

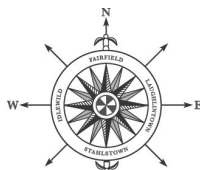
LIGONIER VALLEY  
HISTORICAL SOCIETY  
— *Keeping Our History Alive* —

1386 Route 30, East • PO Box 167 Laughlintown, PA 15655  
724-238-6818 • 724-238-4983 • [www.compassinn.org](http://www.compassinn.org)

## Volunteer Handbook

### Welcome!

Thank you for participating in the volunteer program at the Ligonier Valley Historical Society (LVHS) and Compass Inn Museum (CIM). Without volunteers, the museum and society would not be able to do all that they do! As a volunteer, you will have a range of opportunities to serve—giving tours through the museum buildings, leading hands-on children’s activities, running the gift shop, working in the archives or helping out with other tasks during special events and programs. You will learn about CIM and the LVHS as well as techniques for facilitating learning. But you’re not expected to be an expert, and much of the time you will be working on a team that can help you be the best volunteer you can be. Please feel free to contact the Program Coordinator, Amanda Seim at 724-238-4983 or [aseim@compassinn.org](mailto:aseim@compassinn.org) with any questions.



LIGONIER VALLEY  
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MUSEUM

**General Information**

Ligonier Valley Historical Society (LVHS): 724-238-6818

Compass Inn Museum (CIM): 724-238-4983

Fax: 724-238-3968

Website: [www.compassinn.org](http://www.compassinn.org)

Mailing Address: Ligonier Valley Historical Society (includes anything mailed to CIM)  
PO Box 167  
Laughlintown, PA 15655

Physical Address: Ligonier Valley Headquarters (Hall House)  
1386 Route 30, East  
Laughlintown, PA 15655

Compass Inn Museum  
1382 Route 30, East  
Laughlintown, PA 15655

**Staff:**

Theresa Gay Rohall, Executive Director.....724-238-6818

Sara Paterson, Marketing Coordinator.....724-238-4983

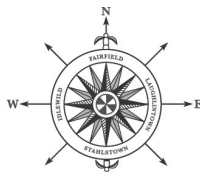
Now hiring for Head Museum Interpreter.....724-238-4983

**Hours of Operation:**

LVHS - Hall House Headquarters – Monday-Friday 9:00am-5:00pm

**Compass Inn Museum**

- May through October – Tuesday-Saturday 11:00am-4:00pm, Sunday 1:00pm-5:00pm (Closed Monday)
- November – Saturday 3:00-7:00pm
- Mid-December – Saturday & Sunday 3:00pm-7:00pm



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## Introduction

This handbook is designed to introduce you to CIM and LVHS and to provide a basic overview of the policies and procedures which provide all of us—paid and volunteer staff—with guidance and direction. Much of the information contained here is identical to the information contained in our Employee Information Handbook. As a volunteer staff member we extend to you many of the same rights as paid staff with regards to work environment, necessary job training, supervision, evaluation, and recognition. In return we expect you to honor your commitments to CIM and LVHS, respect other staff members—both paid and volunteer—and perform your assigned duties to the best of your abilities. As our organization grows and changes, there will be a need to modify the policies, practices and other information described in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you. If you have any questions or need any clarification of the information contained in this handbook, please contact the Program Coordinator.

## History

LVHS was formed in 1964 by the Ligonier Women’s Club. At that time, its primary purpose was recording oral histories and maintaining abandoned cemeteries in the Ligonier Valley. In 1966, with the assistance of the R.K. Mellon Foundation, the society bought Compass Inn, then a private home, from Mrs. Virginia Swank. The house was restored and opened as a museum on May 27, 1972. The Compass Inn Museum, which is listed on the National Register of Historic Places, was expanded and now includes a reconstructed cookhouse, barn, carpenter shop, and blacksmith shop. The Historical Society also maintains several local abandoned cemeteries and preserves Laurel Hill Iron Furnace, which is also on the National Register of Historic Places. The Furnace, located in New Florence, PA, dates to 1848.

The business and affairs of the society are managed under the direction of the board of directors working closely with the Executive Director, Program Coordinator and Office Coordinator.

## Properties

Hall House Headquarters

Compass Inn Museum buildings and grounds including Museum Store



Field behind the Museum including Storage Barn

Laurel Hill Furnace

Cemeteries: Miller Cemetery, Penrod Cemetery, Horner Cemetery, Keltz Cemetery, Beulah Cemetery, Deeds Cemetery and Fry Cemetery

In addition to these properties, the LVHS has established a records and document archive room that houses historic papers, photographs and other physical artifacts that record and demonstrate the Ligonier Valley's history and has a small library and oral history collection in its Hall House headquarters building.

