
Volunteer Handbook

Operational
Supplement

January 2019

This Page Left Intentionally Blank

HILLWOOD ESTATE, MUSEUM & GARDENS

VOLUNTEER PROGRAM OPERATIONAL SUPPLEMENT

TABLE OF CONTENTS

Visitor Amenities and Services

- Tours and Programs 1
- Visitor Center 1
- Museum Shop 1
- Café 1
- Visitor Information Office 2
- Special Events and Group Tours 2
- Membership 2

Museum Accessibility

- Visitor with Mobility Impairments 3
- Visitors Who are Deaf or are Hard-of-Hearing 3
- Closed Captioning 3
- Sign Language Interpretation 3
- Visitors Who are Blind or Have Visual Impairments 4
- Visitors Who Speak Foreign Languages 4

General Information

- Address and Phone 5
- Hours of Operations 5
- Parking 5
- Directions by Car or Taxi 5
- Directions by Metrorail 5
- Directions by Metrobus 5

Volunteer Program Information

- General Standards 6
- Volunteer Team 6
- Volunteer Status 7
- Scheduling 8

- Volunteer Benefits 8
- Volunteer Website 9

Logistics

- Identification 10
- Entering, Driving, Parking 10
- Signing In/Out 10
- Dress Code 11
- Coats/Personal Belongings 11
- Severe Weather 11
- Injuries/Emergencies/Evacuations 12
- Estate Guidelines 16
- Mansion Guidelines 16

This Page Left Intentionally Blank

VISITOR AMENITIES AND SERVICES

Tours and Programs

Hillwood offers visitors a number of touring options including regularly scheduled docent-led tours of the mansion and gardens. Self-guiding options include printed guides and audio tours of the art collections and estate for both adults and families. In addition, two specialty audio tours, *Kings, Queens and Soup Tureens* (Hillwood's French collection focus tour) and *Treasures & Traditions: The Luxury Arts of Imperial Russia* (Hillwood's Russian collection focus tour) are available. Visitors can pick up an audio guide from the tour desk in the visitor center or download the Hillwood app *Hillwood Museum & Gardens Tour*. The app is available for both iOS and Android devices and can be downloaded from the Apple App Store or Google Play Store.

Hillwood programs for both adult and youth audiences include lectures, book talks, special gallery tours, study days, festivals, family days, and workshops related to the decorative arts, horticulture and gardens, and Hillwood's founder Marjorie Post. Programs for school groups and Girl Scouts are also available. Many programs are presented in conjunction with community partners, such as the Carmel Institute of Russian Culture & History and Japan-American Society of Washington, DC; these partners lend their expertise to program development and marketing support, and help extend the museum's reach in the community.

Visitor Center

Hillwood's visitor center is home to the visitor information desk, the tour desk, the orientation film and display, and the museum shop. A public courtesy phone, drinking fountain, restrooms, and vending machine are also available here. Guests begin and end their experiences at the visitor center.

Museum Shop

The shop is a part of the visitor experience division, and is equally committed to supporting the museum's mission. The museum shop merchandise is selected or developed to complement the museum's collections and extend and expand visitors' experiences and understanding of them. To this end, merchandise and books are organized and displayed to convey the relationship between the items on sale and the museum's collections and mission. The museum shop also has a web presence, featuring images and descriptions of some of the most popular items and an order form.

Café

The café offers a variety of French and Russian-inspired dishes. Full-service dining, including a kid's menu, is available between 11 a.m. and 3:30 p.m. During the winter months, the full-service dining hours are adjusted to 11:30 a.m. to 3 p.m. When the café is full or you just feel like a casual snack, express dining provides a quick and easy alternative to the sit down dining experience. Open from 10 a.m. to 5 p.m., the express dining menu offers a variety of sandwiches, salads, snacks, and beverages for picnicking families or guests on the go. Express dining hours shift in the winter months to 11 a.m. to 4 p.m. The café is operated by an independent restaurant management company under contract to Hillwood.

Sunday Afternoon Tea – The café offers afternoon tea on Sundays. Guests may choose from a selection of teas, finger sandwiches, and miniature pastries when participating in this Hillwood tradition.

