_\_  
Present VC greeting \_\_\_\_\_

**Mount Washington Tavern (You are not to give tours or do "open house" until you have been audited)**

Open/Close Tavern \_\_\_\_\_  
MWT Operations \_\_\_\_\_  
Informal Talks \_\_\_\_\_  
Present formal talk \_\_\_\_\_

**Living History Soldier and Black Powder Musket and Artillery (You cannot give soldier programs or musket/artillery programs until trained and audited. Black Powder training is usually conducted in early June. All Rangers/Volunteers are required to take Black Powder Safety test.)**

Black Powder Safety Officer Test \_\_\_\_\_  
Black Powder Musket Test \_\_\_\_\_  
Black Powder Artillery Test \_\_\_\_\_  
Present Formal Talk \_\_\_\_\_

**Fur Trade Station (You cannot give programs at Trade station until you have been audited)**

Furs \_\_\_\_\_  
Trade Goods \_\_\_\_\_  
Games \_\_\_\_\_  
Corn Grinding \_\_\_\_\_  
Wampum \_\_\_\_\_  
Present Informal Talk \_\_\_\_\_

**Visiting the Area Attractions (Group training tours conducted in June)**

Friendship Hill NHS \_\_\_\_\_  
Ohiopyle \_\_\_\_\_  
Laurel Caverns \_\_\_\_\_  
Fallingwater \_\_\_\_\_  
Kentuck Knob \_\_\_\_\_

**Visitor Center and Mt. Washington Tavern**  
**General Operations Information**

**Outside VC**

Please park at the second half of the parking lot to leave the closest spaces for the visitors.

Check the outside bulletin board. If anything needs changed or fixed, the key is in the green box in the bottom drawer behind the VC desk.

**Visitor Center**

Open VC door and unarm building using your code. Turn on daytime visitor center lights on panel behind VC desk.

Put up flag. Open Eastern register according to Eastern procedures. Be ready to open doors by 9:00am. Use opening and closing SOP (Standard Operating Procedure) in white notebook located under VC desk.

**Your appearance**

**Your uniform (park ranger or volunteer) should not look sloppy or wrinkled. Park uniform or volunteer shirt should be tucked in and buttoned. Volunteers should wear khaki pants or nice casual pants (no jeans or shorts). Make sure all zippers are zipped. No opened toed shoes or beat up tennis shoes for volunteers.**

**Visitor Center Desk**

**Remember –ALWAYS - put the visitor first; before something that you are reading, before a conversation with fellow employees, before your supervisor!**

**Whoever is at the desk is usually the first person the visitor meets. You should try to ensure a good experience for the visitor.**

**You should stand and pleasantly greet the visitor as they enter the visitor center.**

**Always be professional.**

**You should inform the visitor about the day's programs.**

**If you don't know the answer, say "I don't know, but I will try to find out for you." Call and ask a ranger or experienced volunteer for the information.**

**Follow the Eastern National Guidelines for sales.**

**Fill out forms for interpretation programs, films, group visitation, etc.**

**Keep the movie on schedule – we play it every half hour. Announce the movie 5 minutes beforehand.**

**Do not eat or drink in front of the visitors. Clean up any mess as it will attract mice.**

**Rangers and volunteers should not congregate at the desk.**

**Cells phones must be turned off or set to vibrate during your volunteer services. Exceptions can be made if it's a personal emergency or if you need to step outside to make a quick call.**

If it's slow at the Visitor Center, check area for neatness, wipe down exhibits (The curator will advise you on how to do this correctly).

Any problems with anything, please call a Ranger or experienced volunteer to assist you.

**Movie Announcement Example:**

*May I have your attention please? The next presentation of our twenty- minute movie titled "Road of Necessity" will begin in \_\_\_\_\_ minutes in the theater. Thank you.*

**Tavern Tour Announcement Example:**

*May I have your attention please? There will be a tour of the Mt. Washington Tavern that will begin in \_\_\_\_\_ minutes at the Tavern. If you need directions to the Tavern, please stop at visitor center desk. Thank you.*

**Soldier Talk Announcement Example:**

*May I have your attention please? There will be a soldier talk followed by a musket firing demonstration that will begin in \_\_\_\_\_ minutes in the fort area. Thank you.*

**Closing Announcements:**

Five minutes before closing Announcement Example:

*May I have your attention please. The Visitor Center will be closing in five minutes. Please use the restrooms or make any final bookstore purchases at this time. The Park grounds are open until sunset. Thank you.*

\*\*\*\*\*  
\*\*\*\*\*

**Location of items**

**Phone-** Located on VC desk. Inside the park calls dial -last 4 digits numbers except the Tavern and GMC. Outside calls – dial 9-1. (In an emergency at the VC it is not necessary to dial the 9-1- you can dial 911)

**Emergency number: 911**

Park Law enforcement cell phone number -Chip Nelson-9-1724-322-2394

Visitor Center number: 9-1-724-329-5805

Interpretation office number: 9-1-724-329-5811

Interpretation supervisor number: (MaryEllen Snyder- 9-1-724-329-8131)

Curator office number: (Lawren Dunn -9-1-724-329-5819)