### **Mission Statement**

The mission of Ligonier Valley Historical Society and Compass Inn Museum is to preserve the history and heritage of the Ligonier Valley through collections, interpretation, research and education that connects the past to the present.

### **Vision**

- Be recognized as a significant historical, educational, research and tourism institution in the region
- Discover, collect, preserve and disseminate any material that will help establish or illustrate the exploration, settlement, development and general history of the Ligonier Valley area.
- Demonstrate a living history of life during the 18<sup>th</sup> and 19<sup>th</sup> century through the operation of Compass Inn Museum.
- Develop and deliver relevant, innovative, engaging, content-rich public programs, exhibits and organizational ventures.
- To be an anchor in our community and to be engaged in its evolving character.
- Enhance the lives of those with whom we work and live, offering a compelling reason to live in and visit the Ligonier Valley.

### **Core Values**

LVHS conducts itself according to the following fundamental values that are at the heart of who we are:



- LVHS promises to accomplish its mission and to operate consistent with its values.
- LVHS is a good steward of its resources held in public trust.
- LVHS operates in a fiscally responsible manner that promotes its long-term sustainability.
- LVHS demonstrates consistently high-quality interpretive programs and activities.

### **Scheduling**

You are welcome to call or email the Head Museum Interpreter to volunteer for specific times at LVHS or CIM. The Head Museum Interpreter will also contact individuals on the volunteer list when help is needed. If there is a specific day you would like to work each week or on a regular basis, let the Program Coordinator know and he/she will reserve that date for you.

### **Attendance and Absenteeism Recording Volunteer Hours**

As a volunteer staff member we depend on you to complete your scheduled shifts.

Volunteers scheduled for public events (special events, living history, school tours, etc.) are expected to arrive at least 15 minutes before their scheduled start time unless otherwise directed. Those who are volunteering for bus tours must arrive at the site 30 min prior to the scheduled bus. At times, buses can show up 20-25 minutes early. This is to ensure we are ready for the public when they arrive—some groups arrive early.

Call offs:

- We do understand that from time to time certain situations may arise that prevent you from completing you scheduled shifts. Please alert the Head Museum Interpreter of any scheduled absences—such as vacation—as far in advance as possible.
- If you know or believe there is a chance you will not be able to make your scheduled shift (i.e. possibly getting sick, child care issues, etc.) at the last minute, please notify the Head Museum Interpreter as soon as possible so a replacement can be found.
- If you must call off within 48 hours of an event, first try the office phone (724-238-4983). If there is no answer, call or text the cell phone number provided by the Head Museum Interpreter.



## Recording Hours

It is extremely important that you record your volunteer hours in the Volunteer Record binder located in the Museum Store. These hours are used for grant applications and volunteer recognition. Please record all time spent preparing for, doing, or evaluating any work you do here at the museum, including tours, training sessions, workshops, special events, meetings, etc. These include but are not limited to:

- Volunteer meetings
- Tour preparation and research
- Giving tours
- Working in the archives
- Giving demonstrations in the cookhouse or blacksmith shop
- Working in the Museum Store
- Volunteering at special events or workshops
- Preparing materials for museum events or programs
- Setting up/tearing down for special events
- Cleaning/yardwork/gardening

## Security Clearances

LVHS must ensure the safety and security of all our assets, as well as the safety and security of the individuals who occupy our sites. This includes everyone: from members to staff, volunteers, visitors, vendors, and especially, the many children of our community for whom we are responsible for educating in a safe and secure environment.

This means that we require security clearances for all of our volunteers. Volunteers under age 18 must complete the Youth Volunteer Consent form with parent/guardian signature.

Volunteers over age 18 who have resided in PA continuously for the past 10 years must provide:

- Criminal Record Check (Act 34)
- Child Abuse History Clearance (Act 33)
- Disclosure Statement Application for Volunteers



Act 33 & Act 34 Clearance forms and Disclosure Statement applications will be kept on file for each volunteer and will expire 60 months (5 years) after issuance. Both clearances can be requested online or by mail.

If you need assistance completing your clearances, the Program Coordinator will be happy to help you fill out the necessary forms. Please call the Program Coordinator to schedule a time to come by the office.