Café reservations are highly encouraged and can be made by calling the visitor information office at 202.686.5807 or online through Hillwood’s website at www.hillwoodmuseum.org under “Plan Your Visit.”

Visitor Information Office

For information on planning a visit to the museum, call 202.686.5807 or visit www.hillwoodmuseum.org. The visitor information office is open Monday – Friday, 10:00 a.m. – 5:00 p.m. Suggested donations are as follows:

- Adults \$18
- Seniors (65 and older): \$15
- Full-time college students: \$10
- Children (6-18): \$5
- Children under 6: free
- Hillwood members: free
- Active Military and their families are free from Memorial Day through Labor Day, as Hillwood is a Blue Star Museum participant

Groups of ten or more receive discounts off the adult suggested donation, and can schedule a group visit by contacting 202.243.3914. Custom and private tours can also be scheduled by calling 202.243.3914. All ages are welcome to explore the mansion and estate.

Special Events and Groups Tours

Hillwood Estate, Museum & Gardens welcomes groups and is available for special events for local, national, and international organizations that operate in fields related to Hillwood’s mission and whose event request has been approved by Hillwood’s executive director. Examples of special events that have been approved include corporate and non-profit staff retreats, dinners, and receptions. Additional information can be obtained by contacting 202.243.3914.

Membership

Hillwood launched its “Friends of Hillwood” membership program in 1993, and membership continues to grow each year with more than 4,000 members at the start of 2017. Membership brochures, detailing the benefits of a membership, are available in the visitor center.

MUSEUM ACCESSIBILITY

Hillwood Estate, Museum & Gardens welcomes all visitors and is committed to making the campus accessible to everyone. The museum offers a number of aids for visitors needing assistance with mobility, hearing, and vision.



Visitors with Mobility Impairments

The following buildings are accessible: Adirondack building, café, C.W. Post center, dacha, greenhouse, library, mansion, and visitor center. Photo books and an iPad of select mansion areas accessible only by stairs are available upon request.

The core areas of the formal gardens are fully accessible (the printed tour brochure offers an accessible garden tour). The museum provides accessible restrooms in the café, C.W. Post center, mansion, and visitor center. The museum's public telephone and drinking fountains are accessible. Elevators are available in the mansion and visitor center. Wheelchair seating is available in the visitor center theater.

Handicapped parking is available at the visitor center.

The museum has wheelchairs that can be utilized free of charge. Wheelchairs are available on a first-come, first-served basis at the visitor center information desk. Only museum staff may handle wheelchair requests and assist a visitor with accommodations.



Visitors Who are Deaf or Hearing Impaired

Hillwood provides assistive listening devices for the orientation film, lectures, guided tours, and audio tours. The devices available for the orientation film, lectures, and guided tours increase the volume of the presentation through a remote headset. The audio tours have neck loops that connect to the T-switch on hearing aids and amplify sound. All assistive listening devices are available upon request on a first-come, first-served basis (inquire at the visitor center information desk for location of devices).

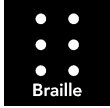
Service animals are permitted on the estate, including the mansion, Adirondack building, dacha, and greenhouse.



The orientation film is open captioned in English.



Hillwood provides sign-language interpretation for scheduled programs only. Interpreters are hired on a case-by-case basis, so Hillwood requires advance notice of requests. If a visitor would like to have a sign-language, oral, or cued speech interpreter, he/she may call 202.243.3915 no later than two weeks in advance of the planned visit.



Visitors Who Are Blind or Have Visual Impairments

A Braille orientation guide and a large-print written tour are available at the visitor center information desk. Large-print tours of the mansion and gardens are offered, along with large-print tours of *Kings, Queens, and Soup Tureens* (focusing on the French collection) and *Treasures & Traditions* (focusing on the Russian collection). Magnifying glasses are available in the Adirondack building and dacha special exhibition spaces to magnify wall/panel exhibition text.

Service animals are permitted on the estate, including the mansion, Adirondack building, dacha, and greenhouse.

