Ranch Hosts Handbook

Volunteers of the National Ranching Heritage Center
Texas Tech University
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Free Admission
Open Tue. – Sat. 10 a.m. to 5 p.m.
Historical Park closes at 4p.m. daily
Closed on all TTU holidays.
Preserving the real American West
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WELCOME
Ranch Hosts
of the
National Ranching Heritage Center
Texas Tech University

Ranch Hosts
Ranch Hosts assist with educational programs and special projects at the NRHC. They enable the NRHC to expand services and activities for visitors and researchers. Ranch Hosts help bring the Center to life by transforming the structures into learning opportunities for visitors who come from throughout the United States and many foreign countries.

National Ranching Heritage Center (NRHC)
The National Ranching Heritage Center was established to preserve the history of ranching, pioneer life and the development of the livestock industry in North America. The Center opened in 1976 and now has almost 50 authentic, furnished ranch buildings and structures which have been relocated or replicated at the NRHC. These structures have been chronologically arranged to exhibit the evolution of ranch life from the late 1700s through the mid 1900s. Educational programs, special events, operations and upkeep of the structures are funded in part by grants, donations, memorials, gifts, state appropriations and Ranching Heritage Association memberships.

Ranching Heritage Association (RHA)
The Ranching Heritage Association, a 501(c)(3) support organization, was formed in 1969 to assist in developing, interpreting and maintaining public interest in ranching history. The RHA supports the preservation of the historic structures and artifacts at the NRHC and publishes the Ranch Record, a magazine filled with news and photographs about the RHA and the NRHC, and feature stories devoted to the American West and those who settled it. Memberships start at $30 annually and we encourage Ranch Hosts to join the RHA.

Thank you for your interest in the NRHC and its efforts to preserve and interpret our ranching heritage!
Ranch Hosts By-laws

Article I
Section 1 NAME
The name of this organization is the Ranch Hosts.

Article II
Section 1 PURPOSE
The purpose of the Ranch Hosts is to serve as a volunteer organization that supports the National Ranching Heritage Center (NRHC) of Texas Tech University. Ranch Hosts may serve as tour guides, participants in living history and educational programs, special events and projects, or in other volunteer capacities.

Article III
Section 1 MEMBERSHIP
The Ranch Hosts membership is open to persons who volunteer their services, complete required training programs, and are certified by the NRHC staff to carry out specific functions.

Article IV
Section 1 MEMBERSHIP MEETINGS
Two regular membership meetings of the Ranch Hosts are held – one in the spring and one in the fall. Dates for the meetings are established each calendar year.

Section 2 The President of the Ranch Hosts has the authority to call additional meetings as necessary.

Section 3 Special meetings and field trips may be arranged by the Ranch Hosts Board and coordinated with the NRHC staff liaison.

Article V
Section 1 RANCH HOSTS BOARD
The Ranch Hosts Board administers the activities of the Ranch Hosts and works in cooperation with the NRHC staff. The Ranch Hosts operate under the policies of the NRHC and Texas Tech University.

Section 2 The Ranch Hosts Board works with NRHC staff in developing and carrying out programs and activities at the NRHC.

Section 3 The Ranch Hosts Board consists of four officers and four members-at-large elected by the general membership.
Section 4 The immediate Past President of the Ranch Hosts and an NRHC staff member will serve as ex-officio members of the Board and will not have Board voting rights.

Section 5 At least five members of the Ranch Hosts Board shall constitute a quorum for conducting Ranch Hosts business at Board meetings.

Article VI OFFICERS AND THEIR DUTIES
Section 1 It is the duty of the President to preside at regular Ranch Hosts membership and Board meetings. The President will perform all duties that regularly come within the scope of the office.

Section 2 The Vice President will, in the absence of the President, preside at meetings of the Ranch Hosts membership and Ranch Hosts Board. He/she will oversee an annual audit of the organization's financial books and will serve in other capacities as assigned by the President.