Education specialist number and for group reservations: (Jane Clark - 9-1-724-329-8124)

Resource management number: (Chip Nelson office – 724-329-5812)

Maintenance number: 9-1-724-329-5808

Maintenance supervisor number: (Mike Gervas - 9-1-724-329-5803)

Site manager's secretary number: (Brad Thomas - 9-1-724-329-5512 or 5800)

**(Emergency operation locations)**

**Emergency response book – Red binder** - Located under fee register under the VC counter.



**Fire Extinguishers** – (If you need a fire extinguisher then you should be dialing **(911)** and ask for the fire department. Evacuate the visitor center using the intercom located behind the desk. Directions are on the intercom. Press the red button; advise everyone to exit the nearest exits and meet at the parking lot sidewalk the furthest from the visitor center. Also notify Park's Law Enforcement. Fire extinguishers are located across from the men's restroom, in hallway by curatorial storage and upstairs in the hall by the kitchen.

**AED** - beside elevator (also call **911** and ask for an ambulance) Notify supervisor and L.E.!

**First Aid Kits** – If you need something major - more than a band aid - etc. then you should be dialing **(911)** and ask for an ambulance. Also, notify park's Law Enforcement. Small kit is located under VC desk. Usually, the Fur Trade station and the Fort also has one.

**Vomit and blood fluid kit** – located under VC desk

**(General operation locations)**

**VC operations book**- white notebook – located under VC desk-Has emergency and park phone numbers, Standard Operations Procedures (SOP's), etc.

**Most asked questions** – located under the VC desk.

**School Reservations** – located on clipboard behind VC desk.

**Jr. Rangers** –usually located in drawer behind VC desk or in hall credenza. They are free to children but the patches are an Eastern National sales item and are located behind VC desk.

**Visitation Statistics** – located on counter at VC desk.

**Park Brochures** – located under VC desk. Boxes usually stored in hall cabinets by the Ed. Room or by Tavern exhibit or near mule picture. Please keep park brochures stocked.

**Local information** – in Laurel Highland's brochure rack. There are also handouts in drawer behind VC desk. (Note: you are not permitted to recommend a restaurant even if they ask you. Give them a handout that has all the local restaurants on it or point them to the brochure rack).

If brochures, newspapers, etc. arrive and are not already on the Laurel Highlands brochure rack, then you cannot put them out. They must go under the desk, and if a visitor asks for them, you can give them one. Familiarize yourself with items behind the VC desk.

**Lost and Found book** – located in drawer behind VC desk.

**Supply closet** – by curatorial room – for restroom supplies.

### **Upstairs in VC**

- Do not leave food out as it will attract mice.
- Keep kitchen clean – if you mess it up – clean it up.
- Empty office garbage cans into the large garbage can in the kitchen
- Put recyclables in appropriate containers and break up cardboard boxes.

### **Location of items upstairs**

**(Emergency operations location) Fire Extinguisher** – in hall near kitchen – If you need a fire extinguisher then you should be calling 911. Notify desk to evacuate the building. Notify Law Enforcement.

### **(General operation locations)**

- Schedules** – located in main hallway
- Group reservations** – located on hall calendar and on schedule
- Memos** – located in main hallway
- Union Bulletin board** – located in main hallway

**Closing VC** -Make an announcement 5 minutes before 5:00 pm to advise visitors we are closing. Close Eastern register according to procedures. Use VC opening and closing SOP located in white notebook under VC desk. Lock doors, including toggles at 5:00pm and sweep through restrooms, theater and exhibits for visitors. Take down and fold flag. Make sure there is no one upstairs. Set alarm and exit. Check and make sure toggles and door are locked.

### **Mt. Washington Tavern**

Make sure the folks at the VC desk know the times that you will be at the Tavern so they can advise the visitors and also put the times on the board. Call them to let them when the visitors are gone and you are closing up. 9-1-724-329-5805.

### **Outside**

Please park at least half way down the parking lot.

### **Inside**

- Enter through the basement and turn off alarm (or make sure someone has already unarmed the building).
- Turn on lights.
- Lock basement door behind you.

### **Open the Tavern for Visitors**

As you walk through the building, make a mental note of what's in the rooms so that when you close you will know if anything looks out of place.

Turn on upstairs and downstairs hall lights and dining room lights.

The plexi-glass to the bar, parlor, dining room, kitchen and bedrooms should already be closed and locked. If you are giving a tour and have a key, then you may open the bar, dining room and kitchen doors. After the tour, if you are leaving then you will need to make sure that the bar, parlor, dining room, kitchen and bedrooms are locked.

