



Living History Farms Volunteer Handbook

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Acknowledgement of this handbook

This Volunteer Handbook is an important document intended to help you become acquainted with Living History Farms.

Please read the following statements, sign and return this page to the Community Relations Manager:

I understand that the policies, rules and benefits described in this Handbook are subject to change at the sole discretion of the President of Living History Farms at any time.

I further understand that my volunteering is terminable at will, either by the President of Living History Farms, or myself, regardless of the length of my volunteering.

I am aware that during the course of my volunteering, confidential information may be made available to me. I understand that confidential information must not be released within or outside of Living History Farms.

I expressly accept and assume all of the risks inherent in these volunteer activities. My participation is purely voluntary and I elect to participate despite the known and unanticipated risks. I understand that Living History Farms has taken steps to mitigate these risks but such risks simply cannot be entirely eliminated. I further understand that I am not covered under workers compensation or any other employee insurance policies of Living History Farms as a volunteer, and verify by my digital signature that I have personal insurance or resources to cover any such injuries that may occur while a volunteer.

The terms of this Volunteer Handbook are not contractual in that Living History Farms retains the right to vary from or change the provisions at any point in the future with or without notice.

I understand that my signature indicates that I have received this copy of the Handbook and that I agree to read it and abide by all of the policies and procedures contained in it. This Handbook will serve as a guide; it is not the final word in all cases.

X

Print Name

X

Sign and Date

Welcome!

We are so glad you have decided to volunteer at Living History Farms.

Every volunteer at Living History Farms (LHF) brings their own set of interests, experiences and backgrounds. Each new volunteer is therefore an exciting addition to our organization. Our operation depends on you, and we appreciate you!

The Volunteer Program offers the structure and foundation for volunteers to contribute to the mission of Living History Farms. Volunteers complement, assist and partner with the staff in virtually every facet of operations. We recognize that volunteers can provide LHF with a unique resource of talent. We value this contribution, and hope to offer to each volunteer a satisfying, productive and rewarding experience.

Through the Volunteer Program we offer:

- An opportunity to contribute talents and skills through active participation in programs and events at Living History Farms. Volunteers and staff are partners in the museum operation.
- An exciting educational resource for further study in historical areas.
- An opportunity to grow both personally and professionally.

Living History Farms will implement these opportunities for you through:

- The services of a Supervisor who will help you prepare for service, increase your knowledge and help provide guidance and support.
- Written materials such as: this Handbook, volunteer position descriptions and interpretive study materials.
- Learning sessions such as orientation meetings and individual site training.

We strive to have the volunteer experience be one that provides a mutually beneficial experience for both the volunteer and the museum.

Let me know if there is anything we can do for you, and do not hesitate to contact me with any suggestions or ideas.



Sincerely,
Stacie Hooker
Community Relations Manager
shooker@lhdf.org
515.278.5268 ext. 158

Introduction to the Museum

Mission Statement

Living History Farms is an interactive outdoor history museum, which educates and connects all people to the many stories of Midwestern rural heritage.

Vision Statement

Cultivating our future; experiencing our past

The Vision Statement tells people what **we** want to be.

Core Values

Hands-on experiences, intergenerational learning, authenticity, community, history, fun and volunteer service.

Board of Directors

Living History Farms Foundation, Inc. is governed by a volunteer Board of Directors that oversees the assets and management of operations of Living History Farms. The Foundation was chartered in 1967 and incorporated in 1970.

The Board of Directors consists of no more than 20 members, each of whom can serve three 3-year terms. New members and officers are nominated and approved by vote of the Directors themselves. Officers of the Board are: Chair, Vice-Chair, Secretary and Treasurer. In addition, there is a Board President who also serves as President and who manages the operation of the museum. These five members form the Executive Committee and meets no less than quarterly per year. . The Board meets quarterly typically in March, June, September and December and when requested by the Executive Committee.

The Board has the following standing Committees: Executive, Nominating and Governance, Strategic Planning and Finance. In addition there is a standing Audit Subcommittee. The Museum President is an ex officio member of each standing Committee. Committee meetings are scheduled by the Nominating and Governance Committee and approved by the full Board at the Quarter 4 meeting for the upcoming calendar.

For biographical information about our board members and management team please visit our web site - www.livinghistoryfarms.org.

Funding of Living History Farms

Living History Farms is a 501 (c)(3) non-profit organization. It is a private educational, historical foundation and is not owned or operated by any governmental entity. It is important to know this because many people have the misconception that Living History Farms is fully funded by their tax dollars. Funding actually comes from the following sources:

Earned Income:

- Admissions and memberships
- Programs such as; historic dinners, Day Camp, Historical Enrichments, Outreach Programs, Workshops, Special events, Adult Education Classes and Barnyard Readers
- Retail sales from the MarketPlace Museum Store, General Store, Flynn Café and the Snack Shop
- Rentals of the Walnut Hill picnic shelter, Church of the Land, Murray Conference Center, Visitor Center, the Flynn Barn and the area south of the Visitor Center complex
- Interest earned from Investments and Endowments

Donations:

- Individuals, corporations and foundations
- Competitive Grants – for example from Prairie Meadows and Bravo Greater Des Moines (Hotel/Motel Tax appropriations)

Museum Sites

The unique strength of Living History Farms is its ability to show change through time. Visitors travel at their own pace through five different sites covering the past three centuries of Iowa farming and rural life. The five sites are:

- 1700 loway Indian Farm
- 1850 Pioneer Farm
- 1876 town of Walnut Hill
- Flynn Mansion and Barn
- 1900 Farm

Each site is an independent unit, but together they offer visitors the opportunity to contrast the daily life of different eras. LHF does not attempt to make value judgments on previous eras. It is not our purpose to interpret “newer as better” or that modern life is less satisfying than the “good old days.” It is our purpose to depict previous eras as authentically as possible and to engage the visitors in considering different perspectives on life then and now.

The 1700 loway Indian Farm

No story of Iowa agriculture could be complete without sharing the story of the state’s first farmers, the Native American Indian peoples who first discovered the incredible fertility of the rich black soil. A Native American site became a reality at LHF in the summer of 1982. The loway Indians were the main inhabitants in Iowa at the time of their first contacts with European traders in 1676. By dating the loway site at LHF in 1700, we can show early trade items such as metal pots, tools, wool blankets, and glass beads as well as nearly all of the traditional woodlands Indian technologies. The loway were (originally) part of the Oneota Indian culture, which combined prairie and woodland characteristics and relied on both gardening and hunting for food. Visitors see summer and winter lodges, pottery, stone and bone tools, and many other craft items.

A primary theme of the site is Native farming and food ways. The site includes a large garden plot that grows corn, beans, pumpkins and squash. As much as possible, seed varieties have been authenticated as those used by upper Midwestern tribes. The site at LHF represents only a portion of a village of the loway tribe around the year 1700. An actual village could have had over 100 homes and hundreds of acres of small, scattered garden plots.

Interpreters at the site wear modern clothing and because of cultural sensitivities do not try to present themselves as loway Indians. They do explain woodlands culture and the history of the loway tribe.

Funding for initial construction of the loway Indian Farm came from an Iowa Humanities Board grant. (The Board is the state division of the National Endowment for the Humanities.) The project was selected as one of the three best projects among all those funded by state NEH programs in 1982.

In 2015 we re-located the site to a more accessible location just north of the 1850 Farm. The new site is now connected to electricity and water. Also added were an orientation building,

additional lodges and an ADA compliant trail.

The 1850 Pioneer Farm

Central Iowa was opened to American settlement in 1846 and Iowa became a state on Dec. 28, 1846. The 1850 Pioneer Farm depicts a farming operation approximately four years old, with a log house, barn, several outbuildings and several fields plowed and fenced. Corn, wheat and potatoes are the major field crops. Oxen do much of the heavy work around the farm, as they are stronger than horses and do not need supplemental grain. However, they are much slower and less agile than horses, and as soon as a farmer got the farm established, he would think about “trading up” to horses. In addition to the oxen, livestock includes hogs, a milk cow, sheep, chickens and other assorted poultry.

The women cook in cast iron cookware, over the open hearth. Other work includes spinning wool into yarn, quilting, making lye soap, dipping candles and tending the garden. Women would also work in the fields with the men as needed.

The Pioneer Farm was the first site constructed at LHF. Just like the Iowa pioneers, LHF wanted a farm with fertile prairie soil, timbers and a nearby stream. The spot picked was ideal: forty acres of prairie, forest and well-watered bottomland along a stream. Construction of the first Pioneer Farm began in 1970. In 1984, construction on a new log cabin was a feature of the interpretive program.

The 1876 Town of Walnut Hill

The town of Walnut Hill represents a post-Civil War community on the Iowa frontier. The major interpretive theme of the town is the interdependence between farms and the craftsmen and merchants of the town. The 1876 town of Walnut Hill is a supply center for the farmers in the surrounding area. In Walnut Hill, several shops are interpreted, including a blacksmith, a broom maker and a Print Shop. The General Store is stocked with many careful reproductions of 1876 items and has a large inventory of small items for sale. The town also includes a schoolhouse, doctor’s office, law office, vet clinic, bank, millinery/dress maker’s shop, drug store, church, cemetery, and implement dealership and residence. The Italianate Victorian home of Martin Flynn, an Irish immigrant who made a fortune in railroad construction and shorthorn cattle, and the adjoining barn were built in 1870 and 1871. Both are listed on the National Register of Historic Places.

In our 1876 town, you can see early evidence of the Industrial Revolution, in the mass-produced furniture of the Flynn House and the factory goods in the general store. When railroads arrived at towns like this, the craftsmen gradually disappeared, having been undersold by eastern factories, and the towns shifted even more heavily to service and retail functions. The railroad will always be a few years away for Walnut Hill.

