2022

Volunteer Handbook

Heritage Village Museum and Educational Center

Bethany Jewell
Director of Marketing and Volunteer Services

Welcome to Heritage Village Museum and Educational Center! We are so excited and thankful that you have decided to volunteer with us!

Heritage Village Museum and Educational Center is Cincinnati's only outdoor living history museum and has been bringing history alive for visitors for over 50 years. Over the years our Village has grown from just Elk Lick House to the 13 buildings, numerous outbuildings, and structures you see today. Today, the Village features five homes, a free standing stone kitchen, a barn, a train station, a print shop, a general store, a doctor's office, a church, and a schoolhouse. These buildings are the foundation of Heritage Village Museum, but our volunteers are what bring it to life.

In our mission to bring history alive, our volunteers are the driving force. Without our volunteers Heritage Village would just be a static, walk-through museum, but the volunteers who wear period clothing, guide guests, and demonstrate historic activities are what makes Heritage Village Museum the magical place loved by generations of Cincinnatians. There are so many volunteer opportunities available throughout the Village and throughout the year that there truly is something for everyone. For a full list of all volunteer opportunities please flip to page 12, but some of highlights include leading guided tours and education programs, joining our quilters or gardeners, helping in the gift shop or office, or even helping our collections manager with our many historic artifacts.

By filling out and returning the Volunteer Information Form located at the end of this handbook, you will be entered into our volunteer email list through which you will receive the most up to date information about upcoming volunteer opportunities. Upon receipt of your Volunteer Information Form, you will also receive information about accessing our online Docent Handbook which contains information about our buildings.

Again, thank you for your interest in becoming a volunteer of Heritage Village Museum and Educational Center. We genuinely could not offer the programming that we do without our volunteers. If you have any questions, please contact me!

Respectfully yours,

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How We Came to Be

Originally under the umbrella of the Miami Purchase Association, Heritage Village Museum and Educational Center was created by a small group dedicated to the preservation of buildings with a historic or architectural significance. They began in 1965 with the purchase of the 1819 Gorham Worth House. The Langdon House, Medical Office, and Hauck House would come in 1966, but the association needed somewhere to exhibit the structures in their possession. Great Parks of Hamilton County and the city of Sharonville welcomed the Miami Purchase Association and its historic buildings into Sharon Woods, the oldest park in the system built by the W.P.A. and opened in 1932.

Elk Lick House was the first building moved on site in Sharon Woods. The home and outbuildings were acquired in 1969 and opened in 1971. Chosen for its architecture, the home, icehouse, smokehouse, and unique outhouse were saved from demolition by the Army Corp of Engineers when Harsha Lake was created in East Fork State Park. Elk Lick House and its beautiful Carpenter Gothic architecture were the main office as well as the Association's first exhibit building.

Chester Park Train Station, also known as Winton Place, was the second historic structure on site. Also, acquired in 1969, it would not be ready for the public until 1972. Again, choosing a regionally significant historic structure, the train station takes its name from Chester Park, the west side amusement park that stood across the street from the station. While an agreement was reached between the railroad and MPA in 1969 for the organization to acquire the building, no timetable was given. The Village received a call that they had 24 hours to move the station from its location or it would be torn down. Paul Holthaus, Village handyman at the time, was dispatched to the station with a flatbed trailer and a chainsaw where he cut the station into 8-foot sections for transport and storage.

Hayner House was added to the Miami Purchase Association's collection in 1968 but was not rebuilt on site until 1973. The 1852 Greek Revival style home once stood on the banks of the Little Miami River in South Lebanon, Ohio, but it had been disassembled and stored in a barn. While not built by John Hayner, the home bears his name based on his success at canning corn in the latter quarter of the 18th Century. Hayner House currently operates as Heritage Village Museum and Education Center's exhibit, collections, and office space.

The Steamboat Gothic style Langdon Medical Office was brought to the Village in 1973. The Langdon buildings were some of the first buildings rescued by M.P.A. The home was sold in 1976 to individuals that planned to restore it to its original 1855 splendor. The Langdon Medical Office stands in the Village as a testament to the challenges and breakthroughs of 19th century medicine.