Visitors Who Speak Foreign Languages

Russian, French, and Spanish-language printed tours of the mansion and gardens are available upon request at the tour desk. General museum information sheets, translated into Dutch, Farsi, German, and Italian are also available upon request.

GENERAL INFORMATION

Address and Phone

Hillwood Estate, Museum & Gardens
4155 Linnean Avenue, NW
Washington, DC 20008-3806

202.686.8500 Main
202.966.7846 Fax
202.686.8524 Security

Hours of Operation

Regular public operating hours of the museum and gardens are 10:00 a.m. – 5:00 p.m., Tuesday-Sunday. Hillwood is also open occasional evenings. Hillwood is closed for several weeks each January for maintenance and for most national holidays.

Parking

Hillwood offers free parking on the estate. Handicapped parking (with permit or permission only) is available at the visitor center.

Directions by Car or Taxi

- From the Capital Beltway (I-495) Take the Connecticut Avenue (MD 185) exit south. Proceed about five miles on Connecticut and turn left onto Tilden Street. Take the second left, onto Linnean Avenue. The entrance to the estate will be on the right.
- From downtown Washington, D.C. Take Connecticut Avenue north and turn right onto Tilden Street. Take the second left, onto Linnean Avenue. The entrance to the estate will be on the right.
- Taxi services can be called from the visitor center.

Directions by Metrorail

Hillwood is a 20-minute walk from the Van Ness/UDC Metro station on the Red Line. From the Metro exit on the east side of Connecticut Avenue, walk south on Connecticut towards the Edmund Burke School and turn left onto Upton Street. Turn right onto Linnean Avenue. The entrance to the estate will be on the left.

Directions by Metrobus

Take the L1 or L2 bus to the corner of Connecticut Avenue and Tilden Street. Walk east toward Rock Creek Park on Tilden. Turn left onto Linnean Avenue. The entrance to the estate will be on the right.

VOLUNTEER PROGRAM INFORMATION

General Standards

Like the Board and staff, active volunteers are expected to abide by standards that define and ensure excellence in public service. A volunteer’s goal, as is Hillwood’s, is to provide the best possible visitor experience. Active volunteers will keep Hillwood’s mandate, mission, vision and values statements at the forefront of their endeavors. Commitment to the spirit of these guiding principles is the hallmark of successful volunteers.

In order to move towards our shared goal of providing an exceptional visitor experience, a culture of cooperation and communication is essential. All concerns, questions, issues and/or suggestions pertaining to interpretation at Hillwood, or to your responsibilities as a volunteer, should be directed to the volunteer management staff. The only way we can address these issues is through respectful, direct, and open communication.

Volunteers are expected to honor commitments to the institution and to visitors. Together we uphold the landmark tradition Marjorie Post established—treating every visitor with graciousness and courtesy.

The Volunteer Team

With approximately 380 volunteers serving in 17 different roles, volunteers are an integral part of the Hillwood community. To view a detailed position description for each volunteer role, visit the volunteer website (<http://volunteer.hillwoodmuseum.org>) under “Administrative Resources”

Administration Volunteer Program	Horticulture Volunteer Program
<ul style="list-style-type: none"> • Administrative Volunteer • Collections Volunteer • Library Support • Membership Services Volunteer • Museum Shop Volunteer • Newsletter Volunteer • Special Projects 	<ul style="list-style-type: none"> • Floral Design Support • Garden Support • Greenhouse Support • Orchid Collection Support
Docent Program	Information Technology
<ul style="list-style-type: none"> • Garden Docent • Mansion Docent 	<ul style="list-style-type: none"> • Metadata Volunteer
Education Volunteer Program	Visitor Services Volunteer Program
<ul style="list-style-type: none"> • Family Art Volunteer 	<ul style="list-style-type: none"> • Visitor Services Volunteer

Volunteer Status

There are several categories of volunteer service based on years of experience and extent of volunteerism. Volunteer categories include docent-in-training, active volunteer, volunteer on leave, inactive volunteer, and volunteer emeritus. The categories are described below.