Flynn Mansion and Barn

The Italianate Victorian home and barn of Martin and Ellen Flynn are the original farmhouse and barn on the LHF property. Martin and Ellen were both Irish immigrants who met while Martin was working on the Union Pacific Railroad construction in Omaha. Martin owned a land grading company which moved dirt and rock to level ground for railroad construction. Martin translated

money from his construction business into the Walnut Hill Farm. He and Ellen purchased 600 acres in 1867 and grew the farm to 1500 acres. The Flynn Mansion and the adjoining barn were built in 1870 and 1871. Both are listed on the National Register of Historic Places.

The 1900 Farm

Life on an Iowa farm in 1900 was very different from the pioneer period 50 years earlier. The 1900 Farm is three times as large, over 120 acres, and is worked with horses rather than oxen. The amount and variety of cast iron and steel implements on the farm testified that an industrial revolution had occurred. Buildings are frame, not log, and they are brightly painted.

The house is filled with manufactured furniture, cooking utensils, imported pottery and other goods ordered from mail order catalogues. Clothing is made on a treadle-sewing machine, not stitched by hand. A world of difference exists between the two farms.

However, the family still spends most of its time raising, processing and preserving food. The family farm continued to be the basic social and economic unit, except for the weekly outing to town, and life revolves around the yearly cycle of farm work.

The 1900 Farm raises corn, oats and hay using Percheron work horses and turn-of-the-century farm equipment. The farm raises cattle, sheep, hogs and chickens and produces much of its own food from a large garden and orchard. The women cook a large midday dinner over the wood-burning stove and have a traditional weekly routine of housework.

The 1900 farmhouse is an original structure of the 1890s that has been renovated to the correct period. The barn is an 1889 original, taken down and moved to the 1900 farm. Other outbuildings include a corncrib, hog house, chicken house, machine shed and outhouse (fully functional). A wooden windmill pumps water to stock tanks around the farmyard.

Educational Offerings

LHF offers more than 100 distinct educational offerings for schools, homeschooling families, youth organizations, families, and adults. Current offerings are always listed on the LHF website and reservations are handled through the Education Department.

Pre-K to College:

Learning Excursion tours for schools, home-schools and youth groups. Offered in spring, summer and fall during our regular season.

Enrichment programs are on-site hands-on programs offered primarily March – April and again mid-October - December. These programs are open to schools, homeschooling families, and organized youth groups by reservation only.

Outreach Programs are off-site programs that combine presentations, artifacts, and activities around a central theme. The primary audience is grades 2-6, but it is also available to libraries and scout groups, by reservation only. Normally, these are available November through March, when the museum is closed.

Youth, Adults and Families:

Day Camp

Since 1975, LHF has offered some sort of day camp program. Day camps are now offered during spring break, the summer, and winter break. More than 21 different camps are offered over the course of the year, for youth in grades K – 8, and for families. Current camp programs are posted on the LHF website. In October 2014, LHF Day Camp was officially accredited by the American Camping Association (ACA). Camps are a combination of visits to historic sites, crafts, activities, and games. Camps are led by a counselor, and run generally between the hours of 9:00 –4:00. The day camp office is located inside the Murray Conference Center, but all areas of the museum are visited.

Adult and family education classes

Each year, LHF offers between 40 – 60 classes for adults and families. These classes range from the basics of hand sewing to how to drive a team of oxen to using cast iron cookware. From the mid-1990s until 2016, LHF partnered with the Des Moines Public Schools' Community Education Department to offer these classes. In 2017, LHF moved registration and marketing back in house, but will still seek ways to partner with other organizations to offer these programs. In addition, we offer select classes through Urbandale's Community Education programs.

Barnyard Readers

Similar to story time at the library, Barnyard Readers is a program for youth age 3 - 5 and their adult. These programs began in 2011 and are offered in the spring, summer and fall.

Education special events

Several education events are held throughout the year and are on the Special Events Calendar.

Appreciation Days

Such as Scout, 4H, FFA, and Teacher Appreciation Day.

Homeschool Days

Reserved for homeschooling families to experience the museum with hands-on activities planned around a theme.

Special day for groups

Periodically, LHF will have special days for other groups such as Drake Head Start, Big Brothers/Big Sisters, and National Ag Day.

Education Advisory Committee

In 2000, Living History Farms created the Education Advisory Committee, which assists LHF in fulfilling the educational component of its mission statement. Committee members assist museum staff with special projects, provide feedback from the field of education and assure that LHF is serving learners in a variety of ways. The committee is composed of no more than 12 individuals from all aspects of education who serve for 3-year terms. Committee members may serve 2 consecutive terms. The committee elects a chairperson and vice-chairperson, who serve for 2-year terms. The vice-chair becomes the chair after the chair's term is over. The committee meets 2 times per year, usually March/April and September/October.

In 2010, Living History Farms created the "Teacher of the Year" award to recognize a K-12 teacher who brings history to life for his or her students. The members of the Education Advisory Committee select the recipient, who is then honored at the annual Farmstasia event held in October. Winners are posted on the LHF website and on a plaque in the Visitor Center.

Foodways Programming

LHF offers historic Foodways programs during the Winter Season. These programs are managed by the Program Co-Director. Reservations are required in advance and are made through the LHF Web Site: www.LHF.org.

1900 Farm Dinners: Guests are served a meal cooked on the 1900 cook stove. Guests park at the Conference Center and are taken by horse and wagon to and from the 1900 Farm. The event is more than just a meal, however, with relaxation time in the parlor, a barn tour and simply soaking up the traditional atmosphere.

1876 Dahl Historic Dinners at the Tangen Home: Guests park at the Visitor Center and walk on the lantern-lit boardwalk. Guests are served an elegant meal in the dining room of the house with period entertainment in the formal parlor.

Flynn Mansion High Style Coursed Dinners: Serving staff present multiple courses of food, one by one, and offer tips for navigating the many forks and spoons laid out at each place setting.

Flynn Harvest Home Dinners: A host will share stories about the Flynn family farm and what a

typical fall harvest would have looked like for farming families in the late 19th century.

Flynn Victorian Teas: Guests will enjoy tea sandwiches, scones and cakes and sweets, along with steaming cups of tea.

Intern Program

LHF offers a variety of internships, both paid and unpaid, for college students. The Program Co-Director serves as the internship coordinator handling the application and screening program, as well as insuring the internship meets the academic requirements of the student's college or university. The department director, working with the education director, will be responsible for training, supervising and evaluating the intern. These interns typically are undergraduates studying a wide variety of fields (history, education, marketing, liberal arts and recreation majors are most common, but any discipline can be represented). The paid intern program began in 1982. All current internship opportunities are posted on the LHF web site, where the procedure for applying is also posted.

Rental Facilities

In an attempt to more fully utilize our existing facilities and also to meet the needs of the public, LHF rents the following sites/areas:

- Church of the Land (sanctuary and basement reception room/meeting room)
- Walnut Hill Picnic Shelter and Stage
- Walnut Hill Gazebo/Bandstand
- Murray Conference Center
- Visitor Center Great Hall (after-hours or outside the General Visitor Season)
- Visitor Center Celebration Room
- Flynn Barn
- "Front Lawn" – green space south of the Visitor Center frontage road
- Museum Grounds

Special Events

Special events are activities, events or programs that are offered in addition to the General Visitor Season and throughout the year. These events bring in audiences and revenue that would not be otherwise generated. Some events are historically based and are created and delivered by the Interpretation Department (Circuit Court Day, 1850 Pioneer Wedding, etc.). Some events are not historically-based, but celebrate ongoing rural traditions and serve the community's needs (Family Easter Party or Family Halloween). These events are coordinated by the Event Planner. A few events contain both historical themes and non-historical activities, such as our Traditional Independence Day and Victorian Holiday Celebration. Information about upcoming events is published in on the web site: www.LivingHistoryFarms.org, and in our season brochure.

Program Policies and Procedures

Policies

Respect and dignity to both volunteers and staff is necessary for a healthy organization. To that end, it is important to have policies and procedures in place for both the volunteer and staff.

Recruitment

Recruitment shall be designed to attract volunteers from the entire population in response to the needs of the museum.

Interviewing and screening

An application and interview process is required for specific volunteer positions. This process helps determine how the desires, skills and capabilities of the volunteer relate to the needs of Living History Farms. This process also includes a criminal background check, and checks on the National and Iowa Sexual Registries. In addition there is a Release & Waiver of Liability that must be completed and signed by the volunteer (and a parent or guardian if the volunteer is under 18 years of age.)

Selections and Placement

Volunteers shall be selected and assigned to volunteer duties that will best meet the needs of the museum, volunteers and our visitors.

Evaluations

End of the season evaluations will be done with all volunteers to ensure volunteer and museum satisfaction.

Orientation and Training

The Community Relations Manager conducts a new volunteer orientation which includes how LHF was started, our structure, educational programs, policies, procedures and emergency guidelines. When applicable, materials are provided for volunteer to study in preparation for their assignment also your supervisor will provide training for specific site and situation needs.

Volunteers with period clothing shall abide by the guidelines of the Period Clothing Department. Any questions or concerns may be directed to the Textile Supervisor. If you find that you are no longer able to volunteer, please return your period clothing immediately. It may be used to outfit another volunteer who is waiting to begin his/her assignment.

Feedback

We value your suggestions and comments. Feel free to share those with your supervisor, the Community Relations Manager or the President.

Motivation

Recognition shall be an integral part of the volunteer program. Benefits offered to each active volunteer include:

- Complimentary admission to tour during your shift

- Opportunities for social and educational interaction with other staff and volunteers
- Events and trainings exclusively for volunteers

Procedures

If you are injured in the course of your volunteer work, please contact your supervisor.

