

Feather River Rail Society

Western Pacific Railroad Museum



Members and Volunteers

General Information and Training Manual

TABLE OF CONTENTS

Part I

Welcome Letter	5
Mission Statement	6

Part II

Volunteer Policies and Procedures

Introduction	8
Hours of Operation	8
<i>Volunteer Status Defined</i>	8
<i>Volunteer Positions</i>	8
<i>Chain of Command</i>	8
<i>Benefits to the Volunteer</i>	8
Volunteer Application Process, Acceptance, Discipline, Dismissal and Resignation, and Term of Service	9
<i>Application Process</i>	9
<i>Required Documents for Acceptance</i>	10
<i>Probationary Period</i>	10
<i>Discipline Procedures</i>	11
<i>Dismissal and Resignation</i>	11
<i>Term of Service</i>	11
Volunteer Conduct and Personal Appearance	12
<i>Conduct</i>	12
<i>Personal Appearance</i>	13

Record Keeping	13
Break Time and Volunteer Lounge	14
<i>Break Time</i>	14
<i>Volunteer Lounge</i>	14
<i>Food and Drink</i>	14
<i>Personal Belongings</i>	14
Grievance Procedure	14
Health and Safety	15
<i>Medical Disclosure and Insurance Requirements</i>	15
<i>Asbestos</i>	15
<i>Inclement Weather</i>	15
Evaluations and Standards of Performance	16
<i>Evaluations</i>	16
<i>Standards of Performance</i>	16
Amendments to Volunteer Policies and Procedures	17
Volunteer Code of Ethics	17
Volunteer Code of Ethics Agreement	18

Part III

Required Documents

Volunteer Application with Emergency Contact Information	27
Youth Medical Disclosure and Release with Hold Harmless Agreement	28
Medical Disclosure and Release with Hold Harmless Agreement	29
Criminal History Disclosure	30
Criminal History Check	31
Volunteer Manual Disclosure	32
Volunteer Sign-In Sheet	33

Part IV

Radio Use and Operation:

Radio Communications	XX
----------------------	----

Part V

Railroad Safety, Movement of Equipment:

Part VI

Emergency Response Procedures:

Part VII

Visitor and Guest Conduct:

Part VIII

Lost and Found:

Part I

Dear Volunteer,

Welcome to the Feather River Rail Society, Inc., home to the Western Pacific Railroad Museum. We are very excited to have you join us. Before you begin, I would like to give you some background information on who we are and why we are here.

The Feather River Rail Society exists to further an understanding and appreciation the Western Pacific Railroad history and heritage by collecting, preserving, interpreting, and exhibiting cultural resources for the education and enrichment of present and future generations.

The Museum building in which we are housed was built in 1954 and was used by the Western Pacific Railroad as the Portola Engine House until 1982. After the merger with the Union Pacific Railroad, it was deemed excess by the Union Pacific and in 1984 the FRRS was able to lease the building, so that it could serve as a museum for the Feather River Railroad Society

Since 1986 the Western Pacific Railroad museum has been know for its Rent-A- Locomotive program, where the general public can rent a locomotive and learn to engineer it around the museum tracks

Mr. Norman Holmes, Founder of the society is a shining example of how one person - one volunteer - can make a difference in our community. We welcome you as one volunteer willing to work to make a difference. For it is with the help of volunteers such as you, we are able to grow and expand our programs and share our rich Western Pacific Railroad history.

I want to again welcome you and thank you for joining us in our crusade. I look forward to working with you!

Sincerely,

Feather River Rail Society

WELCOME

The Board of Directors of the Feather River Rail Society welcomes you as a volunteer at the Feather River Rail Society and the Western Pacific Railroad Museum.

The Western Pacific Railroad Museum is a great place for the general public and railfan's alike; you can literally get your hands dirty in whatever interests you.

Volunteers just like you handle the majority of work at the museum, including restoring and operating equipment, building track, maintaining the buildings and performing the administrative work of running the Feather River Rail Society.

On behalf of the visitors and the Board of Directors, Thank you for your help. We hope that you will enjoy your volunteer work and know that your efforts have made a difference in preserving the Western Pacific Railroad heritage.

Feather River Rail Society – Operations

The FRRS is a California Non-Profit educational corporation. We are a qualified Internal Revenue Service tax-exempt charitable organizations.

A nine member Board of Directors controls the overall operation of the FRRS and WPRM. The Board is elected by the regular (voting) members of the organization. The Board selects the FRRS's President, Vice President, Secretary and various staff positions. The President appoints several other position and department heads. The Board of Directors meeting are open to all members and are held once a month at the Museum or other location announced.

All departments rely exclusively on volunteers.

The FRRS and the Museum obtains its funding from visitor admissions, sales of gift shop materials and refreshments, and donations. We do not receive any State or Federal assistance or tax dollars. While various railroads have been very generous in donating equipment and transportation, we receive no direct funding from the railroad industry.

Mission Statement:

“The Feather River Rail Society is dedicated to the preservation, interpretation and education of the public, as to the history and people of the Western Pacific Railroad”

Mission Goals:

To preserve and interpret the history of the WP, the “Willing People” as a vital link in the development of the rail industry on the West Coast, including the steam and diesel evolution, WP’s influence in the passenger tourism industry, the impact of the freight competition between neighboring railroads. WP’s influence in the lumber, mining and agriculture industry from Plumas County throughout California, Nevada and Utah.

VOLUNTEER REQUIREMENTS

Volunteers must be current active members of the FRRS (Regular, Sustaining, Family or Life), age 18 or older. All volunteers must sign a waiver of liability before commencing any work, to protect the museum and its members against any claim.

Volunteers need no prior experience in railroading, machine operation, business, or other area of museum and railroad operation. Anyone with relevant experience is always welcome and we will use your skills appropriately.

Each department organizes its own specialized volunteer training, which can lead to increasingly responsible positions in equipment restoration and operation or other museum functions.

Volunteers usually work in a single department, but can and do assist in other departments and functions. Work schedules are flexible, with no set requirements for the time or amount of service (except for train operations). Work continues in all department throughout the year, not just during the operating season.

Generally, there are no physical requirements for volunteer work at the FRRS; volunteers with physical limitation are welcome, however, some of our work can be very demanding physically. If you have any doubt as to whether you can safely perform a task, please ask for help. Do not overexert yourself or work to the point of exhaustion or injury. To preserve you health, follow all necessary safety precautions and use proper safety equipment, as detailed in the Code of Safe Practices.

Volunteers in train operations, require passing a written operating rules examination every year and general volunteers are encouraged to read and understand the General Code of Operating Rules. Only qualified members may operate railroad equipment, throw track switches, pass signals or be a member of an operating crew.

Operating Department members must be in good general health, with the ability to communicate verbally, to give and receive visual and audible signals, and to physically operate the equipment. Volunteers must carry the current Operating Department Entrance and Service requirements book with them and have available within possession a copy of the current General Code of Operating Rules.

Part II

VOLUNTEER POLICIES AND PROCEDURES

GENERAL INSTRUCTIONS AND TRAINING MANUAL, FOR ALL MEMBERS, VOLUNTEERS, OFFICERS, AND STAFF.

These instructions are written with the following goals in mind, with the first goal having the most importance. These goals are:

- A. SAFETY
- B. QUALITY SERVICE
- C. SMOOTH OPERATIONS.

I. Introduction:

To achieve its goals and objectives, the Western Pacific Railroad Museum needs a dedicated, industrious volunteer group. WPRM is committed to maintaining volunteer practices at a level consistent with local standards. Its volunteer policies are founded on principles designed to insure the dignity and rights of all volunteers. Within practical limits, WPRM will establish and maintain working conditions, privileges, and benefits, which are conducive to both individual and program achievement. Volunteers will be selected based solely on qualifications and there will be no discrimination based on race, age, religion, color, sex, national origin, or handicap.

All volunteers are subject to these policies as well as other rules and regulations set forth by the FRRS. Violations of any of the policies will result in disciplinary action up to and including dismissal from the program.

All volunteers must be an active member of the Feather River Rail Society.

The member/volunteer is our primary contact with our guests and passengers and is charged with the responsibility of meeting these goals for them. We require strict adherence to the same basic rules used by the General Code of Operating Rules:

- A. SAFETY AND QUALITY ARE SYNONYMOUS AND INSEPARABLE
- B. SAFETY IS OF THE FIRST IMPORTANCE IN THE DISCHARGE OF DUTY
- C. OBEDIENCE TO THE RULES IS ESSENTIAL TO SAFETY
- D. IN CASE OF DOUBT OR UNCERTAINTY, THE SAFE COURSE MUST ALWAYS BE TAKEN.

These instructions and rules are the result of careful judgment and many years of experience in handling guest and passengers on trains at the museum, and has been compiled from several sources for use by the Feather River Rail Society

GENERAL SAFETY RULES:

Code of Safe Practices:

This is the Safety Book for all Members, Volunteers and employees at the Feather River Rail Society and the Western Pacific Railroad Museum.

The Safety Book can be downloaded from the Feather River Rail Society WEB Pages, under Operating Department, Crew Training Material, SAFETY (100) 106 Safety Book or ask for a printed copy.

General Code of Operating Rules:

Refer to your personal copy of this book for all Safety Rules in addition to this document.

The current copy of the Feather River Rail Society-Western Pacific Railroad Museum Rule Book can be downloaded from the Feather River Rail Society WEB Pages, under Operating Department, Crew Training Material, at the bottom of the page under Books and Forms used for Training or ask for a copy.

Safety is of the first importance in the discharge of duty. Obedience to the rules is essential to safety and to remaining in service. The service demands the faithful, intelligent, and courteous performance of duty.

Supervisors, Department Heads, Museum manager and the Superintendent shall insist on all members, volunteers, staff and employees observing and obeying every rule, regulation and order as it is necessary to the safe conduct of the work, and shall take such action as is necessary to obtain observance.

All members/volunteers must exercise care to prevent injury to themselves or others. They must be alert and attentive at all times when performing their duties, and plan their work to avoid injury.

All members/volunteers must observe the condition of any equipment which they use in performing their duties and, if found defective, must report the defects to the Proper Authority as soon as possible. Defects in operating railroad equipment must be reported to the "Supervisor of the Day" or the "Museum Manger" imminently. Members/volunteers must not attempt to repair or alter any equipment unless authorized to perform the work

All members/volunteers must be familiar with and obey all rules and instructions. All members/volunteers must attend all Safety and Instruction Meetings. If in doubt as to the meaning of any rule or instruction, the member/volunteer should obtain clarification from the Proper Authority.

