

Training for Heart of the Shepherd & Shepherd's Cross

- Christ the Servant Mark 12:1-11
- *And whatsoever ye do, do it heartily, as to the Lord, and not unto men; Knowing that of the Lord ye shall receive the reward of the inheritance: for ye serve the Lord Christ.*
Serve as unto the Lord and not unto man. *Colossians 3:23-24*
- Shepherd's Cross is the farm owned and operated by the Dickinson family.
- Heart of the Shepherd is the Christian, Public non-profit organization (501-C3), overseen by a Board of Directors; and operates at the farm, with the following purposes:
 - To be the light of the Lord Jesus to our community and beyond
 - To teach about agriculture and how it is related to the Bible
 - This message is given out locally and internationally in about 20 nations
- Servant Heart – Mission Worker
 - It is all about the people; we are here to serve the people.
 - You are here because you have a servant's heart; you could be anywhere else, but you're here.
 - All workers here are volunteers in one capacity or another. A few receive a small salary. Their hearts are turned toward mission work. We are a mission.
 - The Great Command Serve *And Jesus answered him, The first of all the commandments is, Hear, O Israel; The Lord our God is one Lord: And thou shalt love the Lord thy God with all thy heart, and with all thy soul, and with all thy mind, and with all thy strength: this is the first commandment. And the second is like, namely this, Thou shalt love thy neighbor as thyself. There is none other commandment greater than these.* *Mark 12:29-31*
 - We are serving the Lord so we should be constantly busy, working to bring prosperity to this, His ministry. Busy hands and a happy heart (there is always something to do: cleaning, tidying, or ministering to folks).
 - If your assignments/station/designated area is totally spick and span and dust free and if all your tasks have been completed, ask other workers nearby if they need assistance.
- Rules and Waiver
 - Read
 - Sign
 - Intern guidelines & live on site rules to follow – for those to whom this applies.
- Accredited Facility Obligations
 - Shepherd's Cross is Animal Welfare Approved; USDA Licensed petting zoo; Producer for Oklahoma Food Coop; an Accredited Agritourism facility; a Made in Oklahoma Company; and a Route 66 Company. With such honors come many important obligations and standards. The list of rules and regulations is large. When we do things, it is often to abide by those rules, therefore these areas are not negotiable but mandatory. Included in these rules are the following areas:
 - Nothing on the floor –especially not food.
 - Sterilize/Sanitize
 - Follow opening/closing instructions for each station.
 - Equipment maintenance
 - Animal husbandry
 - Interaction with public
 - Safety
- 10% Discount for all regular workers and volunteers; this discount is not additive with other discounts
- Uniform
 - Country style attire
 - Visitors are here for just a few moments in time, and we want them to experience the “country howdy.”
 - Visitors to the farm come to learn, to experience the peace of the farm and of The Lord, and to leave with a renewed hope in personal lives and for our nation
 - No Bees
 - No bare belly, bare thigh, bare shoulder, bare bust, bare back, etc.
 - No exposed tattoos
 - One earring per ear for women. None for men.
 - No bright colors in hair.
 - Modest attire.