### **Your Appearance**

**Your uniform (park ranger or volunteer) should not look sloppy or wrinkled. Park uniform or volunteer shirt should be tucked in and buttoned. Volunteers should wear khaki pants or nice casual pants (no jeans or shorts). Make sure all zippers are zipped. No opened toed shoes or beat up tennis shoes for volunteers.**

**If you wish to wear a tavern costume, a park ranger or an experienced volunteer should help you get the proper tavern costume to make sure you have everything on correctly. Please hang it back up if you will be wearing it again. If it is dirty, please do not hang it up. Place it on top of the white dressers in the cupboard or bring it to a park ranger so the costume can be washed.**

### **Meet and Greet Visitors – generally it is either tour times or open house.**

**Remember –ALWAYS - put the visitor first; before something that you are reading, before a conversation with fellow employees, before your supervisor!**

**Whoever is at the tavern should help to ensure a good experience for the visitor.**

**Always be professional.**

**Do not eat or drink in front of the visitors. Clean up any mess as it will attract mice.**

**If it's slow at the Tavern you are welcome to dust the artifacts and furniture. (The curator will advise you on how to do this correctly. The dust cloths usually located in the corner cabinet in dining room or in hutch drawer in kitchen)**

**Cell phones must be turned off or set to vibrate during your volunteer services. Exceptions can be made if it's a personal emergency or if you need to step outside to make a quick call.**

**You should stand and pleasantly greet the visitor as they enter the Tavern.**

**You should inform the visitor about when the Tavern tours begin or if the building is self-guided.**

**If you don't know the answer, say "I don't know, but I will try to find out for you." Call and ask a Ranger or volunteer for the information.**

**After your program, advise the visitor of any other programs for the day.**

### **Tour Procedures –tours are generally 20-30 minutes long.**

**These are formal tours given at designated times listed on the board at the visitor center.**

**Do not give tours if you have not been audited. If you have been audited and given the ok – then you can give formal tours.**

### **Self Guided Procedures – open house to visitors.**

**Generally, informal, and the Ranger or volunteer is at the Tavern at the times listed on the board at the Visitor Center.**

Offer visitors the opportunity to sign the log book. This is usually located on top of the hall desk, or inside the desk.

Keep tabs on how many talks you do and on the number of visitors. Informal talks are open house. Formal tours are scheduled guided walks through the building. Fill out the paperwork at the Visitor Center desk or call Visitor Center with your numbers.

### **Location of Items for Emergency Operations**

**Emergency Response Book – Red binder** -Located in corner cupboard in the dining room.

**Fire Extinguishers**-Located on each floor – Basement under steps; behind bar; southeast bedroom; near attic door. (If you need a fire extinguisher then you should be dialing **9-1-911**) and ask for the fire department.)– Evacuate the building of visitors and yourself. Also notify Law Enforcement, supervisor and the Visitor Center.

**First Aid Kit**-(If you need more than a band aid, etc. for minor problems you should be calling **9-1-911**). Also notify Law Enforcement and visitor center. Kit is located in hallway near the employee/volunteer restroom.

**Vomit and Body Fluids Kit**- Located by First Aid Kit in hallway near the employee/volunteer restroom. (Notify maintenance and supervisor)

**Phones** -Located in basement by window and in corner cabinet in the dining room.

### **Emergency Number: 9-1-911**

Park Law Enforcement cell phone number: Renee Benson -9-1-412-582-4064 or Dan Albus – 9-1-814-421-0377

Visitor Center number: 9-1-724-329-5805

Interpretation Office number: 9-1-724-329-5811

Interpretation Supervisor number: Brian Reedy, 9-1-724-329-8131)

Maintenance number: 9-1-724-329-5808

Maintenance Supervisor number: Jeff Orr- 9-1-724-610-8200

### **General operation locations**

**History information**- Located in corner cupboard in the dining room.

**Toys** - Great for demonstrating old fashioned toys to children. They are usually located in closet under the 1<sup>st</sup> floor stairs, or they may be behind the swinging door near the kitchen.

**Bathrooms** – There are no public restrooms. There is a bathroom for volunteers and staff in basement.

**Walking back to Visitor Center** -Walk past the wagon and follow the path downhill to the fort area (about 300 yards). Make a left through the trees to the Visitor Center. (This is not the driveway; it's the path to the fort.)

### **Closing the Tavern**

- If all the visitors are gone, call the Visitor Center and tell them you are leaving (If it is at the end of the day).
- Lock front door and side doors. Check and make sure you've locked the front and side doors.
- As you walk through the building make sure nothing has been disturbed or is missing from the rooms.
- Turn off the upstairs and downstairs hall lights. Turn off the dining room lights.
- Close and lock the front door.
- Close and lock bar on side ADA door. Push on door to make sure it's shut.
- Close parlor door; push on door to make sure it's shut.
- Close dining room/hall door; push on door to make sure it's shut.
- Close kitchen door; push on door to make sure it's shut.
- Close basement doors – at top of stairs and bottom of the stairs. Pull on doors to make sure they are both shut.
- Turn out basement lights, including stair light.
- Close bottom basement door; pull on door to make sure it's shut.
- Living history door should be closed and locked. (Note: see below)

During the summer, find out if there are soldiers that day. If there are, then they will probably be coming to the basement to clean their muskets so don't arm the building. If you aren't sure, call the Visitor Center desk at 9-1-724-329-5805.

- If you are the last one in the Tavern and no soldiers are coming in, then before leaving, turn out the lights and arm the building using your code. Lock the door behind you
- Check and make sure you've locked the door behind you.

### **CULTURAL SENSITIVITY**

- At Fort Necessity the interpreters discuss a variety of history in regard to the French and Indian War and the National Road. Many times we include the seldom told stories involving the French, British, American Indians, African Americans and women of these time periods. We should always try to be culturally sensitive and respectful of all sides of our story.