On the outskirts of Milford, Ohio, near the intersection of Route 50 and 131, the Gatch-Mergrue Barn and corn crib stood as sentinels of Milford's rural roots. Built circa 1812, it was the oldest barn still standing in Clermont County. The barn and corn crib were donated by Harry L. Lockwood and Carol L. Hardin in December 1971. The Miami Purchase Association began dismantling them in 1973, but reconstruction did not begin until 1976

Vorhes House, a Federal style farmhouse from Blue Ash built between 1834 and 1835 was acquired by the Miami Purchase Association in 1977. Moving Vorhes House proved quite an undertaking. For the structure to fit under power lines, the second story was taken apart with each brick being numbered. Upon arrival at the Village, the bricks were reset in order using an 1830's accurate mortar as the original bricks were too soft to withstand modern mortar and would have been crushed. Vorhes opened for exhibit in 1978.

The Kemper Log Home was moved to Heritage Village in 1982 by The Colonial Dames of America in the State of Ohio from the Cincinnati Zoo where it had been since 1912. Built in 1804, it is one of the two oldest buildings in Cincinnati. The home originally stood in the wilds of what would become Walnut Hills. Adjacent to the log home is the Kemper Kitchen, a replica of the original 1804 stone kitchen used by the family. Using family resources and a period layout drawn by Kemper descendant, builders constructed the kitchen on site.

By 1983, the Miami Purchase Association had reached a fork in their existence and efforts. The Sharon Woods Village (a former name) was expanding and required focused attention. On March 29, 1984, the split in the organization was made official when Historic Southwest Ohio, Inc. was created to see to the day-to-day operation of the Sharon Woods Village and Hauck House, while Miami Purchase Association would continue efforts in historic preservation. Historic Southwest Ohio, Inc. took over the reins of the Sharon Woods Historical Village on July 26, 1984.

The next building to join the Village was Fetter Store, originally built on Main Street of what is now Owensville in Clermont County. The store started out its documented life as a tailor shop for John Oonk in 1868. Oonk sold the store to its namesake, John C. Fetter in 1879. It wasn't until 1983 that Historic Southwest Ohio gained ownership of the structure. Due to the deterioration of much of the wood, the only original feature left is the front Leadville style façade. It's move, renovation, and set-up was finished in 1987.

Somerset Church arrived at Heritage Village Museum in December of 1991. Somerset Presbyterian Church began as an organized congregation thanks to Reverend James Kemper in 1801, with the brick structure coming along in 1829. Standing near the intersection of Montgomery Road and Fields-Ertel Road, the iconic country church lost out to land development and the combining of the congregations of Somerset and Mason Presbyterian Churches.

Benedict Cottage was obtained from the Benedict Estate in 1997, where it was being used as a caretaker's house. Little is known of its history beyond being a 19th Century worker's cottage. Research is ongoing and for the past few years a junior volunteer has researched every lead within our files, going as far as to build a paper replica to show original construction and alterations.

In 2004, Heritage Village Museum and Educational Center received a late 19th century printing press, four cases of type, and other printing equipment from Bonnie Owens. Mrs. Owens was the granddaughter of Gottlieb Fredrick Adolf Schramm, owner of Schram Printing Company opened in 1896 in Covington, Kentucky. The shop was operated by Gottlieb and taken over by his son, John, who ran it until his retirement in 1976. Through the generosity of Mrs. Owens' daughter, Stacey Crapsey and her husband, of Crapsey Construction Company, a building was also constructed to house the equipment.

In 2008 the Village was able to add a 19th Century school building. Delhi Township District School #3 was built in 1890 and opened for school sessions in 1891. It originally stood on Neeb road in Delhi. In 1926, Delhi consolidated their school system and little District School #3 closed its doors. Its last incarnation was that of a reading lab on the campus of the College of Mount Saint Joseph before the Sisters of Charity donated it to Historic Southwest Ohio.

In 2015, Historic Southwest Ohio and Heritage Village and Educational Center expanded our mission to reflect our coverage of early settlement of Southwest Ohio, beginning in 1788. One of the most visible ways to highlight this mission change was the research, design and building of the vessel most responsible for getting the settlers here, the flatboat. With the addition of this latest structure the Village is continuing to grow our own history with this new focus on the beginnings of settlement of Southwest Ohio and how those settlers got here.