Section 3 The Secretary will record the minutes of all Ranch Hosts membership and Board meetings. He/she will furnish copies of the minutes to the Ranch Hosts Board members. He/she will perform other such duties as may be assigned by the President.

Section 4 The Treasurer maintains all Ranch Hosts funds, both receipt and disbursement, as directed by the Ranch Hosts Board. He/she will provide a financial report at all regular Board meetings and general business meetings.

Section 5 The immediate Past President will preside over the Nominating Committee.

Article VII COMMITTEES
Section 1 The Nominating Committee is the only standing committee of the Ranch Hosts.

Section 2 Other Ranch Hosts committees will be created as necessary.
Article VIII  
**ELECTIONS**

Section 1  
Ranch Hosts elections will take place at the fall meeting with the new Ranch Hosts Board taking office in January of the following year.

Section 2  
The Nominating Committee will present a slate of candidates at the fall meeting. Additional nominations may be made from the floor. All candidates must agree to serve prior to nomination.

Section 3  
Ranch Hosts officers will serve two-year terms with the President and Vice President elected in even numbered years and the Secretary and Treasurer elected in odd numbered years. Officers may not be re-elected to consecutive terms in the same office. All officers will have served on the Ranch Hosts Board for at least one year, but not necessarily immediately preceding their election as officer.

Section 4  
Ranch Hosts Board members-at-large will serve two-year terms. Two members-at-large will be elected each year. Members-at-large may serve two consecutive terms then be re-elected after at least one year of separation from the Board. Ranch Hosts Board members-at-large should have been a Ranch Host for at least one year prior to election.

Section 5  
Election is by majority vote of those present at the fall membership meeting.

Article IX  
**VACANCIES**

Section 1  
Vacancies among the officers of Ranch Hosts and Board members-at-large may be filled for the remainder of the vacated term by a majority vote of the remaining Ranch Hosts Board. A majority of the remaining Board members shall constitute a quorum to fill the vacancies.

Article X  
**FISCAL YEAR**

Section 1  
The Ranch Hosts year will begin January 1 and end December 31 of each calendar year. Budgets for each upcoming fiscal year will be approved at the fall meeting.
Article XI  DUES
Section 1  There are no dues at this time. Dues can be recommended by the Ranch Hosts Board and, if approved, enacted by a majority vote of those present at the next membership meeting.

Article XII  AMENDMENTS
Section 1  These by-laws may be amended by a majority vote of those present and voting at any general or called meeting of the Ranch Hosts. The proposed change or changes must be submitted in writing to the membership at least ten (10) days before the meeting.

Article XIII  PARLIAMENTARY PROCEDURE
Section 1  Parliamentary procedures as laid down in Robert's Rules of Order, Newly Revised, will govern all meetings of the organization in which they are not in conflict with these by-laws.

Article XIV  ADOPTION OF BY-LAWS
Section 1  These by-laws were adopted by a majority vote of the general membership present on March 25, 2000.

Ranch Hosts Guidelines

Ranch Hosts represent the NRHC, Texas Tech University and the State of Texas. It is important that guidelines are followed to create an accurate historical image and to promote general safety.

- Potential Ranch Hosts are asked to undergo a criminal background check to insure the safety and security of properties belonging the NRHC as well as its visitors.

- Once the volunteer application is received, new Ranch Hosts are placed on the Ranch Hosts mailing list. Hosts receive notification of NRHC/RHA special events, volunteer activities, workshops and the Ranch Host Newsletter. To remain active, volunteers must participate in at least one NRHC event per year.
• New applicants are contacted by a Ranch Hosts volunteer. Assistance and workshops will be available for the new volunteer regarding procedures for special events, choosing a structure and compiling an outfit appropriate to the time period the chosen structure represents.

• Essential training classes for new Ranch Hosts are: New Hosts Orientation and Period Clothing. These classes will provide the basic knowledge volunteers need to effectively serve as an active Ranch Host. Additional certification is required for those who wish to participate in activities that involve any kind of open fire or weapon (see Volunteer Training).