## **MOST ASKED QUESTIONS AT FORT NECESSITY**

Fort Necessity was Washington's first battle and the first battle of the French and Indian War. This was a result of the rivalry between the French and English for control of lands west of the Allegheny Mountains.

### **1. Why did Washington select this site for a Fort, where he could be surrounded so easily? Why didn't he put it up on a hill?**

The Great Meadows was an open area (except for underbrush which Washington's men cleared away) in the midst of the otherwise heavily forested wilderness country.

- With the exception of the southeastern slope, the closest tree line to the stockade is about 60 yards. By selecting the site in the high point at the center of the meadow it was impossible for the enemy to engage in a surprise attack.
- The meadow could be used for European style line tactics.
- There was grass for the animals (horses and cattle) and water for the men. There is no water available on the hillside. The trees on the hillside could allow the enemy to approach closer to attack.
- The 2 small streams that join in the meadow provided natural entrenchments for Washington's men.

### **2. How close did the woods approach the Fort at the time of the battle and what was the battle position of the French?**

North (towards the tavern hill) about 250 yards; southwest, about 300 yards; southeast, about 60 yards. It was from the West that the French approached and from which the fighting started. Then they shifted to the southeast slope where they could attack from positions protected by the trees.

### **3. How do you know where and what size the fort was?**

An archeological survey in 1953 uncovered the original burnt remains of the fort and proved the shape of the fort was round and about 53 feet across. The original fort was burned the morning after the battle. The fort we have now is a reconstruction on the original site.

### **4. How could such a small Fort be protection for Washington's 400 men?**

It would be difficult to crowd everyone into the stockade. The trenches and embankments around the circle were used for protection and there were additional trenches south of the present structure. (Evidence of these are recorded in history but not found during the archeological survey). In addition, the banks of the 2 small streams were used as natural entrenchments.

### **5. How many men did Washington, French and Indians have during the battle?**

Washington had about 400 men which included 100 from the South Carolina Independent Company. The French and Indians had about 700. In de Lery's 1754 journal – he estimated the Indians between 120-130 men.

### **6. Washington and his regiment were sent out from Virginia – what was their destination and purpose?**

Their destination was Fort Duquesne (present-day Pittsburgh). They were sent to dislodge the French.

**7. How did George Washington at such a young age (22) become a commanding officer here?**

When Washington left Virginia he was under the command of Col. Joshua Fry. Near Wills Creek (Cumberland, MD), Col. Fry fell from a horse and was fatally injured. Shortly after, Washington went from Lt. Col. to Colonel and was given command.

**8. Why did the French allow Washington and his men to leave after the battle?**

- The Indians were leaving the next day.
- The French had heard that Washington was expecting large re-enforcements.
- The French were running out of black powder.
- The French claimed their purpose had been accomplished by avenging Jumonville's death.

**9. What was the date of the battle and how long did the battle last?**

July 3<sup>rd</sup>, 1754. It began about 11:00am and lasted to about 8:00pm (9 hours).

**10. Why were the defenses named Fort Necessity?**

After the Jumonville incident, it was a necessity for Washington's troops to build it to defend themselves from the French and Indians. Washington called it a "fort of necessity".

**11. Where are the graves of the men killed in the battle?**

We do not know. In a soldier's journal during the Braddock campaign, it's mentioned that there were human remains scattered about. We consider all of the Great Meadows as their final resting place.

**12. How many casualties were there?**

30 men killed and 70 wounded on the British side. 2 French killed and 17 wounded and 1 American Indian killed.

**13. What Indian nations participated in the battle?**

According to Chaussegros de Lery's 1754 journal, the French brought 120-130 men from different nations. The Iroquois from Le Presentation; Abenaki; Huron; Saut; Nippissing; Algonquins; and Odawa. Mississakuin is also mentioned in Contrecoeur's journal. They also pick up another 11 from the Ohio River Valley. They probably also had Shawnee either the day of the battle or the day after. A Panis Indian (a slave) was the French allied Indian killed here.

**14. What Indian nations lived in the Ohio River Valley in the mid-18<sup>th</sup> century?**

According to Conrad Weiser's census taken in 1748 there were 789 Indians (usually Indian census taken would be only warriors). The Delaware, Seneca, Shawnee had the largest populations, followed by the Huron, Mohawk, Mississauga, Onondaga, Cayuga, Mohican, and Oneida.

**15. Did George Washington sleep at the Mt. Washington Tavern?**

No. He died in 1799; the tavern was built in the mid-19<sup>th</sup> century, completed around 1839. He did own the land and slept somewhere in the Great Meadows.

## **CONDUCT STANDARDS**

### *Regular Duty*

The distinctive NPS VIP uniform is so closely related to the mission and traditions of the agency that it is virtually synonymous with both the agency's purpose and personnel. Employees and volunteers are held in high esteem by the public as guardians of the nation's irreplaceable natural and cultural heritage. They are also highly regarded as role models who have many attributes Americans prize including courtesy, service, integrity, self-reliance and self-sufficiency.

Accordingly, employees and VIP's of the NPS are held to high standards of conduct and behavior, and are expected to comport themselves accordingly.

