Welcome to Conner Prairie! Please read this handbook carefully and contact Volunteer Services with any questions at 317.776.6000 ext. 264 or 258

Before you volunteer for the first time you will need to:

- Complete a background check
- Attend a new volunteer orientation
- Pick up your volunteer shirt and name badge
- Learn how to record your volunteer hours
- Sign our DEAI Statement

Volunteer orientation is offered each month. Tours of the grounds led by seasoned volunteers are also available. Please contact Volunteer Services to RSVP for volunteer orientation or additional training.

www.connerprairie.org
Thank you for joining the Adult Volunteer Family! We are excited and grateful that you have decided to share your time and talents with us.

As a volunteer, you are an important part of making Conner Prairie the magical place it is today. You will have the opportunity to learn, grow, and forge new and lasting friendships as you immerse yourself in various programs and activities. We have over 90 different ways you can volunteer at Conner Prairie. You choose whether to work with guests, behind the scenes, or both.

Please take time to review this handbook and become familiar with our volunteer procedures. It contains instructions on a variety of important topics including: where to park, how to record your volunteer hours, and how to contact us for more information. We look forward to you joining us at one of our new volunteer orientation sessions where we will cover some of the most popular volunteering options, basic safety information, and some perks of serving here on the Prairie.

Again, welcome to Conner Prairie. Volunteers are an integral part of our ability to provide the very best guest experience every day. We are so glad you are here!

Carol Noel  
Recruitment & Volunteer Manager  
317.214.4704  
noel@connerprairie.org

Liz Griffin  
Volunteer Coordinator  
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COVID 19 INFORMATION

Anyone scheduled to volunteer must follow our current staff guidelines in relation to mask wearing. Volunteers will receive an email letting them know when the policy is changed/updated. Volunteers are always welcome to wear a mask, even when not required.
ABOUT CONNER PRAIRIE

At Conner Prairie, every guest has the opportunity to pursue knowledge and fun in a way that is tailored to them. As one of the largest attractions in the region, and one of the most visited outdoor museums in the country, we have a long history of innovation. We inspire curiosity and foster meaningful interaction with unique, engaging experiences that don’t exist anywhere else. We provide families with opportunities to come together, interact and learn in new and unique ways in the heart of Indiana.

Our Mission
Conner Prairie is a unique historic place that inspires curiosity and fosters learning by providing engaging and individualized experiences for everyone.

Our Vision
Conner Prairie will expand the boundaries of our historical and natural resources by exploring, celebrating, and improving the human experience.

Our Values
Heart for the Past
Head for the Present
Eye to the Future

Diversity, Equity, Accessibility, and Inclusion (DEAI) Promise Statement
Conner Prairie is a place where the doors are always open to a diversity of voices and limitless experiences.

Conner Prairie is a fun, mostly outdoor, museum that includes Indiana history, agriculture with animals, nature experiences, and STEM learning.

Land and Facilities
Conner Prairie includes 1046 acres of land located six miles north of Indianapolis on the White River in Fishers, Indiana.
The outdoor areas are open late March through October.
Outdoor experience areas include: 1836 Prairietown, William Conner House, Lenape Indian Camp, Animal Encounters, Treetop Outpost, Habitat, 1859 Balloon Voyage, and 1863 Civil War Journey.
The Conner Prairie Store, located inside the Welcome Center, offers gifts made at Conner Prairie and gourmet treats from across Indiana.
Our Indoor experience areas include Discovery Station and Spark!Lab.

2022 Attendance
Overall total guest attendance: 231,144
School group participants: 40,739
Symphony on the Prairie attendees: 84,732
Summer campers: 3099

2022 Service statistics
200+ Adult Volunteers contributed 18,514 hours
CONNER PRAIRIE ADULT VOLUNTEER SERVICE REQUIREMENTS

Volunteer Services
- All Adult Volunteers are in this group
- Minimum Four (4) shifts served and recorded per calendar year
- Shift length varies from 1.5-7 hours depending on position served
- Front of house and behind the scenes options available
- This includes serving at Festivals like Jupiter Flights, Headless Horseman, & AMPH as well as office support, Guest Services and Café assistance, school tours, Conner Prairie Store, textile guild and woodworkers (more than 70 options annually)
- If you need help recording your hours, please contact Liz or Carol
- Volunteers who do not meet the new minimum requirements will be inactivated after December 31 of each year

