

# Lincoln Home National Historic Site Volunteer Handbook



Updated by Linsey Hughes, LIHO Volunteer Manager  
May 2025



# Welcome

On behalf of everyone here at Lincoln Home National Historic Site, we would like to thank you for choosing to volunteer your time and talent to the National Park Service and Lincoln Home. Without our volunteers, we would not be able to provide such a high quality of service to our visitors and help share with them the history and significance of Abraham Lincoln, the Lincoln Home, and its surrounding neighborhood. It is thanks to volunteers like you that we can protect, preserve, and share the history of the Lincoln Home now and for future generations.

As a volunteer, you are now part of and represent not only the Lincoln Home National Historic Site, but the larger whole that makes up the National Park Service. Together, we work to achieve its mission of protecting and sharing the United States' heritage through high quality public service.

We hope that you enjoy your time here at the Lincoln Home and we look forward to working with you!



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# National Park Service Mission and Values

## 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.



## National Park Service 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.



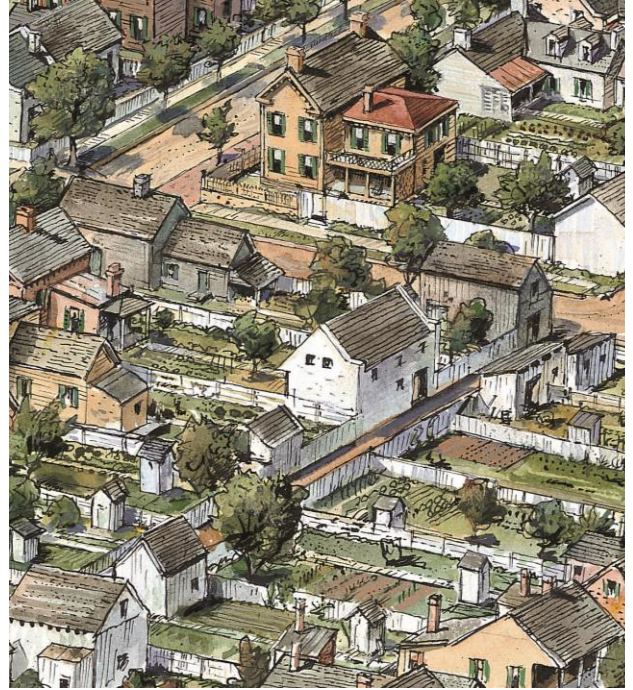
# Introduction to Lincoln Home National Historic Site

## Park Purpose

The purpose of Lincoln Home National Historic Site is to protect and preserve the Springfield Home of Abraham Lincoln and the surrounding Lincoln-era neighborhood as a meaningful setting for visitor understanding and appreciation; and to interpret Abraham Lincoln and the significant impact his 24-year residency in Springfield had on his emergence as a transcendent national and international figure, for the benefit of present and future generations.

## Brief History of Lincoln Home National Historic Site

Lincoln Home National Historic Site is in Springfield, the state capitol of Illinois. Authorized by Congress on August 18, 1971, the national historic site consists of 12.28 acres encompassing four square blocks in downtown Springfield. The Lincoln Home, located on the corner of Eighth and Jackson streets, forms the center of this national historic site. The historic site was created to preserve and interpret the Lincoln Home for the benefit of present and future generations. It was here in 1844 that Abraham Lincoln settled with his wife Mary and first-born child, Robert. The Lincoln family lived in the neighborhood for 17 years. Mr. Lincoln developed his career as a lawyer and political leader during this time.



When Mr. Lincoln purchased the home on 8th and Jackson from Reverend Dresser in 1844, it was a one and a half story cottage. In 1856, the Lincolns completed the last of their major remodeling projects to the home, expanding the home to two full stories and adding a barn and support buildings. As the nation turned to Abraham Lincoln and the presidential inauguration of 1861, the Lincolns made plans to rent the house to the Tilton family and prepare for the journey to Washington D.C. When Mr. Lincoln departed Springfield on February 11, 1861, he said goodbye to the Springfield community, which was his home for 24 years.

Throughout the White House years, the Lincoln family rented out the house. Following the death of President Lincoln, no member of the Lincoln family lived in the Lincoln Home. In 1887, after Mary's death, Robert T. Lincoln, the eldest son of Abraham and Mary, sold the home to the State of Illinois for the symbolic sum of \$1, on the condition that the home was well maintained, and free to the public. The State of Illinois managed the home until 1971 when it was transferred to the National Park Service.



## General Operations Information

### *Location*

The Lincoln Home National Historic Site Visitor Center is located at 426 S 7<sup>th</sup> St, Springfield, IL 62701.

### *Hours of Operation*

Lincoln Home National Historic Site and Visitor Center opens at 9:00 am and closes at 5 pm. The first tour of the Lincoln Home is at 9:10 am and the last tour of the day is typically between 4:00 - 4:20 pm.

Lincoln Home National Historic Site is closed on Thanksgiving Day, Christmas Day, and New Year's Day. We are open all other holidays.

### *Services and Exhibits*

Our site offers guided tours of the Lincoln Home, a short film in our Visitor Center, and self-guided exhibits located in several buildings in the historic area around the Lincoln Home. Souvenirs can be purchased at the Eastern National Bookstore and Gift Shop, located in the Visitor Center, and display and informational boards are also located around the site.

The film in Theater 1 is called *Abraham Lincoln: A Journey to Greatness* and is a 23-minute short movie about Lincoln's time in Springfield, IL. Tours Begin in Theater 2.

Public restrooms are in the Visitor Center. Water fountains are available inside the Visitor Center.



### *Accessibility*

Lincoln Home National Historic Site is dedicated to providing opportunities for visitors with disabilities by offering a wide range of media and programs that are accessible.

Wheelchair lifts are available for public access to the Dean House first floor exhibit and the Arnold House is also wheelchair accessible via a ramp located on the side of the Arnold House facing away from the street. The Corneau House has a ramp in the backyard of the house. Wheelchair-accessible tours of the first floor of the Lincoln Home are available upon request. Those who

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wish to take a wheelchair-accessible tour of the Lincoln Home must notify the ranger issuing tickets of their request.

Wheelchairs and listening-assistance devices can be checked out from the Lincoln Home Visitor Center for on-site use. Motorized wheelchairs, scooters, and Segway devices are not permitted in the Lincoln Home. Some wheelchairs may not be permitted in the Lincoln Home due to the narrow Lincoln Home doorways. In such cases, a wheelchair may be checked out by the visitor for use during the wheelchair tour of the Lincoln Home.



The film shown in Theater 1 is open-captioned and audio-described. Spanish, German, French, Italian, Mandarin Chinese, Japanese, Korean, and American Sign Language (ASL) videos of the Lincoln Home Tour are available by request at the Visitor Center Front Desk. Foreign Language Tour booklets are also available by request. A Sign Language Interpreter can be requested by filling out and sending in the "Request for Sign Language Interpreter Form", available on the Lincoln Home Historic Site website accessibility webpage. A two-week advance notice is requested.

A Tactile Exhibit is in the Visitor Center where visitors can touch objects and materials in the Lincoln Home and a sensory bag for those with Autism Spectrum Disorder (ASD) or a sensory processing disorder is available for checkout at the Visitor Center.