#### Act 34 Online Requests:

- Go to <https://epatch.state.pa.us/Home>
- Select “Submit a New Record Check” and follow the prompts to complete the application
- The security check is usually completed within a few minutes. Print two copies of the completed clearance form provided to you, one for your personal records and one for LVHS.

#### Act 34 Mail Requests:

- Obtain a copy of the Pennsylvania State Police Act 34 Request for Criminal Record Check form (SP4-164) from the Program Coordinator or online from the Pennsylvania State Police website.
- Complete the form and send it to:

Pennsylvania State Police Central Repository - RCP  
1800 Elmerton Avenue  
Harrisburg, PA 17110-9758

- When received in the mail, retain the original clearance for your records and provide a copy to the volunteer office.

#### Act 33 Mail Requests:

- Obtain a copy of the Pennsylvania Child Abuse History Clearance application (CY113) from the staff or online from the Pennsylvania Department of Human Services website.



- Complete the form and send it to:

ChildLine and Abuse Registry  
 Pennsylvania Department of Human Services  
 P.O. Box 8170  
 Harrisburg, PA 17105-8170

When applying for copies of your records, you are the official requester. These documents become your property exclusively in the same manner as a passport. Keep the originals and provide us with a copy of each form.

We are happy to receive an electronic copy of the Act 33 and Act 34 clearances or paper copy, whichever is most convenient.

Disclosure Statement Application:

- This form is provided to the volunteer applicant. It must be signed and notarized and will remain in effect until the volunteer moves out of state or until it expires 60 months (5 years) from the date it was signed.
- This form is also provided at no cost to volunteers who began volunteering before this regulation was enacted. It must be signed and notarized and will remain in effect until the volunteer moves out of state or until it expires 60 months (5 years).
- Volunteers who have lived in PA for more than 10 years will be required to re-sign this statement every 60 months (5 years)

Volunteers over age 18 who have not resided in PA continuously for the past 10 years must provide:

- Criminal Record Check (Act 34) *See above for instructions.*
- Child Abuse History Clearance (Act 33) *See above for instructions.*
- FBI Criminal Record Check (fingerprint check)
  - FBI Criminal Record Check fees are \$25.75 subject to change as dictated by the FBI, and are to be paid by the volunteer.
- FBI Criminal Record Check (fingerprint check) Online Requests:





- Register at [www.pa.cogentid.com](http://www.pa.cogentid.com). Your registration will remain open for 90 days.
- Click on the Department of Human Services to start the application.
- The \$25.75 fee can be paid using a credit or debit card. Money orders or cashier's checks payable to 3M Cogent will be accepted for those who do not have the means to apply electronically.
- You may choose the most convenient site to go to be fingerprinted, the site list can be found at the above mentioned website.
- A photo ID is required at the time of fingerprinting.
- The completed record check will be returned to you.

When applying for copies of your records you are the official requester. These documents become your property exclusively in the same manner as a passport. Keep the originals and provide a copy of each form to the Program Coordinator.

We are happy to receive an electronic copy of Act 33 Act 34 and the FBI Criminal Record Check Clearances, or a paper copy, whichever is most convenient.

### **Reviews or Progress Reports**

Many volunteers consider volunteer work as a transition path to nonprofit employment or as a great way to develop new professional skills. If you are interested in pursuing this course, the Program Coordinator will help you establish goals and will provide progress reports or a review as requested.

### **Volunteer Personnel Files**

Your personnel files are confidential and consist of written documents retained by LVHS. The volunteer's personnel file can only be reviewed by the volunteer, the Program Coordinator and Executive Director. This file contains basic contact information and records about your volunteer service with LVHS and CIM.

### **Representing the Organization**

Volunteers are only authorized to act as a representative of the organization if specifically tasked with this responsibility in your volunteer job description. Please consult with, and receive permission from the Executive Director before engaging in any actions which may affect or hold



the organization liable including but not limited to, public statements to the press, signing contracts or entering into financial agreements, or lobbying or forming partnerships with other organizations.

## **Dress Code**

As a volunteer of the Ligonier Valley Historical Society, we expect you to present a clean and professional appearance when you represent us, whether that is in or outside the office. Volunteers who come in contact with the public are expected to dress in accepted professional tradition. Business casual dress is accepted. Unaccepted includes: jeans with holes, demeaning graphic shirts, provocative tank tops, open mid-riff or short shorts.