Docent-in-Training

The category of docent-in-training applies to those individuals accepted into the docent training program, which is typically offered every 3-5 years depending on demand. Candidates are interviewed during the fall; new docent training begins in mid-January and ends in late spring/summer. The training program curriculum is adjusted annually to reflect current tour needs and best practices. Demonstrations, structured feedback, and coaching are critical components of the training program. Docents-in-training are expected to attend all training sessions, complete all reading and written assignments. Any missed sessions should be communicated to the volunteer services supervisor for alternate plans. Docents-in-training move to active volunteer status upon successful completion of the qualifying tour with the training instructors. Docents-in-training participate in approximately over 40 hours of class time in addition to independent study hours.

Active Volunteer

Active volunteers serve in any of the 15 volunteer roles offered through Hillwood. All active volunteers will serve two to five shifts per month on a regular or floating schedule. Most volunteer shifts are four hours in duration. Volunteers should plan to serve no less than 100 hours each year, depending on their assigned position. Volunteers are encouraged to serve additional hours and are recognized for exceeding standards. Additional service hours are available through periodic evening and/or weekend shifts, public programs, and special projects. Volunteers are expected to attend specified continuing education sessions throughout the year.

Volunteer on Leave

A volunteer (with the exception of emeritus category) may request a leave of absence. A leave of absence is defined as *an absence from the museum for more than six consecutive months but less than one year*. This request must be made in writing to the volunteer services supervisor and be approved. Volunteers on leave continue to receive volunteer program correspondence from Hillwood for up to one year. After one year on leave status, the volunteer will be given the choice to resume the responsibilities of an active volunteer, or be placed on inactive status.

Inactive Volunteer

A volunteer (with the exception of emeritus category) will be placed on inactive status if he or she fails to meet his or her minimum yearly hour requirement, or if he or she takes a leave of absence for longer than one year. Volunteers will be contacted about this status change by the volunteer services supervisor in writing. During this period, inactive volunteers will continue to receive volunteer program correspondence from Hillwood for up to one year. After one year on inactive status, the volunteer will be given the choice to resume the responsibilities of an active volunteer, or be removed from the program.

Volunteer Emeritus

In recognition of long-term service, a volunteer in good standing who has met the annual required number of hours of volunteer service for least 10 years may submit a written request for the status of volunteer emeritus for approval. Emeritus volunteers continue to receive benefits of the volunteer program without requiring active service to the museum.

Scheduling

Most volunteers will submit their monthly availability through the online scheduling feature in Volgistics, Hillwood's volunteer database. See the Volgistics User Guide for an overview of the scheduling procedures and step-by-step instructions on using the database.

Select volunteer positions will coordinate with their assigned supervisor to develop a mutually agreeable schedule based on the needs and types of activities in which they will be engaged.

Volunteer Benefits

Hillwood appreciates the volunteer services provided by the volunteer and offers the following benefits:

Volunteer and Emeritus Volunteer Benefits

- Professional training and resource materials
- A supportive climate where volunteers can perform and grow
- Free admission to the museum during general visitation days
- Use of the mansion volunteer lounge during office hours
- Continuing education and resource materials:
 - Volunteer-only lectures and horticulture workshops and tours
 - A quarterly newsletter
 - Volunteer website and its extensive collection of Hillwood-related information and a digital lecture archive
 - Volunteer library
- 10 free guest passes per year*
- A 20% discount in the museum shop (regular merchandise) and café with volunteer badge*
- Invitation to two major volunteers events:
 - Annual volunteer business meeting
 - Annual volunteer appreciation reception

*Docents-in-training receive these benefits once they have successfully completed the docent training program.

Shop and Café Discounts (20%) Policy

All active volunteers are eligible for the discount program provided in the museum shop and café. Hillwood identification should be presented to the staff prior to the sale or food order to ensure activation of the discount. Discounts in the museum shop apply only to non-sale items.

Additional discounts for bulk purchases or special orders are not provided. This benefit is for the volunteer and immediate family members and is not transferable to friends.

Reservations for the café can be made by calling the visitor information office at 202.686.5807 or online through Hillwood's website at www.hillwoodmuseum.org under "Plan Your Visit."

