

*Docent Handbook*

*Gaston* U  
LIVERY STABLE



*1315 Richland Avenue East*

*Aiken, SC 29801*

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# *Welcome Docents*

Welcome to the Gaston Livery Stable!!!

Volunteers are integral to the overall operation of the Gaston Livery Stable. The vast majority of the repairs and restoration of the facility have been accomplished by dedicated volunteers. To date, the volunteer hours are in excess of 18,500.

The Friends of the Gaston Livery Stable truly understand the value of volunteers and the positive impact they have to this project and the community. We recognize that involved citizens enhance our programs, increase public support and, most importantly, bring expertise that otherwise may have been unavailable.

We are very excited to have you as a docent. We look forward to working with you on service projects that will enhance the Barn and educate visitors.

Thank you so much for your interest and passion for this integral part of the history of Aiken.

We hope that your experiences here are meaningful and rewarding.

Thank you for giving of your time and talents.

Most sincerely,

A handwritten signature in black ink that reads "Coleen". The signature is written in a cursive style with a large, looping initial "C" that extends above and below the rest of the name.

Coleen Reed  
President  
Friends of the Gaston Livery Stable

## *Purpose of Handbook*

This handbook is intended for use by the Board of Directors, Friends of the Gaston Livery Stable, and/or volunteers who participate in the docent program. The handbook describes the steps involved in becoming a docent, guidelines, and other information that will enable docents to provide visitors with a memorable and positive experience at the facility.

The information contained in this handbook may be updated from time to time without advance notice.

The handbook contains all forms related to being a docent.

## *Mission Statement*

The mission of the Friends of the Gaston Livery Stable is to preserve and restore the Barn. The mission is also to interpret the architectural, equine, transportation, agricultural, and Winter Colony history of Aiken, South Carolina from 1890 – 1935. This will be accomplished by public programs, educational programs, and special events.

## *Goals - Friends of the Gaston Livery Stable*

**Preserve the Past**

**Document the Present**

**Educate for the Future**

**Preserve and Restore the Gaston Livery Stable Barn**

**Purchase the Property – December 2011 – Current balance \$88,500**

**City of Aiken Historic Register Designation – October 2012**

**Construct Conference Room, Change Room, ADA restroom –2019**

**National Historic Register Designation –February 2020**

**Establish a self-sustaining Living History Park**

# *History of the Gaston Livery Stable*

Located in Aiken, SC, the Gaston Livery Stable stands on just over two acres of land between Richland Avenue East and Park Avenue SE. The livery stable was constructed in 1893, prior to the ownership of the property by D.W. Gaston, Sr., but at a time when he was living in the main house known as Narrow Gate. He purchased the property in 1909.

The two-and-a-half story, approximately 10,000- square- foot building has red brick load-bearing walls on a stepped bricks and mortar foundation. The eclectic Victorian design is balanced and symmetrical with gables, diamond-paned windows, and brickwork details. A courtyard (south elevation) is created by the 3-bay wide central section and east and west lateral sections consisting of a gabled wing with five box stalls and shed row, creating the distinctive “U” shape that is rare for Southern barns. Over each stall door and window opening is a flat brick jack arch. The small rectangular windows on three elevations of the building were diamond-paned, but 95% of them were damaged beyond repair or missing, and for safety reasons were replaced with plexiglass during 2013-2017. A one-story porte-cochère (covered aisle/run through) along the full length of the north elevation was added shortly after construction. The steeply pitched roof is covered with galvanized 5-V tin, believed to be original to the building. The roof is gabled over the center section with hip roofed sections on either side. The cupola and roof ridge fins were removed circa 1985.

A significant interior feature is the original operational carriage lift, symbolic of Victorian ingenuity and simple mechanics. Its function was and is to move carriages and equipment from ground level to the second floor. It is the only operational lift in the USA that we know of.

The Gaston Livery Stable was a full-service livery stable whose services were utilized by year-round Aiken residents and Winter Colonists. The services provided at the livery included transportation via horse-drawn carriages to and from the passenger depot and mule-drawn wagon freight pickup and delivery to and from residences. The passenger depot is one mile west on Park Avenue at Union Street, and the freight depot is one-half mile west on Park Avenue at Williamsburg Street.