Exceptions to the dress code are the docents and blacksmiths at the Compass Inn Museum who are required to wear period appropriate dress. Docents and blacksmiths may purchase or make their own period dress. LVHS has limited period clothing that docents may borrow until they are able to procure their own.

Period dress is requested to be from 1830-1850, or the Romantic Period.\* This time period was chosen because it is when CIM was the busiest and was the original interpretative date for the museum. Patterns and other resources are available from the Head Museum Interpreter.

\*This time period is different than the initial time period (1800-1820's) selected for CIM. LVHS staff understands that the current costumes docents have do not adhere to the new time period. Docents are permitted to continue wearing their current costumes until other arrangements have been made.

## **Incident Reporting**

All incident reporting should be acted upon promptly and in compliance with LVHS procedures and policies. Staff will fill out an Incident Report. They are dependent upon your accurate and complete reporting as an eye witness to events.

An incident report is required in the following instances:

- Injury or illness of any person on the site
- Property damage, including damage to the property of an individual and/or any LVHS property.



- Theft, including personal property of any individual and/or of any LVHS property.
- Confrontation between visitors, staff, volunteers, reenactors and any other guests.

### Ending Your Volunteer Service

You may resign from your volunteer service with the organization at any time. We request that you notify the Head Museum Interpreter ideally two weeks prior to your departure and request that you complete the Exit Interview process.

### Disciplinary Practices

LVHS is fortunate to have an outstanding group of volunteers with a sterling record of service. However, the following guidelines are in place in the event that any problem arises. These guidelines may be used in some instances at the sole discretion of LVHS:

- Step 1: Oral warning with documentation in the individual’s personnel file.
- Step 2: Written warning to individual and copy to personnel file.
- Step 3: Written warning with suspension—documentation to personnel file.
- Step 4: Termination/Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning.

The use of these disciplinary practices in no way alters the fact that your volunteering with LVHS is “at-will”.

### Problem Solving Procedure

When a group of people work and volunteer together, problems may sometimes arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute or misunderstanding that arises during the course of your volunteering.

- Step 1: You may submit a problem in writing to the Head Museum Interpreter within three working days after the problem becomes known to you. The Head Museum Interpreter will attempt to resolve the problem at this initial meeting. If unable to



reach a mutually agreed upon settlement, the Head Museum Interpreter will investigate the situation further and within three working days meet you to give his/her final answer in writing. If you are still not satisfied, then you may request a Step 2 meeting.

Step 2: This step consists of submitting in writing the problem to the Executive Director within three working days of receiving the Step 1 response. The Director will schedule a meeting with you and the Head Museum Interpreter as soon as practicable. At this meeting the Director will attempt to resolve the problem. If unable to do so, he/she will provide you with a written resolution within three working days. This will be the final determination.

### **Dismissal**

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the solution will be made including a meeting between staff and volunteer(s) involved, the Head Museum Interpreter and the Executive Director. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior or fails to adhere to the policies and procedures of LVHS.

### **Exit Interview and Exit Checklist Process**

We encourage all volunteers to participate in an exit interview before leaving LVHS, regardless of your reason for leaving. You may also request a letter of reference or referral at this time. The exit interview is your opportunity to communicate your views about the position, management, the operations of the organization and any other relevant information you feel it is important for us to know. The appropriate persons will contact you to arrange an exit interview and an exit checklist meeting. Termination procedures are only guidelines and do not constitute a legal contract between LVHS and the volunteer, as arrangement is by mutual consent.

### **Equal Opportunity**

LVHS is an Equal Opportunity Employer. This means that we will extend equal opportunity to all individuals without regard for race, religion, color, sex, national origin, age, disability, handicaps, or veteran status. This policy affirms LVHS' commitment to the principles of fair employment and the elimination of all vestiges of discriminatory practices that might exist.



## Sexual Harassment Policy

LVHS is committed to maintaining a work environment free of unlawful harassment. LVHS policy prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age sexual orientation or any other status protected by federal or state law or local ordinance or regulation. All such harassment is unlawful. LVHS' policy applies to all persons involved in the operation of LVHS (both employees and volunteers) and prohibits unlawful harassment by any volunteer/employee of LVHS including supervisors and co-workers. Examples of sexual harassment may include, but are not limited to:

- Physical, unwelcome touching
- Verbal conduct such as epithets, derogatory jokes or comments, slurs, or unwanted sexual advances, invitations or comments
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoon, drawings or gestures
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors
- Inappropriate conduct or comments consistently targeted at only one gender, even if the content is not sexual
- Retaliation for having reported or threatened to report sexual harassment.