## **PROHIBITED ACTIVITIES**

Although proper behavior is expected from uniformed employees under all circumstances, employees and volunteers are specifically prohibited from the following activities while in uniform or wearing a readily identifiable uniform component:

- Purchasing or consuming alcoholic beverages, whether on or off duty.
- Smoking or carrying cigars, pipes or cigarettes in their mouths or chewing tobacco while in public view.
- Gambling in any form while on or off duty.
- Participating in or attending any demonstration or public event wherein the wearing of the uniform could be construed as agency support for a particular issue, position, or political party.
- Sleeping while on duty and in public view.

From the [Director's Order #43 Reference Annual](#)

## **TELEPHONES, OFFICE EQUIPMENT AND THE INTERNET**

### **Telephones**

Government phones may be used during business hours for personal calls that are necessary and in the interest of the government. Examples: calls to alert household members about schedule changes; calls to make alternative child care arrangements; calls to medical personnel; calls to reach businesses or government agencies that can only be contacted during work hours. These calls should be made on the VIP's project or lunch time and not from duty stations.

Employees may make and receive a limited number of purely personal calls during duty hours provided those calls do not incur any additional charges to the government. All personal calls should be charged to personal calling cards or credit cards or other non-government numbers. If using a personal cell phone, calls should be made on the VIP project or lunch time and not from duty stations.

VIP's should turn off cell phones or put them on vibrate at duty stations.



When making any call on government telephones, dial “9” and “1” first, then the area code and number you wish to call. When making calls within the Park, it is only necessary to dial the final four digits of the number.

### **Computers & Internet**

Only VIP’s that have a government issue PIV card and are required to use computers for their duties will be given access to government computers. Those deemed as necessary will be required to take and pass IT Security Awareness Training prior to being given access to government computers.

Passwords to the computers will be issued only for staff required to use the computers. Always remember to log on using your password when you begin a shift at a duty station and log off when you leave.

VIP’s should limit the amount of printing done on government printers to that information necessary to accomplish Park-related work.

### **Internet**

During work hours, VIP’s who are authorized may access **job-related information** to meet the requirements of their job through the internet. Computers at the Visitor Center are used for such projects, provided they do not interfere with the needs of the visitor. “Surfing” the net and “live streaming” are not considered appropriate activity as they consume an excessive amount of bandwidth and could limit access to the network by other employees.

VIP’s may not access, retrieve or print text, graphics, or information, which exceeds the bounds of good taste and ethics.

VIP’s may not engage in any unlawful activities, activities which would compromise the security of any government computer, or engage in fundraising, product endorsement or political activity.

### **Copier**

The copy machine is to be used for government-related business only. No personal copying may be done on any government copy machine.

### **Fax Machine**

The fax machine is to be used for government-related business only.

### **Park Vehicles**

Only licensed drivers permitted to drive park vehicles. Only park related travel permitted. No cell phone use while driving.

**\*Any questions as to the appropriate use of government-owned equipment should be referred to your immediate supervisor.**

**STANDARD OPERATING PROCEDURES REGARDING  
SAFETY/ACCIDENTS/INCIDENTS/RECORDKEEPING/HOUSING**

May 1, 2000

ALPO/FONE/FRHI/JOFL  
Standard Operating Procedure: 00-S001  
Review Date: As Needed

To: All Employees  
From: Superintendent, ALPO/FONE/FRHI/JOFL  
Subject: Safety Policy

This SOP provides written documentation of the park wide safety policy for ALPO/FONE/FRHI/JOFL. This written policy is to be provided to all employees and displayed at each employee workstation.

**The employee is valued first, then the task.**

**No job will be done, unless it can be done safely.**

**Every employee is accountable for working in a safe manner.**

**All accidents are preventable.**

**No accident is acceptable.**

**Deficiencies will be addressed promptly.**

Managers and supervisors will be held accountable for safety and health of employees, and safety of facilities and services for visitors.

**Joanne Hanley**

**Superintendent**

**ACCIDENTS/RECORDKEEPING/REPORTING**

MEMORANDUM

To: All Employees  
From: Superintendent  
Subject: Accidents/Incidents Recordkeeping & Reporting Requirements

This SOP deals with record keeping requirements for both non-reportable injuries and incidents AND reportable injuries and incidents.

- Steps to be taken in all cases.

**Take care of the injury/incident**

Notify Supervisor  
Notify Unit Manager  
Notify Superintendent

## **Record keeping for non-reportable injury/incident**

This includes:

- At risk behavior
  - Near misses
  - First aid cases
1. CA-1 completed by employee & supervisor.
  2. Supervisor will copy to file, notify/copy to Protection Ranger for Case Incident Number, copy to Personnel, copy to Unit Manager.
  3. Case Incident Record completed by Protection Ranger

(These incident reports do not get entered into SMIS, nor are they OSHA reportable.)