All members/volunteers must conduct themselves in such a manner that the Feather River Rail Society will not be subject to criticism or loss of good will. Any members/volunteers will not be retained in the service who are careless of the safety of themselves or others, insubordinate, dishonest, immoral, quarrelsome, or who conduct themselves in a manner which would subject the Feather River Rail Society, or the Union Pacific railroad to criticism. Indifference to duty, or to the performance of duty, will not be condoned. Courteous deportment is required of all members/volunteers in their dealing with the public, or each other. Boisterous, profane, or vulgar language is forbidden. Members/volunteers must not enter into altercations,

play practical jokes, scuffle, or engage in horseplay while on museum property and/or representing the Feather River Rail Society.

1. Hours of Operation:

Museum Schedule and Hours of Operation:

[Add Museum Schedule/Hours](#)

Special Events:

A. Volunteer Status

A Volunteer is one who gives their time and services freely, without monetary compensation.

B. Position Titles

WPRM recognizes that there are several various volunteer positions within its organization. Several of the positions hold different position titles, however all volunteers are vital to the success of the museum.

C. Position Descriptions

[See Attachments](#)

Chain of Command

AUTHORITY:

All general volunteers report to the Volunteer Manager (or On-Duty Supervisor) for general volunteer duties. Several Departments are manned by volunteers and each of these departments, have a chain of command. Each volunteer that belongs to a department will report to that department head for their duties. No volunteer, regardless of seniority, has any supervisory capacity unless appointed by, the FRRS President, Vice President, General Superintendent, or Department head.

It will be necessary for any volunteer to consult the organizational chart of the FRRS for specifics on supervisory positions. If necessary for clarification, the volunteer should consult with the Volunteer Manager or General Superintendent.

The President of the Feather River Rail Society is the general officer in charge of all Feather River Rail Society members, volunteers and operations, at the direction of the Board of Directors.

Certain members/volunteers are appointed into various positions of authority to run the day to day operations of the Feather River Rail Society and the Western Pacific Railroad Museum. (Board of Directors, Officers, Staff, Department Heads, etc.)

A. Organizational Chart – Chain of Command:

[See Attachment](#)

Benefits to the Volunteer

Volunteering can provide intangible benefits. For example, volunteering can provide an entertaining yet beneficial experience that makes you feel good about how you spend your time. However, the museum also provides tangible benefits to the volunteer as a small token of our gratitude. The following is a list of those benefits.

- ◆ An annual volunteer recognition event
- ◆ 10% discount on gift shop merchandise
- ◆ A quarterly news letter
- ◆ Use of research library
- ◆ Free or reduced admission to special seminars and events
- ◆ Resume building material and/or a work reference
- ◆ Opportunity to make friends and socialize
- ◆ Development of museum skills through volunteer training and continuing education

III. Volunteer Acceptance, Discipline, Dismissal and Resignation, and Term of Service: All volunteer applicants are subject to selection screening.

A. Application Process

1) Application Completion

All current and potential volunteers are required to complete a volunteer application that asks for basic personal information (name, address, phone, and hours of availability, special skills, and emergency contact person). This application will remain on file at the museum.

Additional documents are also required for admission into the program.

Falsification of Information: Falsification of information, including omissions or misrepresentations, on the application or any other required document is immediate grounds for dismissal or non-acceptance of application.

Background checks are required for certain work positions within WPRM. Results of the screening will remain confidential and only available to the FRRS President, and the General Superintendent. If a volunteer candidate does not meet the selection criteria, he/she will not be invited to join the organization.

Background Check Selection Criteria: While the Museum would like to accommodate every one who wishes to volunteer their services; some criminal offenses present an excessive liability risk to the Museum, staff, volunteers, and its visitors. Some of these offenses include but aren't limited to; assault, sexual assault, any offence against a child, theft, burglary, and felony drug charges.

In order to perform a background check, the applicant must give permission by completing a Background Check Consent Form. Failure to complete the permission form may affect one's acceptance into the volunteer program.

2) Interview

The potential candidate may be interviewed either in person or by telephone by the Museum Volunteer Manager or a designated museum department head in order to assess the interests of the candidate and match them to the needs of the Museum. Additional information such as a resume or portfolio is always welcome and appreciated in order to utilize talent.

3) Orientation

The volunteer candidate may be given an orientation of the Museum and its facilities individually at the time of the interview and/or may be asked to come back at a later time for orientation. The orientation will allow the potential volunteer to view the facilities and determine the specifics about volunteer

responsibilities. After orientation, the volunteer candidate may be asked to make a commitment to volunteer training in order to prepare themselves for a specific volunteer position. Orientations may also be conducted in a group setting at the discretion of the Museum Volunteer Manager or Department Head.

No volunteer may begin training or performance of any position until they have been accepted officially into the program and notified verbally or in writing by the Museum Volunteer Manager or the Department Head.

4) Training

Volunteer training is an ongoing process. Volunteers are expected to attend all scheduled training sessions and utilize that training in their assigned volunteer tasks. Volunteers are also expected to attend continuing education seminars in order to keep knowledge fresh and updated to current professional standards. Several of the departments within the FRRS have mandatory training requirements.

B. Required Documents

The museum requires that certain documents must be completed and filed prior to the applicant becoming a volunteer. These documents include:

- 1) Check for current membership in the FRRS
- 2) Volunteer Application
- 3) Emergency Contact Information
- 4) Criminal History Disclosure Statement
- 5) Permission to Research Criminal History (if needed)
- 6) Volunteer Manual and Volunteer policies Disclosure Statement
- 7) Medical History Disclosure Statement and Release (required if applicant is a minor)
- 8) Hold Harmless Agreement (General Release)
- 9) Asbestos Notification

C. Probationary Period

A probationary period of six months will be in effect. During this time, the Museum will evaluate volunteer performance and determine if the volunteer is meeting museum needs. If not, repositioning or termination may occur. The volunteer may also evaluate how the Museum experience is fulfilling his/her needs.

At the end of the six-month period, if the Museum and the volunteer agree upon a continued service commitment, the volunteer will continue until the end of their term of service.

If either party finds reasonable concern or necessary action, termination of volunteer services may be implemented.

E. Discipline Procedures and Corrective Actions

Volunteers are expected to follow all rules, regulations, and ethical standards set forth by the FRRS. Verbal and written notification and warnings may be used up to dismissal for infractions of the policies and ethical standards of the FRRS. Alternative corrective actions may include additional training, volunteer reassignment, suspension, or termination of the volunteer.

The typical procedure to be followed prior to dismissal may be a verbal warning with corrective action, then a written warning with alternative corrective action, and a final Decision Making Leave prior to final dismissal. These procedures may be altered depending on the severity of the infraction.

Decisions involving corrective action of a volunteer will be reviewed and administered by the Museum Department Head and the FRRS President. If corrective action is taken, the volunteer will be informed of procedures to express their concerns and grievances.

F. Dismissal of Volunteers and Resignation

Volunteers who do not adhere to all of the FRRS rules and regulations or fail to perform satisfactorily may be subject to dismissal from the volunteer program.

Reasons for dismissal may include, but are not limited to, the following: gross misconduct or insubordination; being under the influence of alcohol or drugs; theft of property or misuse of the organization's equipment or materials; abuse or mistreatment of visitors or co-workers; failure to abide by organizational policies and procedures; failure to meet physical or mental standards of performance; and failure to perform satisfactorily assigned duties.

In cases of possible dismissal, no volunteer will be terminated until he/she has had the opportunity to discuss the reasons of possible dismissal with the Department Head and the FRRS President.

Volunteers may resign from their volunteer positions at any time. It is requested that volunteers who intend to resign provide notice of their departure and reason for resignation.

An exit interview will be conducted when possible by the Museum Volunteer Manager and kept on file in order for the FRRS to continually improve their volunteer program as well as service to the community.

Upon dismissal or resignation from the volunteer program, the individual will not lose any benefits and privileges previously afforded volunteers, as they may retain their membership in the FRRS, except under conditions cited in the FRRS Bylaws.

G. Term of Service

The term of service for most volunteer positions is open ended with the option of committing certain amount of time in service to the museum at the discretion of both parties. Exceptions to this include community service/court appointed volunteers as well as volunteers for special events.

Leave of absence, absenteeism and reassignment does not affect the term of service. No limit exists as to the number of terms a volunteer may serve and multiple terms are encouraged. Satisfactory volunteer service will typically ensure that the volunteer is invited to return to service.

IV. Volunteer Conduct and Personal Appearance

A. Conduct

Volunteer conduct is guided by the volunteer's understanding of the Museum's purpose, structure and policies. As a volunteer, you become a representative of Western Pacific Railroad Museum and the Feather River Rail Society. As such and while in the service of the Museum, the volunteer is expected to demonstrate the utmost of dignity and respect for oneself, co-volunteers, Museum staff, Board of Directors, visitors, the building facility and collections.

Strict attention to duty is a must. The performance of your duties takes priority over personal photography, recording, visiting, or eating. You are not along just for the ride. Personal railfanning activities must be set aside during any duties at the museum. If you are off duty, for a break or rest time, you must be sure your relief knows where you are and when you will return. Return to duty on time!

THE PRIMARY RESPONSIBILITY OF ALL MEMBERS AND VOLUNTEERS IS THE SAFETY OF THE GUESTS, VISITORS AND OTHER MEMBERS.

The following conduct issues warrant specific consideration and each will follow with a brief discussion.

1) Absenteeism

Volunteers are expected to be present and punctual to perform their duties for which they have signed up for. If absence is expected, the volunteer shall notify the Museum Manager as soon as possible so that alternative arrangements can be made

All members/volunteers must report for duty at the designated time and place. They must not absent themselves from their assigned duty, exchange duties, or substitute others in their place without authority from proper authority. If necessary and a member/volunteer can not be present for assigned duties, they shall notify proper authority as soon as possible.

Certain positions use an On-Line (WEB Based) sign-up process. This is a place where most all volunteers can sign up for service to the museum.

For the next few items it will be necessary to refer to FRRS Policies. Policies are posted on the FRRS WEB Pages and a copy is kept at the museum for reference.

2) Alcohol Policy

The use of alcoholic beverages or intoxicants by all members/volunteers subject to duty, or their possession, use, or being under the influence thereof while on duty or on museum property, is prohibited. All members/volunteers shall not report for duty under the influence of, or use while on duty or on museum property, any drug, medication, other substance, including those prescribed by a doctor, that will in any way adversely affect their alertness, coordination, reaction, response, or safety.

3) Substance Abuse Policy

[Add the Policy](#)

4) Harassment and Sexual Harassment

A respectful work environment is essential to all paid and non-paid workers. WPRM and the FRRS do not condone or tolerate any form of harassment, sexual or otherwise. Any unwarranted intrusion upon the dignity, sexual orientation or otherwise, of another that might reasonably be expected to cause offense, embarrassment or humiliation or which might be perceived as placing a condition of a sexual nature as a condition of work rights is strictly forbidden.