The avoidance of tardiness or absenteeism is vital to the success of the daily operation of LHF. In case of an illness, vacation or other absence, please contact the Community Relations Manager, 515.278.5286 ext. 158. A replacement may need to be found immediately, depending on your site assignment and work schedule.

To ensure a satisfying experience for the volunteer and museum, if a concern should arise by either party, immediate discussion is important. Please contact your direct supervisor. While we anticipate an enjoyable relationship with all of our volunteers, in the unfortunate circumstance that misconduct may occur, your supervisor will take necessary action. Action may include any or all of the following:

- Written warning
- Suspension from volunteer assignments
- Dismissal as a LHF volunteer

Examples of misconduct include the following, non-exclusive list:

- Performing volunteer position while under the influence of alcohol or drugs
- Theft
- Deliberate injury to another person or property
- Violation of safety rules or engaging in conduct that creates a safety hazard
- Repeated unexplained absences
- Failure to cooperate and work harmoniously with other staff and volunteers.
- Failure to remain neutral or non-adversarial on many subjects which may be brought up in the course of contact and interpretation with visitors
- Unauthorized promotion of personal causes, political opinions or religious beliefs while representing Living History Farms.

It is very important for our museum to record your contributed hours. Volunteer hours are primarily recorded with an electronic time-keeping system, Volgistics. The total number of volunteer hours donated is needed for many grant applications to indicate the size and scope of our volunteer program.

Museum Policies

Code of Ethics

Guiding Principles and Ethic Duties

Living History Farms is a 501(c)(3) nonprofit corporation, required by law to operate for public rather than private interests and educational purposes. In an effort to achieve the highest organizational integrity possible and ensure that its public duty take precedence over any private or personal interests, as well as to provide guidance to help recognize and deal with ethical issues and foster honest and ethical conduct, LHF has developed this Code of Ethics Policy which applies to all directors, officers, employees and volunteers. All are expected to be fully aware of their responsibilities under this policy adopted by the Board of Directors.

Governance Authority and Responsibility

The Board of Directors serves in the public interest and considers itself accountable to the public as well as to the organization. The Board acts as the ultimate governing authority for the organization and is responsible for the adoption and oversight of the Articles of Incorporation, Bylaws, and governance policies. As such, the Board of Directors is responsible for establishing and maintaining this Code of Ethics Policy, as well as monitoring compliance in coordination with the President.

A critical responsibility of the Board is its relationship with the LHF President. The selection of the President and the continued oversight of his or her activities are a primary Board responsibilities that cannot be delegated and must be diligently and thoroughly fulfilled. The President shall carry out the policies established by the Board and bring before the Board any known matters involving concerns with ethics or conflict of interest.

Actions by members of the Board should always be taken as a Board, or Committee thereof, rather than as an individual, and conform to the LHF Bylaws.

Museum Management Practices

Compliance with Laws

LHF is committed to compliance with all federal, state and local laws in the course of doing business.

Personnel Practices

LHF follows equal opportunity employment policies. LHF encourages employment, internal promotion, training, and opportunities for advancement for all individuals equally. In addition, LHF provides an environment free from unlawful harassment.

Professionalism

LHF staff are hired due to knowledge or expertise they hold in their job responsibilities. As such, members of the staff and Board of Directors should respect the professional expertise of one another and incorporate opinions of those with relevant knowledge or expertise when making

decisions. Final decisions rest with the President and the Board of Directors, and staff should publicly support final decisions reached for the best interest of the organization.

Gifts, Favors, Loans or Discounts in Business Dealings with Related Parties

LHF is committed to the highest ethical principles in all relationships with business suppliers. Any individual authorized to encumber funds on behalf of LHF shall do so with impartiality, honesty, and with regards only to the best interest of LHF. Accepting gifts, entertainment, loans, or other favors from individuals or entities in connection with their duties for LHF could result in a conflict or duality of interest when the party providing the gift/entertainment/favor does so under circumstances where it might be inferred that such action was intended to influence or possibly would influence the Trustee in the performance of his or her duties. This does not preclude the acceptance of items of nominal or insignificant value or entertainment of nominal or insignificant value (\$30.00 or less) which are not related to any particular transaction or activity of LHF. Prohibited gifts include but are not limited to discounts on personal purchases from suppliers (except where discounts would regularly be offered to the general public), as well as offers of outside employment or other advantageous arrangements.

Outside Employment & Volunteer Activities

LHF allows its board members, employees and volunteers to seek outside employment or volunteer activities so long as such activity does not interfere with regular LHF duties. Board members, employees and volunteers shall not take advantage of their LHF position for personal gain or in any way that may appear to compromise the integrity of LHF. Employees should recognize when outside employment activities are similar or may be related to their LHF job responsibilities, and discuss all aspects with their department head or the President. Any outside employment or related volunteer activities shall be disclosed in writing by employees, and if related to their LHF responsibilities should obtain prior written approval before accepting any such employment or engagement.

Fundraising

Board members and employees involved in raising money or soliciting contributions or gifts in-kind must do in accordance with the Board approved Gift Acceptance Policy. Fundraising shall be done so with honesty and integrity, and gifts shall only be used for the donor's intended purposes. Gifts should not be solicited with the promise of opportunities or advantages not offered to all comparable donors. LHF shall not sell its donor information. Please coordinate in advance any fundraising activities you may be contemplating on LHF's behalf with our Director of Community Relations.

Personal Collecting

No board members or employees may compete with LHF in any personal collecting activities, or in any manner which conflicts with the interests or credibility of the institution and its policies. Personal collecting interests shall be disclosed in writing. If, in the course of personal collecting, an item is discovered by a board member, employee or volunteer as one that would be considered of interest to LHF, that individual is obligated to notify LHF and offer LHF the first right of refusal to purchase/repurchase said item(s). Using an LHF position or affiliation to promote personal collecting activities is prohibited. Buying or selling objects similar or related to objects within the LHF collection for profit (as distinguished from an occasional sale/exchange) is prohibited for

board members, employees or volunteers. LHF does not allow storage or restoration of personal collections at LHF.

Museum Store

The LHF Marketplace Museum Store shall operate in keeping with the mission of LHF and shall seek to sell products which are relevant and supportive of programs and themes of the organization.

Museum Collections and Interpretive Content

LHF's museum collections shall be relevant to the mission of LHF. Policies regarding acquisition, disposal, maintenance, care and presentation of objects in the collection are all defined in the Board- approved LHF Collections Policy, and based upon current professionally acceptable ethics standards. Collections shall not be made available to any individual for personal use or any other purpose contrary to the LHF Collections Policy, either on or off LHF premises. LHF has an ethical responsibility towards its living collection. Policies and decisions regarding care and use of these living collections animals are defined and managed by the LHF Livestock Committee, in cooperation with external veterinarian experts. LHF does not give or endorse collection appraisals. Any collections values shown are for internal use only. Proceeds from disposal of collections are used solely for acquisition or direct care of collections to advance the museum's mission, as stated within the LHF Collections Policy.

LHF intends to present truthful interpretive content in all programs, exhibits and interpretive themes, using the most current accepted academic research and information. Intellectual honesty and objectivity in the presentation of programs is the duty of every staff member.

Conflicts of Interest

Historical organizations and their representatives must protect the integrity of their institutions from both the reality and the appearance of undue influence by donors, sponsors and other sources of financial support. LHF Directors, officers, employees and volunteers (hereafter referred to as "Trustees" or "Interested Persons") should not attempt to derive any personal material advantage or financial gain from their relationship with LHF. Trustees should use LHF property and relationships only for official purposes.

The following circumstances shall be deemed to create a Conflict of Interest:

- A director, officer, or employee, including a board member (or a family member, such as spouse, parent, child, or spouse of a sibling, of any of the foregoing) is a party to a contract, or involved in a transaction with LHF for goods or services. A "Contract or Transaction" is defined any agreement or relationship involving the sale or purchase of goods or services, the providing or receipt of a loan or grant, the establishment of any other type of financial relationship, or the exercise of control over another organization. The making of an immaterial gift to LHF is not a Contract or Transaction.
- A director, officer, or employee, (or a family member) has a material financial interest in a transaction between LHF and an entity in which the director, officer, or employee, or a family member of the foregoing, is a director, officer, agent, partner, associate, employee, trustee, personal representative, receiver, guardian, custodian, or other legal

representative.

- A director, officer, or employee, (or a family member) is engaged in some capacity or has a material financial interest in a business or enterprise that competes with LHF. A “Material Financial Interest” in an entity is defined as a financial interest of any kind, which, in view of all the circumstances, is substantial enough that it would, or reasonably could, affect an Interested Person’s (or Family Member’s) judgment with respect to transactions to which the entity is a party.

Implementation/Reporting/Disclosure

Prior to action on a contract or transaction involving a Conflict of Interest, the Interested Person having the Conflict of Interest shall disclose all facts material. Should the Interested Person not attend a meeting at which he or she has reason to believe that action will take place on a matter in which the person has a Conflict of Interest, that person shall disclose to the Chair of the meeting or the President all facts material to the Conflict of Interest. The Chair or the President shall disclose all facts material to the Conflict of Interest to the decision making body prior to taking action. Such disclosure(s) shall be reflected in the minutes of the meeting.

Interested Persons who have a Conflict of Interest shall not participate in the discussion or decision making of the matter except to disclose material facts and to respond to questions. Such person shall not attempt to exert his or her personal influence with respect to the matter, either at or outside the meeting.

In the event it is not entirely clear that a Conflict of Interest exists, the individual with the potential conflict shall disclose the circumstances to the President or the Board Chair, who shall determine whether full board discussion is warranted or whether there exists a Conflict of Interest that is subject to this policy.

Confidentiality & Privacy

LHF shall exercise care not to disclose any personal or confidential information without prior consent by the individual or unless required by policy or law. Access to confidential or privileged information is reserved for employees only.