Other services offered included rental and boarding of horses and the storage, repair, and maintenance of horse-drawn vehicles. The livery business also catered to the sporting interests of the Winter Colony, providing horses for attendees at local dog races and other social events.

The livery operated until 1932.

Point of interest: D. W. Gaston, Jr. played polo with Tommy Hitchcock, Jr.

## *Goals - Docent Program*

The goals of the Docent Program are:

- To create meaningful experiences that allow docents to share our mission;
- To provide opportunities for docents to assist in the education of visitors through tours and special programs;
- To provide opportunities for docents to participate in the restoration and/or maintenance of the Barn, carriages, and tack;
- To provide training for docents;
- To encourage docents to learn additional Aiken history;
- To encourage docents to participate in Living History Events;
- To keep an account of docent hours;
- To provide a letter of recommendation for docents when requested;
- To create safe and well-organized events and projects;
- To ensure positive working relationships, and
- To encourage and recognize docent efforts.

## *Docent General Information*

1. Please be prompt when reporting for duty. If you cannot come at your scheduled time, please call the Board Member in charge of your project or event. Do not send a substitute.
2. Be cheerful and friendly to participants and visitors.
3. Docents are prohibited from soliciting for any purpose during their regular hours of work. Docents are prohibited from distributing material of any kind or nature during volunteer time except as required in the performance of their assignment. Violation of this policy is grounds for dismissal.

## *Docent Responsibilities*

1. A docent's responsibilities include opening and closing the facility, welcoming visitors, and answering visitors' questions.
2. A docent will give tours, assist in cleaning carriages and tack, and/or work special events.
3. A docent will have visitors and guests sign the Visitor Log Book.

## *Docent Orientation*

Docents will be provided with an orientation and tour of the Gaston Livery Stable. The orientation will be led by a Board Member.

## *Docent Placement Procedure*

Persons interested in our ongoing docent opportunities must complete the following three steps.

1. Application process
  - a. Complete the Docent Enrollment Form
  - b. Complete the Background Consent/Release Form
2. Interview Process
  - a. Review of projects available
  - b. Interview with a Board Member
3. Placement Process
  - a. Attend all relevant orientations and training sessions
  - b. Accept position assignment
  - c. Sign Docent Agreement

## *Docent Dress Code and Appearance*

Docents are representatives of the Friends of the Gaston Livery Stable. Personal appearance and dress should be neat, clean, and professional. Docents are not to wear old or worn-out clothing, sweat pants, t-shirts, suggestive or offensive clothing, dangling jewelry, long necklaces, or high heeled shoes.

## *Docent Conduct*

The Friends of the Gaston Livery Stable requires that docents refrain from engaging in any activities or practices that may present a negative image to the community. A docent is a representative of the Friends and must present a positive image to the community. The use of profanity, drugs, alcohol, or illegal substances is prohibited while serving as a docent. Theft, mistreatment of others, misconduct or other inappropriate behavior is unacceptable. Appropriate action, which may include dismissal from further volunteer participation, will be taken in addressing unsuitable behavior.

## *Docent Safety*

The safety of docents is extremely important at the Gaston Livery Stable. The Board encourages volunteers to participate fully in their assignments. Docents should be alert at all times and report dangerous situations to the Board. It is essential that docents communicate with fellow docents and the Board in order to create a safe and enjoyable venue.



## *Docent Evaluation*

The Docent Program will be evaluated on an ongoing basis to determine the quality of the docent experience and volunteer relations and productivity.

## *Docent Feedback*

In order to improve the docent program, The Friends of the Gaston Livery Stable solicits your feedback regarding both your rewarding and your challenging experiences while participating in the program.

## *Docent Contact Information*

The Friends of the Gaston Livery Stable believes that open lines of communication between docents and the Board are important in order to coordinate projects and interests. Because up-to-date contact information is essential to good communication, please keep us informed of any changes in your email address, mailing address, etc.

## *Recording Docent Hours*

Docents may work on service projects as part of a group or individually on smaller assignments. Docents will be provided time log sheets for such work. The sheets should be filled out carefully, including accurate starting and ending times for the project. If you have questions about completing the time log sheet, please speak with a Board Member.