Daily Experience Volunteers (DEVs)
- Additional specialized training required to work these posts on the grounds alongside Interpretation and Education staff
- Posts include: Conner House (Lead and Support), Treetop Floater, Clowes Greeter, Ag Info Guide, Lenape Host, Prairietown Host, Spark!Lab, CWJ Host, Discovery Station
- Service requirements: 15 shifts first year as a DEV, 10 or more shifts subsequent years
- Shifts are 4-4.5 hours each, you may work two shifts back-to-back with a lunch break on the same day
- Any adult volunteer is welcome to go through additional training and work DEV posts on our historic grounds
- Radio training, safety protocols, post-specific training
- Once a month New-to-DEV crew training meetings (only need to attend one)
- DEV-only Basecamp on-line forum

VOLUNTEER BENEFITS
As a 501(c) 3 non-profit organization, we rely heavily on volunteer support to ensure our events and programs are rewarding experiences for our guests. In recognition of your valuable time and talents, we offer the following benefits:
- Volunteer opportunities are available on a regularly scheduled basis or as-needed, depending on the area of involvement and the activity.
- Volunteers may purchase a discounted Conner Prairie membership (excluding donor level). Any volunteer who records 100-plus hours in a calendar year is eligible for a FREE basic membership for the upcoming year.
- Show your volunteer name badge and you’ll get 20% off gift merchandise and 20% off books in the Conner Prairie Store.
- Show your volunteer name badge, you’ll get 10% off your food and beverage bill at Cafe on the Common
- You’ll have the opportunity to meet and network with people with similar interests at the Volunteer Recognition Party each Spring and at trainings throughout the year.
GENERAL GUIDELINES

EEO Policy
Conner Prairie 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. Conner Prairie will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship for the organization. Contact the volunteer office with any questions or requests.

DEAI Commitment Statement
The board, executives, staff and volunteers of Conner Prairie firmly believe that its mission is expansive – that the past we share encompasses all communities and cultures, and that the individualized experiences we provide are for all people. We believe this mission compels us to create and maintain a culture that values everyone by actively challenging and responding to bias, harassment, and discrimination. Therefore, we will embrace, model, and lead ongoing diversity and inclusion efforts that respect and welcome all regardless of age, citizenship, ethnicity, gender identity, marital status, nationality, physical, mental and learning ability, race, religion, sexual orientation, and socioeconomic status. All volunteers must agree to and sign the Conner Prairie DEAI statement in order to volunteer.

Parking and Use of Employee Entrance
Volunteers are asked to use the employee parking lot and entrance when volunteering, unless otherwise instructed. The employee lot is to the left of the main drive and the entrance is next to the loading dock area. All doors now operate on a touchless basis. Once inside the first door, call the operator from the telephone in the vestibule to be admitted. Press “101” and announce that you are here to volunteer.
For some special events or programs, you may be asked to park in another location and report to a location outside the Welcome Center. You will be informed when this happens.

Dress Code
All volunteers receive their first Conner Prairie volunteer polo shirt for free. Please wear the shirt when volunteering for any post that involves interacting with the public. This helps our guests and staff in identifying you as a volunteer. In most assignments, you may wear khaki, black, white or blue jean bottoms – including knee length shorts or skirts. Certain special events may require that you wear khakis. This will be noted in the instructions for these positions. It is not necessary to wear your volunteer shirt if helping in an activity without guest interaction. Extra shirts and other optional volunteer clothing items may be purchased for a fee. Visit www.connerprairiedepot.com to view options and purchase items. Clothing is shipped to Conner Prairie and you will be notified when it has arrived. Any non-Conner Prairie hats must be logo free.

Please note: This handbook covers general guidelines and policies that apply to all volunteers. Additional information, guidelines and policies that pertain to specific areas will be addressed within those departments.
Name Badges
Conner Prairie volunteers receive a name badge that identifies you as a volunteer. Due to increased concerns for safety and security, you must always wear your badge when volunteering at Conner Prairie. Your badge is also used as identification to receive discounts in the Conner Prairie Store and at Café on the Common. If you lose your badge, please notify Volunteer Services immediately to have a new one issued.

Be Prepared for Indiana Weather
When volunteering for a special event or program, especially an outdoor post, remember that weather on the prairie may be unpredictable so dress accordingly. Summer days will likely require sunscreen and evenings may get quite chilly. Also, remember to bring bottled water and wear comfortable shoes when volunteering.