- T-shirt or Country style shirt and jeans or capris/long skirt.
 - Blue jean apparel is the best choice
 - Apparel should be “country style”
- Apron - means service. All workers shall wear an apron/ over shirt or vest or country/jean shirt when working with the public, on open days.
- Name tag – all workers shall wear a name tag on open days
- Walkie talkie - one per station during large events, and one per person for daily work.
- Common Courtesy
 - Folks want to know when they come here that the good, old, country America is still alive and well.
 - Old fashioned howdy; help visitors feel like they’re comin’ to Grandpa and Grandma’s farm.
 - Music in the shop – only those designated Christian folksy/country designated stations. When in other areas on the farm – only Christian. No ear phones please.
 - Addresses: Sir, Ma’am, Mr., Dr., etc.
 - Thank you and You’re welcome
 - Everyone within a 7 foot radius of each person on the farm will receive a personal “hello” and a personal “y’all come back now ya hear.”
 - Privacy: some questions should never be asked in front of a customer (i.e., what happened to this and so?). Normally, this can wait till we are in private; this is courtesy and privacy.
 - Make positive eye contact.
 - Customer is always right (even if they are wrong)
 - *Therefore if thine enemy hunger, feed him; if he thirst, give him drink: for in so doing thou shalt heap coals of fire on his head. Romans 12:20*
 - *Find a way to redirect positively*
 - *Find ways to say yes to questions, e.g. “We have. . . or it will be available . . .”*
- Procedures Manual
 - Located by office.
 - Familiarize yourself with your specific task or designated area.
 - Handouts for seasonal events – responsibilities
 - We are a teaching facility. Every station person is expected to share farming information (not opinions) and at least one scripture from the Bible with every visitor or group to the station. Every person is a tour guide. 15 minutes at least per station.
 - Tell the visitors about Heart of the Shepherd and what the organization does.
- Opening and Closing
 - See list for your station or your responsibility.
 - If a task does not get done at closing, do it at opening.
- All Hands on Deck
 - Every worker will be able to fluidly step into another station/designated area and assist or man the station for at least the short term. As a small business this is essential to the smooth operation, as well as lending an appreciation to one another’s work.
- Don’t hold up at the waterin’ hole.
 - This is a term used for animals congregating at the drinking area – pond, creek etc. This is applied to people congregating in one area and talking to one another.
 - Have you ever been in a store with an impenetrable group talking and tried to get help? Or tried to break into a group that was a click?
 - On days we are open, breaks are separate and rotated.
 - When tour guides are giving a presentation we should not be disruptive by talking to guests in the same area or room. Wiggle out quickly and kindly from those conversations. It is disruptive and rude to the tour guide.
- Positive Perspective
 - No gossip or course joking, or slander
 - Slander concerning the mission, farm, or managing board of directors may be grounds for dismissal
 - No talk of denominational differences; we focus on the Bible only
 - If you have a complaint about the management – tell management; we are available to talk. We have an open door policy (there is no door on the office!)
- Telephones and Electronic Devices
 - If expecting a call, please let management know in advance. An exception can be made.

- Cell phones are necessary for safety & communication for some outdoor work, in particular on the farm.
- Workers may carry a cell phone with them while at work. However, they are not for personal use while working, and while working with equipment, fellow workers or livestock the following applies.
 - off limits while working; they are distracting; can cause injury; obliterate the ability to listen to the voice of the Lord or to the voices of fellow workers. They lead to isolation and not the sense of community we want to develop here on the farm.
- Only play Christian music. In the shop area only shop music is played during open hours.
- We do not supply wifi services for workers personal use. Please come prepared to have your own wireless wifi if you are in need of that service.
- Shifts/Breaks/etc.
 - Eating in private: take 15 minute breaks every 4 hour shift.
 - Lunch is one hour for an eight hour shift (though this is subject to change with the seasons). If there are bus loads here we will wait till they clear out to shift for lunch breaks.
 - Break room is the devotion table area, fourth floor silo, picnic area, or outside in a quiet area. Do not eat in front of guests please and thank you. On some occasions when we are slow we may break in the museum; at the table downstairs, or at the desk (this is with extenuating circumstances).
 - Volunteers – we limit the number of volunteer hours to prevent burnout. We value volunteers.
 - Snacks - one drink and one snack (\$1.50 or less – only one) per day for all. N More than this is available for purchase.
 - We can give a tax deductible receipt for volunteer hours.
 - Please record hours in the volunteer book behind the desk.
- Relief
 - When manning a station please do not leave until the relief person shows up.
 - If relief does not show, tell Dr. D, and it will get worked out.
 - It is the responsibility of both parties to pray together and pass the torch. We pray in the incoming shift.
- “No problem!”
 - When a “challenge” is identified, the perspective should be “No problem, but with a demeanor that we will take care of it ASAP”.
 - Discreetly ask for assistance or catch Dr. D’s attention with eye contact.
 - If you see a problem with an animal or something, do not even mention it in front of a customer; tend to it or tell Dr. D in private; whisper it into her ear if need be.
 - This is not an ostrich head in the sand; this is to alleviate panic attacks!
 - Tell Dr. D if there is a problem or leave a note(if it can wait).
- Medical
 - No matter how minor or insignificant, always tend to a “hurt;” the caregiver must actually be the one to tend the person/child. We will provide water to wash, antibacterial soap or antiseptic, band-aids, etc.
 - We cannot do this ourselves, even application of a band aid must be performed by the parent or caregiver. We simply hand it to them.
 - The medical station is by the front door, near the office area.
 - CPR
 - Who is licensed?
 - Know who has license for the shift you are on.
 - We undergo annual CPR training at the farm. It is the law.
 - An AED is available on premises.
 - If in doubt, call 911.
- Precarious or potentially hazardous situations
 - Handle it.
 - Note it.
 - If very serious, tell Dr. D.
- Record Hours
 - The volunteer/intern hour log book is by the office.
 - The time clock for paid workers is the calendar.
 - Time off must be approved for hired workers, interns and residents. For volunteers, it comes as a common courtesy to have approval. We depend upon your presence. If you wish to have time off, consult Dr. D, write the days off on the “time off calendar” and leave a note for Dr. D. Tell Dr. D and remind her of your upcoming absence as the date approaches.