5) Confidentiality

Volunteers are responsible for maintaining the confidentiality of all privileged information that they may be exposed to while in the service of WPRM and the FRRS. This information may involve a member of the staff, a volunteer, a visitor, or other person or involves the overall business of the organization. Any information that a volunteer may come into contact with of a business nature shall be considered confidential, unless it is specifically designed for public release. A breach of this confidentiality may result in volunteer dismissal or corrective actions.

6) Conflict of Interest

No one who has a conflict of interest with WPRM and/or the FRRS should serve in a position which would be considered detrimental. If a conflict of any nature, whether personal, philosophical or financial is expressed or discovered, the volunteer must report it to the Board of Directors immediately for resolution.

7) Two Hat Policy

Members of the FRRS Board of Directors are accepted as volunteers; however, in an effort to maintain and preserve the organizational structure, Board members will be treated equally to other volunteers. These elected Board members are expected to follow the same policies and procedures established for the Volunteer Program and in this capacity will report to the Museum Volunteer Manager when not performing Directors responsibilities.

All members/volunteers are responsible for the proper care and use of all Feather River Rail Society property entrusted to them. At the conclusion of any work, or upon demand by proper authority, they must return any property they may have been issued to them for any use. All members/volunteers must not appropriate Feather River Rail Society and/or Western Pacific Railroad Museum property for their personal use.

Museum premises and equipment must be kept in a safe, clean, and orderly condition. Railroad buildings, facilities, or equipment must not be marred or defaced. Good housekeeping must prevail at all times. Periodic inspection of the facilities, locomotives, passenger cars and other railroad equipment must be made, and trash picked up and disposed of in trash containers or other facility provided. All members/volunteers noting or causing any hazardous or unsightly condition must correct or report it promptly

Every precaution must be taken to prevent fires. All members/volunteers must familiarize themselves with rules and instructions issued in the interest of fire protection. Members/volunteers must perform proper housekeeping procedures which will eliminate rubbish, trash, or any materials that constitute a fire hazard, and bring to the attention of the Proper Authority conditions which appear hazardous. The presence of fire on or near any Feather River Rail Society, railroad property or right-of-way must be reported promptly to proper authority or in the case of the railroad, any railroad official or employee.

Smoking is prohibited in all areas aboard any Feather River Rail Society equipment or trains, except for coach or caboose vestibules. Smoking is prohibited in all shop areas during any operations where any chemicals or painting is taking place. Additional restrictions may be issued by the Museum Manager when local fire conditions are dangerous.

7) Americans with Disability Act (ADA)

[Add](#)

A. Personal Appearance

Volunteers are often the first people or only people Museum visitors' encounter. Bearing this responsibility requires volunteers to be clean, neat and professional. Casual dress is acceptable for volunteers. Clothing that is unacceptable includes clothing with slang remarks, degrading comments or pictures, holes, stains, or religious influence. Some duties and conditions of the volunteer assignment may require situational appropriate dress. The volunteer will be notified as soon as possible if special appearance is needed (i.e. work clothes, dressier clothes, uniforms, etc.).

The WRPM or the FRRS does not provide volunteers any specific work clothes; however the gift shop has several items that are available for purchase. The Operating Department has a specific policy on first time volunteers when they become qualified in a position for the first time.

Several Departments have specific work clothes requirements due to the nature of the activity.

Personal Hygiene required, but not limited to include freshly washed hair and body, anti-per spirant or deodorant, and clean, trimmed fingernails.

Jewelry is allowed for both sexes as long as it is appropriate in size, does not interfere with job duties, and is not perceived as offensive. Questionable items are subject to approval by the Volunteer Manager and/or the Department Head.

Cologne or perfume is allowed, however we ask that you use a minimum amount so that no one is offended by a strong odor.

If there is any concern regarding yourself or another volunteer with regards to Personal Appearance, it may be addressed with the Volunteer Manager and/or the Department Head.

UNIFORM FOR CERTAIN MEMBERS/VOLUNTEERS:

All members/volunteers should be identified by Name Tag or Photo ID Card.

In order to present your self in a safe and professional appearance the following clothing and personal equipment is required while on duty:

- A. Eye protection glasses (when necessary)
- B. Feather River Rail Society shirt (varies with duties performed)
- C. Feather River Rail Society hat (varies with duties performed)
- D. Wrist or Pocket watch
- E. Small pocket flashlight
- F. High top boots
- G. Work Gloves
- H. Other equipment as deemed necessary for duties performed.

Other departments may require additional equipment based upon the work at hand.

V. Record Keeping

Every volunteer is required and expected to maintain a time log for their service. WPRM provides the volunteer with time log forms that are maintained in a notebook located in the volunteer lounge or Operations Office. An example of a time log is provided as a reference. Hours are rounded to the nearest quarter.

Logging of volunteer hours is very important in evaluating how the Museum utilizes volunteers from the community and will be used by the Museum when applying for funding. Additionally, volunteer hours are a measure by which volunteer recognition is determined.

[Add Time sheet \(Attachments\)](#)

VI. Break Time and Volunteer Lounge

A. Break Time

Volunteers are encouraged to take breaks as needed during work sessions. However, if volunteer duties require monitoring exhibit spaces and assisting visitors, volunteers are expected to notify someone of the needed break so that duties may be temporarily covered. This applies to breaks other than those needed to use restroom facilities.

The Operating Department has a Time Schedule that they operate on and all breaks must conform to that time schedule.

B. Volunteer Lounge

The volunteer lounge is located in the Railroad Yard and is known as “the Silver Debris”, Kitchen facilities are installed in this lounge for volunteers use. Volunteers may use the kitchen facilities that include a sink, coffee maker, and refrigerator. The museum does not have housekeeping service; therefore cleaning up after oneself is expected from each volunteer.

There is also a volunteer lounge located in the Engine House, and is called the “Board Room”, this room is available anytime it is not in use by the Board of Directors for a board meeting.

This lounge includes a refrigerator, microwave and TV with DVD player.

Located in the volunteer lounge is a volunteer bulletin board where notices and other items of potential interest will be posted. A copy of the volunteer manual will be kept in the lounge at all times.

C. Food and Drink

Food and drink is not necessarily restricted to the Volunteer Lounge and common sense should dictate when and where you consume food and drink. Only on approved occasions will food and drink be allowed in exhibit areas. Food and drink is forbidden in certain railroad cars and the Museum library.

D. Personal Belongings

The museum does not have the facilities to provide a secure location for personal belongings. WPRM suggests that personal belongings be left in the trunk of your car. We are not responsible for the disappearance or harm caused to your personal belongings while at the WPRM.

E. Restroom Facilities

Restrooms are provided for museum volunteers and visitors in the “Engine House: and for volunteers in the Railroad Yard. The Restroom facilities in the Railroad Yard are for volunteers only and provide men and woman’s areas with showers and sinks. This is a converted railroad car and sits next to the “the Silver Debris”, volunteer lounge.

F. Overnight Facilities

As a volunteer to the WPRM and/or the FRRS, there are times when several of our volunteer’s travel a great distance to work at the museum. We have a “Sleeper Car” that can accommodate a limited number of volunteers. This is by reservation only and on a first come, first serve basis. To use the sleeper car, you **must** make arrangements with the Museum Management or a designated person that would handle the sleeping car.

G. Parking

Parking is provided in the main parking area in front of the museum entrance. Volunteers may be allowed to park in other areas of the facility during extended periods and/or while using overnight facilities.

There are several “Restricted” fire lanes on the museum property and there is no parking in these locations. This includes the area next to the Engine House on the north side of the building.

H. Site Map

[Insert Site Map Here](#)

I. Volunteer Communications

[There is a Volunteer Communications Policy. The policy can be downloaded from the FRRS WEB Pages or ask to view the copy on site.](#)

J. Media Contact

To ensure the quality and consistency of any information disseminated to media sources, the following policy shall be enforced:

All media contacts regarding any injury or Emergency action are to be handled by the chief executive, (President) or his/her designee, regardless of who the media representative is or whom he or she represents or how innocuous the request.

All media contacts are to be handled by the chief executive, (President) or his/her designee, regardless of who the media representative is or whom he or she represents or how innocuous the request.

All press releases or other promotional materials are to be approved by the Board of Directors or the designee prior to dissemination.

Failure to comply with the FRRS media policy shall be grounds for disciplinary action.

K. Insurance and Liability Coverage

Accident and liability insurance is **not** provided for any volunteers engaged in Feather River Rail Society business. Volunteers are encouraged to consult with their own insurance agents regarding the extension of their personal insurance to include community volunteer work.

VII. Grievance Procedure

It is the policy of FRRS and the WPRM to afford all personnel and volunteers the opportunity to present complaints, reactions and suggestions to the Board of Directors for discussion and action.

Volunteers should present their complaint, reaction or suggestion in writing to the Volunteer Manager, General Superintendent or any Board of Director. If a satisfactory resolution is not reached within 1 working month, the person may make an appeal to the Executive Committee of the Board of Directors. If a satisfactory resolution is not reached within 2 working months of its presentation, the matter may be referred to the entire Board.

If the matter involves the Museum Manager or Volunteer Manager, it shall be made in writing directly to the General Superintendent and/or the Board of Directors.

VIII. Health and Safety

A. Medical Disclosure

Volunteers are asked to disclose any medical conditions that may arise while in service at the Museum and provide a physician's name and telephone number. If the volunteer is a minor, this information is required. Additionally, minors are required to have medical insurance coverage during their term of service. Minors are to have a parent(s) meet with the Volunteer Manager and sign a release prior to providing any volunteer service.

A potential volunteer who is under a physician's care for physical and/or mental conditions may be asked to present a certificate of ability that would indicate the individual's ability to safely and satisfactorily perform volunteer duties.

Any volunteer who enters a treatment program that would render them potentially unable to perform volunteer duties satisfactorily must notify the Museum Manager immediately.

Professional Medical Staff:

In most all cases there is **no** professional medical staff on site. There may be professional medical staff provided during special events. (Check with proper authority for availability).

Medical/First Aid Staff:

In most all cases there is **no** first aid staff on site. We encourage all members/volunteers to take appropriate first aid and CPR classes.

B. Asbestos Warning

The policy of WPRM is to notify all staff and volunteers of any potential health risks and take precautions to prevent injury or illness.

A California State notice of Asbestos is posted on the volunteer bulletin board and copies are available upon request.

C. Safety

The policy of FRRS that Safety is of the utmost important to all volunteers and visitors. There is a safety briefing every day that trains are in operations, given by the operating department.

The FRRS has a safety book that all volunteers shall read and understand. Copies of the safety book are kept in the Operations office and the Museum Manager has a copy for reference.

The Safety Book can be downloaded from the Feather River Rail Society WEB Pages, under Operating Department, Crew Training Material, SAFETY (100) 106 Safety Book or ask for a printed copy.