Non-Smoking Policy
In accordance with Indiana state law, Conner Prairie is a smoke-free and tobacco-free environment. This includes e-cigarettes and vaping. 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.

Drug and Alcohol Use
While volunteering, you must be both drug and alcohol-free. Volunteers are required to report to Conner Prairie in appropriate mental and physical condition to perform their assigned duties in a satisfactory manner. Use of prescribed drugs is permitted on Conner Prairie 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.

Social Media Policy
As a volunteer, you help represent the brand and voice of Conner Prairie, whether you are speaking to someone, wearing Conner Prairie attire in public or sharing thoughts and experiences on social media. Conner Prairie encourages the use of social media to share information, photos and videos with those who visit or might in the future. **Conner Prairie has an established Staff and Volunteer Social Media policy which will be provided during orientation.**

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 Conner Prairie or Conner Prairie’s brand, overall reputation, standing in the community, overall business operations or general business interests may result in prohibiting you from volunteering for Conner Prairie in the future.

Sexual and Other Harassment Policies
Conner Prairie is committed to providing a harassment-free environment. Conner Prairie 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 Carol Emmert in Volunteer Services or Shelby Slowik in Human Resources.
Emergency/Safety/Security Procedures
The role of a volunteer during an emergency is to alert a Conner Prairie staff member and then follow their directions. Volunteers are typically posted with or near a paid staff member, or have been trained to use our two-way radio system. In the event that a paid staff member is not in the vicinity, please use one of the many company phones and dial “101”.

Closing and/or Cancellation of Programs or Events
In the rare event that a program is canceled due to the weather, the event manager has been given your phone number and will attempt to contact you. If you question whether the event is still taking place, call Conner Prairie at 317.776.6000 and ask Guest Services (before 5 pm) or the operator (after 5 pm). Event cancellations, including Jupiter Flights, Headless Horseman, and A Merry Prairie Holiday are posted on our social media channels.

Photo Release
All volunteers have signed a photo release prior to volunteering at Conner Prairie. This release allows any images taken of you to be used in publications by or about Conner Prairie. If you do not want your picture taken for this purpose, please notify the photographer should you find yourself in such a position.

Importance of Communicating Changes in Contact Information
It is essential that volunteers notify Volunteer Services of any changes in contact information such as mailing address, telephone numbers, email address and emergency contact information. Current information is essential so we are able to contact you, or your emergency contact, if needed.

Volunteer Golf Cart/Tractor Operation
When driving Conner Prairie vehicles, you are expected to exercise care and follow all operating instructions, safety standards and guidelines.

• Before operating any Conner Prairie vehicle, you must first indicate your interest to volunteer department staff. To be approved to drive a Conner Prairie vehicle, volunteers must pass a driver’s license check, attend any required training and sign a liability waiver.
• 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 in a Conner Prairie vehicle, please notify your staff supervisor immediately. All accident reports should be completed immediately.
Customer Service Expectations
As a volunteer, you are a Conner Prairie customer service ambassador! Our Opening Doors philosophy supports ensuring the best experience is received by all. Making a good first impression is essential. First impressions are formed within seven (7) seconds of an interaction. Your non-verbal cues such as facial expression and body language can have even greater impact than what you say. Whether interacting with a guest or employee, the following customer service tools should be employed to ensure service excellence:

1. Empathy and Patience: Take your communication cues from the guest or employee and interact accordingly. Whether confused, curious, frustrated, happy or even angry, show each person empathy and patience when providing assistance.
2. Adaptability: Realize every guest and employee is different. A communication style that works well in one interaction, may not work for another. Don’t be afraid to adjust accordingly.
3. Positivity: Always be positive no matter what situation arises. Attitudes are infectious. If you remain positive during a challenging communication exchange, it is more likely to end positively.
4. Knowledge: Knowledge is power. Keep updated on all things Conner Prairie. If you don’t know something, don’t make up an answer, find out. You have many resources available to you.
5. Respect: Show respect for all diversity and treat people fairly, equally and without discrimination.

Volunteer Conduct Policy
To ensure the best possible environment for all volunteers, we expect you to follow rules of conduct that will protect the interest and safety of all volunteers and Conner Prairie, whether on- 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 Conner Prairie volunteer.
- Theft 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 on Conner Prairie property such as explosives or firearms.