- Intern Stipends/Pay Period is the first of every month. If you fail to receive your check, look in the top right red filing tray behind the office desk. Paid workers, please tally your hours by the first of the month, and leave them with a name and note taped to Dr. D's desk.
- Touches
 - We want to impart positive, Christian, spiritual impressions.
 - No touching.
 - Especially no hugs.
 - Especially not with children.
 - Hugs – when approached – know how to respond. Partner up and demo.
 - Be real. Be sensitive.
- Change in program or policy
 - It is rare to have an abrupt change in program or policy. Policies have been instituted with much thought, direction from our Board of Directors and prayer. If there appears to be a need to change protocol, program or policy, please advise in private the Director. The Director will choose how to advance with any necessary changes.
- Customer Questions
 - Know the website - memorize it.
 - Know the business cards, brochures, and any pertinent flyers. Memorize them.
 - If you do not know something, ask.
 - Sign-up sheets for fiber arts classes and for special orders/requests are available at the desk.
 - If Dr. D is not available and you need her, leave her a note if it can wait; if it cannot wait, walkie or call her.
- Heart of the Shepherd is a Christian Interdenominational Mission. Our board, volunteers, workers, and visitors come from a multitude of denominations and political views. We focus on our similarities, through Our Lord Jesus Christ, and God's Word in the Holy Bible. We refrain from speaking about denominational or political differences or views.
- Devotionals & Prayer
 - Everyone participates
 - Generally 8:30 am at the tour barn, unless otherwise noted
 - Shop attendant – please have shop open and ready for us for prayer – coffee made, etc
 - This means early arrival – 8:15 for the shop attendant
 - Shop attendant – tends shop/phone even during prayer time.
- The office area is only for trained office personnel. If you have not received training from Dr.D on the phone and cash register you are not trained office personnel.
- Bless every person that comes in a spiritual sense.
 - This may be eye contact
 - Greeting/farewell
 - Prayer
 - Scripture
 - Ask God to direct your interaction with each person. To go before you.
- Overview of what we expect this season on the farm.
- Walk through and familiarize with stations/farm.
- Annual Events at Shepherd's Cross
 - All workers are expected to be working for all special events.
 - Winter Barn Sale
 - Woolly Weekend Stations
 - Meeter Greeter, Shop, Holding Pen/Demo Floor, Shearing Floor, Door Monitor, Farm Museum/Demo Floor, Outdoor Petting Barn, Bible Garden
 - Summer Barn Sale & Plant Exchange
 - Gospel Singing & Dessert Social
 - Pumpkin Festival Stations
 - Meeter Greeter, FAB, Percy/Farm Museum, Wagon Ride, Pumpkin Patch (area 1 & area 2(maze), Threshing/Shelling/Silo Demo, Shop, also are Scarecrow Making & occasionally Wool Mill
 - Living Nativity Stations
 - Meeter Greeter, Shop, Costume Co-ordinator, Wagon Rides, Nativity/Barn, Farm Museum