Mutual Respect Policy

Living History Farms is committed to providing an environment of mutual respect. Conduct will not be tolerated if it:

- Has the purpose or effect of creating an intimidating, hostile or offensive environment
- Has the purpose or effect of unreasonably interfering with an individual’s performance
- Adversely affects an individual’s volunteer opportunities without basis or justification

Common examples that will not be tolerated may include racist or sexually explicit jokes, slurs, hostile acts, pranks, negative stereotyping and threats.

We determine incidents on a case-by-case basis, taking into account whether the conduct was unwelcome, the nature of the conduct, how the conduct would be perceived by a reasonable person under the circumstances and the totality of the circumstances.

Employees and volunteers are expected to treat one another, and visitors, with respect. Behavior that may not rise to the level of unlawful activity, but may be considered offensive or inappropriate for the workplace, is not acceptable in our environment.

If you feel you are the victim of inappropriate behavior, you may choose to personally confront the behavior by letting that person know that it is unwelcome.

If the matter is not resolved or you are not comfortable confronting the behavior directly, you should immediately report your concerns. If you are a target or are aware of other employees or volunteers who are being targeted, it is your responsibility to report this matter to the Community Relations Manager, the Finance Director and/or the President.

Your concerns will be handled as sensitively as is practicable under the circumstances. Allegations are acknowledged, heard, investigated and appropriately resolved. When you voice a good faith complaint or in good faith aid in an investigation, you are protected from retaliation or negative treatment for your involvement in the process. If you are found to have acted inappropriately or retaliated, LHF may end your status as a LHF volunteer.

This policy applies to all employees, board members, customers, volunteers, vendors and guests. Non-Farms persons working at or visiting our facilities should be made aware of our policy as the situation warrants. A Code of Conduct is posted at each public entrance to LHF. Allegations of harassment by non-Farms employees or visitors should be reported immediately to the Community Relations Manager, the Director of Finance or the President. It is all about respect. Think before speaking or acting, especially before telling a joke. Imagine how other people might feel. When in doubt...do not say or do it!

Diversity and Inclusion Policy Statement

“History nurtures personal and collective identity in a diverse world. People discover their place in time through the stories of their families, communities, and nation. These stories of freedom and equality, injustice and struggle, loss and achievement, and courage and triumph shape people’s personal values that guide them through life.” Living History Farms welcomes diverse opinions and voices as part of our interpretive experiences. We believe this culture of inclusion supports our mission to educate, entertain and enrich all our guests and helps us to better serve the community.

Like the beautifully stitched historic quilts in our collection, Living History Farms staff, volunteers, interns and guests are people from diverse backgrounds, upbringings and experiences, each of whom brings their uniqueness to our museum, making it the best visitor experience possible. Together, we are truly greater than the sum of our parts.

Sexual Harassment Policy

It is the purpose of this policy statement to clearly communicate that Living History Farms will not condone sexual harassment and will take appropriate actions to ensure that all employees and

volunteers are protected from sexual harassment.

Any unwelcome sexual advance, any request for sexual favors or any other verbal or physical conduct of a sexual nature constitutes sexual harassment when submission to such conduct is made the basis for employment (or a volunteer position) or promotional decisions. Such actions are illegal and will not be tolerated.

Any sexual contact, actions or speech which results in a work environment that is hostile, offensive or abusive may also be construed as sexual harassment and will not be condoned or tolerated. If you believe that you have been subjected to sexual harassment, immediately notify the Community Relations Manager, the Finance Director and/or the President.

Retaliation against anyone who files a complaint will not be allowed and should such an occurrence take place, disciplinary action will be taken.

All complaints of sexual harassment will be taken seriously and an investigation will be conducted in as confidential a manner as is possible. The President will appoint two people to conduct an investigation (one male and one female) within seven days after the complaint is filed.

If you believe that the response to your complaint is inadequate or the harassing conduct continues or resumes, contact the President so an additional investigation may be conducted and, where warranted, corrective action may be taken. If your complaint involves the President, your complaint should be brought to the Chair of the Board of Directors Audit Committee.

Employees or volunteers will not be subjected to retaliation for good-faith reports of harassment. False reports may be subject to discipline up to and including dismissal as a volunteer.

Non-Farms persons working at or visiting our facilities (vendors, delivery persons, construction workers, etc.) should be made aware of our policy as the situation warrants. Allegations of harassment by non-Farms workers or visitors should be reported as soon as possible to the Community Relations Manager. A code of Conduct is posted at each public entrance to LHF. Allegations of harassment by non-Farms employees or visitors should be reported immediately to your Department Head, the President or Director of Finance.

Modeling and Site Fees

Living History Farms is a popular location for professional photographers. Should someone ask you about this please refer them to the Director of Marketing & Communication.

Drug Free Work Place

In compliance with the Drug Free Workplace Act of 1988, it is the policy of Living History Farms to maintain a safe workplace free from the use, abuse or effects of alcohol or drugs and controlled substances. LHF volunteers and employees have the right to work in an environment that is free from drug or alcohol abuse or misuse. Working under the influences of drugs or alcohol may adversely affect you, your co-workers (whether employees or volunteers) and the public as well.

Therefore, you are prohibited from the following:

- Reporting to volunteer while under the influence of alcohol or a controlled substance.
- Illegal or non-prescribed use of controlled substances during time volunteering.
- Unauthorized manufacture, possession, sale, purchase or transfer of any controlled substance or alcoholic beverage while volunteering.
- Consuming any beverage containing alcohol on LHF premises except during special LHF-sponsored functions (Board of Directors reception, donor recognition event, etc.).

Engaging in any of these prohibited conducts or activities may result in dismissal as a volunteer.

Living History Farms recognizes that drug and alcohol dependencies are treatable illnesses. Such dependencies can cause major health problems as well as safety and security problems. If you need help dealing with such problems, you are strongly encouraged to seek counseling and/or treatment.

Whistleblower Policy

The Living History Farms Foundation, Inc. (“Organization”) Code of Ethics and Conduct (“Code”) requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees, volunteers and representatives of the Organization, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

It is the responsibility of all directors, officers, employees and volunteers to comply with the Code and to report violations or suspected violations in accordance with this Whistleblower Policy.

No Retaliation

No director, officer, employee or volunteer who in good faith reports a violation of the Code shall suffer harassment, retaliation or adverse employment or volunteer consequence. An employee or volunteer who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment or volunteer. This Whistleblower Policy is intended to encourage and enable employees, volunteers and others to raise serious concerns within the Organization prior to seeking resolution outside the Organization.

Reporting Violations

The Code addresses the Organization’s open door policy and suggests that employees and volunteers share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, an employee’s or volunteer’s supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor’s response, you are encouraged to speak with someone in the Human Resources/Finance Department, the Manager of Volunteer Services or anyone in management whom you are comfortable in approaching. Supervisors and managers are required to report suspected violations of the Code of Conduct to the Organization’s

Compliance Officer, who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when you are not satisfied or uncomfortable with following the Organization's open door policy, individuals should contact the Organization's Compliance Officer directly.

Compliance Officer

The Organization's Compliance Officer is responsible for investigating and resolving all reported complaints and allegations concerning violations of the Code and, at his/her discretion, shall advise the Executive Director and/or the Finance Committee. The Compliance Officer has direct access to the Finance Committee of the Board of Directors and is required to report to the Finance Committee at least annually on compliance activity. The Organization's Compliance Officer is the Chair of the Finance Committee.

Accounting and Auditing Matters

The Finance Committee of the Board of Directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Compliance Officer shall immediately notify the Finance Committee of any such complaint and work with the Committee until the matter is resolved.

Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation of the Code must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Code. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Compliance Officer will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation

Child Abuse & Sexual Misconduct Reporting

As an employee or volunteer of Living History Farms, each of us is called to stop inappropriate actions and immediately report such actions to our department manager and the President. Bullying, hazing and corporal punishment are never permissible. Children must have adult chaperones when touring the museum and interpreters should ensure that a chaperone is present when interpreting programs to youth. Furthermore, if a child informs you of alleged inappropriate behaviors, it is imperative that you report this incident immediately to the Community Relations Manager and the President. An Incident Report should also be completed and submitted to the Finance Director within 24 hours. Parents and family members entrust us with their children and with that comes the responsibility to report and investigate any incidents or alleged incidents that

involve their safety.

Violence in the Workplace

Living History Farms does not tolerate fighting, threats and other acts of violence against employees, volunteers, co-workers, contractors working on the grounds, job applicants, visitors, or any members of the general public. In addition, possession of firearms, weapons, ammunition or explosives on LHF property or while on LHF business is strictly prohibited. Acts or threats of violence, whether made directly or indirectly, violate the safe and professional conduct of our business. If you are subjected to or threatened with violence by a co-worker, contractors working on the grounds, job applicants, visitors, or any members of the general public, or if you become aware of another individual who has been subjected to or threatened with violence, or if you know of circumstances which might result in violence, you should report this information to the President immediately.

Please bring all threats to our attention so that we can deal with them appropriately — do not assume that any threat is not serious. Any investigation into threatening remarks or conduct will be conducted with as much confidentiality as possible. No adverse action will be taken against anyone who brings a good-faith complaint under this policy.

Social Media

Living History Farms understands that social networking web sites, blogs, multi-media and wikis have become a prevalent method of self-expression in our culture. We respect your right to use these mediums during personal time; however, if you choose to identify yourself as a Living History Farms employee, volunteer or associate, you must adhere to the following guidelines:

Be transparent. If you choose to comment or post about your work at Living History Farms, use your real name, identify that you work for the organization and be clear about your role, while keeping confidentiality around proprietary information.

When expressing your views and opinions, always include the disclaimer “the views expressed are mine alone and do not necessarily reflect the views of Living History Farms” and never claim nor imply that you are speaking on behalf of the organization.