Termination of Volunteer Status
The ending of volunteer status may occur for a number of legitimate reasons including but not limited to those listed above. Termination may transpire by either:

- Voluntary written notification ending volunteer status initiated by the volunteer.
- Revocation of volunteer status initiated by Conner Prairie due to conduct considered unacceptable by the organization, or failing to meet the minimum annual service requirements.
ON-SITE EATING / RESTING FACILITIES

Employee Lounge
The employee lounge is located on the lower level of the Welcome Center in the staff hallway (same as the employee entrance) and volunteers are welcome to use it on breaks while volunteering at Conner Prairie. It has refrigerators, a microwave oven, sink and vending machines.

Café on the Common
Conner Prairie’s outdoor cafe is located just outside the Welcome Center, near 1859 Balloon Voyage. The café is open April – October for lunch from 11 am-3 pm and for snacks and drinks from 3-5 pm. A variety of sandwiches, salads and kid friendly meals are available. Volunteers receive a 10% discount for their meal when showing their identification badge.

Restrooms
Restrooms are located in the hallway just off the Great Hall in the Welcome Center and on the 2nd floor, next to Woodland North and South. Restrooms are also located outside, on your left as you exit the Welcome Center, in the Featherston Barn annex, in the Necessary (located in Prairietown), and in the River Crossing/Depot Store building in 1863 Civil War Journey.

VOLUNTEER OPPORTUNITIES

Volunteer opportunities at Conner Prairie are constantly changing. Please refer to your weekly volunteer email which will include when opportunities are posted for self-scheduling in Volgistics, our web-based scheduling and record keeping system.

Choosing a Volunteer Assignment
There are over 90 opportunities for volunteering throughout the year. Please check your email for announcements regarding available posts. Examples of some volunteer assignments include: Office Support Team, Guest Services Assistance, Cafe Assistance, Balloon Assistance, School Tour Greeter, Conner Prairie Store, Textiles Guild, Gardeners, Woodworking, multiple festivals and special experience days, and Daily Experience Volunteer posts (DEV posts require additional trainings and time commitments).

Signing Up for Special Events and Programs
Conner Prairie hosts a variety of special events and programs throughout the year, all requiring volunteer assistance including Symphony on the Prairie, Jupiter Flights, Headless Horseman, A Merry Prairie Holiday, and others. Watch your weekly email for when special event sign ups open in Volgistics.
YOUR FIRST DAY OR ASSIGNMENT
Where you report on your first day depends on the post and/or event for which you are volunteering.

Volunteering in a Departmental assignment, you will be given check in instructions about where to meet the departmental staff you will be working with. Volunteering for a special event, instructions specific to that event such as what to wear, where to report and other important details, will appear in Volgistics when you select your shift and job. You do not need to report earlier than the start time of your assigned shift.

Regardless of your assignment, if you have any questions, please contact Volunteer Services BEFORE you are scheduled to volunteer.

RECORDING DONATED HOURS / VOLGISTICS INSTRUCTIONS
Recording your donated time is an important part of volunteering. The hours you volunteer are considered an in-kind donation. Besides being used to recognize our dedicated volunteers, this information assists Conner Prairie in applying for grants and other types of funding, a big part of our annual revenue. Annual hours demonstrate the amount of community involvement the museum receives. Volunteer hours are recorded in Volgistics, a web-based scheduling and record keeping system. Each volunteer is responsible for entering their hours each time they volunteer. This may be done from a home computer, smartphone, tablet, or anywhere with Internet access. There is also a touchscreen computer monitor located in the Welcome Center for signing in and out. Instructions for using Volgistics are as follows.

Setting Up Your Profile and Password
• Following orientation, ALL volunteers will receive an email with a temporary password from the volunteer department.
• This email includes a link to use when accessing Volgistics from your home computer, tablet or smartphone. Save it in your web favorites for quick access or on your desktop.
• Your login is always your email address.
• The first time you sign in using the temporary password it will prompt you to immediately change it. Your personal password may be anything you choose, preferably something you will easily remember. Volunteer staff does not have access to your passwords.
• When you login to Volgistics for the first time, check all of the contact information on your profile page and change anything that is incorrect. Always click “save” after changing information.
• If more than one person in your household volunteers and you use the same email address, you will both use that email as your login but MUST have different passwords.
• If you volunteer at another organization that uses Volgistics and your email is also your login there, you must use a different password at Conner Prairie.