• Ranch Hosts are encouraged to learn all they can about NRHC structures. Knowing the historical background is essential so that Ranch Hosts can answer questions visitors may have. The Ranch Hosts' textbook for learning structure history is *Across Time and Territory*, 2nd Edition (AT&T), details on page 9. The Burk Burnett Library is also available to the Ranch Hosts for research by appointment.

• As Ranch Hosts compile their period outfit, it should be accurate to the time period portrayed. Many volunteers either make their own period outfits or have them made. Clothing and/or patterns may be checked out from the Education Department. Volunteers are requested to provide their own period clothing by the end of their first year of volunteer service.

• Because furnishings inside the historic structures are artifacts, white-tipped chairs are provided for volunteers to sit on when performing demonstrations or interpretations.

• After volunteers have attended the New Host Orientation Training and/or have participated in two special events, a name badge will be provided by the NRHC. Volunteers should wear their name badge to identify themselves as a Ranch Host whenever on duty at the NRHC. Replacement badges can be ordered for $4.50 each by the volunteer.
Participation of Children/Youth as Ranch Hosts

Children may participate in NRHC activities as Ranch Hosts volunteers under the direct supervision of an adult. Direct supervision is defined as an adult in the immediate proximity of the child. In particular, children must be attended in the presence of fire or open flame. When interpreting the historical structures, children and youth of all ages are expected to dress in age-appropriate period clothing and participate in age-appropriate historical activities during NRHC events.

Young adults ages 18 and older are encouraged to take various training courses for certification. Upon completion of the Fire Tending and Safety certification training, they may tend open flames.
Volunteer Training

Ranch Hosts are encouraged to participate in training workshops that have been designed to promote living history skills and general safety. These “hands-on” workshops provide certification and the basic knowledge necessary for performing accurate demonstrations.

New Hosts Orientation
All new volunteers are required to take this initial training class to familiarize themselves with the NRHC and its staff, meet experienced Ranch Hosts and learn about volunteer service as a Ranch Host.

Period Clothing
This workshop provides a general overview of time periods, trends and materials to consider when compiling a period outfit for authentic interpretation. Period outfits and patterns are available for checkout.

Fire Tending and Safety  (Annual Certification Required)
Important safety procedures are covered in fire building and extinguishing. The course introduces Ranch Hosts to NRHC/Texas Tech University fire safety policies. All Ranch Hosts are encouraged to attend. This training is required for those who wish to participate in activities that involve an open flame. Certification is received upon approval of NRHC staff and successful completion of the workshop. Valid for one year.

Weapons Safety  (Annual Certification Required)
The objective of this training course is to achieve historical authenticity, safety and proper handling of period weapons under the Texas Tech University and NRHC approved course. Satisfactory completion of the course is required for a person to carry a weapon at the NRHC. Weapons must be unloaded and kept empty at all times. No live ammunition is allowed on the NRHC site. Certification is received upon approval of NRHC staff and successful completion of the workshop and is valid for one year.

Tour Guide Training
Volunteers are trained in interpretation techniques and to lead visitors through Proctor Park, relaying the historical significance of each structure to the ranching industry. Training addresses communication tools necessary for meeting tour group needs, i.e. school groups, senior citizen groups and international groups.
Volunteer Training (continued)

Historic Dance
Pioneers enjoyed celebrating holidays and special occasions with music and dancing. The Ranch Host Historic Dance Group recreates period dances such as the Waltz, Two-Step, Coming Through the Rye, Virginia Reel, Ten Pretty Girls and the Schottische.

Object Care & Handling
Volunteers are instructed on important issues regarding object handling and artifact care. The Center's rules and regulations are addressed and the course includes identification of period artifacts.

Other Training Opportunities
Additional training courses focused on the history of the NRHC structures, period crafts and special events are offered as needed throughout the year.