Do not disclose any information that is confidential or proprietary to Living History Farms, including non-public information about security, sales, company performance, marketing or advertising, payroll or internal policies.

Use good judgment when using social media, including personal or non-personal web sites or blogs, and discussing Living History Farms, employees, volunteers, guests or others related to the organization. As a volunteer, your comments reflect on the organization.

In your role as a volunteer, you may become aware of information protected by the attorney-client privilege. Accordingly, you must be cautious about commenting about legal

matters, litigation or any parties Living History Farms may be in litigation with. These matters generally are confidential.

Be smart about protecting yourself, your privacy and Living History Farms. What you publish is widely accessible and will be around for a long time, so pause and consider the content carefully before posting.

Failure to comply with the Living History Farms Social Media Policy may result in disciplinary action and/or dismissal as a volunteer.

Non-Smoking Environment

In accordance with Iowa law, smoking is not permitted - LHF offers a smoke-free environment for all volunteers, employees and visitors. Receptacles are provided outside the Visitor Center for disposal of tobacco products before entering. If you see someone smoking on the grounds, please use discretion and courtesy, and remind visitors of our smoke-free environment. This policy includes all tobacco products and electronic cigarettes.

Use of Equipment, Vehicles and Property

Equipment, vehicles and property, essential to the daily operation of the museum, are expensive and may be difficult to replace. When using Farms equipment, vehicles and property, you are expected to exercise care and follow all operating instructions, safety standards and guidelines. Please notify the appropriate person if any equipment, machines, tools or vehicles appear to be damaged, defective or in need of repair. LHF equipment, vehicles and property (including artifacts, tools, supplies, cameras, furniture, photocopiers, etc.) are purchased to assist you in successfully performing your job functions while volunteering and are not intended for personal use. Using LHF equipment, vehicles, facilities, or property for personal use is strictly prohibited.

Use of Inner Roads

During the General Visitor Season, we need to limit the use of the inner road system as much as possible. Only designated volunteers will be allowed to use the inner roads. During open hours, the most important use is by the Tractor Carts (which run every 15-20 minutes). Because of the growth in winter programming, please be aware of the rules from November through April, too. When you are on the roads, please follow these rules:

- Use Gate 4 off Douglas Avenue/Parkway for access to the west side.
- Speed limit is 15 mph. Drive slower during dry periods to minimize dust.
- Pull off to the side of the road and STOP when a tractor cart, horse and wagon or oxen approaches.
- Do not pass a tractor cart, horse and wagon or oxen unless the driver waves you on.
- Tractor carts must stop for horses or oxen unless the animal driver waves the tractor driver on.

Gate Management Policies

The Director of Facilities and Security is responsible for all gates and policies/procedures associated with opening and closing the museum.

Unauthorized Visitors

If you encounter people wandering around after hours or during the Winter Program Season who do not seem to be connected with any visiting group, follow this procedure:

Ask if you may be of assistance (as they might be lost).

- Explain that LHF is private property, we are closed to the public and that they are trespassing. Explain which gates might still be open and encourage them to leave. Explain that staff is instructed to lock gates without warning. If they are in a vehicle, get a description and license number.
- If visitors protest, explain that LHF's policy (see preceding policy) does not allow unauthorized visitors on the grounds for their safety and security and that of the museum.
- If they still refuse to leave, **DO NOT PUT YOURSELF IN A DANGEROUS SITUATION**. Tell them that you will have to call 911 and report them as trespassers.

Night Time Policy/Procedure

Automobiles: If you encounter a strange automobile after dark, DO NOT APPROACH IT. Get a license number and try to determine if they leave. If they do not, call 911 or 222-3321 and report the vehicle to the police.

People on foot – Do not approach them: Call 911 or 222-3321 and report them as trespassers to the Urbandale Police Department.

Visitor Code of Conduct

LHF has a Visitor Code of Conduct so that guests may enjoy their time at here. LHF reserves the right to refuse admission, revoke membership, control occupancy, or eject any person whose conduct is deemed by the management to be disorderly or fails to comply with the terms and conditions herein. Guests who do not act responsibly may be asked to leave. If they refuse to leave the property, they may be referred to law enforcement and prosecuted for criminal trespass. The complete Visitor Code of Conduct is posted on the bottom of each page of the LHF website, and at each public entrance to the museum. Employees should be familiar with the Code of Conduct for visitors and ensure they are following it themselves. If there are any concerns about visitors following the policy, they should contact the Manager on Duty, the Director of Finance, or the President.

Theft/Vandalism

If you see evidence of theft or vandalism, inform your supervisor immediately and complete an Incident Report. Do not enter the area by yourself and do not touch anything.

Emergency Procedures

Emergency Procedures are printed on brightly-colored laminated sheets and kept at each site for easy reference. These procedures will assist you if an issue arises.

Assess the situation and determine if a rescue vehicle is needed. Determine if the victim is accompanied by any family or friends who might know vital medical information. Do not be concerned with the Farms' financial liability – when in doubt, call 911.

If a rescue vehicle is needed, call 911 or ask a specific person to call 911. Clearly and calmly identify yourself as being from Living History Farms, tell the dispatcher the nature of the emergency and information about the victim, including where the victim is located and which gate to use. Be specific and say to use the Douglas Ave. gate 4 or the Hickman road gate. Specific addresses that have been created for the 911 system:

1900 Farm – 12208 Douglas Parkway
Murray Conference Center – 12234 Douglas Parkway
Visitor Center – 11121 Hickman Rd.

Find a staff person

- Identify yourself
- Explain that you have called 911
- Explain the situation briefly
- Identify the location of the victim

While waiting for assistance and the rescue vehicle to arrive:

- Make the victim comfortable but do not move him/her
- If possible, do not leave the victim alone
- Locate a staff member for assistance or ask a visitor to help

Use your judgment and, if necessary, inform other visitors in the area calmly and briefly of the situation. If assistance is not needed, ask them to continue on their tour.

Assist the staff as needed until the rescue vehicle has left LHF.

Medical Emergency Procedures

Volunteer Injury

As you are able, find a staff person to report that you have been injured and provide preliminary information such as your name and nature of injury.

You should visit your own doctor for treatment or go to an urgent care facility where your personal health insurance is accepted. You should have the treatment, prescriptions, etc. billed through your own health insurance.

If urgent care is needed, you should go where your health insurance is accepted. The closest urgent care to Living History Farms is:

Mercy West Urgent Care (Mercy doctors)
1601 NW 114th Street
Clive, IA 50325

Iowa Health Systems Urgent Care (Lutheran and Methodist doctors)
2901 86th Street
Urbandale, IA 50322

An incident report will be filled out and delivered it to the Finance Director by the next business day. If there is a co-payment or expense not covered by your personal health insurance, give the receipt or bill to the Finance Director for review.

Guest Injury

When a guest is injured, **ASK** if they want us to call 911. If not, provide basic care and respond to what they ask for. Comfort the injured guest to reduce any stress, talk to people touring with them and let them assume responsibility for the guest.

Do not “over-care” or try to take care of something you are not trained to handle. Do NOT offer any medical advice. Do NOT say or imply that “This is our fault” or “The Farms insurance will cover this.”

If the guest asks for a ride or you feel you should ask if they want one, ask your supervisor to assist them.

Find an employee to report that a visitor has been injured and provide preliminary information. The employee will fill out an incident report and give it to the Finance Director by the next business day.

Lost Child/Person

The goal is to reunite the person with the parent/responsible party as quickly as possible. Remain Calm! All museum staff will be involved. Be pro-active. If you see a minor alone, politely ask the child for the following information:

- Name, Age and Description of the child or parents/adults, with names of child and parents/adults
- Last time or place they saw each other

Stay with the person reporting the incident until the other party is found and the two are reunited.

Find the nearest staff person who will relay the information gathered above (name, age, description along with last time and place they were seen). DO NOT ASSUME ANYTHING! Only relay those facts you know to be true. The employee will complete a Lost Person Form and an Incident Form for our records.

All staff, volunteers and interns should immediately take the following actions:

Tractor Drivers—check the following areas: carts, drop-off & pick-up, sites, roads along tractor cart route, notify staff on the east side of town

Visitor Center staff—checks Visitor Center, Restrooms, Marketplace, Gallery, exterior grounds and parking lots around building, closely watch visitors exiting the museum.

Flynn Café—Send someone to notify the town sites. Assist as needed.

Maintenance—check west side trails, walk through town, parking lots, picnic shelter, restrooms by picnic shelter, maintenance complex, back road to 1850, back road behind maintenance and old Festival Fields.

Interpretive staff (Period Farms, Exhibit Center, Walnut Hill)—check your site and area immediately around your site. Examples: 1850 staff should split up with half walking to 1700 and half walking to 1900; Blacksmith should also check around gazebo; if newspaper staff unlocked the church, then they should check the church, etc.

Administration Office—send a runner through Walnut Hill to inform interpretive staff (during weekdays); search area around those buildings and in buildings not staffed.

1928 House—search around that building; assist elsewhere as needed.

Managers—help coordinate the search; assist where needed.

Day Camp - during season, check around individual day camp sites.

If you find the missing person, use the radios or telephone to inform the employee in charge. The employee will inform everyone that the lost child/person has been found. Take the party that reported the incident to the lost person. (For example, the parents will be taken to the child, not the child to the parents.) Make sure an employee is there when the family/people leave LHF to ensure forms are filled out!

After the incident is resolved, the person who received the original incident report will review the Lost Person and Incident Reports. Then turn in that completed reports to the Finance Director. A review will then be done by the Management Team to evaluate the effectiveness of the procedures.