Complimentary Admission for Volunteers and Their Guests

Volunteers may tour the estate free of charge during normal operating hours. Volunteers receive guest passes each year as well.

You may avail yourself of docent-led tours of the mansion and gardens on a space available basis. Interested parties should inquire upon arrival at the visitor center. Groups of ten or more must have advance reservations, which can be made by calling the group sales, special events & tourism manager at 202.243.3914.

Complimentary admission and guest passes are not valid for special events and programs (such as festivals, lectures, workshops etc.) unless otherwise noted. Reservations for special events and programs must be made by calling the visitor information office at 202.686.5807.

Volunteer Lounge

The volunteer lounges, located on the second floor of the mansion and horticulture breakroom, located on the lower level of the greenhouse, serve as both communication hubs and the break areas for the volunteer corps. Upon arrival, volunteers are urged to check the white board and/or bulletin board for announcements and updates, and to pick up copies of recent handouts.

Library Resources

The art research library is located across from the visitor center. Although its art, horticulture, and interpretation holdings are non-circulating, volunteers are welcome to use these resources while at Hillwood. The library is open by appointment only; please call 202.243.3934 to schedule a visit.

The volunteer library, located in the mansion volunteer lounge, contains books, periodicals, publications, and videos related to Hillwood's collection and mission. The items in this lending library may be checked out for a three-week period, following the printed guidelines in the volunteer lounge.

Volunteer Website

The volunteer website (<http://volunteer.hillwoodmuseum.org>) provides volunteers with access to information and happenings at Hillwood. The website contains late-breaking news and announcements, volunteer resources (i.e. exhibition information, training material, and lecture videos), archives of current and past *Post Serial* newsletters, and much more.

LOGISTICS

Identification

Volunteers will be issued Hillwood nametags and photo ID badges. Volunteers must wear their nametags, and carry or wear their photo ID badges at all times while on duty at Hillwood. It is mandated by the security department and helps visitors to identify those who can provide directions and information. Volunteers must report lost nametags or security badges immediately to Hillwood volunteer staff.

Entering, Driving, Parking

A map detailing the volunteer parking plan is available in the orientation binder.

- All volunteers will enter Hillwood through the upper gate and proceed through the parking decks to the back rail behind the CW Post building. Please be mindful to observe the 15 mph speed limit while driving on the estate.
- At the back rail, volunteers are welcome to park in any **un-numbered** spaces (excluding bus parking) during the week. On weekends, volunteers may park in the numbered spaces with the exception of spaces 20-23, which are reserved for the weekend café staff.
- If the back rail spaces are full, we ask that you continue driving to the south access road (a soft left immediately following the rail parking).
- This road will take you on a scenic drive along the perimeter of the estate and passes behind the Adirondack building and dacha, below the Japanese-style garden, and will eventually end at the lower gate.
- Volunteers may also access the lower gate drive parking by making a right at the first stop sign after entering through the upper gate. They will take another immediate right, driving downhill towards the lower gate. Using caution, volunteers will perform a three-point turn at the lower gate.
- Continue driving uphill on the lower gate drive. Volunteers will then park on the lower gate drive on the left side starting at the spot closest to the crossroad (but not blocking the crossroad) and fill in working back from there.
- At the end of your day, please exit Hillwood as normal along the upper gate drive and out the upper gate. As always, please use extreme caution, especially, in those areas where many don't expect to see vehicular traffic.

Signing In/Out

All volunteers should sign in at their designated area using the VicTouch, Volgistic's software on the touch screen computers. Sign-in locations are available at:

1. Visitor Center Kitchen
2. Mansion Volunteer Lounge
3. Horticulture Building Hallway

If the volunteer computer is unavailable or inoperative, volunteers should record their hours from home using their Volgistics account (see the Volgistics User Guide for instructions on recording hours in the “Timesheet” tab).

After signing in, volunteers should check in with their assigned supervisor or refer to the volunteer daily schedule for those volunteers in the mansion and visitor center.

Dress Code

Volunteers serve as representatives of Hillwood. It is important that volunteers be dressed in an appropriate fashion for their assigned responsibilities. Non-horticulture volunteers should follow Hillwood’s business casual dress code.