## *Accident Procedure*

1. If it is an emergency, **CALL 9-1-1**. Address: 1315 Richland Ave. East
2. Administer First Aid if you are certified and it is necessary.
3. Notify the Board Member on call.
4. Complete and turn in an Accident Report Form.

## *Release of a Docent*

Docent services will end when:

1. The docent decides to end involvement; or
2. The docent support is no longer needed for a project or program; or
3. The docent does not perform duties satisfactorily; or
4. The docent interferes negatively with activities.

## *Docent Dismissal Policy and Procedure*

Docents serve at the discretion of the Board of Directors of the Friends of the Gaston Livery Stable and are considered “at will” participants. The Board of Directors reserve the right to terminate a docent’s involvement with the program at any time and for any behavior deemed unacceptable or inappropriate. Examples include, but are not limited to, unsafe behavior, misconduct, being under the influence of drugs or alcohol while participating in an assignment, theft, misuse of equipment, insubordination, mistreatment of others, and breach of confidentiality.

1. A Board member will document any and all inappropriate behavior by the docent including dates, times, witnesses, and the inappropriate behavior(s).
2. A letter of dismissal will be prepared by the Board.
3. The Board of Directors will meet to discuss the dismissal.
4. Whenever possible, a face-to-face meeting with the docent will be held.
5. There is no appeal process for the docent to contest the dismissal. Therefore it is imperative that a fair and confidential evaluation of the behavior be made prior to dismissal.
6. During the dismissal meeting the docent will return any equipment, identification badges, or other tools provided for the docent position.

# *Important Telephone Numbers*

**EMERGENCY 9-1-1**

**Public Safety**

**803-642-7620**

Gaston Livery Stable address: 1315 Richland Avenue East  
Coleen Reed, President

803-648-4123

## *Equal Volunteer Opportunity*

The Friends of the Gaston Livery Stable is committed to the principle that all volunteer assignments and volunteer decisions shall be made on a non-discriminatory basis, without regard to an applicant's or volunteer's race, religion, color, sex, national origin, age, disability, or veteran status.

## *ADA Statement*

The Friends of the Gaston Livery Stable will comply with the Americans with Disabilities Act (ADA) within the limitations created by the Barn's being a historic building. The ADA prohibits discrimination on the basis of disability. Within our limitations, we will make reasonable accommodations in all programs to enable participation by an individual with a disability that meets essential eligibility requirements. Our programs will be available in the most integrated setting for each individual. If any special accommodations are needed for participation in any program, participants are encouraged to notify the Board at least one week prior to the program.



# Docent Enrollment Form

Docents must be 18 years of age or older.

Name \_\_\_\_\_ DOB \_\_\_\_\_

Phone (home) \_\_\_\_\_ (cell) \_\_\_\_\_ Email \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Emergency Contact \_\_\_\_\_ Relationship \_\_\_\_\_  
Phone (home) \_\_\_\_\_ (cell) \_\_\_\_\_

Medical conditions we should know about (example: allergies to be stings, diabetes)  
\_\_\_\_\_

Reason for becoming a docent \_\_\_\_\_

What times are you available (check all that apply)

Weekdays \_\_\_\_\_ Evenings \_\_\_\_\_ Weekends \_\_\_\_\_ AM \_\_\_\_\_ PM \_\_\_\_\_

List name and phone number of two (2) personal references

Name \_\_\_\_\_ Phone \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_



## Background Consent/Release Form

Applicant's Name (printed) \_\_\_\_\_

Social Security Number \_\_\_\_\_ Date of Birth \_\_\_\_\_

Applicant's Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

I, \_\_\_\_\_ authorize and give consent for the Friends of the Gaston Livery Stable to obtain information regarding myself. This includes the following:

- Criminal background records/information
- Sex Offender Registry Checks
- Addresses

I, the undersigned authorize this information to be obtained either in writing or via telephone in connection with my volunteer application. Any person, firm or organization providing information or records in accordance with this authorization is released from any and all claims of liability for compliance. Such information will be held in confidence in accordance with the organizations guidelines.