Incident Reports

Whenever an incident or injury occurs to or with a visitor/guest, volunteer or staff member an Incident Report should be completed by a staff member, or if they are not available the volunteer will complete the form. Even minor incidents, injuries or accusations should be reported, just in case. When in doubt, complete an Incident Report.

Ensure the form is complete and include as many details and information as possible. Write legibly.

When needed, request the information directly from the person(s) involved, but do so as discretely as possible. If asked, feel free to say the Incident Reports are forms used for internal documentation and will be provided to the LHF Finance Office. If someone requests a copy of the Incident Report, let them know they can make that request to the Director of Finance & Administration and note their request on the Report.

Refrain from any derogatory or highly subjective comments on the Incident Reports. Instead, stick to the facts. Remember, these Incident Reports may be provided to third parties for review.

Submit completed Incident Reports within 24 hours to the Director of Finance and Administration.

Evacuation Procedure

LHF began this museum-wide procedure in 2013 as a way to further safeguard our visitors, staff and volunteers. Should an emergency require the evacuation of the entire museum the following will be implemented:

The LHF Evacuation plan calls for three important steps:

- Prompt notification of emergency services.
- Protective action for life safety.
- Accounting for all employees and volunteers.

Your evacuation team leader (staff) will direct the evacuation of your building or historic site.

Evacuation Locations:

- Evacuate to the edge of our property.
 - West side – meet at gate 4 on Douglas
 - East side – meet in the parking lot by the Girl Scouts Office
- Evacuate off property.
 - West side – The Urbandale Fire Department on 121st Street
 - East side – The parking lot behind Subway across Hickman Road
- Evacuate more than 5 miles from property.
 - All staff – meet at Jordan Creek Town Center food court by the fireplace

Copies of our complete and detailed evacuation plan guidelines, as well as training will be distributed to all employees. If you have questions regarding this policy, please direct them to your immediate supervisor.

Active Shooter Procedure

LHF follows guidelines of the Department of Homeland Security for how to respond to an active shooter. LHF staff have received training on this procedure.

- If there is an accessible escape path, attempt to evacuate the premises.
- If evacuation is not possible, hide out.
- Finally, as a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter.
- Deploy law enforcement by calling 911 as soon as you are safe.

Copies of our complete and detailed response guidelines, as well as training will be distributed to all employees. If you have questions regarding this policy, please direct them to your immediate supervisor.

Weather and Disaster Procedures

Severe Weather

Copies of the severe weather procedure are on printed on brightly-colored laminated sheets and should be kept at each site for easy reference.

Lightning

If someone sees lightning in the area, contact your supervisor. The following procedures will take place. Tractor carts do NOT take out new visitors to the west side when lightning is visible, even if there is no severe weather warning. The 1700 Farm staff should go to the 1850 Farm during visible lightning. The tractor carts can continue to bring people back to town during lightning. HOWEVER, during weather warnings, the transportation system STOPS until the "All Clear."

Severe Thunderstorm and Tornado Warnings

The Marketplace will notify the staff in charge when the weather radio has sounded about a SEVERE THUNDERSTORM WARNING or a TORNADO WARNING. If someone else sees severe weather, contact your supervisor. Then, refer to the shelter assignment list for where to direct guests to take shelter.

Staff, volunteers, and guests should be inside a building during a SEVERE THUNDERSTORM WARNING. They do not need to take shelter in the designated shelter area unless the staff member feels it is needed or the building is unsafe. Use your judgment and err on the side of safety for yourself and guests.

All staff, volunteers, and guests should always be in a designated shelter area for TORNADO WARNINGS.

A staff member will run the procedure outlined below for all severe weather issues.

Announce the warning over the LHF cell phone's group call feature: "We have visible lightning in the area and the tractor carts have been stopped until further notice." or "The national weather service has issued a severe thunderstorm warning for our area. Please direct all visitors to the nearest indoor facility for shelter." or "The national weather service has issued a tornado warning for our area. Please direct all visitors to their designated shelter area." Repeat the message.

Announce the warning over the desk telephone system using the "all call" feature.

Send the Maintenance staff to Walnut Hill to notify town sites.

The Marketplace staff will assign someone from the Visitor Center to drive to the Church and assist those sheltering during Tornado Warnings.

A staff member will announce any updates needed on both the cell and desk phones.

When the warning has expired, an “All Clear” message will be announced and we will resume normal operations.

Closed doors on buildings in town means the building has been checked and cleared.

Tornado Shelter Areas

Copies of the shelter areas are on printed on brightly-colored laminated sheets and should be kept at each site for easy reference.

Cabinetmaker	
Vet Clinic	
Broom Shop	
Picnic Shelter	
Flynn House	Flynn House basement
Blacksmith	
Schoolhouse	
Snack Shop	
Flynn Café	

Church	
Print	
Millinery	Church basement (<i>Marketplace to Monitor</i>)
Bank	
Law	
Tractor Cart bldg.	

Drug Store	
Tangen House	
Implement	Tangen House basement
General Store	
Doctor Office	
Flynn Barn	

Visitor Center	Celebration Room
Admin Bldg.	Admin Basement
1928 House	1928 Basement
	Sever Weather - 1700 Orientation Building
1700 Site*	Tornado Warning – Murray Conference Center
	½ go to 1900 house basement
1850 splits into 2	½ Conference Center
1900	1900 house basement and/or Exhibit Center
Exhibit Center	Exhibit Center

1700 Site Shelter Information*

During a Severe Thunderstorm Warning:

The 1700 Farm staff person will gather any visitors at the 1700 Farm and all will take shelter at the 1700 Farm Orientation Building. The staff person should call the lead tractor driver notifying them the 1700 Farm is taking shelter. Tractor drivers should no longer bring any visitors to the 1700 site until the all clear signal has been given.

During a Tornado Warning:

Staff and visitors at the 1700 loway Farm should walk down the main road and take shelter at the Conference Center basement hallway (be sure to close all doors to the hallway). The 1850 Farm staff will divide with staff taking visitors down the path to shelter at the 1900 Farm basement and another 1850 staff member taking anyone that is unable to do the main trail back up the trail through the loway Farm and down the main road to take shelter at the Conference Center basement hallway. The 1700 staff will let the lead tractor know by phone (AFTER they are safely sheltered) that the 1700 Farm is currently unstaffed and all are sheltered at the Conference Center.

Period Clothing Policy and Guidelines

“Period clothing” is a standard term for reproduction clothing and accessories for staff in museums. This designation avoids the term “costume” which can refer to theater garb and also “historical” which is used to describe original clothing in museums and private collections.

Period clothing is an important part of living history interpretation. You, the interpreter, are an exhibit which moves and works and breathes. Visitors watch you. The period clothing you wear is based on careful research to make your appearance as authentic as possible. Part of your job as an interpreter is to cultivate this personal authenticity. Effort should be made to demonstrate appropriate appearance and behavior whenever dressed in period clothing.

Women

Hats - all sites have been supplied with appropriate hats or sunbonnets. These are to be worn when outside. The only exception is arriving or leaving the site for the day or shift.

Hair—Long hair should always be pulled back and never left to hang. The basic adult hairstyle is a bun at the back of the head secured with hairpins or bobby pins. No French braids, scrunches, visible barrettes, or combs except for tortoiseshell-look combs. Only natural-looking colored hair and minimal amounts of styling products should be used. Period Clothing has examples of period hair styles for adults and children. Two good reference books are *Dressed for the Photographer* by Joan Severa and *An Illustrated History of Hairstyles 1830-1930* by Marian I. Doyle. Both books are available in the IRC and Period Clothing.

Petticoat—Petticoats are worn at all times. NO EXCEPTIONS.

Jewelry—Wedding rings may be worn. No wrist watches. Only jewelry that has been approved by the Period Clothing Department is allowed. Only one approved earring (hook or kidney wire, no posts) per ear lobe. No other visible piercings (eyebrow, nose, tongue). Reproduction jewelry sold in the General Store has been approved for use in 1876.

Shoes and socks—Shoes should be plain, dark, and comfortable—black or dark brown with dark soles. No white socks. Black or dark knee high socks are recommended for adults, and plain dark opaque tights for girls. Black tennis shoes are not allowed.

Make-up—No make-up is best. If you feel you must wear make-up, restrict it to foundation and a light blush for a natural look. No eye shadow, mascara, eyeliner or lipstick. No nail polish—not even clear.

Tattoos—any visible tattoos must be able to be covered by period clothing or makeup and must stay covered. Revlon Colorstay has a good reputation when properly applied.

Men

Jewelry—Wedding rings may be worn. No wrist watches. No earrings or other visible piercings (eyebrow, nose, tongue). We do not have documentation of Iowa farmers with pierced ears.

Hats—Must be worn when outside.

Hair—Only natural colored hair and hair styles without styling products. **Shirts**—always wear your shirt. Always wear your shirt tucked in. **NO EXCEPTIONS.**

Suspenders—Must be worn when wearing trousers. Suspenders and bib overall straps should be worn on the shoulders and not left to hang from the waist.

Shoes and socks—Shoes and boots should be plain, dark and comfortable—black or dark brown with dark soles. Boots are recommended for Farm sites and the blacksmith's shop. Shoes are acceptable for other town sites. Socks should also be dark—no white socks. No black tennis shoes.

Tattoos--Any visible tattoos must be able to be covered by period clothing or makeup and must stay covered. Revlon Colorstay has a good reputation when properly applied.

Additional Information

Most issued clothing is machine wash warm and tumble dry, although period clothing will look better and last longer if it is hung up to dry. Do not use chlorine bleach on or near the clothing issued to you. Period Clothing staff will advise you if your clothing needs special care. Iron as needed. Spray starch is permitted. You may use the irons and ironing boards in the Period Clothing office or Tangen House basement.

Please return clothing that needs repairs clean and dry to the Period Clothing office ASAP.