Who We Are

Today Heritage Village Museum and Educational Center is still owned and operated by Historic Southwest Ohio, Inc. and operates as a non-profit 501c (3) organization. Although we are located inside Sharon Woods Park, we are not affiliated with Great Parks of Hamilton County. No tax dollars are used to fund the facilities, staff, or operations. Heritage Village Museum & Educational Center is supported entirely by visitors, grants and donations.

Volunteers and staff provide guided tours, supervise the gift shop, coordinate special events, demonstrate traditional crafts and cooking, and present educational programs for over 15,000 guests each year. It is through the generous donation of time by our volunteers that we are able to continue providing quality educational and historical programs and events.

What We Do

Heritage Village Museum and Educational Center is a collection of historic 19th century buildings moved from locations around Southwest Ohio and Northern Kentucky to save them from destruction. Elk Lick House was the first building brought here, opening in 1971. Ten more historic buildings and two new structures have been added over time for a village of thirteen buildings.

We are dedicated not just to preserving these buildings, but to sharing the stories of the people who lived, worked, worshiped, and learned here. We bring to life the history of our region and the people who settled it, connecting visitors with our heritage. We serve thousands of school children and visitors every year with programs, tours, and events that engage the imagination and enrich their understanding of the past.

Our Mission Statement

Historic Southwest Ohio brings history alive, focusing on life in the late 1700s through the 1800s.

Volunteer Benefits

As a 501(c) 3 non-profit organization with only a handful of paid staff, we rely heavily on volunteer support to ensure our events, programs, and even day-to-day operations run smoothly and to the highest benefit for our guests. In recognition of the invaluable contribution made by each and every volunteer, we offer the following benefits:

Flexible Volunteer Time Commitments

- Volunteer opportunities are available on a regular, scheduled basis or as-needed depending on the area of involvement, activity, and personal availability/preference. There is no minimum contribution, so volunteer as much or as little as you'd like.

Quarterly Volunteer Meetings and Social Opportunities

- In the weeks leading up to our larger events we host Volunteer Meetings at Hayner House in which we not only go over important information about the upcoming event, but also important information about the Village in general. Our volunteers are an important part of our museum family so ensuring that everyone is up to date on everything from maintenance and event planning to grants and diversity/inclusion initiatives is imperative. Following the meetings themselves we usually host a lunch at which volunteers are able to interact and get caught up with one another. Finally, many of our meetings include some sort of training or decorating session following lunch.

Recognition, Awards, and Article Publication

- Each year in July we host a Volunteer Recognition cookout at Hayner House to recognize and celebrate the incredible contributions our volunteers have made over the past year.
- At our Annual Meeting a Volunteer and Jr. Volunteer of the Year are chosen from among our dedicated volunteer base for outstanding contributions to the Village for the past year.
- Throughout the year there are opportunities for the publication of short articles by volunteers in our quarterly newsletter "Timesteps"

Opportunity to Receive Free or Discounted Admission

- All volunteers receive free admission to our events on the day that they volunteer. Additionally, free or discounted admission to certain events, special programming, and training opportunities may be provided to volunteers on an award or availability basis

Free Meal from Concessions at Special Events

- At Special Events that feature a Concession Stand, volunteers receive one free meal from concessions (sandwich, bag of chips, and drink) with additional items available for purchase (an hourly minimum volunteer commitment for the day may be required but will be communicated ahead of time). At events which do not feature a Concession Stand, food may be provided following the event and water will be available to volunteers during the event.

Any updates or changes to these procedures are at the discretion of staff members and will be communicated with volunteers by staff ahead of events the changes may impact.

General Volunteer Guidelines

EEO Policy

Heritage Village Museum and Educational Center does not discriminate in volunteer opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, marital status, veteran status, or any other characteristic protected by federal or state law. Heritage Village Museum will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship for the organization. Contact the Director of Volunteer Services with any questions or requests.