This behavior is unacceptable in the workplace itself and in other work-related settings such as business trips and business-related social events. Report all concerns of sexual harassment or inappropriate sexual conduct as soon as possible so a staff member can fill out an incident report (see page 10).

## Smoking

To help ensure a healthy environment for visitors, volunteers, employees and staff, CIM and LVHS are “smoke-free” sites. If a visitor insists on smoking, direct them to the parking lot.



## **Pets**

Pets are not allowed in CIM or LVHS buildings. The only exception to this rule is service or emotional support (therapy) animals. Service animals are animals that are trained to perform a specific task for the benefit of a person with a disability. A visitor may be asked what task(s) the service animal performs. An emotional support animal is not a service animal. Unlike a service animal, an emotional support animal does not assist a person with a disability with activities of daily living, nor does it accompany a person with a disability at all the times. However, an emotional support animal may be incorporated into a treatment process to assist in alleviating the symptoms of that individual's disability.

The visitor must keep the service or emotional support animal under control at all times. The animal should always be on a leash, harness or other tether.

\*LVHS recognizes that it does not yet provide a space for pets to be safely kept while the owners tour the museum. It is currently working on finding a satisfactory solution for pet owners.

## **Solicitation**

Solicitation by non-staff members for any reason on company property is not allowed.

## **Substance Abuse**

The possession, use or sale of illegal drugs is never acceptable in our business environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your job performance and conduct. We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.



## Privacy

Whatever you put on a LVHS computer, including emails you send and receive and software you install, could have been seen by someone other than yourself or your intended receiver. Emails and anything else generated or stored on LVHS computers are company property. Voicemail can be listened to by someone other than yourself or your intended receiver.

## Use of Company Property

**TECHNOLOGY:** Please refrain from installing or downloading any programs to a company computer without the written permission from the Executive Director. Programs include, but are not limited to, unlicensed software, pirated music, and pornography. The copying of programs installed on the company computers is not allowed unless you are specifically directed to do so in writing by the Director.

**COLLECTIONS AND ARCHIVES:** LVHS is responsible for preserving the historical documents and materials in its archives for future generations. Therefore, it is important not to remove any archival material or collections from the property. This policy applies to both staff and volunteers. Collections and archive materials should not be moved from its location without the express permission of LVHS staff and proper documentation of the event is made. Any material(s) you are required to use during the course of your volunteering must be put back in its original location(s).

## Safety

As a volunteer, you will know the location of all emergency equipment (fire extinguishers, etc.) and emergency contact information. If you are doing any activities involving fires, you must know the location of the fire extinguishers and be comfortable using them.



# Ligonier Valley Historical Society and Compass Inn Museum

(Hereafter referred to as LVHS)

## Volunteer Letter of Commitment

*AS A MEMBER OF THE VOLUNTEER PROGRAM I AGREE TO:*

1. **Perform** all tasks at the highest professional level in keeping with the educational mission of LVHS.
2. **Educate** myself on the policies and procedures of LVHS and abide by them. This includes a working knowledge of the Volunteer Handbook.
3. **Contribute** from my reservoir of skills, in combination with received training, and to the best of my ability, all those specific chosen tasks to which I have committed.
4. **Attend** training sessions designed for specific duties, and receive ongoing training in order to maintain and enhance my competence and skills.
5. **Conduct** myself in a professional manner in speech, behavior, and dress, both on-site and off-site while serving in my capacity as a LVHS volunteer. Professional respect will guide my relationships with patrons, staff and colleagues.
6. **Remain** consistent and timely about logging my volunteer service hours into the LVHS Volunteer Log Book, mindful that the accurate record of volunteer service is vital to institutional history, fundraising, and educational program development.
7. **Provide** copies of current Pennsylvania Security Clearances, Act 34 (Criminal Record Check) and Act 33 (Child Abuse), and FBI Criminal Record Check or Disclosure Statement, as applicable, as a part of my volunteer service record.

I accept and agree to abide by LVHS' policies and procedures as outline in the above Volunteer Commitment.

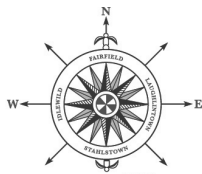
Signature \_\_\_\_\_ Date \_\_\_\_\_

Print \_\_\_\_\_





THANK YOU FOR VOLUNTEERING AT LVHS!



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