## Safety and Emergency Response

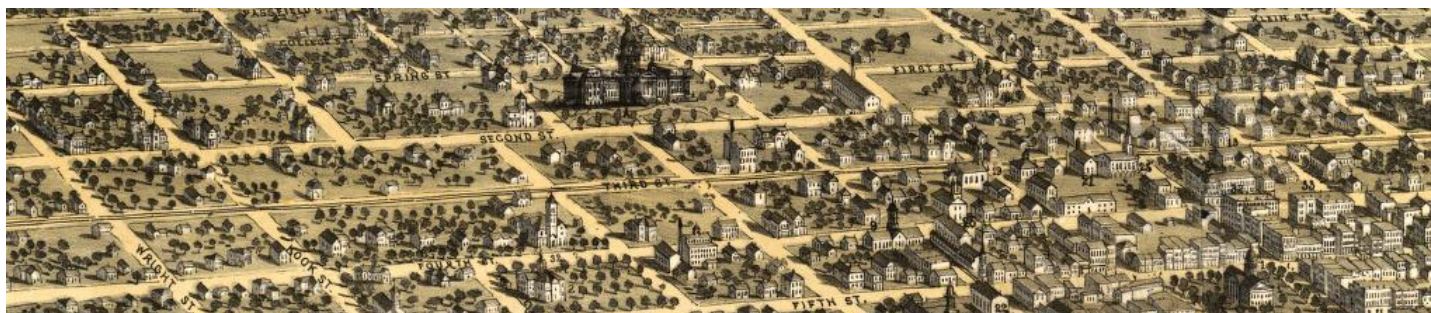
Lincoln Home National Historic Site has its own Law Enforcement staff on site who are trained to handle certain emergency and medical situations. In addition, most staff on site should be trained or familiar with standard CPR and AED Training.

In the case of an emergency, call 911. After contacting emergency services, staff and volunteers should radio for or call for assistance from Law Enforcement. In situations where one wishes to communicate a message to all phones on site, one can activate the park-wide phone intercom feature by hitting the "x" button, hitting the 7 button, hitting the 0 button and then broadcasting the message. Please keep messages short and precise.

Automated External Defibrillators (AEDs) are in multiple locations around the park, including on the first floor of the Lincoln Home in the sitting room, in the Visitor Center by the restrooms, and in the Sprigg House. Law Enforcement staff also are equipped with First Aid and medical kits. In any emergency, when in doubt, call 911.







### ***Dealing with Difficult People at Lincoln's Home***

Your role as an interpretive volunteer (VIP) is to do interpretive programs, provide high quality customer service, and create positive, memorable experiences for visitors. Although volunteers should promote a safe work environment and communicate general rules and policies with visitors, *your duties are not to enforce laws or policy*. There are both law enforcement staff on-site and local law enforcement who can handle enforcement and escalated situations.

When dealing with difficult visitors, escalated situations, or any situation when you feel uncomfortable or unsafe, you should think through the following steps:

#### **1. Do I need to call 911 and/or law enforcement?**

*Safety is the most important factor.* It is best to err on the side of caution. In an emergency or potentially serious situation (medical, safety, etc.), do not hesitate to *call 911 or the Springfield Police Department*. After you call 911, call site law enforcement staff and a staff supervisor.

#### **2. Should I walk away?**

If you ever feel uncomfortable or unsafe in a situation, *do not hesitate to leave*. Always remove yourself from potentially dangerous situations and ensure your own safety. When you are able, notify law enforcement and a supervisor. You will never get in trouble for ensuring your own safety in a situation.

#### **3. Communicate, and if you feel comfortable, De-escalate.**

In less serious situations, when emergency or law enforcement services are not needed, and you and others' safety is not at risk, *please notify a staff supervisor*, and if necessary, law enforcement staff. If you feel comfortable, while you wait for assistance to arrive, you can consider using the SLOW method to try and de-escalate the situation:

**Stay Cool:** Allowing someone's words or actions to get under your skin will only escalate the situation. When people are feeling hurt, vulnerable, ignored, or unsafe, emotions tend to dictate their behavior. Keep a composed tone of voice and body language.

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

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

Walk away and/or call-in help: Sometimes, nothing you can do or say will calm a situation. Know when to leave and trust your pre-planning with law enforcement colleagues. Pay attention to body language, reactions from others nearby, and other factors that point to the need to walk away. If the interaction is turning into an unsafe situation, walk away and get some help. A supervisor or law enforcement should step in at that point.

Please note, volunteers should not attempt to deescalate a situation they feel uncomfortable or unsafe in. *Safety is our priority.* If you are unsure or think something may develop into a later cause of concern, *communicate potential problems, or concerns early* to park law enforcement and with the lead ranger so that multiple responding parties are kept informed.

Lincoln Home National Historic Site is in an urban area, and one may encounter individuals who are difficult to deal with due to mental illness. Although your first action regarding an uncomfortable or unsafe situation should always be to contact a staff supervisor, recognizing behaviors and identifying ways to respond and communicate can improve your interactions with difficult individuals. You may not know if the person that you are dealing with is being non-compliant due to mental issues. Do not interpret a person's failure to respond to your requests or questions as a lack of cooperation. Remain calm and assess the situation.

Generally, visitors are welcome to rest in the Visitor Center and use the restrooms, but they are not permitted to sleep or charge their phones. If they are keeping to themselves, using the facilities safely and appropriately, and not bothering anyone or disrupting operations, you may leave them alone.

Do not:

- Tell them you are too busy and do not have time to deal with them. This can escalate the situation.
- Surround the individual with other people and bombard them with questions or information, this can overload them and make the individual feel threatened. If another employee is dealing with the situation, stay back and observe. *Do not* ruin any rapport that may have already been established.
- Lead them or encourage interaction in non-public spaces or secured office spaces. Stay in public spaces and use park cameras to your advantage.
- Give misinformation. This can come back to escalate a minor issue into a major problem.

Remember that an individual may not react well if one calls law enforcement. The presence of a uniformed officer can both mitigate or aggravate/escalate a situation. Be mindful and stay safe, even when calling for assistance.



## Fees and Parking

Tickets to tour the Lincoln Home are free of charge. Parking in the Lincoln Home Parking lot located south of the Visitor Center is \$2 per hour per vehicle. Parking is handled through the parking kiosks in the lot as vehicles enter/exit the lot. On-street parking is also available around the Lincoln Home site. Volunteers DO NOT need to pay for parking while volunteering on-site. You will take a ticket from the machine and have it validated in the Visitor Center at the front desk.

Located north of the Visitor Center is the bus lot where busses and oversized vehicles can park. Regular vehicles should not park in this lot.

## Inclement Weather

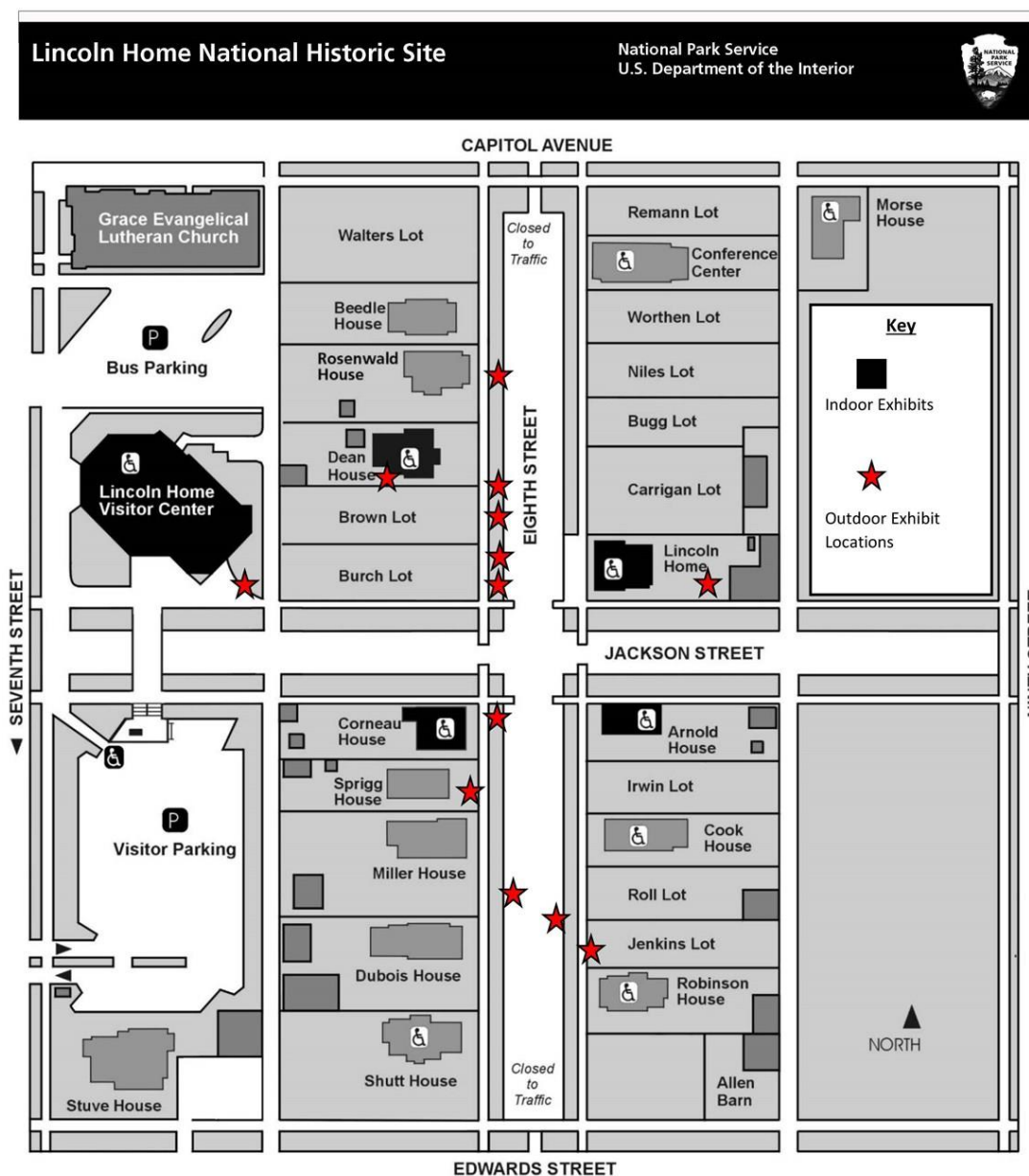
During inclement weather, the Superintendent will make the decision by 5:30 am if Lincoln Home National Historic Site will be delayed in opening or closed. This decision will be recorded on the Park's Operating Status Hotline, which can be reached by calling **217-494-4241** and dialing **Extension 411**. This is how you can check if the site will be open for the day.