D. Inclement Weather

During periods of inclement weather, the museum will be open during regularly scheduled times. (Seasonal Operation)

If severe weather strikes or an emergency occurs while a volunteer is in the service of the Museum, volunteers are expected to follow all safety precautions as directed by On-Duty Supervisor and/or Museum Staff.

As part of volunteer training, volunteers are instructed as to the location of emergency exits and are given protocols for reaching local authorities. (Dial 911 on any Museum telephone)

IX. Evaluations and Standards of Performance

A. Evaluations

Evaluations shall be conducted on a regularly scheduled basis as a volunteer development activity intended to assist and motivate the volunteer in attaining their maximum potential.

The evaluation session will review the performance of the volunteer, suggest any changes in work style, seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the organization, convey appreciation to the volunteer and determine the continued interest of the volunteer in their current position.

The Museum Volunteer Manager or Department Head will conduct the volunteer evaluation and as part of the process, the volunteer is asked to fill out a self-evaluation. The self-evaluation is important tool that will help the Museum identify strengths and weaknesses of the volunteer program.

The Museum Volunteer Manager or Department Head will use the volunteer position description and the volunteer standards of performance as a basis for the evaluation. Both the evaluation performed by the Museum Volunteer Manager, Department Head and the self-evaluation will be kept on file.

B. Standards of Performance

- Considers the volunteer position as serious and important and treats the position as a professional commitment.
- Follows the position description and adheres to standards of performance established for each position.
- Attends orientation and training sessions as scheduled and adheres to the instructions of training.
- Accepts supervision and direction from the Volunteer Manager, Museum Manager and/or a Department Head as required.
- Maintains current and accurate record of volunteer hours.
- Wears appropriate volunteer identification badge while in the service of the Museum.
- Is prompt and reliable in reporting for volunteer duties.
- Reports for work in appropriate dress.
- Represents Museum in a respectful and dignified manner at all times.
- Uses proper channels and procedures to resolve any issues that may arise.
- Is familiar with the Museum, its mission, history, exhibits and programming in order to convey that information to visitors.

X. Amendments to Volunteer Policies and Procedures Manual

The Volunteer Manager or General Superintendant may amend FRRS's volunteer policies and procedures. All volunteers shall be bound thereby, effective on the date of adoption by the governing authorities. Upon adoption, any such amendments shall be distributed to all volunteers and a copy of the changes placed in the Volunteer Manual.

XI. Policies and Procedures

The FRRS and the WPRM has in place several Policies and Procedures that must be followed by all members, volunteers and staff. These policies can be found in the FRRS policy manual and the FRRS procedures can be found in the Departments operating procedures manual's within each department.

[FRRS Policies](#). Policies are posted on the [FRRS WEB Pages](#) and a copy is kept at the museum for reference.

XII. Volunteer Code of Ethics

Volunteering is a professional commitment and it is accompanied by a Code of Ethics. By accepting the volunteer assignment, you are also agreeing to abide by and uphold FRRS's Code of Ethics. These ethical standards, while specific to FRRS/WPRM, are comparable to like institutions.

CODE OF ETHICS:

The ethical principles outlined in the Code of Ethics address issues which pertain to individuals in a variety of relationships to the Feather River Rail Society. The Feather River Rail Society itself has an ethical obligation to be a good citizen in our community. As a historical institution, and preservers, we have an obligation, to the best of our abilities, to avoid those practices which have been concluded to be unhealthy or unsafe for life on this planet.

As educators in the field of history and material culture, the Feather River Rail Society (Western Pacific Railroad Museum) and its members, have the responsibility to be aware of the personal and environmental risks caused by the use and disposal of certain products used in our jobs. Every effort should be made to use products which are not harmful to the environment in either their creation or disposal

The "Code of Ethics" is a separate document approved by the Board of Directors. It will be available to each and every member and volunteer.

Part III

Required Documents

- Volunteer Application with Emergency Contact Information
- Youth Medical Disclosure and Release with Hold Harmless Agreement
- Medical Disclosure and Release with Hold Harmless Agreement
- Criminal History Disclosure
- Criminal History Check (when required)
- Volunteer Manual Disclosure
- Volunteer Sign-In Sheet

Part IV

Radio Use and Operation:

Prohibited Transmissions: No one shall knowingly transmit any false emergency communication, any unnecessary, irrelevant, or unidentified communication, nor utter obscene, indecent, or profane language by radio. Remember that many of the visitors and the public have radios and scanners and can hear all our radio transmissions.

Transmitting: Before transmitting, any member or volunteer operating a radio must listen for a sufficient interval to ensure that the channel is not in use, then give the required identification and call, and listen for acknowledgement from the member or volunteer for whom the transmission is intended. Do not proceed with your message until that acknowledgement is received.

Acknowledgement: Any member or volunteer receiving a radio call must not delay acknowledgement unless it would interfere with duties related to safety.

Repetition: Any transmission that contains instructions, or affects operations or safety, must be repeated by the receiving member or volunteer.

"Over": To indicate to the receiving member or volunteer that the transmission is ended and that a response is expected, the transmitting member or volunteer must say the word "over."

"Out": To indicate that the exchange of transmissions is complete and that no response is expected, that transmitting member or volunteer must state his identification, followed by the word "out."

Monitoring the Radio: Any members or volunteer assigned a radio must have the radio turned on, selected to the appropriate channel, with volume adjusted to be able to receive communications.

Communications Not Understood or Completed. Any radio communication which is not understood or completed in accordance with these rules must not be acted upon, and must be treated as if not sent.

Exception for Safety: If any information is received which would affect the safety of guest, visitors, Feather River Rail Society staff, or damage to property, the safe course must be taken.

Radio Testing: Radios used in train operation must be tested at the beginning of each day to ensure the radios are working.

Malfunctioning Radio: A malfunctioning radio must not be used, and the proper authority must be notified by any alternate means of communication available as soon as practicable.

Responsibility of Radios: All members and Volunteers that are assigned radios are responsible for signing for, the radio when picked up at the start of the day. At the end of the day, the Member or Volunteer shall check in the radio (sign in), and place it in a battery charger. The return of each radio, at the end of the day, shall be verified by the Supervisor of the Day.

Part V

Railroad Safety and Movement of Equipment:

Moving railroad cars are quiet, heavy, and hard to stop. These conditions can make the railroad dangerous to anyone not paying attention. All members and volunteers must expect movement of trains, engines, cars, or other equipment at any time, on any track, and in any direction. No one is allowed to stand on the track in front of an approaching engine, car, or other moving equipment. When crossing the tracks close to standing engines, cars, or trains, you must provide 20 feet of clearance, and be prepared for unexpected movement of equipment. If a group of people are crossing the tracks in close proximity to equipment, have them walk in single file.

Walking On or About Tracks: Walking, stepping, or standing on a rail, frog, switch, interlocking machinery, or connections is prohibited. Be alert for conditions which may cause a loss of footing.

Fouling Tracks: Before fouling, walking between, or crossing tracks, you must know that it is safe to do so by looking in both directions. Do not walk between the rails, or foul the track, except when necessary in the performance of duty. Do not cross the track in front of approaching equipment, unless there is sufficient clearance to do so safely. Sitting on the rails, or on any portion of the track structure, is prohibited, except when required in the performance of duty.

Moving Equipment: "Getting on or off moving equipment, cars, or engines is prohibited", except by trained Operating Department members. The handing off or throwing off of any item on or off any moving equipment is prohibited.

Passing Trains: Passing trains present danger from shifted loads, flying debris, and suction effects. This danger increases with speed. All members and volunteers must ensure the safety of both themselves and visitors. When on a train that is passing another train, all doors, windows, and dutch doors must be closed on the side of the passing train. Passengers must be prevented from placing their heads, hands, or any other part

of their bodies outside the train when another train is passing. When a train is stopped and the members and volunteers are on the ground at a station, or elsewhere, they are responsible for keeping passengers, guests, and onlookers away from the tracks when a train is passing. ` Keep everyone at least 6 feet away from the outer rail or behind the white line on station platforms, when a train is passing. High-speed trains require greater clearance.

Blue Flag Rules: Members and Volunteers assigned to inspect, test, repair, or service railroad equipment, or the locomotive, who may be injured by train movement, follow blue flag rules to prevent car and locomotive movement. Guest and visitors are forbidden to do this type of work, or to be in positions where they may be injured by movement of the cars or locomotive. Stay out of mechanical and electrical areas underneath or on the sides of the cars.

Climbing on Equipment: Climbing on top of, or under, railroad equipment, cars, locomotives, buildings, signals, etc., is forbidden by, guests or visitor, except in locomotives that are open for viewing and other equipment that have been set up for the general public to enter.

Passing Under Standing Cars: Passing or crawling under standing railroad cars is strictly forbidden. When the train is stopped, members and volunteers must be particularly vigilant, and prevent trespassers from trying to cross the tracks under the train. This is a very common, and very dangerous, practice of those unfamiliar with trains and the dangers of railroading.

Station Platform Safety: The time that a train spends at stations (initial, intermediate stops for passengers and/or servicing, and final destination) has the potential for being the most dangerous time for passengers and the public, and the most difficult and trying time for, members and volunteers and train staff. The interface with the general public at stations presents new challenges, with climbers, penny smashers, and those who might attempt to board without tickets, among the large number of people who may be track side. While it is not possible (or feasible) to prevent all this undesirable activity, members and volunteers must always keep in mind that the majority of these people have no idea of the potential dangers they face, and Members and volunteers must watch them accordingly.

Part VI

Emergency Response Procedures:

EMERGENCY RESPONSE PROCEDURES: This information is intended as a guideline to follow for unusual conditions. It is recognized that all situations will not fit neatly into a set format.

The first member, volunteer or staff member on the scene of a problem should ask a guest to find another member, volunteer or staff member in the nearest area with a radio to request help, then proceed to respond to the problem.

The member, volunteer or staff member to arrive on the scene with a radio should notify the Proper Authority, providing only the essential information concerning the problem (medical problem, nonmedical visitor problem, equipment problem, and location of the problem). Remember that many passengers carry radio scanners.

The Supervisor of the Day or the Museum Manager will proceed to the scene and determine actions necessary to deal with the problem, including notification of the need of medical attention.

Members and volunteers in the area adjacent to the problem area will handle crowd control and restrict access to the problem area as required.

Medical Emergency: A medical professional will **NOT** be on the property and 911 must be called. Any medical emergency will be reported to the proper authority as soon as possible.

Members, volunteers and staff members with First Aid and CPR training may assist with the emergency. It is desirable for members, volunteers and staff members to have first aid training, and be prepared to assist in emergencies.