Parking and Great Parks Pass

For weekday/office/tour guide/etc. volunteering, volunteers are permitted to park in the gravel lot located behind the Gatch Barn. This lot is accessed via the access road to the right of the Sharon Centre. For Volunteer Meetings, and Special Events and Programming parking instructions may change. These changes are always communicated by staff members ahead of the event in a logistics email. If you have questions about where to park for a specific event or if the gravel lot is full, please call the office or email the staff member you are reporting to or with whom you are meeting.

All volunteers will need to purchase a Great Parks Park Pass at the front gate of Sharon Woods in order to enter the park. Currently, Heritage Village Museum is unable to provide Park Passes for volunteers due to prohibitive costs.

Dress Code

As a volunteer of Heritage Village Museum and Educational Center how you look is a reflection on the Village and as we always want to put our best foot forward, this does include looking presentable and polished when interacting with visitors.

Heritage Village Museum and Educational Center is first and foremost a living history museum, as such volunteers for Guided Tours and Education Programs are required to wear period clothing. This may be clothing owned by the volunteer or borrowed from the Village. The only time a volunteer may not wear period clothing for Guided Tours or Education Programs is on days with an active Excessive Heat Warning potentially putting the health and safety of the volunteer at risk. Volunteers are also regularly asked to wear period clothing for our events which focus on history such as the Columbia Settlement 1788 or Holly Days. Period clothing should be as historically accurate as possible and Heritage Village staff reserves the right to veto period clothing based on historical inaccuracy.

All Heritage Village volunteers receive one green volunteer t-shirt during their first official volunteer shift. This shirt must be worn during each Special Event volunteering shift when period clothing is not worn. Examples of potential exceptions might include Haunted Village or Holly Days, when holiday appropriate clothing may be worn, but these exceptions will always be communicated ahead of the event. The bottoms worn with the volunteer t-shirt should be weather appropriate and polished (no athletic shorts, sweatpants, or jeans with holes). Shoes should also be weather appropriate, polished, and sensible (nice gym shoes are perfectly acceptable, just not gym shoes that look extremely worn out). **If you have any questions regarding period clothing or volunteer dress code, please contact Bethany.**

Name Tags

For most events volunteers will receive a name tag at check in, these name tags must be worn and visible at all times during your volunteer shift. These name tags are important for the safety and security of visitors, volunteers, staff, and reenactors. These name tags also help to differentiate Village volunteers from reenactors, sutlers, and demonstrators during larger events.

Be Prepared for Ohio Weather

From walking between buildings to potentially being stationed outside, make sure you check the weather forecast before heading out the door to volunteer. Whether it's extra layers, sunscreen, an umbrella, or the shoes you wear, make sure that you are ready for anything Ohio weather can throw at you during your volunteering shift.

Closings and/or Cancellation of Programs and Events

Speaking of weather, in the unlikely case that severe weather forces us to close the Village or cancel an event, every measure will be taken to try to contact volunteers (phone, email, social media, local news stations weather related closings). If you question whether the event is still taking place, call Heritage Village at 513-563-9484 or email a staff member.

Emergency/Safety/Security Procedures

In every case of an emergency/safety/security situation, volunteers should contact a staff member to not only help with the issue, but also so they are aware of the situation. During large events staff members are roaming through the event to give breaks and aid in any problems beyond the scope of volunteers. To contact a staff member, volunteers are encouraged to either get the personal cell phone numbers of staff members or to call the gift shop/office from where a staff member can be contacted and dispatched.

During large events there are also Park Rangers on site to aid with safety/security/emergency situations, these individuals roam the event and can also be contacted by staff members in the event of an emergency.

During any volunteering session if you, another volunteer, or visitor is injured or an accident occurs, each building is outfitted with a first-aid kit and "Accident and Incident Reports" which **must be** filled out in the event of an accident or injury. These forms are very important from an insurance and liability standpoint even if a visitor does not wish to stay to give information for the report, please fill it out to the best of your abilities and give it to a staff member to be filed appropriately.

Non-Smoking Policy

Even though we are located within the grounds of a public park, Heritage Village Museum and Educational Center is a smoke-free and tobacco-free environment. We prohibit the use of smoking devices and tobacco within the facilities and on the grounds with the exception of inside your own personal automobile. Repeated disregard for this policy may result in termination of volunteer status.