Many, but not all positions are scheduled through Volgistics. Some jobs are scheduled with individual department staff. All hours must still be recorded in Volgistics.
Recording Volunteer Hours
When you are volunteering, you may sign in and out via the touch-screen computer in the Welcome Center OR, you may record your hours from home.
To record hours, login to your volunteer page, click on “post your hours” OR “timesheet”. Then click the date you volunteered, the time you started and the time you finished, then choose the job you did from the drop-down menu.

Volgistics PIN
Your Volgistics PIN is only needed at the touch-screen computer, located in the downstairs employee hallway. It is used for signing in and out. The PIN is not needed to do anything from your home computer. The PIN you have been assigned is the primary phone number in your volunteer record, entered without the area code and without a dash (i.e. 7766000).

Signing up for a shift in Volgistics
Emails will be sent when events have been posted in the system and you are able to self- schedule. Please do not sign up for event shifts before receiving this email. When you sign up for an open position in Volgistics, you are both scheduled and confirmed. Following are the basic instructions:

• REMEMBER to save the link for Volgistics on your computer, tablet or phone. It is the only way to access the system specific to Conner Prairie.
• Sign in using your email address as the login, and the password you chose.
• Click on “sign up”.
• Search openings by event, or by the month in which the event takes place (i.e. October for Headless Horseman).
• Orange icons saying “help wanted” appear on dates with open volunteer shifts.
• Click on a date that you want to volunteer.
• Only open positions/shifts on that date will appear.
• If you want to see a position description, click on the position name and a description will pop up
• OR scroll down the page for a full list of position descriptions and instructions.
• When you see the date and position that you want, click on the green “schedule me” bar.
• The scheduled position will pop up and ask you to confirm that the information is correct. When you click “yes”, you are scheduled for that shift.
• You may only sign up for one day at a time so if you want multiple dates/shifts, you have to repeat this process. It only takes a few minutes.
• Volgistics automatically sends out schedule reminders at the beginning of each month, and several days before your scheduled shifts.
• Always check the “description” section when signing up for a shift. It lists the information regarding training, where to sign in, park, who you report to, etc.
CHANGING OR CANCELING A SCHEDULED SHIFT

Departmental Volunteer Assignments
If you need to change or cancel a shift for an on-going departmental assignment, please contact the staff member in charge directly. If you are unsure who to call, leave a message with Volunteer Services, 776.6000 ext. ext. 264 or 258.

Special Events and Programs
Shifts scheduled through Volgistics may be canceled by the volunteer up to three days before the event or program. If you are canceling 48 hours or less before your scheduled shift, please call 317-776-6000 x405 and leave a voicemail for the Manager in charge (405). Include your full name and the date, time, and position where you were scheduled to serve.

GLOSSARY OF TERMS
This is a listing or frequently used terms you will hear and use when volunteering. All of these definitions are written specifically to the purposes of Conner Prairie and may have wider definitions at other institutions.

- **300**: The radio code for the security/reception desk.
- **405**: An adult manager who oversees the grounds on a given day. Changes daily.
- **900**: Radio code for the EMT and emergency security person.
- **A Merry Prairie Holiday (AMPH)**: A holiday themed festival featuring light displays, North Pole Workshop, a carousel, and more.
- **Apple Store**: Store featuring apple products like caramel apples and cider slushies, open 9/15-10/31.
- **Briefing**: Beginning of day/event meeting for staff/volunteers before we open. Attendance is taken, major objectives for the day discussed, special guest info passed along, etc.
- **CWJ, Civil War Journey or 1863 Civil War Journey**: This site, at the southern area of CP’s property, is set in 1863 and tells the story of General John Hunt Morgan’s Confederate raid on Dupont, Indiana.
- **Collections**: Department that tracks, purchases and repairs our artifacts and reproductions. Can approve various props (like toys and books) for use on the grounds.
- **CP**: Conner Prairie
- **DEVs/Daily Experience Volunteers**: Adult Volunteers who receive specialized training enabling them to work volunteer posts on our Historic grounds alongside/supporting paid interpretive staff.
- **Eli Lilly**: Grandson of the famous pharmacist, he bought and renovated the Conner House, started a progressive farm and laid the groundwork for what Conner Prairie is today. He left a generous trust to keep the museum running.
• **Employee/Volunteer Entrance:** Doors to the far left of on the backside of the Welcome Center, next to the loading ramp. Staff and volunteers usually enter and exit through these doors.