If the site is open for the day but a volunteer does not feel comfortable travelling to the site to volunteer due to weather conditions, the volunteer should call the **Sick Line** at **217-492-4241** **Extension 430** if it is before 8 am or call the Visitor Center at **217-391-3221** if it is after 8 am that day. Additionally, it is recommended they also contact their supervisor and the Volunteer Manager.



## Navigating Lincoln Home National Historic Site

The structures located at Lincoln Home National Historic Site are from a variety of time periods. This does not replicate the historic Lincoln neighborhood.



### Visitor Center

In the Visitor Center, visitors can get free tickets to tour the Lincoln Home, purchase souvenirs from the Eastern National Gift Shop, browse exhibits, and watch a movie in Theater 1 located in the Visitor Center which plays on the hour and half hour. Public restrooms, a water fountain,



and drink vending machines can also be found in the Lincoln Home Visitor Center. The Visitor Services Operations Manager's office is in the Visitor Center.



### *Arnold House*

The Arnold House is open to the public between 9:00 am – 4:30 pm on days which the site is open. Inside visitors can browse exhibits primarily focused on individuals who lived in some of the other houses on site, as well as exhibits detailing the archeology and preservation of some of the other buildings on site.



### *Beedle House*

The Beedle House holds office space for several Lincoln Home staff and Interpretive Rangers. Office supplies, employee mailboxes, information boards, and lockers can be found in the Beedle House. The Beedle House also contains the employee kitchen and break area, with a refrigerator, microwave, and stove for volunteers and staff to use.



### *Dean House*

The Dean House houses exhibits open to the public from 9:00 am – 4:30 pm on days which the site is open on its bottom floor. These exhibits are accessible to the public through the site entrance, although the front entrance can serve as a one-way exit. The upper floors of the Dean House function as office space for several Lincoln Home Interpretation Staff.



### *Conference Center*

The Conference Center houses Lincoln Home National Historic Site's conference room (upstairs), and the lower floors are leased to the Looking for Lincoln organization, a partner of the site.

### *Morse House*

The Morse House contains the office spaces for the Curator and Museum staff.

### *Corneau House*

The Corneau House is open to the public from 9:00am – 4:30 pm on days which the site is open. Inside visitors can explore stories of individuals of Lincoln's Springfield. This exhibit is geared towards children ages 10-14.

### *Sprigg House*

The Sprigg House houses the Resource and Visitor Protection Division, our site security. This department also handles special park permits and emergency and medical services.

### *Rosenwald House*

The Rosenwald House acts as the site headquarters, with the Superintendent's office located on the first floor and other administrative staff offices located within the building, including budgeting, personnel, procurement, and IT.

### *Dubois House*

The Dubois House acts as the headquarters for the site Maintenance Division. The Maintenance Division maintains the neighborhood and buildings on site and rehabilitates and restores our historic buildings.







## Key Staff to Know as Volunteers

### *Superintendent*

The Acting Superintendent, Chris Collins, serves as the historic site liaison with the Midwest Regional Office and Washington offices of the National Park Service, private groups, governmental agencies, and Congress. The Superintendent sets policy for the National Historic Site and directs overall planning, development, and operations. While any routine inquiries can be directed to the appropriate division, inquiries relating to planning, policy, media inquiries, sensitive or controversial issues, etc. should be relayed to the Superintendent's office. Chris Collins is also superintendent of New Philadelphia National Historic Site and the Springfield 1908 Race Riot National Monument.

### *Supervisory Park Ranger*

Our Supervisory Park Ranger is Isaiah Frater. He is the supervisor for the interpretation staff. He oversees the operations of the Lincoln Home National Historic Site Visitor Center, tours of the Lincoln Home, and fees program at the site.

### *Volunteer Manager*

Linsey Hughes is the current Volunteer Manager for the park and serves as a Park Ranger for the interpretation division. In addition to serving as a volunteer manager, Linsey acts as the park's digital lead, and serves as the lead ranger when the Supervisory Park Ranger is unavailable.

### *Curator*

Our curator is Susan Haake. She works with our Museum Technician, John Popolis, in preserving, maintaining, and inventorying our museum collection and artifacts. In addition, they maintain the interior of the Lincoln Home and create and oversee our exhibits.

### *Other Interpretation Staff*

Danny Guttas and Ashley Parsons are permanent Interpretive park guides at the Lincoln Home National Historic Site. In addition to conducting tours of the Lincoln Home, they also create and assist with interpretive programming and educational programming and outreach at the Lincoln Home. Additional staff we have include Pathways park guides (high school/college students) and seasonal park guides. There are some additional interns, such as the CVA, that are housed within the Interpretation division.

### *Maintenance*

Our Maintenance Division takes care of the maintenance of the physical site, including taking care of, repairing, and monitoring the buildings, boardwalks, and landscaping. They also assist with any custodial duties. They can be reached via radio by radioing for “any 300 unit.” The Chief of Maintenance is Jason Taylor, and the supervisory ranger is Chris Harmon.

### *Administration*

Our Administrative Division handles site administration including hiring, HR, IT, payroll, travel, ordering bulk supplies, and other essential logistical duties. The acting head of administration, the Administrative Officer, is Tavis Hill. The Administrative Assistant is Jeannie Mitchell. The Facility Operations Specialist is Jenna Taylor, and the Supplies Technician is Chris Heaton. The IT Specialist is Mike Flanagan.

### *Resource and Visitor Protection*

Our Resource and Visitor Protection Division acts as law enforcement (“LE”) on our site and handles special park permits and emergency and medical services. The current LE staff include Rodney Naylor, head of the division, and Mike Shuman. They can be reached via radio by radioing for “any 500 unit”.





# Interpretation at Lincoln Home

## *What is Interpretation?*

When we first think of the word “interpretation,” we may think of the act of translating the meaning of something from one language to another. Interpreters “translate” artifacts, collections, and resources into a language that helps visitors make meaning of these resources. In other words, interpretation “facilitates a connection between the interests of the visitor and the meanings of the resource” (*NPS Foundations of Interpretation Curriculum Content Narrative*, 2007). Interpretive programs are one medium by which interpreters connect with the public. As Tilden described in *Interpreting Our Heritage* (1957), interpreters aim to not only communicate information to visitors, but also help visitors create personal, emotional, and intellectual connections to a place and its resources. This is accomplished by connecting tangible resources, such as a boat, a building, a place, a mountain, a house, etc. with intangible meanings, which are often abstract concepts, processes, ideas, feelings, values, or-beliefs.