In the event that a patient needs to be removed to a hospital, the local authorities will handle

Other Emergencies: They are handled by the appropriate response and emergency response as needed

TRAIN WRECK PROCEDURES: The guidelines in this section are presented only because of the extremely remote possibility of a significant accident occurring. The physical plant (track, roadbed, supporting structures, and equipment) of the Railroad Museum receives thorough, continuous maintenance. Members and volunteers must convey that pride and confidence to our guests and passengers under all conditions.

Another emergency situation, while quite rare in frequency of occurrence, merits instruction in some detail. Please carefully read and study the next section, and commit the basic concepts to memory.

While undesirable, the possibility of a derailment does exist. If there is a train wreck, key railroad and train management personnel may be injured and/or unable to perform their duties. Car hosts must be prepared in emergency situations to take the initiative to help the injured and maintain safety. ALL of the following tasks will need immediate attention:

- A. RESCUE AND EVACUATION
- B. FIRST AID
- C. CROWD CONTROL
- D. FLAGGING TRAINS
- E. SETTING BRAKES
- F. GETTING HELP.

Rescue and Evacuation: Everyone should be kept out of any danger, housed in place. The able-bodied should try to help rescue those injured and trapped in any wreckage. Knowing the location of each car's emergency and wrecking tools in advance will save precious time during rescue. Beware of those who may have suffered neck or spine injuries; these persons should not be moved unless they are in immediate danger, and then preferably by medically-trained personnel.

First Aid: If possible, do not remove the injured from the wreck, unless it will lead to more injuries, and then, only if they can be moved to a safe position. If necessary, set up a triage so that the most severely injured are treated first. Stopping severe bleeding and keeping people breathing are the highest priorities.

Crowd Control: Passenger and Crew Care. Establish a safe area at least one car length away from the tracks and other hazards. Uninjured and slightly-injured passengers and crew not involved in rescue or first aid should be grouped together and directed to a safe area to wait for outside help and evacuation. Members and volunteers should comfort any persons with medical, emotional, or physical problems. This will reduce many problems such as "lost" passengers at the site, and identify any "late" injuries or shock. Even if uninjured, these persons may be suffering from shock, and should be prevented from wandering away from the group or the site. Group control is a most important part of successfully reducing the shock and trauma associated with a major accident.

Set Car Brakes: Cars on the rails should have their hand brakes set and/or the wheels choked to prevent them from rolling once the emergency brakes bleed off.

Flagging Trains: Flag protection both ahead of and behind the train should be arranged, including adjacent tracks. Having another train run into the wreck can cause additional damage and injury. The first moments after a wreck can be the most dangerous because of this. Flagging equipment consists of red flags and can be found in the rear passenger car and on the locomotive.

Getting Help: If possible, contact by radio the Supervisor of the Day and/or the Museum Office for help. If a radio or cellular phone is not available, someone, preferably a member or volunteer equipped with a radio, should be selected to find the nearest phone and notify the proper authorities (police, fire department, rescue-ambulance, and proper authority).

Maintain Self Control: Do your best to maintain your self-control and composure; the passengers and guests will naturally look to the members and volunteers for guidance and direction. Resist the urge to act strictly on impulse; assess the situation and quickly formulate a plan of action with the able-bodied personnel available that is workable with the available resources.

Emergency Evacuation and /or meeting location is located in the main parking lot at the pedestrian entrance.

Part VII

Visitor and Guest Conduct:

PASSENGER AND GUEST CONDUCT: Passengers and guests must heed and obey the following detailed rules and instructions.

SMOKING REGULATIONS: See Smoking Policy.

Bare feet, sandals; high heels and open-toed shoes are strongly discouraged for reasons of safety.

No pets are allowed on the train.

ALCOHOLIC BEVERAGES: No person may board a train with alcoholic beverages.

UNATTENDED CHILDREN: Young unattended children are not permitted to move about the train, or from car to car, without an adult.

No unruly or boisterous behavior will be permitted at any time.

No harassment of other passengers or staff will be permitted.

EYE SAFETY PROTECTION: Eye safety protection, such as normal eyeglasses', sun 'glasses, or preferably safety eye glasses with side shields, should be worn when standing near an open door, or on platform.

Dealing with Visitors:

Even if you work in restricted shop areas, you will still encounter members of the public in moving about the museum. In all circumstances, be polite and helpful. Please remember that your attitude and the conduct toward our visitors and guest can make the difference in whether they have a safe and enjoyable visit, or an unpleasant experience that may cause harm to the museum.

If you see a visitor in imminent danger, take immediate action. For example, shout a warning to a person on a track with a train approaching; if they do not respond, take all necessary steps (including flagging the train to a stop or by pulling the visitor out of danger if possible) to protect them. Explain the danger to them do not scold them. Remember, most of our visitors have never been close to a moving train or a working railroad shop and have little concept of how difficult it is to stop quickly.

Visitors engaged in potentially hazardous activities, such as reaching under equipment, or climbing on equipment that is not open, should be requested to stop. Politely explain the potential hazards to them. If the visitor persists despite such cautions, immediately contact the proper authority for assistance.

When visitors are found performing unsafe acts, use the opportunity to educate them, not to berate them for their actions. For example, tell children walking on the rails that

“real railroaders” don’t do that because there might be some grease or oil on the rails that could cause a fall. Also you can educate them on the dangers of placing coins on the rails for a train to run over. Explain to them that the coin could be projected just like a bullet and cause serious injury. The same can be said for the visitor that is climbing on top of equipment, and should politely told that it is unsafe to do so.

Try to answer all questions as completely as possible. If you do not know the answer, offer to assist the visitor in locating someone who can help. Remember that most of our visitors know very little about railroads but want to learn more. If you take the opportunity to help them, they will get a much more favorable impression of our museum.

Quality of Service Techniques:

Here are four methods for defusing a Difficult Situation

- a. SMILE: give the visitor a warm, sincere hello with a smile.
- b. ANTICIPATE: the visitor’s complaint and head it off with a sincere, concerned comment. (Take the offensive with kindness.)
- c. APOLOGIZE AND ASSUME RESPONSIBILITY: take the blame for the visitor’s situation and empathize with them for their problem on behalf of your organization.
- d. ACTION: solve the problems promptly.

Six keys to Cooling Down an Irate Visitor

- a. LISTEN; carefully and with interest
- b. EMPATHIZE: put yourself in the visitors place.
Use Warm Fuzzies that are:
 - Genuine
 - Specific
 - Timely
 - Sincere
- c. ASK QUESTIONS: in a mature, non-threatening way, that requires the visitor to think about his/her answers.
- d. REPEAT: back to the visitor your understanding of their problem, then suggest one or more alternatives to answer their concerns.
- e. SOLVE the problem: identify solutions to satisfy the visitor’s needs or find someone who can.

Promoting the FRRS and the Museum:

Our members and volunteers are our greatest asset in public relations. Sharing your enthusiasm about the FRRS and museums activities is the best possible promotion.

Use every opportunity in your contacts with our visitors to act as a goodwill ambassador for the museum. If you help them by answering questions or providing directions or information, they will be more likely to have an enjoyable experience and to return for another visit, tell their friends or make a donation. If you can walk the visitor to the yard and show them the area that they can explore or describing the history of a piece of equipment, it is not wasting time, it's our job.

Most of our visitors will not know that everyone at the museum is a volunteer or that the museum is not supported by public funding, let them know. When appropriate, explain the benefits of membership (less expensive than multiple visits, the Trainsheet Newsletter and Headlight, gift shop discounts and the opportunity to volunteer and be part of the museum. If visitors are interested in volunteering, donating funds or materials, try to introduce them to volunteers from the appropriate department or, if none are available, to any board member or administrator.

Feel free to hand out copies of our brochure to friends, co-workers, neighbors, and others who might be interested, and tell them about you own experience at the museum. We have found that we are the "Great unknown Museum" with many first-time visitors having never heard of us until recently, so help get the word out.

Telephone Procedures:

In most cases the telephone will be answered by the gift shop during regular museum hours, however there are time when they may be very busy and a volunteer may be in a position to answer the telephone.

In answering the telephone, please great the person: "Hello, Western Pacific Railroad Museum, this is (your name) how may I help you".

1. Calls for members or volunteers believed to be present on site.
 - a. Politely ask caller to hold until the person can be summoned.
 - b. attempt to get someone to locate the member/volunteer
 - c. monitor the waiting time and return to the caller and ask if a message can be taken if the person needed does not respond in a reasonable length of time.
2. Calls for members or volunteers believed not to be present on site.

- a. Politely reply, "I'm sorry he/she is not available, may I take a message for you.
- b. Caller will choose to terminate the conversation or leave a message.

Take messages seriously and clearly. Leave the message where the person will logically receive it at the earliest opportunity or make sure someone know there is a message waiting for another member or volunteer.

Be sure to include, Who called and When, What the message was about and how the person who was called should respond (i.e. return call) AND be sure to take down the phone number where the caller can be reached accurately. (Repeat the number)

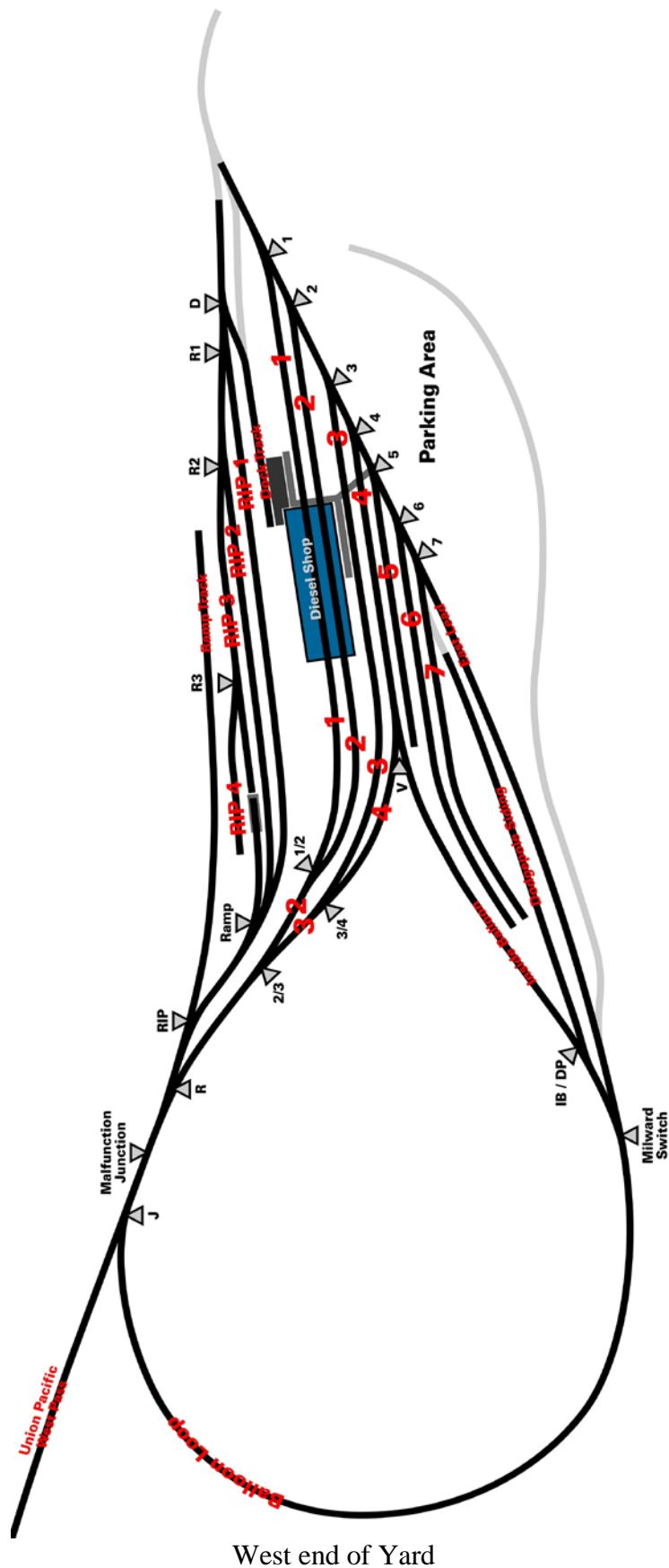
Part VIII

Lost and Found:

Lost and Found items are under the direction of the Museum Staff and the volunteer staff. All items found should be turn in to the Gift Shop when found. Missing items should be reported to the Museum Staff or Gift Shop worker.