Ranch Host Textbook
Across Time and Territory: A Walk Through the National Ranching Heritage Center 2nd Ed. is available for check out through the Education Department or can be purchased in Cogdell's General Store. It contains complete history, dimensions and artifact information for each of the historic structures located at the NRHC.

Ranch Host Committees
Committees may be established as needed to fulfill specific goals of the Ranch Host organization. Chairpersons are chosen by the Ranch Host Board and will invite additional Ranch Hosts to serve on the committee. The Chairperson works with a board member who serves as a liaison between the Committee and the Ranch Host Board. Each committee develops ideas, coordinates projects and regularly communicates with the Ranch Host Board and NRHC staff.
Volunteer Opportunities

The Ranching Heritage Association and the NRHC sponsor a variety of events, programs and activities throughout the year as well as training workshops for volunteers. Ranch Hosts participate in special events that promote the preservation of ranching heritage by providing historic knowledge and demonstrations, and may educate the public by leading guided tours and providing community outreach programs. There are many opportunities to work behind the scenes by serving on committees and assisting the NRHC staff.

Third Saturday Hosts Program
The Third Saturday Hosts Program operates from 1-4 p.m. every month except December and April (due to Candlelight and Ranch Day programs respectively, see page 11 for details).

Educational Programs
Ranch Hosts participate in education programs such as Ranch Day, Summer Youth Classes, Heritage Halloween, Candlelight at the Ranch, Ranch Dances and Junior Rough Rider Corrals.

Guided Tours
More than 300 tours of the NRHC are scheduled each year by schools, travel groups, international travelers and special interest groups. Guided tours last approximately 90 minutes and require advance reservation with a minimum of 10 visitors. Ranch Hosts in period clothing may be available to visit with the public about ranching history and demonstrate period crafts and skills.
Annual Events

Ranch Day (last Saturday in April)
Ranch Day, held each spring, depicts the lifestyle of a bygone era, as Ranch Hosts recreate 18th- and 19th-century ranch life. Each year’s event follows a new and different theme as the site comes alive with historical reenactments, traditional music and dancing, livestock exhibits, chuck wagon samplings and hands-on activities. This day-long event attracts more than 3,500 visitors annually.

Heritage Halloween (last Friday in October)
Each fall, the NRHC transforms into an old-fashioned fall festival. Each of the structures is decorated with pumpkins, gourds and hay bales. Trick-or-Treaters receive period appropriate candy from Ranch Hosts stationed at some of the historic structures. The date that the candy was created corresponds with the date that the structure was built. Other activities include a Cake Walk, pumpkin rodeo and hayrides.

Candlelight at the Ranch (2nd Friday/Saturday in December)
Candlelight at the Ranch, a West Texas favorite during the holiday season, is a beautiful celebration of traditional music and holiday cheer. Luminarias light the paths throughout the site, and many of the 48 structures are decorated for the holiday season and lighted with candles and lanterns. Ranch Hosts in period clothing portray holiday activities of long ago. Carolers, hot cider and a visit from Santa add a special touch for the 8,000-plus visitors each year.
Educational Outreach

School Programs
Because school groups often request special programs for class meetings and assemblies, opportunities are available for Ranch Hosts to go out into the community to educate the public about ranching history. Most programs are 30 to 45 minutes in length, and demonstrations include such things as making sourdough biscuits, chuck wagon cooking, churning butter, rodeo events and leather working. The visit includes a discussion with the students about ranching history. Teachers also request programs that correspond with heritage trunks developed by the NRHC Education Department. These trunks contain lessons, activities, and artifacts pertaining to the history of ranching.

Junior Rough Riders
The Junior Rough Riders is a children's membership group for kids ages 10 and under. Annual dues are $15 per year and benefits of membership include a personalized membership card, certificate, button and newsletters from Joe-Jack Rabbit, the NRHC's official long-ear. Educational programs (known as Corrals) are scheduled quarterly, and parents are encouraged to attend along with their child.