## **RECORDKEEPING FOR REPORTABLE INJURY**

This includes:

- Lost time
  - Medical treatment with costs (OWCP) and/or trip to doctor/hospital
1. CA-1 completed by employee & supervisor.
  2. Supervisor will copy to file, notify/copy to Protection Ranger for Case Incident Number, and copy to Personnel Specialist.
  3. CA-16 for treatment completed by Supervisor and approval, and copies for Unit Manager.
  4. Case Incident Record is completed and maintained by Protection Ranger.  
*This record will become part of the packet for board of review.*
  5. *Any recordable accident/incident will be entered within 3 working days into SMIS by the supervisor.*
  6. *Each incident in SMIS will be reviewed within 45 days by Unit Manager. Superintendent could make second review. Upon review by Unit Manager, cases are automatically put into the national system after 45 days.*
  7. *Lost time or medical injury/incident requires a board of review within 2 weeks.*
  8. *Copies of CA-1, CA-16, and Case Incident Report need to be sent to the Safety Officer (Michael McGlynn)*

## **RECORDKEEPING AND REPORTING REQUIREMENTS FOR SIGNIFICANT INCIDENTS**

(Level I and Level 2)

- Mike McGlynn (ALPO) is the serious incident coordinator/contact for all parks. He is to be contacted immediately for all accidents/incidents that are considered by the Department of Interior as Serious Accidents.
1. Definition of a Serious Accident:: A Serious Accident is a Department of Interior-related accident/incident which results in:
    - a. One or more job-related fatalities, or imminently fatal injuries or illnesses to employees or to others as a result of an employee action or Departmental activity,

OR

b. Three or more persons hospitalized,

OR

c. Property damage and/or operating loss of \$250,000 or more,

OR

d. Consequences that the Bureau DASHO judges to warrant further investigative procedures.

OR

e. Serious tort implications are indicated.

**STANDARD OPERATING PROCEDURES FOR HOUSING AT GREAT MEADOWS CENTER**

June 21, 2000

ALPO/FONE/FRHI/JOFL  
Standard Operating Procedure: 00-A003  
Review Date: As Needed

MEMORANDUM

To: All Employees: WEPA

From: Superintendent: WEPA

Subject: Housekeeping Policy for Paid and Unpaid Seasonals in Government Housing

The purpose of this Standard Operating Procedure is to establish procedures and guidelines for housekeeping for paid and unpaid seasonals in government housing.

These procedures will provide assistance to all employees of “what to do and what to expect” if they occupy government housing. These procedures include: Contacts, House Rules, Housekeeping duties, Inspections, Cleaning supplies, Compliance, and Special Notes

**Guidelines and Procedures for Housekeeping by Paid and Unpaid Seasonals in Government Housing  
Allegheny Portage Railroad National Historic Site  
Fort Necessity National Battlefield**

**I. Contacts**

- Housing Officer (Mike McGlynn): 814-886-6129

## **II. House Rules**

- Keep inside and outside of quarter's neat, clean, and presentable at all times.
- Outside wood fires are permitted with permission only. Charcoal and gas grill use is permitted in grass areas away from structures.
- Request (non-emergency) work through your supervisor.
- If you feel something needs immediate attention, contact the following personnel in the following order: 1) Housing Officer 2) Chief of Maintenance 3) the Unit Manager.
- Do not put nails in walls
- Do not draw, paint, or write on walls and doors.
- Do not tape, staple, or pin posters on doors or walls.
- Do not add shelves.
- Do not move appliances, stereos, tables, beds, and chests of drawers without getting your supervisors approval. If you move chairs, please return them to the locations from which they were moved.
- Do not leave lights or stoves burning needlessly.
- The Housing Officer must approve portable heater use, in writing.
- No food is permitted in bedrooms.

## **III. Housekeeping in Government Housing**

### **Daily**

- If you make a mess, clean it up.
- If you use the clothes dryer, clean up your clothes and drying materials, and clean the lint trap. Ask if you are not sure what to do.
- Empty the garbage containers and remove garbage from the building.
- If you use the washing machine, clean up your unused detergent, softener and any remnants of cleaning.
- Keep your personal belongings in your assigned room, neat and organized in your closet or chest.
- Keep beds made up, neat and organized. Keep bathrooms neat, clean, and organized.
- Keep the kitchen and appliances neat, clean and organized. Keep tables neat, clean and organized.
- Wipe off sinks after each use.
- Wipe shower glass doors with a dry towel after each use. To eliminate soap scum and dirt buildup.

### **Weekly**

- Vacuum rugs throughout the building.
- Clean bathrooms, tubs, commodes, mirrors, counters and floors.
- Damp mop floors throughout the building.
- Clean kitchen sinks, stoves, and counters.
- Remove old food from refrigerators. Define please!
- Dust all furniture and tables.
- Clean laundry room sink, tables, and tops of washer and dryer.
- Clean assigned room.
- Sweep patio.
- Sweep porch.

#### **IV. Cleaning Supplies**

Park maintenance will furnish the following cleaning supplies:

- Outside type broom
- Vacuum cleaner
- Replacement vacuum bags
- Vacuum cleaner location
- Mop, sponges, buckets
- Floor cleaner
- Dishwashing liquid
- Dishwashing detergent
- Glass cleaner, 409
- Paper towels
- Handi wipes
- Trash bags
- Pledge furniture polish

#### **V. Inspections**

- The Housing Manager will inspect seasonal quarters on a bi-weekly basis.
- The Housing Manager will notify tenants and their supervisors two days in advance when an inspection will be performed.