Gift Shop Staff members shall make the On-Duty Supervisor of the day or other department heads aware of lost and found items so that they may be stored for safe keeping.

Museum and Yard for the Visitor:



West end of Yard



Western Pacific Railroad MUSEUM

Volunteer Application

Name		Birth date					
Address		City/ZIP					
Phone (Home)		Phone (Work/Cell)					
E-Mail		Fax					
Occupation/Employer							
Emergency Contact (Name/Phone)							
Age: Please check one	Youth (14-18)	<input type="checkbox"/>	Adult (18+)				
		<input type="checkbox"/>	<input type="checkbox"/>				
Parent's Name if Youth							
Parent's Employer and Work Phone							
Please Check Days You Can Volunteer:	Mon <input type="checkbox"/>	Tues <input type="checkbox"/>	Wed <input type="checkbox"/>	Thurs <input type="checkbox"/>	Fri <input type="checkbox"/>	Sat <input type="checkbox"/>	Sun <input type="checkbox"/>

Please Check Times You Can Volunteer:

<input type="checkbox"/> Mornings (9-12)	<input type="checkbox"/> Early Afternoons (12-2)	<input type="checkbox"/> Late Afternoons (2-4)
<input type="checkbox"/> Other	<input type="checkbox"/> All day	

Please List Special Skills, Training, or Interests (Please attach a resume if available)

How did you hear about volunteer opportunities at the Western Pacific Railroad Museum?

Please Sign and Return to: **Western Pacific Railroad Museum**

Attn: Volunteer Manager

P.O. Box 608.

Portola, Ca. 96122-0608

WESTERN PACIFIC RAILROAD MUSEUM

YOUTH MEDICAL DISCLOSURE AND RELEASE

Providing the following information is my authorization to medically treat my child in cases of illness, injury, accident or emergency when I am unable to be contacted.

Youth Volunteer's Name: _____

Guardian's Name: _____

Relationship to Youth Volunteer: _____

Address: _____

Home # _____ Work/Mobile # _____

Insurance Company Name: _____

Policy Number: _____

Doctor's Name: _____

Doctor's Number: _____

Please list any medical conditions including drug allergies:

FEATHER RIVER RAIL SOCIETY
WESTERN PACIFIC RAILROAD MUSEUM

HOLD HARMLESS AGREEMENT

I, _____, agree to assume full responsibility for my child's safety while he/she is in volunteer service at the Western Pacific Railroad Museum, hereafter WPRM. I hereby release WPRM, its officials, employees, board of directors, and agents from any and all claims or actions resulting from any injury that may occur to my child while in volunteer service. I agree to reimburse WPRM for any damages it is compelled to pay, arising from any such claim, demand, action or cause of action, on my behalf of my child.

Signature of Parent/Guardian

Date: _____

WESTERN PACIFIC RAILROAD MUSEUM

MEDICAL DISCLOSURE AND RELEASE

Providing the following information is my authorization to seek medical treatment for me in cases of illness, injury, accident or emergency when I may be incoherent or otherwise unable to express my wishes.

I will not hold Western Pacific Railroad Museum liable for such medical/surgical treatment in cases of illness, injury, accident or emergency.

Volunteer's Name: _____

Contact Name: _____

Relationship to Volunteer: _____

Address: _____

Home # _____ Work/Mobile # _____

Insurance Company Name: _____

Policy Number: _____

Doctor's Name: _____

Doctor's Number: _____

Please list any medical conditions including drug allergies:

HOLD HARMLESS AGREEMENT

I, _____, agree to assume full responsibility for my safety while in volunteer service at the Western Pacific Railroad Museum, hereafter WPRM. I hereby release WPRM, its officials, employees, board of directors, and agents from any and all claims or actions resulting from any injury that may occur to me while in volunteer service. I agree to reimburse WPRM for any damages it is compelled to pay, arising from any such claim, demand, action or cause of action, on my behalf.

Signature of Volunteer

Date: _____

WESTERN PACIFIC RAILROAD MUSEUM

CRIMINAL HISTORY DISCLOSURE

Have you ever been convicted of a felony? Yes No

If Yes, Please explain:

Are you currently on probation? Yes No

Probation Officer's Name _____

Probation Officer's Telephone Number _____

Probation Offense was a: Misdemeanor Felony

Nature of Probation Offense: _____

Number of Community Service Hours to Perform: _____

I, _____, certify the above information is true, correct and accurate.

Signature

Date

WESTERN PACIFIC RAILROAD MUSEUM

CRIMINAL HISTORY CHECK

I authorize and give my permission for Feather River Rail Society, hereafter FRRS to check my criminal history through the volunteer centers. The criminal history record, as received from the reporting agencies, may include arrest and conviction data as well as plea bargains, deferred adjudication and delinquent conduct committed.

I understand that the information from the criminal history record shall be used in part to determine my eligibility to participate as a volunteer at the FRRS. I also understand that as long as I remain in the service of FRRS that the criminal history check may be repeated at any time.

I understand that I will have an opportunity to review the criminal history as it was received from the reporting agencies and that there is a procedure available for clarification if I dispute the record.

I, _____, do, for myself, my heirs, executors and administrators, hereby remise, release and forever discharge and agree to hold harmless the FRRS and each of their officers, directors, employees and agents against any and all causes of action, suits, liabilities, costs, debts and sums of money, claims and demands whatsoever (including claims of negligence, gross negligence, and/or strict liability, and any other expenses resulting from the investigation of my background in connection with my application to become a volunteer.

Name (Please Print)

Social Security Number
(Last four digits only)

Driver's License Number and State of Issuance

Date of Birth

Signature:

Date

WESTERN PACIFIC RAILROAD MUSEUM

VOLUNTEER MANUAL DISCLOSURE

My signature indicates that I have received a copy of Western Pacific Railroad Museum Volunteer Manual containing volunteer policies and procedures. I understand and agree to comply with the instructions herein.

I also understand that the issuance of this manual with policies and procedures in no way implies a contract, guarantee of continued assignment, or assignment for a fixed time period.

Please Print Name

Signature

Date

CONCLUSION:

Acknowledgement and Purpose of instruction and Training Manual:

This manual is intended to standardize policies, tasks, and terminologies used by the Feather River Rail Society for its museum business and operation.

We have compiled this manual with sufficient detail to be of use primarily for first-time volunteers, but we would like every volunteer to review-it from time to time, as revisions and changes occur. It is hoped that some of our highly-experienced "old heads" will use this manual as a reference when they are working with and helping first-timers, as standardization of terms and training will contribute to a smooth running team.

SOLICITATION OF CHANGES AND ADDITIONS TO INSTRUCTION MANUAL:

The need for changes and additions to the training and safety manual will arise as equipment, rules, and circumstances change. The Feather River Rail Society is always receptive to comments and criticism concerning the manual. If you have suggestions, criticisms, or comments about improving our performance and passenger safety, please submit in writing, your concerns to any Feather River Rail Society Officer. Include in your response the circumstances which led you to submit your comments, as it may be an area we have overlooked. Our training manual will only be as good as we make it.

VOLUNTEER EFFORTS ARE APPRECIATED:

The Officers and Staff of the Feather River Rail Society are fully aware of the personal sacrifice and expense and the long work hours incurred by volunteers in planning and performing the many duties on successful Feather River Rail Society business and operation of the Western Pacific Railroad Museum. Most volunteers are happy to contribute their time and efforts to help generate income for our society to offset the huge expenses of the operation, meet fellow railfans, renew friendships, and inform the public about the history and joys of the railroad life. For your efforts and time, we thank you with great sincerity.

ACKNOWLEDGMENTS:

We wish to acknowledge the following reference documents used in the preparation of this Manual:



Policy

Volunteer Communications

Effective Date: 05/01/04
Review Date: 07/07/2013
Replaces:

Policy Statement

It is Feather River Rail Society policy to communicate with volunteers and members in an open, timely, professional, and accurate manner.

Overall Accountability

The President and Board of Directors are responsible for issuing, updating, and monitoring compliance with this policy.

Scope

This policy applies to all Member(s), Officer(s), Board of Director(s), and employee(s) of the Feather River Rail Society.

Definitions

Volunteers and Members include the current membership and volunteers of the FRRS and subsidiaries.

Communications include the dissemination of information by use of video, printed materials, graphics, photography, slides, speeches, telephone, e-mail newsletters, and special events (including personal appearances by officers).

Implementation

The Board of Directors (through the Chairperson) and/or the President, along with all Department Heads, is responsible for communications to all member(s) dealing with subjects of the Feather River Rail Society in any nature, and which are directed at the member(s).

References

1. Policies and Procedures
2. Operating Department Procedures

Volunteer Orientation

Meeting

New Volunteers need to feel like they're an integral part of the Organization as soon as possible. If they don't feel comfortable voicing their opinions, you're all losing valuable input! Information is what will help everybody feel at ease.

No matter how well qualified your new Volunteers are, it will take some time to get them up-to-speed and feeling comfortable as members of your team. But there are steps you can take to hurry this process along.