Interns & Residents - Additional Training Points

- **Libraries:** several libraries are available for your use.
 - Libraries: 3rd floor of 1st Mission House; Fiber arts Library in red tour barn near wood burning stove; Biblical Reference Library in study of 1st Mission House; and Shop desk area on East wall
 - If you take a book to your living quarters, please record on the Library check out list at the shop counter. Record upon returning.
 - The Books in the Library at the shop desk area may not be removed from this location; please read in shop area only.
- **Write a Grant**
 - Coordinate with Director after the first 10 – 14 days of the internship
- **Educational Project – Museum or other**
 - Coordinate with Director after the first 10 – 14 days of the internship
 - This project is expected to continue to give education to others for many years to come
 - This project will be in line with Shepherd’s Cross & Heart of the Shepherd’s needs as well as the individual intern or resident’s strengths.
- **Home Work:** This is an internship; a great opportunity to learn is before you. You will learn as much as you are prepared to receive.
 - What Homework?
 - Grant Writing – reading; research etc.
 - Museum Project
 - Personal interest
 - Reading of a sheep book; a fiber arts book; a garden book. At least one with an oral report is requested for each intern.
 - Impromptu assignments
 - When Homework?
 - Evenings
 - Days off – Sunday/Monday generally
 - Occasionally there is “down time” during the day
 - Lunch Break
- **Mail: 16792 East 450 Road, Claremore, OK 74017**
 - **This is the Tour Barn Address**
 - Mail cannot be forwarded via the post office, from this address after your time here is complete because it is a business. We can personally forward items that arrive addressed to you. Please notify senders when your address changes.
- **Reviews:**
 - For your benefit we will schedule a review and projecting forward meeting with Dr. D. about half way through the internship (approximately 2 months from start date)
 - If questions or concerns arise concerning the direction of internship or anything else concerning the direction of the mission, farm etc. prior to this scheduled meeting; please
 - Address them to Dr. D. personally, and privately
 - Communicate the need for a personal meeting
- **Heart of the Shepherd Board Meetings**
 - The evening of the 2nd Thursday of the month at 6:30
 - Interns are asked to join us, to learn the workings of a Christian Public non-profit organization.
 - There will be times that a portion of the meeting will be closed.
- **Flexibility. . Flexibility. . Flexibility**
 - All hands on deck
 - This is a mission to America
- **Educational Opportunities and Excursions**
 - Additional educational opportunities have been planned or are being planned for your internship. They vary with the time of the year.
 - Heart of the Shepherd & Shepherd’s Cross have planned ahead to pay for your educational excursions. They are varied. This is a mixed farming experience. Enjoy! This is our gift to you.