Summer Youth Classes
Children in grades K-5 can register to attend Summer Youth Classes, held at the NRHC each year in mid-July. Ranch Hosts often serve as teachers during this week-long summer event. Classes focus on the history of cowboys, ranchers, settlers, plants, wildlife, arts and crafts.

Community Programs
Civic groups throughout the community often request information about the NRHC and its programs. Ranch Hosts attend these group meetings to inform the public of the Ranch Host volunteer program and special events at the NRHC.
National Ranching Heritage Center  
Texas Tech University — Volunteer Policy

Overview

The Volunteer Program
The mission of the National Ranching Heritage Center is enhanced by the active participation of citizens of the Lubbock area. To this end, the NRHC accepts and encourages the involvement of volunteers at all levels of the institution and within all appropriate programs and activities. NRHC staff is encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community. The purpose of these policies is to provide overall guidance and direction to management, staff, and volunteers. Unless specifically stated, these policies apply to all volunteers in all programs and projects undertaken at or on behalf of the NRHC or RHA.

Role of the NRHC Volunteer Coordinator
The productive utilization of volunteers requires a planned and organized effort. The function of the Volunteer Coordinator is to provide a central coordinating point for effective volunteer management within the institution, and to direct and assist staff and volunteer efforts to jointly provide more productive institutional services. The Volunteer Coordinator is responsible for maintaining liaisons with other volunteers utilizing programs in the community and assisting in community-wide efforts to recognize and promote volunteering. The Volunteer Coordinator takes primary responsibility for planning for effective volunteer utilization, for assisting staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers and for tracking and evaluating the statistical data reflecting the contribution of volunteers to the institution. The Volunteer Coordinator will place volunteers with an appropriate Volunteer Supervisor who will oversee the efforts of the volunteer on a specific activity or project.

What is a Volunteer?
A "volunteer" is anyone who chooses to perform services for the NRHC or RHA without compensation or expectation of compensation (beyond reimbursement for pre-approved specified expenses) and who performs a task at the direction of and on behalf of the institution. A "volunteer" must be officially accepted and enrolled by the institution prior to performance of the task. Volunteers are not employees of the institution. Family members of staff are allowed to volunteer with the institution.

Special Case Volunteers
The NRHC accepts as volunteers those persons participating in student projects, corporate volunteer programs and other volunteer referral programs. In these cases, a special arrangement may be made with the organization, school or program from whom the special case volunteers
originate to identify responsibility for the management and care of these
volunteers.

Service at the Discretion of the Institution
The NRHC accepts the service of volunteers with the understanding that
such service is at the sole discretion of the institution. Volunteers
understand that the institution may at any time, for whatever reason,
decide to end the volunteer relationship. The volunteer may at any time,
for whatever reason, decide to sever the volunteer's relationship with the
institution. Notice of such a decision should be communicated as soon as
possible to the volunteer's supervisor.

Volunteer Standards and Responsibilities
Volunteers are a valuable resource for the NRHC, its staff and its visitors.
Volunteers should be given meaningful assignments and effective
direction and be recognized for work done. In return, volunteers should
actively perform their duties to the best of their abilities, volunteer at their
assigned times and remain loyal to the mission and procedures of the
NRHC.

Volunteer Management Procedures

Maintenance of Records
A system of records should be maintained by the designated NRHC
Volunteer Coordinator for each volunteer, including dates of service,
assignments held, duties performed and feedback forms. Volunteers are
expected to submit all appropriate records and information to the NRHC
Volunteer Coordinator in a timely and accurate fashion. Volunteer records
shall be accorded the same confidentiality as staff personnel records.

Representative of the Institution
Volunteers must seek prior consultation and approval from appropriate
staff prior to any action or statement which might affect or obligate the
NRHC or RHA. These actions may include, but are not limited to, public
statements to the press, coalition or lobbying efforts with other
organizations, or any agreements involving contractual or other financial
obligations.