Drug and Alcohol Use Policy

While volunteering, you should be both drug and alcohol-free. Volunteers are required to report to Heritage Village Museum and Educational Center in appropriate mental and physical condition to perform their assigned duties in a satisfactory manner. The use of prescribed drugs is permitted on Heritage Village property only if it does not impair one's ability to perform the essential functions of their assigned duties effectively and in a safe manner that does not endanger the volunteer, staff, or other individuals. Volunteers who drive Heritage Village vehicles (golf cart, tractor, etc.) may be subject to reasonable suspicion alcohol testing.

Sexual and Other Harassment Policies

Heritage Village Museum and Educational Center is committed to providing a harassment-free environment. Heritage Village strictly prohibits any type of harassment, discrimination, or retaliation as protected by both federal and state laws. If you feel that you have been the victim of harassment, discrimination, or retaliation please contact a staff member.

Social Media Policy

As a volunteer, you represent the brand and voice of Heritage Village Museum and Educational Center whether you are volunteering, speaking to someone about Heritage Village, wearing Heritage Village attire in public, or sharing thoughts and experiences on social media. Heritage Village strongly encourages our volunteers to share information, photos, and videos on social media with those who visit or may visit the museum. As a valued member of our museum family, you are also a valuable asset to our marketing efforts. However, there are some general guidelines for volunteers when using social media to promote Heritage Village.

The term "social media" includes all means of communication or posting content, in the form of personally generated text, photographs, audio and video, and by sharing another person's or group's personally generated text, photographs, audio and video, with or without positive or negative commentary, on any internet-hosted site, including social networking sites, websites, blogs, web journals, web diaries, web bulletin boards, online news sites, chat rooms, and other forms of electronic communication.

Any of your online activity that adversely affects your performance, the performance of employees, and fellow volunteers or otherwise adversely affects members, customers, vendors, people who work on behalf of Heritage Village Museum and Educational Center or their brand, overall reputation, standing in the community, overall business operations or general business interests may result in prohibiting you from volunteering for Heritage Village in the future.

Photo Release

Included in your New Volunteer Forms is a Photo Release Form, along with the rest of your forms this will need to be filled out and returned before your first time volunteering. This release allows any image taken of you to be used in publications by or about Heritage Village Museum and Educational Center. If you do not want you picture taken for this purpose, please notify the photographer should you find yourself in such a position.

Volunteer Golf Cart Operations

For some large events Heritage Village Museum and Educational Center has a golf cart on site which is sometime operated by volunteers. These volunteers are expected to exercise care and follow all operating instructions, safety standards, and guidelines.

- To operate vehicles at or for Heritage Village Museum, you must have a valid state-issued driver's license. You should notify staff if any vehicles appear to be damaged, defective, or in disrepair.
- The improper, careless, negligent, destructive, or unsafe use or operation of vehicles may result in disciplinary action, up to and including termination of volunteer status.
- In case of an accident on Heritage Village Museum property, please notify a staff member immediately.

Volunteer Conduct Policy

To ensure the best possible environment for all volunteers, staff, and visitors, we expect you to follow rules of conduct that will protect the interest and safety of all volunteers and Heritage Village, whether on-site or off-site. Although it is not possible to list all the forms of behavior that are considered unacceptable, the following are some examples of conduct that may result in ending your volunteer status:

- Disrespectful treatment of (or behavior towards) a guest, program participant, employee, or another Heritage Village volunteer
- Theft or destruction of property
- Working under the influence of alcohol or illegal drugs
- Fighting or threatening violence
- Violation of safety rules
- Sexual or other unlawful harassment
- Possession of dangerous or unauthorized materials such as explosives or firearms on site

Termination of Volunteer Status

The ending of volunteer status may occur for a number of legitimate reasons including but not limited to:

- Voluntary written notification ending volunteer status initiated by the volunteer.
- Revocation of volunteer status initiated by the organization due to conduct considered unacceptable by the organization.