Printed Name \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_



## Docent Release and Confidentiality Agreement

Name of Volunteer Applicant (please print) \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

I, the undersigned desire and agree to volunteer for the Friends of the Gaston Livery Stable (FGLS). Inconsideration of this opportunity, I further understand and agree as follows:

1. I am donating my time and services without any compensation and shall at no time be considered an employee or independent contractor of the FGLS. I understand that the FGLS does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness.
2. I understand that in the course of my volunteer work I may obtain or be presented with confidential information, relating to visitors, volunteers or other persons applying to receive assistance or services from FGLS. I agree not to divulge any confidential information. I realize that the release of confidential information may be harmful to others and subject me to legal action.
3. I, binding my heirs, executors, personal representatives, administrators and assigns, agree to release, and HOLD HARMLESS the FGLS, its officers, directors, employees, or agents from any and all liability or claims with respect to any bodily injury, personal injury, illness, death, or property damage that may result from my activities with the FGLS, whether caused by the negligence of the FGLS or its officers, directors, employees, or agents or otherwise.
4. I hereby grant and convey to the FGLS all rights, title and interest in any and all photographic images and video or audio recordings made of me by the FGLS while volunteering, including, but not limited to any royalties, proceeds, or other benefits derived from such photographs or recordings.
5. I expressly agree that the hold harmless provisions of this agreement are intended to be as broad and inclusive as permitted by the laws of the State of South Carolina and that this agreement shall be governed by and interpreted in accordance with the laws of the State of South Carolina. I also agree that in the event that any clause or provision of this agreement is held invalid by any court of competent jurisdiction, the invalidity of such clause or provision will not otherwise affect the remaining provisions of this agreement which will continue to be in full force and affect.

I have carefully read this release and understand and agree with all of its terms and conditions.

Signature \_\_\_\_\_ Date \_\_\_\_\_



## Docent Procedures – Accident Reports

In the event that an accident occurs, follow the following procedures.

- If an accident occurs, an *Accident Report* **must be filled out**.
- If an accident occurs in the building or on the property, make your way to the scene. Take the First Aid kit with you.
- Assess the scene and situation. Determine the level of injury.
- If the accident has produced severe injuries to the head, neck or spinal column make certain that the injured party is not moved. Insist that remain still and untouched until medical attention arrives. Ask someone to call 9-1-1. Gaston Livery Stable address: 1315 Richland Avenue East.
- In the event that the injured stops breathing, begin CPR if you are certified, after you have called for an ambulance. If you need assistance, ask a by-standing individual to locate another volunteer. If you are not certified, ask those present find someone who is certified.
- If a laceration is bleeding, put on gloves, apply pressure to the wound. Attempt to slow or stop blood loss.
- Use medical supplies in the first aid kit to provide primary care for the injured party. If the injury has caused bleeding, be certain to put on a pair of medical gloves prior to treating the injured party. **NO EXCEPTIONS.**
- If the injury requires certified medical attention, ask the injured party (or family member if the injured is unconscious) if they would like an ambulance, a personal physician, or relative to be called. If an ambulance is required, call dispatch at 803-642-7620, give them your location (1315 Richland Avenue East) and explain the situation as briefly and detailed as possible.
- Fill out the *Accident Report*. Make certain all areas are correctly filled out; list only the facts, no opinions on the form. If it is reasonable have the injured party sign the *Accident Report*. If the injured party is a child, a guardian or parent may sign for them. It is of the utmost importance to acquire the injured party's name, address, and telephone number. Document any medical supplies used and the techniques in which they were applied. Leave the report in the Conference Room. Call 803-648-4123 and report that an accident occurred.
- Remain with the injured party until an ambulance or family member arrives.
- If there is any blood on the floor, close for the rest of the day.
- If you are exposed to the injured party's blood, thoroughly cleanse the site of contact. Be certain to flush the site with saline solution or rubbing alcohol, and then clean with soap and water. In the event that blood comes in contact with an open wound on your body, seek proper medical attention immediately.