Period clothing should not be worn for any other time or for any other activity outside of interpreting on your specific day or work site. Period clothing may not be worn for parties, parades, pub crawls, school activities or dress-up for another organization's event. If you have been asked to represent LHF at an off-site event and/or outside of regular hours, you are permitted to wear period clothing.

Period clothing should not be worn on days when you are not interpreting, such as training days, cleaning days, staff meetings, staff trips, doing chores or other scheduled work days. You are liable for damages that occur if the clothing is worn for non-interpretive activities.

You may wear period clothing to and from LHF. If you prefer to dress at the Farms, please make sure you have all necessary items with you. Period Clothing cannot guarantee that extra clothing in your size will be available if you forget it.

Your period clothing is assigned to you for your use only. Do not borrow or lend period clothing with anyone. You are liable for any damages or loss if your clothing is worn by someone other than yourself.

TURN PERSONAL CELL PHONES OFF. These and modern purses, lunch and beverage containers, backpacks and other impedimenta do not belong in the 19th century and should be kept out of

public view. Your supervisor will show you where these things can be stored. If you need to carry modern objects during the day, please use the satchel or basket with cover that has been provided for your site. These containers are assigned to each site and must remain there at the end of your day or shift for others to use. You may use modern bags to carry your things to and from site at the beginning and end of your shift.

When lunch is not provided as part of site interpretation, you will need to provide your own lunch. To avoid confusing the public and interrupting your lunch time, please do not eat food in modern packaging on site. Your supervisor will have suggestions on where to eat. If you are getting lunch at the Flynn Cafe, use a site basket or satchel to conceal the modern food containers. You may also ask for a paper sack to carry your food in.

You may wear anything you wish beneath your period clothing as long as it is not visible, for comfort or to reduce the need to wash the clothing issued to you. Make sure that modern clothing is not visible at the throat, wrists, or below the knee, particularly beneath skirts. Many interpreters are more comfortable wearing a t-shirt, tank top or shorts under their period clothing on hot days. Long-sleeved t-shirts, thermals, long johns and tights are good for cooler days. Period Clothing also recommends removable dress shields (to save washing dresses), which can be purchased at fabric stores.

Coats, capes, scarves and shawls are usually issued to sites, not individuals, and must return to sites at the end of your day or shift. Because the number and gender of interpreters at each site varies from day to day, there may not be sufficient outerwear for all interpreters. We suggest you dress in layers beneath your period clothing on cold days in case there isn't a wrap or coat available for you.

Painting is a common summer project. Please check with Period Clothing to see if you may paint in the clothing issued to you. 1900 has a supply of paint clothing intended to be worn over your own clothing to protect it. Paint generally does not wash out.

Family members or guests may not wear their own period clothing or LHF period clothing to join you during your scheduled interpretation time. Only our trained staff and volunteers are permitted to interpret on site. Any exceptions necessary for a special event must be authorized by the Textile Supervisor.

Period clothing is rarely issued for one time or short term use. Period Clothing should be consulted for such requests.

PERIOD CLOTHING REPLACEMENT COSTS (updated 1/2016)

Apron	\$40	1876/1900 Trousers	\$100
Petticoat	\$50	Victorian Shirt	\$70
1900 Wrapper	\$175	Bib Overalls	\$80
1900 Shirtwaist	\$70	1850 Trousers	\$100
1900 Skirt	\$100	1850 Shirt	\$70
1850 Dress	\$300	Vest	\$100
1876 Dress (1 piece)	\$250	Suspenders	\$20
1876 Dress (2 piece)	\$280	Men's Hat	\$27
1876 Dress (3 piece)	\$400	Bustle	\$60

Interpretation

At Living History Farms, the term “interpreters” has a special meaning. An “interpreter” explains or demonstrates historical information to the visitor. This might include showing how a pioneer woman baked a cake in a Dutch oven, explaining where a frontier merchant got his pots and pans for sale, how the electric generator works or discussing why a Victorian lady wore gloves whenever she appeared in public. Because we are a “living history” museum, our interpreters recreate the daily routines of our sites. There are basically three ways interpreters play their roles:

Straight first-person an interpreter who says “I am a farmer” or “I am a blacksmith” is interpreting in “straight first-person.” They are pretending to be a figure from an earlier era. In the Flynn House, a maid might explain their duties by saying, “In the morning, I start the fire and prepare breakfast before I wake the mistress.”

Modified first-person, the interpreter says or implies what they would have been doing IF they had been a pioneer farmer or blacksmith. “If I had been a pioneer, I might have had four children in this cabin through the winter.” Modified first-person makes it clear that the interpreter is not trying to present themselves as the actual character from an earlier time but suggests ways to imagine them in that role.

Third person, the interpreter refers to the historical characters as “they.” “Victorian ladies wore gloves outdoors to keep their skin pale. It was a sign that they devoted their time to refined activities and not manual labor.” “This is what a 1900 farm wife would have been wearing. The aprons really came in handy.”

Each kind of interpretation has strengths and weaknesses, but Living History Farms uses 3rd person interpretation for virtually all of our public programs. While 3rd person interpretation loses some of the immediacy of history and the “you are there” feeling, it is well suited to our mission of depicting change through time. First person interpreters are limited by the time period they depict. Using first person interpretation, an 1850 farmer can know nothing of the changes in agriculture at the 1900 Farm and cannot help visitors make direct connections to their lives. A third person interpreter at the 1850 site, however, can state, “Now that you have had a chance to try threshing with a flail, you can head up the path to the 1900 Farm where they are using a steam engine and threshing machine to do the same job. Since you are really interested, ask for Jim. He’s a real expert on threshing machines.”

The other reason we use third person interpretation is that it enables interpreters to say, “I don’t know.” By acknowledging that our understanding of history is incomplete, or that we have not been trained on a particular task yet museum guests will be more likely to believe us when we do our interpretive activities.

Several times a year LHF interpreters will use first person interpretation; at the 1876 funeral, the 1850 wedding, Independence Day and Circuit Court day. These events are of short duration and begin and end with a third person introduction and conclusion.

Check with your Site Supervisor about what kinds of presentations are most appropriate.

Visitors

Visitors are the main reason we are here. They are not just tourists; they are our guests. They should be treated as you treat friends or guests in your own home. **Be especially mindful of our children visitors. Touching of children should be at a minimum. And do not ever allow yourself to be alone with a child. Should a school or youth group come to your location, look for the adult who will be accompanying them and ask them to remain with the group during your visit with them. As of 2011 any visitors under the age of 16 must be accompanied by an adult.**

You will encounter all types of people from all over the world during the season. Treat all visitors in a friendly and courteous manner. It only takes one unpleasant word or facial expression to create a poor impression of our entire museum.

Our best people are those who can adapt to meet the needs of our visitors. Be as flexible and accommodating as you can and still adhere to our rules and regulations.

Initiate discussion with our visitors. Let them meet you as one person, one distinct individual, and see them in the same way. Push aside any prejudices you may have about people because of their age, race, social or economic background and religion.

Be patient! Be prepared to answer the same question many times. Remember that the visitor who asks questions is making an effort to communicate with you.

Visitors come to Living History Farms expecting and hoping for a positive experience. Please do your part to provide them with that positive experience.

LHF Museum Collections

The primary role of collections is to support the Living History Farms' interpretive and educational programming. The collections items document Midwest American history, and they portray and pertain to the time period comprised between the mid-1700 and early-1900 (XVIII century to XX century). Approximately 19,050 artifacts are currently registered in the museum main catalog database Past Perfect. These artifacts include both categories of: the historic objects and accurate replicas. The collections are sub-divided into four (4) separate catalogs: Objects, Library, Archives, and Photography. These four catalogs all together conform the main museum inventory and the core of information of Museum Collections' property.

The museum catalog contains a large variety of historic furnishing, textiles and clothing, farming equipment and tools, horse-drawn vehicles, agricultural tractors, automobiles, household and professional utensils, artwork, books, documents, and photographs. Also, the catalog contains several high-quality reproductions and accurate time-period replicas.

In addition to the artifacts listed above LHF Museum Collections also include seven (7) historic buildings located on the property, to which the organization is committed to their preservation and authenticity. These structures are entirely treated under the same rules and policies governing the Museum Collections. The list of the seven historic buildings as follows: Flynn Mansion & Barn, Doctor's Office, General Store, Law Office, and the 1900 Farm House & Carlson Barn.

Registration of artifacts

All collection artifacts are registered with an assigned accession number, which specifies the year the artifact has entered the collection, its donor or source for acquisition, and the numerical order of such artifact within the gift or purchase. Each accession number is unique and pertains to that artifact only. Accession numbers are marked onto each artifact according to current museum standards and these marks correspond with records and individual IDs for each artifact in the museum database. The location for these marks are located away from the main view for each artifact and most of the time remain hidden or concealed. Depending on the physical nature of each artifact these marks can be applied either by superficial writing, engraved, or sewn as in the case of fabric-based objects.

Distinction between historic artifact and replica (reproduction/facsimile)

LHF is primarily concerned with historic authenticity. We collect both historic artifact and high-quality replicas. These objects are carefully selected according to the interpretive and educational criteria at the basis of furnishing existent historic sites, history-related programs, and seasonal events. The decisions of what to collect are overseen and dictated by the Collections Committee, while only artifacts that reunite such characteristics and conditions to fulfill the needs at historic interpretation and education departments are accepted.

Due to the variety of programs and events taking place at LHF makes a clear distinction between the use of historic artifacts and replicas. There are restrictions in-place regarding the proper use and manipulation of all artifacts. In essence most historic artifacts are handled by staff and trained seasonal personnel, while the large majority of replicas are part of public's hands-on activities at interpretive and educational programs. In addition, a small portion of historic artifacts is entirely

kept away from direct interaction and it is only made available for display at exhibitions. A color code Tier system has been put in place since mid-2015 and it is currently a work-in-progress aiming to facilitate staff and collaborators about to make these distinctions.