Volunteer Opportunities

Volunteer opportunities at Heritage Village are constantly changing and new ones arising, so the best way to keep up with everything is to read the emails coming from the staff sharing all upcoming opportunities. That said, there are many ongoing and recurring volunteer opportunities that can be scheduled around your busy schedule! Some of the recurring volunteer opportunities that we have include:

- **Museum Tours** -- If you love history and are seeking the opportunity to share that passion with visitors, this vital position may be the perfect fit for you! Our tour guides educate the public on the history of Heritage Village during both special events and our 90-minute guided tours throughout the year. Tour guides are asked to wear period appropriate clothing for special events and on guided tours, you can borrow pieces from our closet, and we can help you work towards creating your own historic outfits!
- **Education Programs** -- Our Education Volunteers work with groups of grade school children (primarily grades K-3), to give them an engaging and educational experience of what life was like for people who lived during the 1800s. Our Education Programs emphasize hands on activities to keep children engaged as they learn. Annually, our Education Volunteers enable over 5,500 school children from over 70 local school and organizations to experience the history from their textbooks first-hand. Availability for these programs is traditionally Monday through Friday between 9 a.m. and 2 p.m.
- **Gift Shop** -- Cashiers and merchandisers are always needed during our normal operating hours and special events. From greeting visitors in our gift shop and answering questions about the Village to selling merchandise, admissions, and memberships, there is always something to do and someone willing to train you!
- **Office/Administrative Support** -- Typing, filing, copying, preparing mailings…. there are a lot of projects going on daily in the Heritage Village Museum offices! Availability is traditionally Monday through Friday 9 a.m. to 4 p.m.
- **Maintenance/Grounds Work** -- Whether you enjoy carpentry, painting, landscaping, or any other similar activities, there are always projects available at the Village both inside and out.
- **Collections Support** -- In addition to the preservation and documentation of the artifacts we already possess, new pieces are regularly being donated to our collection which you'll help to assess, document, organize, preserve, etc. (Experience is appreciated, but not required).
- **Research Support** -- Whatever your interest in the history of Southwest Ohio, adding additional knowledge and information to ours is a fantastic way to leave your mark on Heritage Village. In this role, you would work closely with our Education Director and would be able to complete research remotely and on you own schedule, though you must provide the museum with copies of all research compiled. Additionally, your knowledge and expertise may be utilized to create exhibits or develop presentations on the material.
- **Exhibits Support** -- If you love 19th century history and/or Cincinnati and would like to share that passion with others, this could be the volunteer opportunity for you! As a volunteer you may research current or upcoming exhibits, write information cards for displays, or even develop your own exhibit from the ground up!

In addition to these incredible recurring opportunities, we also have a few groups of volunteers who meet regularly and/or work on a project or some facet of life here at the Village. Two of these incredible groups are explained in more detail below and if you are interested in joining either of these groups or have an idea for another group that could benefit the Village, please reach out to the Director of Volunteer Services!

- **The Village Quilters** -- This weekly old-fashioned quilting bee gathers on Wednesdays from 10 a.m. to 2 p.m. and are as much a social group as a productive one! They design quilts, machine piece the quilt tops, layer with batting, and hand quilt together. They produce a variety of patterns, colors, and sizes of quilts. Most of the quilts are raffled off to the benefit of the Village. Our quilters are of varying abilities and welcome beginners. They can teach you all you need to know or you can teach them! There are a few personal tools you will need, but they can help you with that.
- **The Village Gardeners** -- This group of incredible Master Gardeners work year-round to ensure that our Kemper Garden is not only historically accurate, but also a fully functioning kitchen garden. Through extensive planning, crop rotation, and successive and companion planting, the Gardeners work hard to create a truly wonderful garden. As a volunteer with this group, you'll help with weeding, thinning crops, watering, mulching, checking for diseases and insect pests, harvesting, and managing the compost piles. Kemper Garden is as much a learning and teaching garden as it is a productive one, so the Master Gardeners would be happy to welcome volunteers of any skill level!

Finally, a quick word on our Special Events and Special Events Volunteers. While there are many year-round volunteer opportunities, we also know that sometimes all someone wants to do is come out and volunteer for events such as Haunted Village, Holly Days, or Columbia Settlement 1788. That is also a totally acceptable and common way to volunteer with us! Our special events volunteers do everything from admissions and concessions to dressing in period clothing and interpreting our historic buildings or doing 19th century demonstrations, to dressing up as ghosts, witches, monsters, fortune tellers, and mad scientists at Haunted Village! All of our Special Events throughout the year require volunteers, so for more information about upcoming events you can check our website at heritagevillagecincinnati.org or contact us for more information!