#### **VI. Compliance**

##### **Volunteer in Parks or Unpaid Employees**

If tenants do not follow these procedures the following will occur:

- A written warning will be issued.

##### **Paid Employees**

If tenants do not follow these procedures the following will occur:

- A written warning will be issued.
- A second offense may result in losing the privilege of seasonal housing.

#### **VII. Special Notes**

- Dehumidifier, in basement, must be operating at all times, if it is not operating, contact your supervisor.

## **RESERVATIONS FOR TOURS OR SCHOOL PROGRAMS**

Contact Education Specialist, Jane Clark for all reservations at 724-329-8124. List is updated weekly and place on the clipboard at the VC desk.

## **GUIDE TO FACILITAING SELF- GUIDED GROUP TOURS**

On arrival: Self-guided groups will arrive at the Visitor Center to check in and to begin their visit. Greet the group and review their scheduled itinerary with the teacher(s)/group leader(s). Remind the group leader(s)/teacher(s) that the visit is a self-guided visit and explain that this means each group leader/teacher will have to guide the group to each stop on the itinerary at the scheduled time and provide a map of the Park. Point out each place on the scheduled itinerary to introduce the site and answer questions for the group. Advise that the method of travel is by walking unless they would like to drive to the Tavern. Also, confirm their plans for lunch and point out locations if they have brought brown bag lunches (VC picnic tables or picnic area pavilions)

## **SUGGESTED READING LIST FOR INTERPRETERS**

Wondering where to begin your research? This reading list will serve a guide to help you make the best choices.

### **I. Required Reading:**

- 1) *A Charming Field for an Encounter*: also known as “the Park Handbook.” This book is easy to read, accurate, concise and clearly illustrated. It is *the best* book with which to start your research.
- 2) Website: Go to our website at [www.nps.gov/fone](http://www.nps.gov/fone) and click on everything, especially information for *History and Culture*; *“Frequently asked questions”* and *“Brochures”*
- 3) Fort Necessity NB unigrid and various site bulletins. These brochures will help you get fast information. You can pick them up at the visitor center desk.
- 4) *Mt. Washington Tavern an Interpretive Handbook* by Steve Strach

### **II. Suggested reading: available in the Park Library**

*The Old Pike* by Thomas Searight

*Indians in Pennsylvania* by Paul Wallace

*New Light on Washington’s Fort Necessity* by J.C. Harrington

*Traveling the National Road Teacher’s Guide* by Jane Clark- available upon request via email (pictures not included)

*French and Indian War, 1754-1763 Teacher’s Education Kit*- by Jane Clark - available upon request via email (pictures not included)

<http://www.nps.gov/archive/fone/classroom/index.htm>

*An Indispensable Man* by Flexner

*A Country Between* by McConnell

### **III. Ranger Resources:**

- 1) *Interpreting for Park Visitors*, by William Lewis

This book has a “self test” which all interpreters should take when starting to work at Fort Necessity NB. Lewis has a “user friendly” way of explaining what it means to be an interpreter for the National Park Service. He was a Park Ranger for many years and you can learn a lot from his experience.

2) *Interpreting Our Heritage* by Freeman Tilden.

Tilden’s six principles of Interpretation are the foundation for interpretive programs throughout the National Park Service. This book is heavy in theory and somewhat dated. However, Tilden is revered as the “Father of Interpretation” and this book established the philosophy for why interpreters do what they do.

3) *Meaningful Interpretation* edited by David L. Larsen

Grounded in the national Park service’s Interpretive Development Program this book is a series of essays, developmental activities and a DVD designed to introduce rangers to the profession of interpretation and start them on a journey of professional growth.

4) *Seasonal Training Notebook* by Fort Necessity staff

Includes compilations of: general park information; personnel information; interpretation and education materials; and talk outlines - located in the Volunteer Office and Library.

### **USING THE PARK LIBRARY**

The Library is open to Park employees and volunteers for research and study on the honor system. Limited access will be provided to members of the general public. The following rules apply:

- DO NOT TAKE BOOKS FROM THE LIBRARY WITHOUT SIGNING THEM OUT.
- DO NOT RETURN BOOKS TO SHELVES WHEN FINISHED. PLACE BOOKS ON RETURN SHELF NEAR DESK
- DO NOT EAT OR DRINK IN THE LIBRARY.

### **Gun Law**

Under 43 C.F.R. § 20.511, Departmental volunteers in the course of their official duties are prohibited from possessing firearms on property under control of the Department. Because of the stated purpose of the sponsors of Section 512 to provide uniformity under applicable state law from bureau-to-bureau, the potential liability issues that could result, and the absence of any criminal penalties applicable to this regulation, this Departmental policy continues to apply to all NPS/FWS employees and volunteers during their official duties. Volunteers who are not on official duty may possess firearms on Departmental lands under the same conditions applicable to members of the general public, according to P.L. 111-24, Section 512. For this purpose, volunteers are considered the same as other employees when engaged in their official activities.