Confidentiality
Volunteers are responsible for maintaining the confidentiality of all
appropriate or privileged information to which they are exposed while
serving as volunteers, whether this information involves staff, volunteers
or other persons or involves overall institutional business. Failure to
maintain confidentiality could result in ending the volunteer's relationship
with the institution.

Worksite
Programs should establish an appropriate work station for volunteer use
prior to the enrollment of volunteers. This workstation should contain
necessary facilities, equipment and space to enable the volunteer to
perform his or her duties.
Dress Code
As representatives of the NRHC, volunteers are responsible for presenting a good image. Volunteers shall dress appropriately for the conditions and performance of their duties. If issued a nametag, volunteers are required to wear it while they are working on their volunteer assignment. Period clothing may be worn for certain volunteer activities but is not required for all volunteer positions. Period clothing must be appropriate to the specific structure in which the volunteer will be working. Volunteers should contact the Volunteer Coordinator for period clothing guidelines for each structure. Some period clothing is available to check out from the NRHC for events. Clothing checked out from the NRHC should be returned, no more than two weeks after the event for which it was checked out, clean and in good repair. Volunteers should be able to provide their own period clothing by the end of their first year.

Time Reporting
Individual volunteers are expected to maintain accurate records of the time they have volunteered and sign in/out when volunteering on the NRHC premises. Volunteers are responsible for submitting a record of these hours monthly to the NRHC Volunteer Coordinator.

Volunteer Recruitment and Assignment
Recruitment
Volunteers shall be recruited by the institution on a proactive basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering which will be matched with a specific function.

Recruitment of Minors
Volunteers who have not reached 18 years of age must present a written consent of a parent or guardian to the Volunteer Coordinator prior to volunteering. The volunteer assignment for a minor will be in a non-hazardous environment and comply with all appropriate requirements of child labor laws. All minors must be under the direct supervision of a responsible adult at all times.

Interviewing
Prior to being assigned, regular volunteers may be interviewed to ascertain their suitability for and interest in that assignment. The interview will determine the qualifications of the volunteer and their commitment to fulfill the requirements of the assignment and should include input from staff responsible for this assignment, as well as answer any questions that the volunteer has about the assignment. The interview may be conducted either in person or by other means. A reference check may be made by the volunteer supervisor, if appropriate for an assignment. Final assignment of a potential volunteer should not take place without review and approval of appropriate staff with whom the volunteer will be working.
Criminal Records Check
Volunteers will be asked to submit to a criminal background check. Volunteers who do not agree to the background check may be refused assignment.

Placement
In placing a volunteer in an assignment, attention should be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer assignment. No placement should be made unless the requirements of both the volunteer and the supervising staff can be met.

Acceptance and Appointment
No volunteer should begin performance of an assignment until they have been officially accepted for that position and have completed all necessary screening and paperwork. At the time of final acceptance, each volunteer should have completed a volunteer application.

VOLUNTEER TRAINING AND DEVELOPMENT

Orientation
New volunteers are given an opportunity to attend a general orientation on the nature, purpose and mission of the NRHC, review of the volunteer program and a tour of the institution.

Training
Volunteers should receive training by their volunteer supervisor to provide them with the information on 1) knowledge and skills necessary to perform their volunteer assignment, 2) the operation of the program encompassing their volunteer activity and 3) the purpose and requirements of the assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the assignment and the capabilities of the volunteer. Volunteers are obligated to attend all trainings pertinent to their placement in order to increase their knowledge and understanding of history, of the NRHC and of its collections as well as to more effectively accomplish their assigned duties. If a volunteer is unable to attend a required training, it is that volunteer's responsibility to contact their volunteer supervisor and attempt to reschedule.