Both categories of artifacts receive special attention and care as of all objects in the museum collections are to be treated with knowledge and respect.

Preservation of artifacts in the collections

As stated in the organization's mission, the main scope of our outdoor (open-air) museum is to educate, entertain and connect the general public with the knowledge and traditions from a by-gone era in Mid-America. Within this context, the preservation of historic information is the organization's paramount responsibility, and makes it available to its audience through demonstrations and directed activities. In these respects all artifacts in the museum collections serve the mission in supporting the staff of interpreters, educators, volunteers, and other affiliates to recreate a particular historic period. Whether authentic historic artifacts or historic-accurate replicas being utilized at work and activities, or on display, their primary role is to support the organization's programs and activities in preserving history.

Use of Museum Collections artifacts

The use of all Museum Collections artifacts is primarily intended for programs and events within the LHF locations by staff interpreters, educators, volunteers, and other affiliates. Designated artifacts made available for public interaction must be supervised at all times by these individuals, and no artifact whatsoever is to be left unattended during public interaction. The usability of artifacts is designated and regulated according to the color code Tier System currently in place.

In addition, some artifacts in the Museum Collections are also available for short-term loan and exchange with other cultural institutions. Removal from the property of such artifacts is conditioned to consultation and approval by the Museum Collections department and the Museum Collections Committee. The release from the property of an artifact, in any circumstances, is recorded through the Short-term Outgoing Loan Agreement.

We also borrow artifacts from other institutions on a short-term incoming capacity. The borrowing of historic artifacts relevant to LHF programs and activities is also conditioned to consultation and approval by the Museum Collections department and the Museum Collections Committee. Incoming loans are recorded through the Short-term Incoming Loan Agreement.

Museum Collections Policy and Tier System

LHF Museum Collections Policy and its 2015 Tier System addendum are both available at the Registrar's office for all participating volunteers within the Museum Collections department (See copy of "Tier System-Quick Reference" document).

Appendix

The History of Living History Farms

Living History Farms Foundation was chartered in 1967 to keep alive the traditions of Midwestern agriculture. The founder of Living History Farms, Dr. William G. Murray, saw that the essence of farming includes living things – crops, livestock, and people. While many museums preserve farm machinery and artifacts, Dr. Murray’s view was that agricultural history can never be adequately interpreted through static exhibits of inanimate objects alone. Therefore, he envisioned a “living history” farm. Dr. Murray died in October, 1991, but his dream lives on.

Dr. Murray’s dream became a reality in 1969 when LHF purchased 335 acres of land in the northwest corner of Des Moines along a combined section of 2 major interstate highways. . Programs began in 1970 with the construction of a log house and the establishment of a working 1850 Farm where interpreters use hand tools and ox power to raise three acres of crops. In 1970, the first event at Living History Farms, a Grain Harvest Festival, attracted more than 5,000 visitors. Also in 1970, LHF purchased an additional 25 acres that included the 1871 Martin Flynn House and Barn, both of which are listed on the National Register. In 1975, the 1900 Farm was added to demonstrate the tremendous impact the industrial revolution had on agriculture during the last half of the 19th century. The 1900 Farm’s horse-drawn machinery provides a stark contrast to the oxen power at the 1850 Farm. LHF continued to purchase land and by 1979 LHF holdings totaled 556 acres. The largest crowd that ever gathered in the state of Iowa assembled at LHF on October 4, 1979, when Pope John Paul II gave a homily to 340,000 people regarding man’s stewardship of the land. During this same period, LHF began construction of the 1876 town of Walnut Hill near the Flynn Farmstead to show the interdependence between farm families and townspeople. Today, Walnut Hill has 15 historic sites. The town includes a general store, pharmacy, working print shop, millinery, drug store, blacksmith, broom shop, cabinet maker shop, schoolhouse, vet clinic, farm implement warehouse, and middle class residence, in addition to the Flynn Mansion & Barn. In 1978, LHF added the Henry A. Wallace Exhibit Center to bring the story of Midwestern agriculture into the 20th century including a 1950s kitchen. Interactive exhibits and outdoor crop plots featuring modern crop varieties are also featured at the Exhibit Center.

Recognizing that Iowa’s agricultural history began long before the arrival of European settlers, LHF used a grant from the Iowa Humanities Board to assemble a distinguished advisory committee, including members of the Ioway tribe, to research and construct gardens, bark lodges and work areas of a 1700 Ioway Indian Farm. The new site opened in 1982 with historical interpreters in modern clothing using Native American techniques to grow historic varieties of corn, beans, and squash. In 1983, the National Federation of State Humanities Councils named the 1700 Ioway Indian Farm as one of the most outstanding humanities projects in the nation.

In 1997, LHF opened the newly restored 1871 Flynn Barn and a new 8,000 square-foot Visitor Center with modern amenities and 500 paved parking spaces. In 1998, LHF built a 1,500 square-foot State of Iowa Welcome Center as an addition to the Visitor Center. The Welcome Center closed December 19, 2008.

Today, LHF includes 500 acres and attracts more than 100,000 visitors annually, including visitors

from every state in the nation and, dozens of foreign countries. Each year, tens of thousands of school children from a majority of Iowa's 99 counties and five neighboring states participate in LHF's educational programs.

LHF has been a pioneer in the use of "living history interpretation" and is the only living history museum in the nation that interprets three centuries of agriculture by means of chronological comparisons. In 1996, Dr. G. Terry Sharrer of the Smithsonian Institution, praised LHF as "the best agricultural museum anywhere" for its "broad view over the history of ideas about how things grow and how to grow them."

LHF has received numerous awards and accolades since our inception. A current listing of Accolades can be found on the LHF website.

Sources of Information

Interpreter's Resource Center - The Interpreter's Resource Center is a collection of reading materials that have been compiled for use by all those who work or volunteer at LHF. Included in the library are books, articles, reports, diary accounts and other materials that relate to topics interpreted at LHF. The Center is located in the 1928 House just west of the Flynn House. Please contact the Community Relations Manager for access. Any volunteer, regardless of assignment, is welcome to use this resource during museum hours.

Site Interpretive Materials - Available through your Supervisor or the Director of Interpretation.

Printed Media Materials - Copies of press releases; brochures, mailings and other printed materials are available at the Administration Office.

Films/Slides - The film, "Seeds of Survival," that was filmed at Living History Farms, as well as over 15,000 slides, are available to schools, group, and volunteer staff members. The 13-minute video "Unlocking the Fertile Prairie: A Video Tour of Living History Farms" is also available from the Administration Office.

Web Site – go to www.LHF.org for information on the museum sites, special events, job openings, education programs, etc.

FAQ

You may contact the Community Relations Manager about anything, any time – Stacie Hooker at shooker@lhf.org. Big questions, little questions, concerns, comments, whatever, do not hesitate to reach out.

- Announcements: All important announcements will be posted on the Volunteer Trello Board. Please check this frequently as your questions may be answered on Trello.
- Restrooms: We have modern restrooms located at the:
 - o Visitor Center
 - o Vending Snack Shop Building – north end
 - o Wallace Exhibit Center
 - o For volunteers and employees only: Church basement, Tangen Home basement, Flynn House basement.
 - o Portable restroom facilities are also located at the tractor drop-off point before reaching the 1700 Site, the 1900 Site, and behind the Tractor Cart Shed in Walnut Hill.
- Food: You are welcome to bring snacks and refreshment – if you are in period clothing, be sure to hide anything with a modern appearance appropriately at your site. If you work all day in the town area, you may put your lunch in the refrigerator located in the Tangen Home basement. Or, you can purchase lunch at our “Flynn Cafe” – again if you are in period clothing, be sure to not carry anything that is modern, and try to sit at a picnic table that is away from the general visitors. A good way to meet volunteers and staff is to join them in lunch at outside picnic tables, or in the Tangen Home basement. Farm sites often prepare and eat a meal on site. Check with site staff regarding details.
- How to reach staff:
 - o Monday-Friday, call the Community Relations Manager, Stacie Hooker, at 515.278.5286 ext. 158.
 - o Nights or weekends, if you need an immediate response, please email the Community Relations Manager at shooker@lhf.org. If you do not need an immediate response call 515.278.5286 ext. 158 and leave a message.
- What do wear:
 - o If you have been issued Period Clothing, please wear this as stated in the Period Clothing Policies above.
 - o All Volunteers who have not been issued Period Clothing will receive a Volunteer t-shirt. This shirt must be worn anytime you are volunteering at any site or event.
- Where to park and check in for your volunteer shift:
 - o Walnut Hill interpreters: park in the large parking lot at the Visitor Center and then go inside the Visitor Center to record your volunteer hours. Or, if your site is on the west end of Walnut Hill, you may park in the Administration Office parking lot on the northwest end, and Monday thru Friday you may use the computer station that is located in the copier room of the Administration building.
 - o Farm Site interpreters: go directly to west side designated parking areas. Computer check-in stations are located at the Murray Conference Center and the

basement of the 1900 Farm house.

- Special Events volunteers: it will depend on the event, but usually either park at the Visitor Center or Administration Office. You will be told in advance.
 - Office volunteers: Administration Office parking lot – west end. The computer in the copier room is available for checking in and out.
 - Museum Store/Visitor Center volunteers – Visitor Center parking lot and then check in at the store or as designated.
- Feel free to bring a cell phone, but if you are a historical interpreter, be sure to shut it off or set it to vibrate and hide it from visitor view. Remember to hide wristwatches too.
 - Any historic questions – please go to your site supervisor first, or if not available, check with Janet Dennis, Program Co-Director. Janet can be reached at 515.278.5286, Ext. 167.