**SAMPLE COACHING FORM FOR INTERPRETIVE PROGRAMS**

**Presenter:**

**Reviewer:**

**Type of Program:**

**Title of Program:**

**Location:**

**Date:**

**Program Basics**

Interpreter Appearance:

Safety Concerns Addressed:

Punctuality:

On Schedule/On Time:

Program Length:

Crowd Control:

Interpreter Heard and Seen:

Other:

**Making Connections**

What was the theme of the program?

Where did there appear to be opportunities for the audience to form their own connections with the meanings and significance inherent in the resource? (For example, learning, insight, discovery, revelation, understanding of context, relationships or cause and effect?)

Where did there appear to be opportunities for the audience to form their own emotional connections with the meanings and significance inherent in the resource? (For example, awe, wonder, sympathy, curiosity, amazement, empathy, regret, grief or anger?)

**Cohesive Idea**

Was any transition statements used?

Was the theme apparent throughout the program?

**Appropriate for the Audience**

Did there seem to be an appropriate amount of relevant material for the audience?

Was the information presented accurate?

Was a diversity of learning styles addressed through a variety of techniques? (Hands on, visual, auditory, etc.)

Was a diversity of interpretive methods or techniques used? (Storytelling, examples, demonstrations, imagery, personification)

How were multiple points of view used or addressed and respected?

What was one particular area of strength for this program?

What might be a target area for improvement for this program?

\_\_\_\_\_  
Interpreter's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_

**SAMPLE VOLUNTEER EVALUATION FORM**

Name of Volunteer:

Position: Volunteer Park Ranger

Division / District:

Period covered by Evaluation:

Rating: Not Applicable, Needs improvement, Satisfactory, Excellent

Relations with visitors

Relations with staff

Dependability

Ability to work independently

Ability to follow directions

Works in a professional Manner

Initiative

Comments:

(Please continue additional comments on the back.)

Volunteer's Comments:

(Please continue additional comments on the back.)

Supervisor:

Volunteer:

\_\_\_\_\_Date

\_\_\_\_\_Date

## Sample Affiliation Agreement

This agreement is between the United States Department of the Interior, National Park Service, Fort Necessity National Battlefield / Friendship Hill National Historic Site, hereinafter called the **Agency** and the \_\_\_\_\_ (University).

The purpose of this agreement is to make clear the roles and responsibilities of both parties, namely the **Agency** and the **University**, in the internship program described hereinafter.

The term of this agreement will commence \_\_\_\_\_ (dates) and end \_\_\_\_\_ (dates) and shall be renewed for additional terms of one year unless terminated by either party upon written notice at least sixty days prior to the expiration of the current term. Both parties understand that this agreement may be modified or revised through written amendments, by mutual consent.

### 1. Joint Responsibilities

- A. The **Agency** and the **University** enter into this affiliation for the purpose of educating and training internship students.
- B. The **Agency** and the **University** will comply with all Federal and State laws and regulations prohibiting discrimination.
- C. The number of students, the program of education and training with the **Agency**, and the scheduling of their education at the **Agency** will be determined by mutual agreement between the **Agency** and the **University**.
- D. Both the **Agency** and the **University** agree that the education and training of the student will complement the service and educational activities of the **Agency**; however, it is understood that students will be under the supervision of an interpretive staff member acceptable to the

**University**, and the **University** will designate a faculty advisor from each student's program of study.

E. The **University** is responsible for dismissal of a student for academic and other disciplinary reasons, according to the policies and procedures of the **University**. **Dismissed students will not be permitted to complete the internship. The Agency** maintains the right to remove a student from an internship if the student does not comply with the rules, policies, procedures, or standards of the **Agency**. In the event of a student's removal from an internship the agency and **the University, including** the faculty advisor and the internship coordinator will be notified immediately. All parties agree to comply with The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. §1232g; 34 CFR Part 99).

F. All parties agree that any tangible and intangible items, including but not limited to books, papers, articles, processes, etc., created by student interns in the course of their internships will become the sole property of the **Agency**. However, student interns will be given authorship credit and will have permission to utilize such tangible and intangibles in their student portfolios.

## 2. Responsibilities of the University

A. The **University** will have control over all phases of the internship program, including recruitment, eligibility requirements, faculty supervisor appointments, grading, and all other pertinent matters that are internal to the **University**.

B. The **University** will designate an *Internship Coordinator* to coordinate scheduling with students and **Agency** personnel, and to assist in resolving problems and difficulties as they arise.

C. The **University** will assign students to the **Agency** for their education and training in accordance with this agreement.

## 3. Responsibilities of the Agency

- A. The **Agency** will offer materials and activities to provide students with orientation and understanding of their duties.
- B. The **Agency** will provide instruction, supervision, and evaluation of the students by qualified professional personnel. The **Agency** also agrees to notify the **University** of any changes in staffing or in its services that will affect a student’s internship experience.
- C. The **Agency** will see that each intern is tasked with assignments that are appropriate for each student’s level of study and contribute to both the overall goals of the agency and the learning outcomes of the student.

**U. S. DEPT. OF THE INTERIOR**

\_\_\_\_\_  
By: Brian Reedy, Site Manager  
Fort Necessity / Friendship Hill  
National Park Service

\_\_\_\_\_

University Representative

\_\_\_\_\_

Date

\_\_\_\_\_

Date