Staff Involvement in Orientation and Training
Staff members who are responsible for institutional programming and supervising volunteers should have an active role in the design and delivery of both orientation and training of volunteers. Those staff who will direct volunteers should have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

VOLUNTEER DIRECTION AND FEEDBACK

Volunteer Direction
Each volunteer who is accepted with the NRHC should have a staff person providing direction for the volunteer assignment. This staff person
should be responsible for day-to-day management and guidance of the volunteer and should be available to the volunteer for consultation and assistance.

**Direction Given by Volunteers**
A volunteer may direct other volunteers, provided that the directing volunteer is under the direct supervision of a paid staff member.

**Volunteer/Staff Relations**
Volunteers and staff are considered to be partners in implementing the mission and programs of the NRHC, with each having a complementary role to play. Each partner should understand and respect the needs and abilities of the other.

**Acceptance of Volunteers by Staff**
Volunteers will not be assigned to a staff person without the consent of that staff person in consultation with their supervisor. Since volunteers are considered a valuable resource in performing the institution's work, staff are encouraged to consider creative ways in which volunteers might be of service.

**Lines of Communication**
Volunteers should have access to information pertinent to their assignments. This may include: appropriate e-mails, publications, materials and meetings. To facilitate the receipt of this information on a timely basis, volunteers should be included on appropriate distribution schedules. Primary responsibility for ensuring that the volunteer receives such information should rest with the staff directing the volunteer. Lines of communication should operate in both directions and should exist both formally and informally. Volunteers should be informed regarding decisions which would substantially affect performance of their duties.

**Absenceism**
Volunteers are expected to perform their duties on a scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so that alternative arrangements can be made. Continual absenceism may result in a review of the volunteer's work assignment and could result in ending the volunteer's relationship with the institution.

**Volunteer Support**

**Recognition**
The NRHC plans to hold an annual recognition event to highlight the contributions of volunteers. All staff responsible for volunteer supervision are encouraged to undertake ongoing methods of recognition and showing of appreciation of volunteer service on a regular basis throughout the year.

**Volunteer Opportunities**
Volunteers are encouraged to develop their skills while serving with the institution. They may be assisted through new volunteer opportunities to assume additional and greater responsibilities.
Ranch Hosts Organization
Code of Conduct

• As a support organization of the NRHC, Ranch Hosts should conduct themselves in a manner which will have a positive reflection on the NRHC and Texas Tech University.

• Ranch Hosts should strive to preserve and protect the NRHC's collections, including historic buildings, artifacts, periodical resources and art.

• Ranch Hosts should treat fellow Ranch Hosts, NRHC staff members, and all visitors with a high degree of respect and consideration and should always be gracious and friendly to all visitors and guests of the NRHC.

• Ranch Hosts (and visitors) will refrain from eating and drinking inside the museum building or on the historic site. Exceptions include NRHC-approved activities and demonstrations for special events.

• Smoking is prohibited within the historic grounds, including in the museum building, Campbell Patio, Proctor Park and Pitchfork Pavilion. Smoking is allowed in the paved parking lot area only.

• Ranch Hosts should dress appropriately for their assigned task. Period clothing for new volunteers should be approved by an NRHC staff member prior to participation in special events and demonstrations.

• When conflict or issues arise between Hosts or Center personnel, the concerned Host should first address the issue with the other individual involved. If the issue cannot be resolved at that level, the concerned Host may bring the issue to any member of the Ranch Host Board for the Board's consideration. If the Board is unable to resolve the issue to the concerned Host's satisfaction, the Host may ask to have the issue considered by the general membership at the next regular membership meeting. The next levels of redress are the Center staff, the Ranching Heritage Association and the University, in that order.

• Volunteers who are unwilling to meet the established requirements of service may be subject to a formal reprimand and given an opportunity to improve. If an incident is repeated after a formal reprimand, the Ranch Host may be denied the opportunity to participate in the Ranch Hosts volunteer program. These situations will be addressed privately by the Ranch Hosts Board.
In no other field are volunteers doing such responsible work - preserving history.