**Interpreters create a “bridge” between the meanings of the resources and the interests of the visitor, connecting artifacts, collections, and resources to concepts they can represent.**

History is and should be contested. Interpreters who interpret cultural resources and stories should ground their work in this foundational concept. As representatives of our site, we may believe we are holders of the official “truth,” but historical “facts” change as new evidence is revealed. To return to our “bridge” metaphor, primary source evidence (firsthand evidence) and historical context serve as the bricks and mortar in the bridge which interpreters build. Historical interpreters start with documented facts about the past, backed up by the most complete evidence available, and then build up from that foundation to create interpretive programs that use resources and documentation to provide avenues to meaning for the public. While some meanings may be generally held by members of a society, the value and acceptance of those meanings are personal.

Through interpretation, we highlight meanings and significance behind sites and their resources so that they are not forgotten. And so the visitor might support the care of such resources themselves.



### *Basics of Interpretation*

Interpretation is **ART**:

**A**: Understand your Audience → Who they are and why they're here helps you create personal experiences/connections

**R**: Adequate knowledge of the Resource → Acts as a foundation for sharing knowledge and building connections

**T**: Use appropriate Techniques → Using storytelling, comparison, & other techniques can help build connections



### *Primary Interpretive Themes at LIHO*



Primary interpretive themes are those ideas and concepts about Lincoln Home National Historic Site that hopefully every visitor will gain an understanding of through their visit. The themes provide the foundation for all interpretive media and programming in the park and address those ideas that are critical to understanding and appreciating the park's importance. All interpretive efforts should relate to one or more of the themes, and each theme should be addressed by some part of the overall interpretive program.

Abraham Lincoln believed in the ideal that everyone in America should have the opportunity to improve their economic and social condition. Lincoln's life was the embodiment of that idea. He saw slavery as counter to the vision of American freedom and his fight against the expansion of slavery propelled him to the White House. We know him as the sixteenth president, but he was also a spouse, parent, and neighbor who experienced the same hopes, dreams, and challenges of life that are still experienced by many people today.

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The following themes statement will provide the basis for interpretation at the park. They are taken from the current Lincoln Home NHS Long Range Interpretive Plan:

- Abraham Lincoln believed in the ideal that everyone in America should have the opportunity to improve his/her economic and social condition. Lincoln's life was the embodiment of that ideal
- Abraham Lincoln was a spouse, parent, and neighbor who experienced the same hopes, dreams, and challenges of life that are still experienced by many people.
- Many of Abraham Lincoln's social and political beliefs concerning equality, freedom, and opportunity came into focus while he lived in Springfield. We as a nation strive to fulfill Lincoln's legacy of national and individual ideals.
- People today, as they have since the time of Abraham Lincoln's death, visit his home as a place to memorialize his life, seek meaning from his struggles and achievements, and find inspiration for their own lives.



# Lincoln Home National Historic Site Volunteer-In-Parks Program



Our site has utilized volunteers since its establishment as a historic site in 1972 and its Volunteer-In-Parks (VIP) Program allows our volunteers to give back to the community and protect and share a part of our nation's heritage with others. Although they are not paid staff, volunteers enhance the visitor experience and provide essential assistance in the aid of our site's operations. We currently have about 40 volunteers, with about 20 of them working year-round.

## *Types of Volunteers*

There are a variety of volunteer opportunities available at Lincoln Home National Historic Site. Our most common positions include:

- **VC Front Desk Docent:** Staffs Visitor Center Front Desk, issues tour tickets, and answers visitor questions
- **Lincoln Home Tour Docent:** Leads thematic Lincoln Home tours for the public and organized groups.
- **Trails and Rails:** Leads and conducts programming about Central Illinois while on board Amtrak train from Springfield, IL to Chicago, IL and back. Provides information, answers questions, and presents materials representative of Illinois. Runs primarily in the summer.
- **Master Gardener/Heirloom Gardener:** Maintains our heirloom garden while also educating visitors about the garden. Maintenance includes planting, mulching, watering, weeding, and harvesting produce. Season is April – October.
- **Living History:** Dresses in period costume and speaks with visitors about what it was like to live and work during the time period Lincoln lived in.



## **Guiding Principles**

**The Lincoln Home VIP program strives to create a positive experience for volunteers.**

- Volunteers are given meaningful and fulfilling opportunities to volunteer.
- Volunteers receive all necessary and adequate orientation and training to complete their volunteer duties successfully.
- Volunteers are treated respectfully by staff, receive support by a staffed supervisor, and have direct access to a staff person to voice any concerns or needs.

**The Lincoln Home VIP program is grounded in a larger agency mission.**

- Volunteers contribute to the park site in meaningful ways that serves the park's needs and helps the park fulfill the larger agency missions.
- Volunteers learn about the National Park Service mission and how their position contributes to overall historic site goals.
- Volunteers receive the opportunity, when possible, to view other aspects of the historic site that visitors don't get to see.

**The Lincoln Home VIP program provides a safe work atmosphere.**

- Volunteers are trained in safety standards and procedures and are comfortable with their responsibilities.
- Volunteers receive adequate safety equipment to perform their duties or are reimbursed for necessary safety equipment.
- Volunteers are only assigned duties that they feel comfortable, safe, and can do.
- Volunteers are not required to complete any duties which they feel unsafe or uncomfortable doing.

**The Lincoln Home VIP program celebrates diversity.**

- Volunteers are recruited from a broad base of sources and embrace different cultural backgrounds, ages, abilities, and needs.
- Volunteers work alongside staff to create an inclusive and welcoming environment and experience for all visitors, staff, volunteers, and other individuals who visit the Lincoln Home National Historic Site.

**The Lincoln Home VIP program incorporates evaluation for continual improvement.**

- Volunteer input is actively sought to improve the program. The volunteer's supervisor will provide feedback about their position.

## Volunteer Rights and Responsibilities

### *Volunteer Rights*

Volunteers have a right to:

- Receive the same fair personnel practices as paid staff.
- Receive clear, non-conflicting guidance, direction, and expectations.
- Receive appropriate and adequate orientation, training, and supervision to perform their duties.
- Receive regular feedback on the quality and effectiveness of their work.
- Be kept informed of activities pertaining to their volunteer assignments.
- Be assigned jobs that are worthwhile and challenging.
- Be made aware of the overall operations of the park and informed about agency and site policies, particularly involving volunteerism.
- Be given opportunities for growth.
- Be offered a variety of experiences.
- Be told any potential risks involved in their volunteer position.
- Be recognized for their contributions.
- Be given opportunities to provide input into the volunteer program.
- Be trusted with the information needed to carry out their jobs effectively.
- Be assigned a direct supervisor.
- Has their time used effectively?
- Not undertake assignments they do not wish to do.
- Feel valued and respected by coworkers and supervisor.
- Develop skills to succeed in their position.
- Be given workers compensation for the treatment of injuries and medical expenses when hurt performing volunteer duties assigned to them while volunteering.







### *Volunteer Responsibilities*

Volunteers have the responsibility to:

- Represent the National Park Service and Lincoln Home NHS in a professional manner
- Follow the agency and site's policies and understand its organizational structure
- Respect and care for historic site resources
- Be open and honest regarding the volunteers intents, goals, and skills
- Respect confidentiality
- Provide a notice of absence
- Seek and accept the guidance and support needed to complete assignments
- Work as a team with staff and respect mutual roles
- Be reliable in fulfilling assignments and do a quality, professional job
- Accept only realistic assignments and have a clear understanding of the job
- Participate in required training and meetings
- Make a good-faith effort to resolve differences
- Perform duties safely, using proper safety equipment and following proper procedures.
- Wear uniform when working with the public or when required by supervisor and not wearing it when not working at or representing the Lincoln Home at a sanctioned function
- Notify their supervisor if they are unable to fulfill their commitment
- Record volunteer hours and project accomplishments, submit other records as required.
- Report injuries, accidents, and property damage to their supervisor immediately

### **Volunteer Benefits and Recognition**

Volunteers' efforts should be recognized and appreciated where appropriate, and regular volunteers will be invited to attend the Lincoln Home National Historic Site annual volunteer appreciation event. If the volunteer donates 250 or more hours of service to the site, they will qualify to receive a free America the Beautiful Volunteer Pass, which reduces or waives fees at National Public Land sites for one year. Regular volunteers also qualify for a 15% discount at the Eastern National Gift Shop in the Lincoln Home Visitor Center. The volunteer may also qualify for opportunities such as free skills training, certification, and access to the Lincoln Home National Historic Site Reference Library and special site events.