- **Weekly Assignments**
 - **Aquarium/Herbarium/Terrarium**
 - Purpose – small scale farming
 - **White Barn Cleaning**
 - **Maintenance of Compost Bins & Liquid Gold etc**
 - **Cleaning of various stations**
- **Daily Assignments**
 - **First Daily Activity (7 days per week)**
 - Feeding
 - Animal Watering
 - Plant Watering
 - **Second Daily Activity (5 days per week)**
 - Meal Prep
 - Meal Clean Up
 - Harvest Time
 - Morning Rounds
 - Evening Rounds – additional or part of our day; if you want the experience of evening rounds regularly tell Dr. D
- **Other regular Activities & Assignments: Seasonal; subject to change with need.**
- **Schedules:** The third world operates without a watch or a calendar. We live in America so we must use both, however farmers work until the necessary work for the day is complete.
 - **Generally we begin the day at 7:50** (ten minutes till 8:00 am)
 - **Generally we finish the day at 5:30** – down time ‘til dinner bell
 - **Dinner Bell at approximately 6:15** – may be 6:00, 6:30 or sometimes even 7:00 - Tuesday through Saturday
 - **Sunday & Monday are generally off** – however a farmer is always on duty – and **daily assignments are seven days a week.** If you will be gone, tell Dr. D. well in advance and find someone to cover for your responsibility.
- **Meal time**
 - We try to eat first what the farm provides consequently this is not normal American cuisine; it is more like pioneer or 3rd world country cuisine.
 - One of our goals is to help teach basic “how to live off food from the land.” We welcome suggestions for new ways to accomplish that given the ingredients on hand.
 - Meal time is in Dr. D.’s kitchen. How many American women do you know that share their kitchen with 9 new people every year? Missionaries do this, the world over. This will be a part of your mission training.
 - Dinner is generally around 6:30 pm Tuesday through Saturday; listen for the dinner bell
 - Interns/Residents are expected to assist with dishes, clean up and some meal preparation
 - Sheep are raised for meat, milk and wool. We eat sheep meat at nearly every meal. Most meals are similar fair to missions – one pot meals. It is impossible to pick out parts you do not like. (Palates change in 30 days.)
- **Free Food**
 - Do you want free organic food? It is yours for the picking. During down time or lunch hour or off days pick yourself some.
- **We are a mission to America & we enable interns to be prepared for other missions**
 - Farm life is rustic; more simplistic; fewer intrusions from electronic devices. This may be a difficult transition.
 - I am bored. What do I do with my down time? Make the most of your experience. Learn everything you can while you are here. Read books, memorize the website, study basic farm techniques; memorize the Bible Garden Hand book, be willing to stay longer and assist with “after hours activities.” (especially summer); study animals – especially sheep; practice spinning and weaving (with permission ay take to mission houses); do your laundry; do yard work maintenance at the mission house; clean your personal space; do something for someone else; work on your intern project; work on your grant.
- **Live On Site Housing – one week or more**
 - **Deposit – We do require a \$200 housing deposit.** You make arrangements to have this withheld from your first stipend check.

- **Houses must be maintained in the clean condition in which they were at move in.**
- **House Inspections will happen on a weekly basis. They will be impromptu.**
- **Living Spaces belong to the mission. They are not being rented. Houses are fully furnished for your convenience. Residents may not get rid of, or destroy anything which is in the house.** There will be another person coming in a few months and they may want to use what you do not want to use. Please respect their needs. If you want to move things into cabinets while living there, that is fine; simply put them back when you leave.
- **Yard and porch maintenance is the responsibility of the person(s) living in mission housing.** This includes, but is not limited to, porches, stairs, lawn, flower beds, watering and trash pick up.
- Please do not park or drive on lawns. Park on gravel areas.
- Final House inspection will be 48 hours prior to move out. It may not be on a Sunday or Monday or a holiday. It is your responsibility to schedule this with Dr. D. Following a successful spotless inspection (we will do the white glove test; and inspect for missing or damaged items) then \$150 of the deposit will be refunded with the final stipend check. (We do retain \$50 for final clean up and maintenance).
- Final stipend will not be available until move out day or after, if that is a Sunday, Monday or holiday. We can make arrangements to mail your check.
- **If rules and regulations are repetitively broken you will be asked to leave.**
- **Keep yourself hydrated. Bring a water bottle.**
- **Be prepared for whatever the day may bring.** Farmers never know what the day will bring in terms of weather conditions, long days, emergency situations etc. Many times the farmer's day is not mapped out until he or she looks out the window to see what kind of a day God has brought. This is good mission training, for it is the way of most peoples that live in impoverished communities.
- Stipends are paid on the first of the month.
 - Stipends are commensurate with experience.
 - Stipends are not salaries.
 - A 1099 will be issued for tax purposes
 - Most internships require the intern to pay for the opportunity to live.
 - Heart of the Shepherd wants to provide an assistance to interns in living expenses, while they are on their internship.
 - Approximate stipends are \$333 per month; commensurate with experience, work ethic, and attitude.
- **We are not in heaven yet**
 - Please do not put us on a pedestal
 - We are imperfect creatures, serving a living God.
 - Please approach us personally, privately, and at appropriate times if you need to discuss anything at all. We would be delighted to visit with you.

“Lord I will go where you send me.”