

Steamtown Volunteer Code of Conduct

It is the policy and expectation that all volunteers at Steamtown National Historic Site (NHS) maintain high standards of character, including honesty, professionalism, and respect. Volunteers play an essential role in preserving, interpreting, and protecting the history of steam railroading in America. Their conduct directly impacts the visitor experience, the protection of resources, and the reputation of the National Park Service (NPS).

When working as a volunteer, or representing NPS and Steamtown NHS as a volunteer, I will:

Respect Others & Act Professionally

- **Practice Mutual Respect.** I will treat all visitors, staff, and fellow volunteers with courtesy, kindness, and professionalism.
- **Communicate Mindfully.** I will be aware of my tone, body language, and phrasing when speaking with others. I will avoid condescending or dismissive speech and strive to make every interaction welcoming.
- **Foster an Inclusive Environment.** I will respect all individuals, regardless of race, color, religion, sexual orientation, gender identity, national origin, age, or disability. Harassment, discrimination, and bullying have no place at Steamtown NHS.

Follow Park Local Policy

- **Adhere to Established Procedures.** I will follow all park regulations, including visitor engagement guidelines, and operational procedures, including the superintendent's compendium.
- **Wear the Approved Uniform.** I will represent the NPS and Steamtown NHS with pride and wear the designated volunteer uniform or appropriate attire as instructed by park staff.

Demonstrate Awareness & Safety

- **Stay Alert.** I understand that Steamtown NHS is an active railyard with moving equipment. I will remain vigilant, follow staff instructions, and act with safety in mind, for myself and others.
- **Prioritize Safety.** I will follow all safety protocols, use required protective equipment, and report hazards or safety concerns to park staff immediately. I will speak up or stop work if something appears unsafe or I lack the proper training or equipment.

Engage Visitors & Read My Audience

- **Communicate with Purpose.** I will adapt my interactions to ensure visitors feel welcome and included, recognizing that different audiences may require different approaches.
- **Respond with Respect.** I will engage visitors in a helpful, patient, and courteous manner, making every effort to enhance their experience and connection to the park and its resources.

Fulfill My Volunteer Responsibilities

- **Honor My Commitment.** I will arrive on time, complete scheduled shifts, and notify my volunteer supervisor if I am unable to fulfill my duties.
- **Use Equipment Properly.** I will care for federal property, using it only for authorized activities.
- **Remain Non-Partisan.** I will not engage in political activities, fundraising, or lobbying while on duty, in uniform, or within NPS and Steamtown NHS facilities.

Violation of this code of conduct may result in verbal or written warnings, suspension, or termination of volunteer service at Steamtown NHS.

Volunteer Signature: _____ Date: _____