## Expectations and Policy

### Communication and Scheduling

Our team is only able to do its work well and to a high quality by working together as a team and communicating both often and honestly with each other. If there is a safety concern, please communicate this to the rest of the team and other appropriate staff such as Maintenance or Law Enforcement. If you are having issues with a staff person, another volunteer, or with your duties, please communicate this to a supervisor. If you don't know who to speak to, a good place to start is the Lead Ranger for the day. We cannot help you if we are not aware there is an issue or a concern. In addition, keeping staff updated and aware of the status of the park and what is going on operationally and within the division day-to-day helps us keep our operations running as smoothly as possible.



Specific communication and scheduling policy for a volunteer may be dependent on their volunteer position and will be outlined in more detail in their volunteer agreement. The volunteer's supervisor will be the volunteer's main contact and will primarily schedule the volunteer's shifts and schedule, although the Volunteer Manager will help the supervisor as needed. Volunteers must notify *both* their supervisor and the Volunteer Manager if they want to change a regular shift. Prior notification through email or phone must be given if a volunteer does not come to a previously scheduled shift. Regular updates regarding the site and the volunteer programs will be sent out to volunteers primarily through email.

### Shifts and Commitment

The number of shifts and the length of commitment for a volunteer position varies by volunteer position and is outlined more specifically in their volunteer position description and their volunteer agreement, and should be discussed, made clear, and approved by the volunteer and their supervisor before they begin volunteering.

Volunteers are expected to volunteer for the entire duration of their commitment as stated on their agreement, although breaks during their commitment are allowed if approved by their supervisor. If a volunteer wishes to change their shift(s) temporarily or permanently, or wishes to end or change their commitment period, they must notify, discuss, and have such changes approved by their supervisor.

## Behavior and Conduct

Although volunteers are not paid staff, volunteers still represent not only themselves, but also the Lincoln Home National Historic Site, the National Park Service, and the federal government.

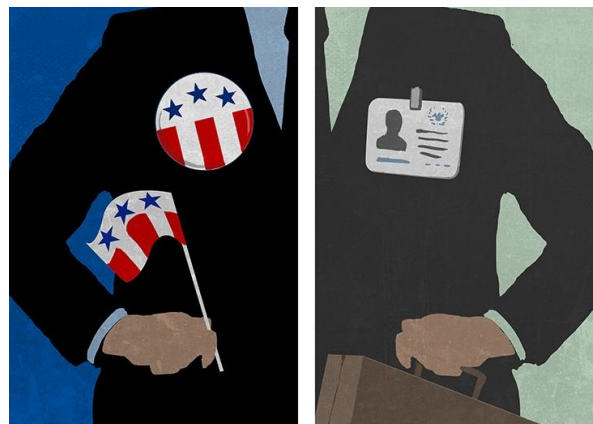
The volunteer will be treated with respect and dignity by their supervisor, the Volunteer Manager, and other park staff. In turn, the volunteer will treat park staff with dignity and respect. Although the volunteer is not an employee, they should be treated professionally as such by their supervisor and other park staff. With park visitors, the volunteer will maintain a professional and helpful demeanor and do their best to create a positive visitor experience.

Any offensive, demeaning, or unsolicited words or actions, including but not limited to harassment, bullying, offensive language, or discrimination, against visitors, staff, or volunteers will not be tolerated.



### *The Hatch Act*

Although not government employees, volunteers are still required to follow The Hatch Act, which mandates that while performing duties for the federal government, employees are prohibited from discussing political matters, particularly showing partisan support, opposition, or opinion. Repeated and intentional noncompliance with The Hatch Act may result in disciplinary action.



## Age Limitations

Volunteers under the age of 18 must have a parent or legal guardian sign the volunteer's volunteer agreement in addition to the volunteer's signature. Some volunteer positions do come with age restrictions and are not open for individuals under 16 or 18 years of age. It is our personal policy that children under the age of 15 must have a parent, guardian, or chaperone present when volunteering for the Lincoln Home National Historic Site. If a minor is volunteering with a group, their parent or guardian must still co-sign with the minor on the group volunteer form if the parent or guardian is present. Otherwise, the parent or guardian must sign with the minor on an individual volunteer form.



## Employee Volunteers and Family Members of Employees as Volunteers

Lincoln Home National Historic site employees may serve as volunteers in some situations. Employees must consult their supervisor to ensure that their volunteer opportunity is appropriate. Employees may not volunteer to perform the duties that they perform in their paying position. For example, a seasonal park ranger in interpretation may not volunteer to staff the visitor center during their period of employment.

Family members of National Park Service employees may volunteer if they are qualified and fit for the position, but they must still follow proper application procedures and they may not be supervised or directly report to an immediate family member without consultation of a DOI ethics counselor or the DOI ethics standards, especially if reimbursement is involved.

## International Volunteers

Legal permanent United States residents can volunteer, all other non-United States citizens must meet Department of State Immigration and Naturalization Service (INS) requirements before participating as a Volunteer-In-Park (VIP).

## Uniform and Appearance Code

Specific uniform policy will differ by volunteer position and will be outlined in a volunteer's position description and agreement. Volunteers should have a volunteer patch visible on either the left chest side or left shoulder of their shirt or outerwear (large patch), or on a worn hat (small patch). Volunteers should be issued any necessary uniform items and can be issued volunteer patches to add to outerwear, if necessary, per request of the Volunteer Manager. Volunteers not wearing VIP uniform or patch must be identified as such in another way. All volunteers are expected to maintain neat, clean, and appropriate appearance. Other policies include:

- **Clothing with logos** or which advertise or appear to endorse any business/organization are not permitted.



## Lincoln Home National Historic Site Volunteer Handbook

- Worn **sunglasses** must be light enough in tint to see wearer's eyes.
- **Excessive, extravagant, and dangling jewelry** is not permitted as it can cause a safety hazard.
- **Clothing** with rips, frays, or excessive staining is not permitted.
- **T-shirts worn under uniform** shirts should be V-neck T-shirts so that the T-shirt is not visible. The color of the T-shirt should not be visible under the uniform shirt.

Exceptions to the above rules may be negotiable. Please bring concerns to one's supervisor and Volunteer Manager.

## Tardiness and Absence

Punctuality and reliability of our volunteers is essential for the operations and programming of our site. Volunteers are required to communicate with their supervisor if they realize that they will be arriving late or if they can no longer volunteer for their scheduled shift. *This should be done as soon as possible.* If the volunteer realizes the night before or the morning of that they cannot come in for their scheduled shift, they should call **the sick line at (217)-391-3258 Extension 430**. If they are calling in the day of, after 8 am, they should instead call the **visitor center at (217)-391-3221**. Repeated, unapproved tardiness and/or absence may result in disciplinary action.

The below chart can be referenced in deciding who and how to contact when you will be late or absent.