Garden docents are subject to environmental conditions, so it is helpful to wear a hat for protection from the sun and comfortable walking shoes. Sun protection for the skin is recommended as well.

Volunteers who work in the gardens and greenhouses should dress safely, comfortably, and in line with the environmental conditions. It is helpful to wear a hat for protection from the sun (all seasons in the greenhouse) and take precautions against sun exposure to the skin as well. Clothing should always be presentable for the public, but volunteers need to be mindful that horticulture activities can soil or damage clothing. In addition, it is necessary to have sturdy footwear that protects the toes, is skid proof, and water resistant.

Coats/Personal Belongings

Please stow personal belongings in the designated areas:

In the mansion, coats should be hung in the coat closet in the hallway on the second floor adjacent to the volunteer lounge; personal belongings (bags, purses, briefcases, books) may be locked in the cubbies next to the coat closet. Staff, visitors, and volunteers may not carry bags or umbrellas through the mansion.

In the visitor center, a coat rack is available in the theater.

In the greenhouses, lockers are available on the lower level near the horticulture break room.

Severe Weather

When the weather is questionable, volunteers should call 202.686.8505 prior to coming for their shift for information about the museum closing or opening late. Hillwood staff will provide a dated telephone message around 7 a.m. It will indicate:

1. If the museum is CLOSED for the day.
2. If the museum will open to the public on a delayed basis.

Injuries/Emergencies/Evacuations

If an injury occurs to a staff member, volunteer, or visitor, contact security immediately at extension 8524/8525. You can also press the panic button or notify a security officer if you are stationed in the mansion. Advise security of the seriousness of the injury (if an ambulance needs to be called) and your exact location. Do not attempt to administer first aid to any injured person, discuss the cause or conditions of an accident, and avoid unnecessary conversation about the victim's condition.

PLEASE NOTE: Any accident (**no matter how minor***) or medical emergency with a visitor, fellow volunteer, or staff member **MUST** be reported to security **IMMEDIATELY**.

Responding to Injury or Medical Need

1. If you are upset, try to calm yourself – take a deep breath and help the individual stay calm.
2. Notify the sick or injured party, that per Hillwood procedure, you are contacting security for assistance. An officer will meet you to ask a few questions and determine if any first-aid is required. If the sick or injured party is hesitant to receive help or insists they are fine, explain that you would feel more comfortable checking in with security.
3. Depending on your volunteer assignment, notify security using one of the following means:
 - a. Radio
 - b. Panic button
 - c. In person if available or by calling extension 8524/8525
4. Security will stay in contact with you and will provide directions until they arrive on the scene. If you're using a radio, do not turn off your radio until security has arrived.
5. When possible, wait for security to administer first-aid to the injured party. Do not discuss the cause or conditions of an accident, and avoid unnecessary conversation about the victim's condition.
6. After your volunteer shift, or sooner if requested, please give security a thorough report of what you saw and heard during the incident.

***Regardless of the accident, such as a trip, fall, or cut, volunteers **MUST** notify security. This immediate reporting allows our security team to offer any first aid assistance that may be needed and to document the event for future reference. Hillwood's security team is dedicated to ensuring everyone enjoys the estate safely.**

Responding to Theft or Misbehaving Visitor

If you need to notify security regarding a theft or a misbehaving visitor, try to do so without the visitor knowing what you are doing.

1. If you are upset, try to calm yourself – take a deep breath and focus on your goal.
2. Discreetly step away from the visitor and notify security using one of the following means:
 - a. Radio
 - b. Panic button
 - c. In person if available or by calling extension 8524/8525

3. Security will stay in contact with you and will provide directions until they arrive on the scene. If you're using a radio, do not turn off your radio until a security officer has arrived.
4. When security arrives, quietly and calmly inform the responding officer of the situation.
5. After your volunteer shift, or sooner if requested, please give security a thorough report of what you saw and heard during the incident.
6. **Please note:** Panic buttons are located under the information desk workspace in the visitor center and on the wall next to the front window in the dacha.