• **Glorious 4th:** Special event on July 4 that features patriotic activities, militia drills and the reading of the Declaration of Independence in Prairietown.

• **Great Hall:** The front entrance lobby area of the Welcome Center where guests purchase tickets.

• **Guest:** Visitor on the grounds of Conner Prairie. A “guest” implies that this is someone that you have invited into your home or space so they should be treated as such.

• **HH or Headless Horseman:** An October evening program featuring a haunted hayride and spooky activities. A favorite fall tradition.

• **Interpretation:** Any interaction that you have with a guest.

• **Interpretation, 1st Person:** Refers to costumed interpretation, in which youth and staff pretend to be historic characters. Also known as living history. Often characterized by “I” words – “I live here in Prairietown” or “I was born in 1795.”

• **Interpretation, 3rd Person:** Refers to interpretation done in modern clothes, a blue or green shirt for staff and a burgundy or white shirt for volunteers. Has the advantage of being able to directly refer to modern times when communicating with guests. (Daily Experience Volunteers).

• **Jupiter Flights:** Our hot-air balloon festival held each September.

• **Museum Theater:** For Conner Prairie this is an intentional presentation on a specific story. For example, The Mayfield and Nichols Store presentation in the Civil War Journey area or the play “William Conner’s Tough Choices”.

• **Off-season:** The outside grounds are closed to the public except for special programs, November- March.

• **Orientation:** A post that is interpreted in 3rd Person offering guests a frame of reference and context to the area of the grounds that they are about to enter. There are orientation posts in Lenape, Prairietown and CWJ.

• **Period:** Of a particular time period – like 1836 Prairietown or 1863 Civil War Journey.

• **PIC or Person in Charge:** This person is responsible for checking in with the staff or volunteers in their designated areas and making sure that things are running smoothly. They run briefings, take attendance, assign daily tasks if needed, etc. Types of PICs include Youth PICs (in charge of youth), Site PICs (in charge of historic areas for the day) and event PICs (in charge of special events like Headless Horseman).
• **Post**: The area/place/building where you are scheduled to work, such as 1836 Prairietown, Lenape, Discovery Station, or a role such as way-finder at a CP festival.

• **Roving**: Youth older than the age of 16, in Prairietown, who are not assigned to a specific post. They provide extra engagement activities wherever needed and help mentor younger youth.

• **Regular Season or Open Season**: The outdoor grounds and historic areas are open to the public Tuesday – Sunday, end of March – October.

• **SOP, SOTP, or Symphony on the Prairie**: Summertime concerts put on by the Indianapolis Symphony Orchestra on weekends and holidays.

• **Welcome Center**: Main building at CP. Includes offices, the employee lounge, and exhibit areas that are open to the public and are staffed (Discovery Station, Spark!Lab).

• **William Conner**: The man who gave us our name! Trader and politician from the early 1800s. His brick house is one of our mainstays on the ground.

• **YACs or Youth Agriculture Captains**: Leadership team of older youth who take extra training on animals, take a key role setting up the Conner Barn each morning, and help mentor other youth in Animal Encounters and Ag posts of Prairietown. This team is led by the Ag staff.

• **Youth PIC**: The staff member in charge of youth volunteers on a given day. Usually either Sarah Morin or Bill Freil, but other staff members fill in when needed.

**WHERE TO GO WHEN YOU HAVE QUESTIONS**

If you have general questions regarding volunteering at Conner Prairie, please contact Carol Noel, Recruitment and Volunteer Manager (noel@connerprairie.org or 317-214.4704) Monday – Friday, 8:30 am-4:00 pm, or Liz Griffin, Volunteer Coordinator (griffin@connerprairie.org or 317-214-4471). Information about volunteering at Conner Prairie, as well as our volunteer application can be found at connerprairie.org.

If you have questions about your current departmental volunteer post, please contact the departmental staff member in charge of that area or the person you have been communicating with directly. If you need additional information, do not hesitate to call Volunteer Services at the numbers or email addresses listed above.

If you have questions about Conner Prairie’s special events, programs and classes, please refer to our website, connerprairie.org. Follow us on Facebook, Twitter or Instagram. For the most up to date information, sign up for Conner Prairie E-News by visiting our website and clicking on “E-News Sign Up”.

**THANK YOU**

**HAVE FUN!**