Department	Several weeks before	1 week before	A few days before	Night before/ Day of
<b>Living History</b>	EMAIL Supervisor & VIP Manager	EMAIL Supervisor & VIP Manager	EMAIL Supervisor & VIP Manager	CALL Supervisor
<b>Master Gardeners</b>	EMAIL Lead Gardener	EMAIL Lead Gardener	CALL or EMAIL Lead Gardener	CALL or EMAIL Lead Gardener
<b>Trails &amp; Rails</b>	EMAIL VIP Manager & T&R Partner	EMAIL VIP Manager & T&R Partner	CALL VIP Manager & T&R Partner	CALL VIP Manager & T&R Partner
<b>VC &amp; Tour Docents</b>	EMAIL Supervisor & VIP Manager	EMAIL Supervisor & VIP Manager	EMAIL Supervisor & VIP Manager	CALL Sick Line
<b>Curatorial</b>	EMAIL Supervisor & VIP Manager	EMAIL Supervisor & VIP Manager	EMAIL Supervisor & VIP Manager	CALL Supervisor

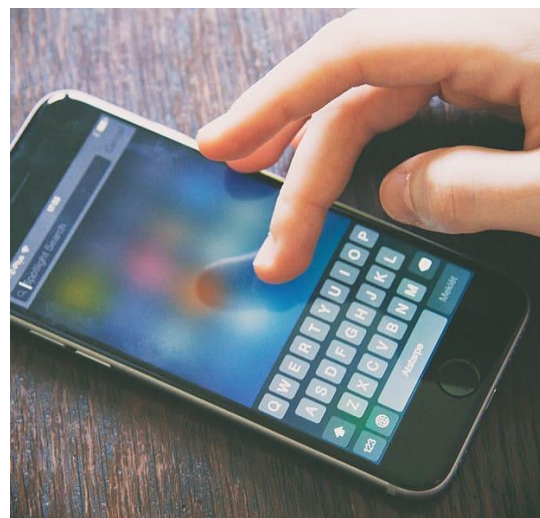
## **Resignation, Termination, and Dismissal**

Both the volunteer and the site have the right to terminate the partnership at any time. Volunteers who choose to no longer volunteer with Lincoln Home National Historic site should notify their supervisor at least one week ahead of time if they wish to resign. Their supervisor will schedule an exit interview with the volunteer. Volunteers may also be terminated at any time for violation of park policy, their volunteer agreement, or any reason deemed necessary, without prior notification. Upon resignation or termination, volunteer must return any park property, including but not limited to uniform items, parking passes, and site keys.

## **Phone and Electronics Policy**

Volunteers are permitted to carry a personal cell phone on person, to use as a clock for tours, and to be able to maintain communication in emergencies. However, volunteers should not make phone calls on their personal cell phone, watch videos, or engage in any other unprofessional behavior while on duty volunteering. They are expected to remain attentive to visitor needs and/or their assigned task. If the volunteer must leave their assigned post temporarily or needs to take a break to make a call, they should notify a staff member prior to leaving their post. Front desk docents should not leave the front desk unstaffed unless for emergencies.

Park phones and radios may only be used for communication and duties related to their volunteer duties.



## **Use of Site, NPS, and Personal Property**

The volunteer is not allowed to make any unauthorized copies of park property, including but not limited to parking pass and keys of the site. Any park property lent out to the volunteer will be kept and returned in good condition by the volunteer, including uniforms. The volunteer is not authorized to operate any park vehicles, heavy machinery, power tools, or other tools or machinery which may pose a risk to the safety of the volunteer.

The volunteer is not required to use any of their own personal equipment, tools, or materials to perform their volunteer duties and should use park equipment, tools, and materials whenever possible or unless instructed otherwise. Exceptions include personal, individual items such as water bottles and watches, but these are generally not required, just strongly recommended. If an item is needed to accomplish one's duties, please discuss with your supervisor if this is something the park should consider purchasing for you or other volunteers.

Some volunteers will have access to use of government computers and government network systems in order to perform their duties. Use of government computers, technology, and



networks should be kept to volunteer-related duties and of appropriate use. Volunteers who have access to government networks and computers are required to complete a yearly Cybersecurity training every year, per agency policy.

Parking should only be validated for days or time when the volunteer is volunteering for the site or involved in park activities related to their volunteer duties. Any exceptions must be approved by the Volunteer Manager, Visitor Services and Operations Manager, or other leadership staff.

### **Smoking, Tobacco Use, and Substance Use**

Smoking, Tobacco, alcohol, and other drug and substance use outside necessary medication is not permitted on site or while working or volunteering. Volunteers also may not work while under the influence of any drug or substance, including marijuana or use of vape pens. Please note that on a federal level, marijuana is still considered illegal, even though it has been legalized by the State of Illinois. Both the use and possession of illegal drugs is prohibited within national park units. Volunteers may smoke while on a break if they are off-site or in a designated smoking area, but should not smell strongly of cigarette smoke, etc. when they return for duty.

### **Gratuities and Gifts**

Volunteers are not allowed to accept gratuities, tips, or gift cards from visitors or guests. They also should not accept gifts totaling over \$10 in value, with a cap of \$50 in value of accepted gifts within one calendar year because of their position as an NPS volunteer. This policy is mandated as part of the larger agency ethics policy.

### **Compensation, Worker's Compensation, and Reimbursement**

The volunteer should understand that they are donating their time and services to the Lincoln Home National Historic Site and the National Park Service and that they expect no wages, salary, or compensation for their time and services donated.

The volunteer understands that if they are injured while volunteering on our site, performing duties assigned to them in their position description, that the volunteer may qualify for any related medical expenses to be covered by the site. Compensation will not be provided for injuries, accidents, or damages incurred outside of the volunteer's shifts at our site, including travel to and from the site, as well as for any activity not directly related to the volunteer's duties at our site.

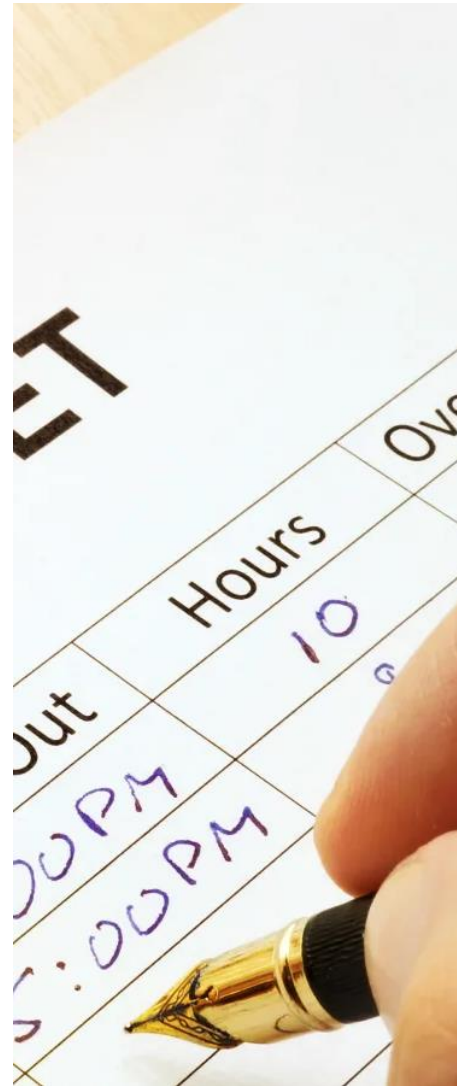
Reimbursement of incurred costs or purchases made while volunteering is only permitted under specific circumstances outlined in the volunteer's agreement. Very few volunteer positions or opportunities should require purchases which may qualify for reimbursement.

## Records Management

All volunteers must sign a volunteer agreement form before they volunteer and receive a position description, outlining their duties. The volunteer agreement should have a specified end date or time, and must be renewed, *every year*. Volunteers are required to record their hours volunteered in a timely and accurate manner. Some volunteers may also be asked to record other information pertaining to their volunteer experiences, such as the number of visitors they have interacted with. Volunteer files are destroyed three years after leaving the volunteer program.

## Supervision

Visitor Center Front Desk Docents, Lincoln Home Tour Docents volunteers will all be supervised by the Volunteer Manager. Any maintenance volunteers, apart from Master Gardener or Heirloom Gardener volunteers will be supervised by Lincoln Home Facility Management staff. Curatorial volunteers will be supervised by our curator. All other volunteers, unless otherwise notified, will be supervised by the Volunteer Manager.



## Training and Orientation

Each volunteer should receive a general site and volunteer orientation by the Volunteer Manager, although for some volunteer positions, a more formal orientation may not be necessary or will be given by another qualified individual. Training type and time commitment differs by volunteer position and will be outlined in the individual volunteer's volunteer position description and volunteer agreement. Some volunteer positions may have a "probationary" or "training" period where their work will be observed and evaluated for a certain length of time before they become an "official" volunteer.