Responding to Evacuations

When the fire alarm rings, begin evacuation procedures:

1. If your volunteer assignment is working with the public such as a visitor service volunteer or mansion docent, in a calm and authoritative manner, announce loudly and clearly: "We must evacuate the visitor center (or dacha, mansion, etc.). I will lead you out. Our group must keep together until we know everyone is out. Please follow me."
2. Never use the elevator in the event of an emergency and keep the group visitors together and calm.
3. Notify security as soon as possible if a visitor has disabilities and is unable to keep up or left behind.
4. Do not stay behind with a disabled visitor; inform them that security will be with them momentarily.
5. Proceed to one of two designated fire staging areas: the visitor center parking deck (lower level) or Lunar Lawn. See below for the preferred routes for each staging area.
6. Once you've reached your designated fire staging area, count how many visitors are in your group and try to keep them together until dismissed by the security staff.

Routes to the Lower Deck of the Visitor Center

Note: It is of paramount importance that all persons making their way to the lower deck of the visitor center, stay off of the upper gate road (from the upper gate guardhouse past the camellia house and café) whenever possible as emergency vehicles may already be making their way onto campus and for safety reasons, these roads should be free of pedestrians whenever possible. Further, the only exception to designated fire staging area-1 being used will be if there is a working fire in the visitor center. If this is the case, then we will stage at designated fire staging area-2 on the Lunar Lawn.

Visitor Center (VC)

Walk directly out the lower level doors, onto the upper deck and then down the steps to the lower deck.

Steward's House

Walk along the north access road behind the lower deck of the VC, walk up the wooded path and onto the lower deck.

Library

Walk across from the front of the building onto the upper deck of the VC and then down the steps to the lower deck.

Mansion

Exit the building, follow the bluestone path to the C.W. Post courtyard tent, follow the steps down between the C.W. Post center and administrative building to the rear parking lot and continue toward the north access road behind the camellia house to the ramp leading to the parking decks. Follow the ramp leading to the lower deck.

Dacha

Exit the building, walk along the bluestone path past the Adirondack building toward the C.W. Post courtyard tent, follow the steps down between the C.W. Post center and administrative building to the rear parking lot and continue toward the north access road behind the camellia house to the ramp leading to the parking decks. Follow the ramp leading to the lower deck.

Adirondack

Exit the building, walk along the bluestone path toward the C.W. Post courtyard tent, follow the steps down between the C.W. Post center and administrative building to the rear parking lot and continue toward the north access road behind the camellia house to the ramp leading to the parking decks. Follow the ramp leading to the lower deck.

Butler

Exit the building, follow the bluestone path to the C.W. Post courtyard tent, follow the steps down between the C.W. Post center and administrative building to the rear parking lot and continue toward the north access road behind the camellia house to the ramp leading to the parking decks. Follow the ramp leading to the lower deck.

Administrative Building

Exit the building, follow the steps down between the C.W. Post center and administrative building to the rear parking lot and continue toward the north access road behind the camellia house to the ramp leading to the parking decks. Follow the ramp leading to the lower deck.

Café/C.W. Post Center

Exit the main doors, follow the steps down between the C.W. Post center and administrative building to the rear parking lot and continue toward the north access road behind the camellia house to the ramp leading to the parking decks. Follow the ramp leading to the lower deck.

Camellia House (Facilities)

Exit the building and walk along the north access road to the ramp leading to the parking decks. Follow the ramp leading to the lower deck.

Greenhouse

Walk out the lower level rear door, onto the upper deck of the VC and then down the steps to the lower deck.

Routes to the Lunar Lawn

Greenhouse

Exit the east end of the building, carefully cross the main road, walk along the C.W. Post courtyard tent area and access the bluestone path in front of butler's house, pass behind the east end of the mansion and enter the north end of the Lunar Lawn.

Camellia House (Facilities)

Exit the building onto the north access road, walk behind the C.W. Post center and the administrative building, ascend the steps that access the C.W. Post courtyard tent between the CW Post center and the Administrative building, walk along the bluestone path in front of butler's house, pass behind the east end of the mansion and enter the north end of the Lunar Lawn.