Conduct an orientation session for all new Volunteers. Have them meet with other Volunteers and officers. Spend time going over background material about the organization and bring them up-to-date on the issues facing the board. Allow plenty of time for questions and answers. Try to cover these topics in a new Volunteer briefing:

Introduce Everyone - Consider Protocol

- Elected Board of Directors
- President
- General Superintendent
- Officers
- Other Volunteers
- Committee Chairs and Members
- Staff
- Guests
- Other

Describe the Organization (Mission)

- Mission Statement
- Organizational Structure
- Who we serve
- What we do
- Other

Explain and Discuss

- Meeting attendance requirements
- Committee assignments and charges
- Board of Directors role and relation to administrator/staff
- Museum Operations
- Other

Volunteer Orientation

Conduct Tours if Applicable

- Administrative offices
- Gift Shop
- Museum Grounds
- Volunteer facilities

Provide Documents Organized in a Manual

- Mission statement
- Bylaws
- Code of Ethics
- Policy Manual (Policies and Procedures) **(Board of Directors Only)**
- Board meetings, Minutes, Agenda submissions. **(Board of Directors Only)**
- Minutes of board meetings for the past year **(Board of Directors Only)**
- Annual Report **(Board of Directors Only)**
- Audit Report **(Board of Directors Only)**
- Current Budget **(Board of Directors Only)**
- Current Financial Report **(Board of Directors Only)**
- Museum Practices (ARM – Recommended Practices for Railway Museums)
- Publications, Newsletters, Magazine, and World Wide Web site(s)
- Strategic Plan

Rosters Volunteers including addresses and telephone numbers

- List of Volunteers and Officers
- List of Committee Memberships including Chairs
- Annual Calendar of Activities and Meetings
- Other

Collect Volunteer Data at the Meeting'

- Addresses
- Telephone home and office
- Fax number
- E-mail address
- Best time to contact
- Best time for meetings
- General Release
- Emergency Forms
- Other

Questions and Answers

- Time for new Volunteer

Volunteer Orientation

- Mentors (Possible assign a veteran Volunteer to new Volunteer)

These are ways to get Volunteers comfortable with volunteer responsibilities and meeting participation. Not only do the new Volunteer start contributing right way during the meetings, they also develop a good working relationship with the veteran Volunteers.



Volunteer Program Policy

Effective Date: 11/12/2011
Review Date: 10/1/2013
Replaces: New

BoD Approved: 11/12/2011

1.1 Overall Policy on Utilization of Volunteers

The achievement of the goals of the Feather River Rail Society is best served by the active participation of citizens of the community. To this end, the Feather River Rail Society accepts and encourages the involvement of volunteers at all levels of the Feather River Rail Society and within all appropriate programs and activities. All Feather River Rail Society and staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community.

1.2 Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Feather River Rail Society reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Volunteer Program Manager, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Volunteer Program Manager.

1.3 Scope of Volunteer Policies

Unless specifically stated, these policies apply to all volunteers in all programs and projects undertaken on or on behalf of the Feather River Rail Society, and to all departments and sites of operation of the Feather River Rail Society.

1.4 Role of the Volunteer Management Department

The productive utilization of volunteers requires a planned and organized effort. The function of the volunteer management department is to provide a central coordinating point for effective volunteer management within the Feather River Rail Society, and to direct and assist staff and volunteer efforts to jointly provide more productive services. The department shall also bear responsibility for maintaining liaison with other volunteer programs in the community. The Volunteer Program Manager shall bear primary responsibility for planning for effective volunteer utilization, for assisting staff and department heads in identifying productive and creative volunteer roles, for recruiting suitable volunteers, and for tracking and evaluating the contribution of volunteers to the Feather River Rail Society.

1.5 Definition of Volunteer

A 'volunteer' is anyone who without compensation/reimbursement or an expectation of compensation/reimbursement, that performs a task at the direction of and on behalf of the Feather River Rail Society. A 'volunteer' must be officially accepted and enrolled by the Feather River Rail Society prior to performance of the task. Unless specifically stated, volunteers shall not be considered as 'employees' of the Feather River Rail Society.

All volunteers must be active (or higher classification) member of the Feather River Rail Society. (Associate and institutional membership do not meet this requirement)

1.6 Special Case Volunteers

The Feather River Rail Society also accepts as volunteers those participating in student community service activities, student intern projects, alternative sentencing or diversion programs, corporate volunteer programs, and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the organization, school, or program from whom the special case volunteers originate and must identify responsibility for management and care of the volunteers.

1.7 Definition of Staff

A staff person is anyone who with compensation (Paid Employee) performs work or tasks under an employment contract or employment option at the direction of and on behalf of the Feather River Rail Society. The Feather River Rail Society has the sole discretion to employ or terminate employment of any staff member at any time.

All staff members must be active member of the Feather River Rail Society.

1.8 Employees as Volunteers

The Feather River Rail Society accepts the services of staff as volunteers. This service is accepted provided that the volunteer service is provided totally without any coercive nature, involves work which is outside the scope of normal staff duties, and is provided outside of usual working hours. Family members of staff are allowed to volunteer with the Feather River Rail Society. When family members are enrolled as volunteers, they will not be placed under the direct supervision or within the same department as other members of their family who are employees.

1.9 Clients and Relatives as Volunteers

Feather River Rail Society clients may be accepted as volunteers, where such service does not constitute an obstruction to or conflict with provision of services to the client or to others. Relatives of clients may also serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

Service at the Discretion of the Feather River Rail Society

The Feather River Rail Society accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Feather River Rail Society. Volunteers agree that the Feather River Rail Society may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Feather River Rail Society.

The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the Feather River Rail Society. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

1.10 Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to the Feather River Rail Society and its staff. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done.

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the Feather River Rail Society.

1.11 Scope of Volunteer Involvement

Volunteers may be utilized in all programs and activities of the Feather River Rail Society, and serve at all levels of skill and decision-making.

Volunteer Management Procedures

2.1 Maintenance of Records

A system of records will be maintained on each volunteer with the Feather River Rail Society, including dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteers and appropriate staff shall be responsible for submitting all appropriate records and information to the Volunteer Management Department in a timely and accurate fashion. Volunteer personnel records shall be accorded the same confidentiality as staff personnel records.

2.2 Two Hat Policy

Members of the Feather River Rail Society's board of directors are accepted as direct service volunteers with the Feather River Rail Society.

2.3 Conflict of Interest

No person who has a conflict of interest with any activity or program of the Feather River Rail Society, whether personal, philosophical, or financial shall be accepted or serve as a volunteer with the Feather River Rail Society. (See Conflict of Interest Policy, Code of Conduct)

2.4 Representation of the Feather River Rail Society

Prior to any action or statement which might significantly affect or obligate the Feather River Rail Society, volunteers should seek prior consultation and approval from appropriate department head, board of directors and/or staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the Feather River Rail Society as specifically indicated within their job descriptions and only to the extent of such written specifications.

2.5 Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall Feather River Rail Society business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the Feather River Rail Society or other corrective action. (See Policies and Procedures)

2.6 Worksite

Work sites may be on or off the property owned and operated by the Feather River Rail Society. In most cases the worksite is at the Western Pacific Railroad Museum in Portola, California. Special events are held both on and off the Western Pacific Railroad Museum property.

2.7 Dress Code

As representatives of the Feather River Rail Society, volunteers, like staff, are responsible for presenting a good image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. (See department head for dress code)

2.8 Timesheets

Individual volunteers are responsible for the accurate completion and timely submission of timesheets. This may be by written forms and/or computer logging.

Volunteer Recruitment and Selection

3.1 Position Descriptions

Volunteer staff, just as paid staff, require a clear, complete, and current description of the duties and responsibilities of the position which they are expected to fill. Prior to any volunteer assignment or recruitment effort, a position description must be developed for each volunteer position. This position will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts. Position descriptions should be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially.

All position descriptions shall include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for the performance of the job, a listing of job qualifications, and a description of job benefits. The Volunteer Management Department is available to assist staff in the development of volunteer jobs and position descriptions.

3.2 Staff Requests for Volunteers

Requests for volunteers shall be submitted in writing by interested department heads, supervisors and staff members complete with a draft position description and a requested timeframe. All parties should understand that the recruitment of volunteers is enhanced by creative and interesting jobs and by advance notice. The Volunteer Management Department reserves the right to refuse to recruit or place any volunteers until these requirements are prepared to make effective use of volunteer resources.

3.3 Recruitment

Volunteers shall be recruited by the Feather River Rail Society on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers shall be recruited without regard to gender, handicap, age, race or other condition. The sole qualification for volunteer recruitment shall be suitability to perform a task on behalf of the Feather River Rail Society. Volunteers may be recruited through either an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function. No final acceptance of a volunteer shall take place without a specific written volunteer position description for that volunteer.

3.4 Recruitment of Minors

Volunteers who have not reached their age of majority must have the written consent of a parent or guardian prior to volunteering. The volunteer services assigned to a minor should be performed in a non-hazardous environment and should comply with all appropriate requirements of child labor laws.

3.5 Interviewing

Prior to being assigned or appointed to a position, all volunteers will be interviewed to ascertain their suitability for and interest in that position. The interview should determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and should answer any questions that the volunteer might have about the position. Interviews may be conducted either in person or by other means.

3.6 Health Screening

If there are physical requirements necessary for performance of a volunteer task, a screening or testing procedure may be required to ascertain the ability of the volunteer to safely perform the task.

3.7 Criminal Records Check

As appropriate for the protection of the community, other volunteers and staff, volunteers in certain assignments may be asked to submit to a background criminal check. Volunteers who do not agree to the background check may be refused assignment.

3.8 Placement with At Risk Clients

Where volunteers are to be placed in direct contact with at risk clients, additional screening procedures may be instituted. These procedures may include reference checks, direct background investigation, criminal investigation, etc. Volunteers who refuse permission for conduct of these checks will not be accepted for placement with clients.

3.9 Certificate of Ability

Any potential volunteer who indicates that they are under the care of a physician for either physical or psychological treatment may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their volunteer duties. Volunteers under a course of treatment which might affect their volunteer work will not be accepted without written verification of suitability from their physician.

Any volunteer who, after acceptance and assignment by the Feather River Rail Society, enters a course of treatment which might adversely impact upon the performance of their volunteer duties should consult with the Volunteer Program Manager.

3.10 Placement

In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising volunteer or staff can be met: No volunteer should be assigned to a 'make-work' position and no position should be given to an unqualified or uninterested volunteer.

3.11 Staff

Participation in Interviewing and Placement Wherever possible, staff who will be working with the volunteer should participate in the design and conduct of the interview. Final assignment of a potential volunteer should not take place without review and approval of appropriate staff with whom the volunteer will be working.

3.12 Acceptance and Appointment

Service as a volunteer with the Feather River Rail Society shall begin with an official notice of acceptance or appointment to a volunteer position. Notice may only be given by an authorized representative of the Feather River Rail Society, who will normally be the Volunteer Program Manager. No volunteer shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork. At the time of final acceptance, each volunteer shall complete all necessary enrollment paperwork and shall receive a copy of their job description and agreement of service with the Feather River Rail Society.