## Background Investigations

Not all volunteer positions will require a federal background investigation, and specific background investigation requirements will be outlined in specific volunteer position descriptions and volunteer agreements.

## Equal Employment Opportunity, Harassment, and Discrimination

Lincoln Home National Historic Site commits to providing the volunteer with a safe workplace. The volunteer should notify their supervisor or the Volunteer Manager with any concerns or incidents regarding harassment, discrimination, or other inappropriate conduct encountered or received while they are volunteering at the site. Alternatively, the volunteer can notify their supervisor's supervisor, or the Volunteer Manager's supervisor, the Supervisory Park Ranger, if necessary. The volunteer understands that because volunteers are not employees, they cannot file a formal Equal Employment Opportunity (EEO) complaint. However, the volunteer understands that they can contact an EEO counselor for assistance in resolving complaints.

### *What is considered Harassment?*

Unwelcome conduct, verbal or physical, including intimidation, ridicule, insult, comments, or physical conduct, that is based on an individual's protected status or protected activities under this policy, when the behavior can reasonably be considered to adversely affect the work environment; or an employment decision affecting the employee is based upon the employee's acceptance or rejection of such conduct.



### ***What are Protected Statuses?***

An individual's race, color, religion, sex, sexual orientation, national origin, age (any), disability, genetic information (including family medical history), status as a parent, marital status, or political affiliation.

### ***What are Protected Activities?***

Reporting harassing, discriminatory or retaliatory conduct; filing a claim of harassment; supplying evidence in any investigation; or intervening to protect others who may have suffered harassing misconduct, discrimination, or retaliation.

### ***How to Report Harassment?***

If the volunteer is comfortable doing so, the volunteer is always encouraged to report such behavior to their supervisor or another staff member. If the volunteer is uncomfortable doing so, the volunteer can also explore the following resources:

- **Employee Labor Relations Specialist (Midwest Region):**
  - Natalie Zenczak : [natalie\\_zenczak@nps.gov](mailto:natalie_zenczak@nps.gov) 440.717.3735
  - Daniel Robinson: [daniel\\_robinson@nps.gov](mailto:daniel_robinson@nps.gov) (440) 717-3741
  - Richard Hill: [richard\\_l\\_hill@nps.gov](mailto:richard_l_hill@nps.gov) 651-895-6396
- **Ombuds:** The [NPS Ombuds office](#) is an independent, impartial, informal, and strictly confidential resource to explore resolution of individual and systemic problems affecting the workforce. It offers a safe haven for discussing, addressing, and resolving the full range of workplace problems without fear of reprisal. For support, please contact Sigal Shoham or Tahirih Varner at [nps\\_ombuds@ios.doi.gov](mailto:nps_ombuds@ios.doi.gov) and (844) 288-7046 (toll free), or the Bureau Dispute Resolution Specialist Ken Brodie at [Ken\\_Brodie@nps.gov](mailto:Ken_Brodie@nps.gov) at read 202-354-1979 or 202- 836-3706 (cell).
- **Midwest Regional Volunteer Coordinator:**
  - TBD

## **Whistleblower Protection**

Whistleblower disclosures by U.S. Department of the Interior employees play a critical role in keeping our government honest, efficient, and accountable. Recognizing that whistleblowers root out waste, fraud, and abuse and protect public health and safety, Federal laws strongly encourage employees to disclose wrongdoing. Federal laws also protect whistleblowers from retaliation.

For more information: [whistleblowerprotection@doioig.gov](mailto:whistleblowerprotection@doioig.gov)

To file a report: <https://www.doioig.gov/hotline>

## **Reasonable Accommodation**

Lincoln Home commits to providing reasonable accommodation to its volunteers in order to allow them to perform their volunteer duties to the best of the volunteer's ability. The volunteer supervisor and other park staff have the power to decide what actions may be considered reasonable or unreasonable accommodation. The volunteer should notify park staff of any medical conditions or health limitations they have which may affect their ability to perform their volunteer duties so that the park may be able to best accommodate the volunteer.

# Radio Usage 101

\*Take Radio, make sure it is charged and turned on.

1. Hold Side button for 2 seconds. Speak clearly into speaker.
2. Call the number you want to reach first (e.g., “402 this is 410”) Note: numbers are listed on daily schedule.
  - a. If is an EMERGENCY: Call 911, then:
  - b. To call site law enforcement, hold side button for 2 seconds and call “Any available 500 unit this is [your number]”
3. Wait 15 seconds and the number you called should respond.
4. If number does not respond repeat steps 3 and 4 again. Only repeat this step 2 to 3 times. If the person you are trying to call does not respond after the 3rd time calling, over the radio say, “No Contact OR Negative Contact [your number/name] clear.”
5. The number you called will respond with something like “this is 402 go ahead.”
6. Say your message. Keep messages short and to the point. If message seems too complicated to respond over the radio, ask who you are calling to call you at extension [XXX] or “can you meet me somewhere in the park” or “can you come to the Visitor Center.”
7. Once you have said what you said, and the message has been corresponded. Say “[your number] clear.” The person on the other end should say “[their number] clear” This clears out the radio and notifies others on the radio that the conversation has ended.

## Additional information

- ~Do not use swear words, profanity, cussing on the radio.
- ~Keep messages short and to the point. Long messages and correspondence jam radio traffic.
- ~The radio could be a lifeline for a medical emergency so less talk over the radio is better.
- ~The radio is not a telephone it may take a few seconds for someone to respond.



# Radio Usage 101

Radio Numbers:

Each Division is assigned a number series.

## 300-Maintenance

Call on radio if there is a maintenance issue that needs addressed immediately (otherwise you can report to the desk, and they can get ahold of maintenance to address the issue). Use the phrase “any available 300 unit.”

## 400-Interpretation

402-Isaiah

405-Danny

406-Linsey

404 – Ashley

\*You can always call for a “400 unit” and we will all listen to the radio and anyone of us can/will respond. \*

## 500-Law Enforcement

500-Rodney

511-Mike

\*You can always call for “any 500 unit” and either Mike or Rodney will respond. \*

## 600-Curatorial

Call on curatorial if there is a problem in the house that needs immediate attention (i.e., someone gets sick in the house or someone has a bloody nose, and we need to get it cleaned up quick. You can always call for “any 600 unit” and either Susan or John will respond.

601-Susan

602-John

# Method to Madness-Lincoln Home

## Operational Overview of the Lincoln Home Tour

### The “Method to the Madness” Tour

#### Purpose

The goal of the method to Madness tour is to show the interior workings of the tour as an interpreter and a docent. The training focuses specifically on docent movement, volume control, and situational awareness within the home. By the end of this training, new docents should understand the logistics of interpreting each room of the Lincoln Home, understand the basic safety tools available inside the Lincoln Home, and understand the flow logistics of the Lincoln Home tour operation.

#### Parlor

- This is the busiest room – clear the landing strip!
- Protect the doors (first floor all doors are original)
  - The accordion doors are especially vulnerable!
- Think about artifacts that can “walk.”
  - Shawl, anything on back parlor table, tea set on dining room table

#### Sitting Room

- Sight lines – out to the street, into the parlor, into the dining room, etc.
- **Emergency Kit and Accessibility:** non-historic chair for accessibility, AED and first aid, water, etc.

#### Front Stairs

- Use the handrail and watch to make sure everyone moves to the second floor.

#### Abraham Lincoln’s Bedroom

- Chamber pots are non-historic – use for sick visitors.
- Fire suppression system is a dry system that only releases water at the valve closest to the detected fire. Our role as docents is to use the radio to call in the fire to LE or other park staff, then safely remove visitors from the Lincoln Home.
- “Walkable” artifacts- anything on the mantel, anything at the wash station
- Remember **situational awareness** – pay attention to body language and be aware of the Lincoln Home itself.

#### Mary’s Room/Back Hallway

- Sight lines – Lincoln’s bedroom, Back hallway, stairway landing.
- Fire extinguisher behind Mary’s door.
- Non-historic chair for accessibility needs – you might need to grab it when your tour moves upstairs.