Café/C.W. Post Center

Exit the main doors, walk along the bluestone path in front of butler's house, pass behind the east end of the mansion and enter the north end of the Lunar Lawn.

Administrative Building

Exit the building, walk along the bluestone path in front of butler's house, pass behind the east end of the mansion and enter the north end of the Lunar Lawn.

Butler

Exit the building, walk along the bluestone path and pass behind the east end of the mansion and enter the north end of the Lunar Lawn.

Adirondack Building

Exit the building, walk along the bluestone path past the dacha and enter the south end of the Lunar Lawn.

Dacha

Exit the building, walk along the bluestone path and enter the south end of the Lunar Lawn.

Mansion

Exit the mansion through the side entrance, access the bluestone path around the east end of the mansion and walk to the north end of the Lunar Lawn.

Library

Exit the north side door, descend the steps to the rear parking lot, access the connecting path between the library and steward's house, pass through steward's house or go around the building and ascend the steps in the front of the steward's house to the upper gate road. When directed by the upper gate security officer, cross the upper gate road to the steps leading to the lower gate road, ascend the steps to the bluestone path leading to the rose garden, enter the Lunar Lawn on the north end.

Steward's House

Exit the front of the building and ascend the steps in the front to the upper gate road. When directed by the upper gate security officer, cross the upper gate road to the steps leading to the lower gate road, ascend the steps to the bluestone path leading to the rose garden and enter the Lunar Lawn on the north end.

Visitor Center

Exit through the nearest safest exit. If exiting through the conservatory exit, carefully cross the upper gate road and enter the motor court, access the asphalt path through to the French parterre and walk to the north end of the Lunar Lawn. If exiting through the parking deck or VC theater exit, carefully walk to the north access road behind the camellia house, walk behind the

Administrative building, ascend the steps that access the C.W. Post courtyard tent between the C.W. Post center and the administrative building, walk along the bluestone path in front of the butler's house, pass behind the east end of the mansion and enter the north end of the Lunar Lawn.

Estate Guidelines

All volunteers should familiarize themselves with the following guidelines that govern staff and volunteer behavior throughout the estate and mansion:

- All Ages Allowed! Visitors of all ages are welcome to explore the mansion. Families should enjoy the mansion together by holding hands while inside.
- While visiting the mansion, check all coats, backpacks, and shopping bags at the coatroom. Umbrellas and strollers may be left outside the mansion entrance under the porte cochere.
- Hillwood is a smoke-free campus. All forms of smoking, including electronic cigarettes, are prohibited.
- While touring the estate, please turn wireless devices off or set them to vibrate.
- Enjoy the art with your eyes and mind, but please do not touch. This includes the statues and water features in the gardens.
- With the exceptions of service dogs and specially designated mornings for Hillwood members, dogs are not permitted on the property. We cannot allow entrance to vehicles with pets inside.
- In the gardens, watch your step on the natural stone, some of which is uneven, and stay on the designated paths. Please do not pick or gather any flowers or plants.
- Visitors may picnic in designated areas of the gardens.

Mansion Guidelines

To preserve Hillwood's collections and gardens, and to ensure that everyone has a pleasant visit, we ask that visitors remember the following:

- Visitors, staff and volunteers are allowed to use pencils for note taking while in the mansion. Pens, markers, and other writing instruments are not permitted. A pencil supply is stored in the coat room desk.
- The visitor chairs throughout the mansion (those without ropes across the seat) are not to be moved.
- Collections pieces, including fixtures in the mansion (light switches, sink fixtures, etc.) are not to be touched. Volunteers are permitted to access the picture binders in the cabinets in the Russian porcelain room and outside Marjorie Post's bedroom suite or the iPad in the mansion coat room.
- To enter the mansion, volunteers and staff will use the side, service entrance.
- Staff and volunteers may not wear coats or carry bags or umbrellas in the mansion.
- Visitors are welcome to take non-flash photography in the visitor center, mansion, all garden spaces, and the greenhouse for personal, non-commercial use. Please refrain from any photography in special exhibition spaces (dacha and/or Adirondack building).