3.13 Probationary Period

All volunteer placements shall initially be done on a trial period of 60 days. At the end of this period a second interview of the volunteer shall be conducted, at which point either the volunteer or Feather River Rail Society staff may request a re-assignment of the volunteer to a different position or may determine the unsuitability of the volunteer for a position within the Feather River Rail Society.

In some cases there are additional requirements that must be met to remain in service in the Operating Department.

3.14 Re-Assignment

Volunteers who are at any time re-assigned to a new position shall receive all appropriate orientation and training for that position before they begin work. In addition, any screening procedures appropriate for that specific position must be completed, even if the volunteer has already been working with the Feather River Rail Society.

3.15 Professional Services

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such certificate or license should be maintained by the Volunteer Management Department. Some example are, Electrical, General Engineering, General Contractor, ect.

3.16 Length of Service

All volunteer positions may not have a set term of duration. It may be recommended that so terms of service shall not be longer than one-year, with an option for renewal at the discretion of both parties. All volunteer assignments with a limit of service, may end at the conclusion of their first term, without expectation or requirement of re-assignment of that position to the incumbent.

Volunteers are neither expected nor required to accept further service in a position at the end of their set term, although they are welcome to do so in most cases are a on-going assignment. The volunteer may instead seek a different volunteer assignment within the Feather River Rail Society, or may retire from volunteer service.

3.17 Leave of Absence

At the discretion of the supervisor, leaves of absence shall be granted to volunteers. This leave of absence will not alter or effect the position held by the volunteer and/or the previously agreed upon ending date of the volunteer's term of service. Leave of Absences shall not affect the membership in the Feather River Rail Society.

Volunteer Training and Development

4.1 Orientation

All volunteers will receive a general orientation on the nature and purpose of the Feather River Rail Society, an orientation on the nature and operation of the program or activity for which they are recruited, and a specific orientation on the purposes and requirements of the position which they are accepting in that effort.

4.2 On-the-Job Training

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

4.3 Staff Involvement in Orientation and Training

Staff members with responsibility over delivery of services should have an active role in the design and delivery of both orientation and training of volunteers. Those staff members who will be in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

4.4 Volunteer Involvement in Orientation and Training

Experienced volunteers should be included in the design and delivery of volunteer orientation and training.

Volunteer department heads and supervisors with responsibility over delivery of services should have an active role in the design and delivery of both orientation and training of volunteers. Those department heads and supervisors who will be in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

4.5 Continuing Education

Just as staff, volunteers should attempt to improve their levels of skill during their terms of service. Additional training and educational opportunities should be made available to volunteers during their connection with the Feather River Rail Society. This continuing education may include both additional information on performance of their current volunteer assignment as well as more general information, and might be provided either by the Feather River Rail Society or by assisting the volunteer to participate in educational programs provided by other groups.

4.6 Conference Attendance

Volunteers are authorized to attend conferences and meetings which are relevant to their volunteer assignments, including both those of the Feather River Rail Society and of other organization. Prior approval from the volunteer's supervisor should be obtained before attending any conference or meeting if attendance will incur any expense or if a reimbursement of expenses is sought.

Volunteer Supervision and Evaluation

5.1 Requirement of a Supervisor

Each volunteer who is accepted to a position with the Feather River Rail Society must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance. In some cases consultation may be done by telephone or email.

5.2 Volunteers as Volunteer Supervisors

A volunteer may act as a department head, supervisor or other person in charge of other volunteers, provided that the supervising volunteer is under the supervision of the President or the Board of Directors.

5.3 Volunteer/Staff Relationships

Volunteers and staff are considered to be partners in implementing the mission and programs of the Feather River Rail Society, with each having an equal but complementary role to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

5.4 Acceptance of Volunteers by Staff

Since individual staff members are in a better position to determine the requirements of their work and their own abilities, no volunteer will be assigned to work with a staff person without the consent of the Volunteer Management Department and the staff member. Since volunteers are considered a valuable resource in performing the Feather River Rail Society's work, staff is encouraged to seriously consider creative ways in which volunteers might be of service and to consult with the Volunteer Management Department if they feel in need of assistance or additional training.

5.5 Staff Volunteer Management Training

An orientation on working with volunteers will be provided to all staff. In-service training on effective volunteer utilization will be provided to those staff members who are highly involved in volunteer management.

5.6 Volunteer Involvement in Staff Evaluation

Examination of their effective utilization of volunteers may be a component in the evaluation of staff persons who are assigned to work with volunteers. In such cases, supervisors should ask for the input and participation of volunteers in evaluating staff performance.

5.7 Staff Involvement in Volunteer Evaluation

Affected staff should be involved in all evaluation and work assignments of volunteers with whom they are connected.

5.8 Lines of Communication

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments.

Accordingly, volunteers should be included in and have access to all appropriate memos, materials, and meetings relevant to the work assignments. To facilitate the receipt of this information on a timely basis, volunteers should be included on all distribution schedules and should be assigned a site or mailbox for receipt on information distributed in their absence. Primary responsibility for ensuring that the volunteer receives such information will rest with the direct supervisor of the volunteer.

Lines of communication should operate in both directions, and should exist both formally and informally.

Volunteers should be consulted regarding all decisions which would substantially affect the performance of their duties.

5.9 Absenteeism

Volunteers are expected to perform their duties on a regular scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform their supervisor as far in advance as possible so that alternative arrangements may be made.

5.10 Substitution

Volunteers may be encouraged to find a substitute for any upcoming absences which might be filled by another volunteer. Such substitution should be taken following notification to the supervisor and care should be taken to find a substitute who is qualified for the position. Substitutes may only be recruited from those who are currently enrolled as volunteers with the Feather River Rail Society.

5.11 Standards of Performance

Standards of performance shall be established for each volunteer position. These standards should list the work to be done in that position, measurable indicators of whether the work was accomplished, and appropriate timelines for accomplishment of the work. Creation of these standards will be a joint function of staff and the volunteer assigned to the position, and a copy of the standards should be provided to the volunteer along with a copy of their job description at the beginning of their assignment.

5.12 Evaluations

Volunteers shall receive periodic evaluations to review their work. The evaluation session is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the Feather River Rail Society, to convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in that position. Evaluations should include both an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected.

The evaluation session is an opportunity for both the volunteer and the Feather River Rail Society to examine and improve their relationship.

5.13 Written Basis for Evaluation

The position description and standards of performance for a volunteer position should form the basis of an evaluation. A written record should be kept of each evaluation session.

5.14 Staff Responsibility for Evaluation

It shall be the responsibility of each staff person in a supervisory relationship with a volunteer to schedule and perform periodic evaluation and to maintain records of the evaluation.

5.15 Corrective Action

In appropriate situations, corrective action may be taken following an evaluation. Examples of corrective action include the requirement of additional training, re-assignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

5.16 Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the Feather River Rail Society or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisors and officers.. Prior to dismissal of a volunteer, supervisors should seek the consultation and assistance of the Volunteer Program Manager. In any case the dismissal of a volunteer will not affect their membership in the Feather River Rail Society unless there is a violation of the bylaws of the society.

5.17 Reasons for Dismissal

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of Feather River Rail Society equipment or materials, abuse or mistreatment of the general public, volunteers, or co-workers, failure to abide by Feather River Rail Society policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

5.18 Concerns and Grievances

Decisions involving corrective action of a volunteer may be reviewed for appropriateness. If corrective action is taken, the affected volunteer shall be informed of the procedures for expressing their concern or grievance.

5.19 Notice of Departure or Re-Assignment of a Volunteer

In the event that a volunteer departs the Feather River Rail Society, whether voluntarily or involuntarily, or is re-assigned to a new position, it shall be the responsibility of the Volunteer Management Department to inform those affected departments, staff and clients that the volunteer is no longer assigned to work with them. In cases of dismissal for cause, this notification should be given in writing and should clearly indicate that any further contact with the volunteer is outside any scope of relationship with the Feather River Rail Society.

5.20 Resignation

Volunteers may resign from their volunteer service with the Feather River Rail Society at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

5.21 Exit Interviews

Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have to improving the position, and the possibility of involving the volunteer in some other capacity with the Feather River Rail Society.

5.22 Communication with the Volunteer Management Department

Department Heads, Supervisors and Staff who are supervising volunteers are responsible for maintaining regular communication with the Volunteer Management Department on the status of volunteers, and are responsible for the timely provision of all necessary paperwork to the Department. The Department should be informed immediately of any substantial change in the work or status of a volunteer and should be consulted in advance before any corrective action is taken.

5.23 Evaluation of Feather River Rail Society Volunteer Utilization

The Volunteer Management Department shall conduct an annual evaluation of the utilization of volunteers by the Feather River Rail Society. This evaluation shall include information gathered from volunteers, department heads, supervisors and staff.

Volunteer Support and Recognition

6.1 Reimbursement of Expenses

Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for the Feather River Rail Society. All reimbursements must be submitted on reimbursement forms and approved by the President, prior to the submission to the treasurer and/or bookkeeper for payment. The Volunteer Management Department shall distribute information to all volunteers regarding specific reimbursable items. Prior approval must be sought for any expenditure.

6.2 Access to Feather River Rail Society Property and Materials

As appropriate, volunteers shall have access to Feather River Rail Society property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be utilized only when directly required for Feather River Rail Society purposes. This policy includes access to and use of Feather River Rail Society vehicles.

6.3 Insurance

Liability, Accident and Health Insurance is **not** provided for any volunteers engaged in Feather River Rail Society business. Volunteers are Encouraged to consult with their own insurance agents regarding the extension of their personal insurance to include community volunteer work.

6.4 Recognition

An annual volunteer recognition event will be conducted to highlight and reward the contribution of volunteers to the Feather River Rail Society. Volunteers will be consulted and involved in order to develop an appropriate format for the event.

6.5 Informal Recognition

All staff and volunteers responsible for volunteer supervision are encouraged to undertake on-going methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from simple "Thank You's" to a concerted effort to include volunteers as full participants in program decision making and implementation.

6.6 Volunteer Career Paths

Volunteers are encouraged to grow and develop their skills while serving with the Feather River Rail Society, and are to be assisted through promotion to new volunteer jobs to assume additional and greater responsibilities. If so desired by the volunteer, the Feather River Rail Society should assist the volunteer in maintaining appropriate records of volunteer experience that would assist the volunteer in future career opportunities, both paid and volunteer.

6.7 Staff Recognition

The Volunteer Management Department shall design a program for recognition of staff who work well with volunteers and shall consult with volunteers to identify appropriate staff to receive such awards

References

1. Policies and Procedures
2. Department Procedures
3. Conflict of Interest Policy
4. Code of Conduct