## ACCIDENT REPORT

Person Completing the Report	Date
Location of Accident	Date and Time
Name of Injured	Phone
Mailing Address	Age of Injured
Witness Name & Address	Witness Phone

**What was injured (check all that apply)**

Toe \_\_\_\_\_ Ankle \_\_\_\_\_ Knee \_\_\_\_\_ Hip \_\_\_\_\_ Leg \_\_\_\_\_ Elbow \_\_\_\_\_  
 Arm \_\_\_\_\_ Wrist \_\_\_\_\_ Nose \_\_\_\_\_ Eye \_\_\_\_\_ Head \_\_\_\_\_ Finger \_\_\_\_\_  
 Neck \_\_\_\_\_ Back \_\_\_\_\_ Abrasion \_\_\_\_\_ Cut \_\_\_\_\_ Bruise \_\_\_\_\_  
 Bite \_\_\_\_\_ Burn \_\_\_\_\_ Puncture \_\_\_\_\_ Head Injury \_\_\_\_\_  
 Insect Sting    Other \_\_\_\_\_

How did accident happen?
What first aid measures were used?
Was EMS called?    YES    NO    Time Called
Was injured party transported to Hospital by EMS                      YES                      NO
If yes, what hospital?
If no, did the injured party refuse treatment                      YES                      NO
And/or transportation by EMS

Signature \_\_\_\_\_ Date \_\_\_\_\_





## Docent Procedures – Incident Reports

**In the event of an incident, follow the following procedures.**

- Once the incident is reported to you or discovered, make your way to the scene. Take an *Incident Report* with you.
- An incident can be anything ranging from a verbal dispute, to a case of harassment, to the vandalism of an automobile on the property. Make sure report provides the proper documentation of the incident.
- If the incident was a verbal dispute, ask the parties involved if they would like to have the proper authorities called. If so, call dispatch at 803-642-7620 or 9-1-1. Give them your location (1315 Richland Avenue East) and explain the situation as briefly and detailed as possible.
- Fill out the *Incident Report*. Make certain all areas are correctly filled out.
- After the incident has been dealt with properly, leave the *Incident Report* in the Conference Room. Call 803-648-4123 and report that an accident occurred.
- If the incident is a physical dispute, the authorities must be called. Fighting is not permitted on the property and will not be tolerated.



## INCIDENT REPORT

Name of Person Completing Form	Incident Date
Location of Incident	Time
What happened?	
Name of Person Involved	Address & Phone
Name of Person Involved	Address & Phone
Witness	Address & Phone
Witness	Address & Phone
Were the Police Called?      YES    NO	Was EMS called?                    YES    NO
Were there injuries?            YES    NO	To Whom?
Was alcohol involved?        YES    NO	Were drugs involved?            YES    NO
Were arrests made?            YES    NO	If Yes, Who?
Was anyone transported to Hospital?    YES NO	If Yes, Who?

Signature of Person Completing Form \_\_\_\_\_ Date \_\_\_\_\_





## Opening and Closing Procedures

### Opening Procedures

- \_\_\_\_\_ Arrive 10 minutes before start of shift
- \_\_\_\_\_ Use the assigned key to open the main doors.
- \_\_\_\_\_ Turn on main room lights – switch on the right.
- \_\_\_\_\_ Use the assigned key to open conference room.
- \_\_\_\_\_ Use the assigned key to open the bathroom.
- \_\_\_\_\_ Put out the OPEN sign.
- \_\_\_\_\_ For the duration of your scheduled shift, you can sit or stand inside the main room or conference room.
- \_\_\_\_\_ You may read or use cell phone/laptop to pass the time.
- \_\_\_\_\_ Smile and welcome all guests.
- \_\_\_\_\_ Escort guests on the tour. Answer questions.
- \_\_\_\_\_ Have guests sign the Guest Book

### Closing Procedures

- \_\_\_\_\_ 10 minutes prior to the end of your shift, if there are no guests, you may start closing.
- \_\_\_\_\_ Bring in the Open sign.
- \_\_\_\_\_ Lock the bathroom and conference room doors.
- \_\_\_\_\_ Add your time on the docent timesheet.
- \_\_\_\_\_ Turn off the lights.
- \_\_\_\_\_ Lock the main doors.

*Thank you for your time!!!*