#### Kitchen

- Fire extinguisher behind the stove.

# Method to Madness- Visitor Center

## Operational Overview of the Lincoln Home Visitor Center

### The “Method to the Madness” Tour

#### Purpose

The goal of the method to Madness tour is to show the interior workings of the visitor center working as a volunteer. The training focuses specifically on volunteer placement, where equipment is located, and situational awareness within the visitor center. By the end of this training, new volunteers should understand the logistics of the Visitor Center operation, understand the basic safety tools available inside the Visitor Center, and understand the flow logistics of the Visitor Center operation.

#### Front Desk

- This is the busiest space – keep things moving here!
- “First Line of Defense”- Ask the questions.
  - Tour accommodations, strollers, Service Animals
- Information hub of the front-line operation
  - Tour guides checking in for count, visitor information, bus groups checking in etc.
- **Emergency Kit and Accessibility:** First aid kit, accessibility kits and other items can be found behind the front desk.
- Remember **situational awareness** – pay attention to body language and be aware of the people coming in and out of the building.
- Lines of sight- you can observe most of the VC from here.

#### Alley/Back Office

- Workspace, storage, staging for quick tour times, radios, Operations Manager office, space to talk to staff about a situation that needs attention.

#### Restrooms

- **Emergency Kit and Accessibility:** AED kit is located between the restrooms, water fountains and water bottle filling station.
- Be mindful of people coming in/out of restrooms and how long they have been in there.

#### Theater 1 and 2

- Be aware of people who are hanging around the theaters (tour v. film) and assist when needed.
- Be aware of people trying to linger in the theaters and alert staff members if there is a problem.



# Front Desk Check List

## Issuing a Ticket to the Lincoln Home

- ☐ Greeted visitor.
- ☐ Stood to meet visitor.
- ☐ Ask them how many people want to go on tour.
- ☐ Ask if everyone was able to do stairs.
- ☐ Tells visitor where to meet (Theater 2) and when to meet (5 minutes early)
- ☐ When wrong number of tickets print, returns a ticket and reprints.
- ☐ Demonstrates ability to feed new stack of tickets in ticket printer.
- ☐ Can use the override password to print 16 tickets.

## Ticket-System/Tour Adjacent

- ☐ Can identify what to do when ticket system goes down (handwrite tickets, track numbers manually)
- ☐ Can identify how to use parking lot kiosk waiting time sign.
- ☐ Knows where "Tours tickets are sold out for the day" signs are and can make the radio call.

## Theaters/Movies

- ☐ Can identify when films start (hour and half hour)
- ☐ Can identify how long films are (23-25 minutes)

## Accessibility and Accessible Tours

- ☐ When there is an WC tour, marks the icon in the ticket system.
- ☐ Knows where the picture of the stairs is and uses it to show visitors how steep stairs are.
- ☐ When a WC is requested, explains to visitor how a WC tour works.
- ☐ When a WC is requested, can identify available staff to do WC and promptly contacts staff member to help with the WC.
- ☐ Knows where the following are iPad, Wheelchairs, Listening devices (both), sensory kits, tactile tile, braille guides.
- ☐ Uses checkout form for above items.
- ☐ Can explain what kinds of devices can go inside the house.
  - ☐ Can identify how to tell if WC is too wide.
  - ☐ Can identify what kinds of power chairs can go in the home.
  - ☐ Knows what to do about: strollers, walkers, knee scooters.
- ☐ Shows awareness of different ways to communicate with people who are:
  - ☐ Deaf: writing, typing, grab the paper with the prompts
  - ☐ ESL: comfortable using translation app, offers language guides.
- ☐ Communicates accessibility accommodations/notes to tour guides (including non-mobility accommodations)
- ☐ Sanitizes WC after use.

## Checking Bus Groups in

- ☐ Checks confirmation sheet
- ☐ Asks to confirm group size/number (how many)
- ☐ Tells group leader the following:

- When to meet (5 minutes before)
- Where to meet (benches)
- How many groups they should split up into
- ☐ **Asks if group has any accessibility concerns.**
- ☐ **Makes the radio call:** “Attention all 400 units, the [Time] Bus is here, they have [#] people, split into [#] groups, meeting at [place] at [time].”
- ☐ **Can identify who to call/what to do if bus arrives late.**

#### Service Animal/Pets Policy

- ☐ **Can give service animal policy.**
  - Can identify what qualifies as a service animal.
  - Do emotional support animals count as service animals?
  - Under what circumstances can you ask a service animal to leave?
- ☐ **Knows what questions you can ask.**
  - Is this a service animal?
  - What tasks has the animal been trained to perform?
  - Is this animal trained to perform a service (for a disability)?
- ☐ **Can give general animal policy.**
  - Must be leashed.
  - Must be in control of handler.
  - Only service animals can go in buildings.
  - Clean up after your pup.

#### Radio Usage

- ☐ **Do they have a radio? Is it turned all the way up?**
- ☐ **Test them with a fake conversation (channel 2). Are they:**
  - Clear (voice)
  - Loud enough
  - Succinct/to the point
- ☐ **Can name the following numbers:**
  - Linsey, Danny, Karey
  - Interpretation (general)
  - Maintenance
  - LE
  - Curatorial
- ☐ **Knows how and when to switch to channel 2.**

#### Phone Usage

- ☐ **Can demonstrate how to call Linsey, Tim, etc. on phone (using buttons)**
- ☐ **Can demonstrate how to call an external phone number.**
- ☐ **Can demonstrate how to forward a phone call to another number (internal)**

#### Parking Gate

- ☐ **Demonstrates how to raise the gate arm with the phone.**
- ☐ **Demonstrates knowing who to call in the event of a gate malfunction.**

### Junior Ranger and Passport Stamps

- ☐ **Can identify where in VC the passport stamps are.**
- ☐ **Can identify where the JR materials are on the desk, and where the bulk supplies are (to refill)**
- ☐ **Demonstrates checking JR book and giving someone a JR badge.**
  - Checks for effort.
  - Writes name, checks spelling (or has participant write their name)
  - Signs and dates book
  - Offers pledge.

### Emergency

- ☐ **Identifies what do you do if:**
  - See lightning.
  - Tornado sirens go off.
  - Heavy rain
  - Lost Child
  - Medical emergency
- ☐ **Knows where first aid kit is.**
- ☐ Knows where extra band aids are.
- ☐ Knows where feminine products are.
- ☐ **Knows where AED is.**
- ☐ **Can identify SPD number (where in VC)**
- ☐ **Can identify location of Lincoln Home and how emergency vehicles can enter the site.**

### Directions and Questions

- ☐ **Can give verbal directions on how to get to:**
  - ALPLM
  - Tomb
  - Old State Capitol
  - Dana-Thomas House
- ☐ **Offers visitors handout directions to Tomb and New Salem**
- ☐ **Demonstrates proficiency at reading downtown map and can point out common tourist sites.**
- ☐ **Demonstrates awareness of LIHO site**
  - Which buildings have exhibits?
  - Where is the Foundation located? Durbin?
  - Where are LE, Maintenance, and Curatorial located?
- ☐ **What is the Visitor Center's address?**
- ☐ **What is Lincoln Home NHS's mailing address?**

### Customer Service/Professionalism

- ☐ **Is not neglecting visitors and situational awareness for phone or other distractions.**
- ☐ **Is not on cell phone regularly and is not on phone for more than 20 seconds at a time.**
- ☐ **Is generally polite and friendly.**
- ☐ **Can we hold onto visitors' things while they take a tour?**
- ☐ Offers handouts.



### Situational Awareness

- ☐ **What do you do if you see abandoned property?**
- ☐ Can bikes be inside the VC? (no) Where should they go? (Bike rack)
- ☐ **Can people sleep in the VC?**
- ☐ **How long should you wait for someone being in the bathroom before you should call for someone to check in on a visitor?**

### Lost and Found

- ☐ **Knows where Lost & Found Box is.**
- ☐ **Knows how to fill out Lost & Found form.**

**Knows what to do if receives: credit/debit card, phone.**