Recording Your Volunteer Hours

Recording your donated time is an incredibly important part of volunteering. The hours you volunteer are considered an in-kind donation. Besides being used to recognize our dedicated volunteers, this information also assists Heritage Village in applying for grants and other types of funding, a huge part of our annual revenue. This information demonstrates the amount of community involvement we receive. All volunteer hours are recorded in our Volunteer Books located either in the Hayner House entry way or at check-in for events. For larger events like Haunted Village, we sometimes elect to record volunteer hours in different, more time effective ways, but ensuring that you always accurately record your volunteer hours is a huge part of your job as a volunteer at Heritage Village Museum and Educational Center.

Communication and Volunteer Documents

Communication is one of the most important aspects of a successful volunteer department. We are cognizant of that and try to keep as many open forms of communication available to volunteers as possible. Below are some of the most important ways that we communicate with volunteers.

Emails

Email are our most frequent and arguably most important form of communication. These emails come out through MailChimp to our list of volunteers. It is through these emails that you will get information about upcoming events, sign ups, volunteer opportunities, updates about the Village, and any other important information that we need to share with our volunteers. You will automatically be signed up for this list once we receive your completed volunteer forms.

Volunteers web page

The volunteers web page on the Heritage Village Museum website is the place where all important volunteer documents reside. You will find links to the SignUpGenius to sign up to volunteer, our Docent Handbook which has information about all of our buildings, a copy of the volunteer calendar, this handbook, volunteer hours spreadsheets, and other important information. The volunteers web page is a way for all volunteers to have access to the most up to date and accurate information. It can be accessed at https://heritagevillagecincinnati.org/volunteers/

Volunteer Newsletter

The volunteer newsletter will come out once every couple of months and will be sent through MailChimp. Look for this publication to find news about upcoming events, volunteer appreciation, an updated volunteer calendar, and other volunteer information.

Volunteer Meetings

In the weeks leading up to our larger events we host Volunteer Meetings at Hayner House in which we not only go over important information about the upcoming event, but also important information about the Village in general. Our volunteers are an important part of our museum family so ensuring that everyone is up to date on everything from maintenance and event planning to grants and diversity/inclusion initiatives is imperative. Following the meetings themselves we normally host a lunch at which volunteers can mingle. Finally, many of our meetings include some sort of training or decorating session following lunch. These meetings are scheduled at the beginning of the year and are included on the Volunteer Calendar.

Volunteer Calendar

Our volunteer calendar is created at the beginning of the year and updated throughout the year as events and programs are added. This calendar can be found on the volunteers web page and in the Volunteer Newsletter.

Where to go with Questions and Staff Information

In general, when you have questions as a volunteer at Heritage Village Museum and Educational Center, please contact the Director of Marketing and Volunteer Services at bjewell@heritagevillagecincinnati.org or 513-563-9484. Some information about volunteering at Heritage Village, as well as a basic contact form can be found on our website heritagevillagecincinnati.org.

If you have questions about Heritage Village's special events and programs, please refer to our website heritagevillagecincinnati.org. Follow us on Facebook or contact us to join our General Email List for the most up to date information.

Timesteps

Our quarterly newsletter contains information about upcoming events and programs at the Village, updates on different maintenance projects, information on new items entering our collection, historical articles, volunteer appreciation and upcoming opportunities, and so much more! The newsletter is sent out via our General Emailing List and arhived newsletters can be found on our website at heritagevillagecincinnati.org/newsletters/.

Heritage Village Membership

Volunteers may truly benefit by becoming a member of Heritage Village Museum and Educational Center. Please contact the office at 513-563-9484 if you would like additional information on how to become a member. You can also find more information online at heritagevillagecincinnati.org.

Staff Members

Bill Dichtl - Executive Director
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Steve Preston - Education Director
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THANK YOU FOR VOLUNTEERING AT HERITAGE VILLAGE, AND HAVE FUN!