

# Feather River Rail Society

## Western Pacific Railroad Museum



## Members and Volunteers

### **General Information and Training Manual**

# TABLE OF CONTENTS

<b>Part I</b> .....	<b>3</b>
Welcome Letter.....	3
WELCOME.....	4
Mission Statement.....	5
<b>Part II</b> .....	<b>7</b>
<i>VOLUNTEER POLICIES AND PROCEDURES</i> .....	7
I.    Introduction:.....	7
II.   GENERAL SAFETY RULES:.....	8
III.  Chain of Command.....	9
IV.  Benefits to the Volunteer.....	10
V.   Volunteer Acceptance, Discipline, Dismissal and Resignation and Term of Service.....	11
VI.  Volunteer Conduct and Personal Appearance.....	14
VII. Record Keeping.....	18
VIII. Break Time and Volunteer Lounge.....	18
IX.  Grievance Procedure.....	21
X.   Health and Safety.....	21
XI.  Evaluations and Standards of Performance.....	22
XII. Amendments to Volunteer Policies and Procedures Manual.....	24
XIII. Policies and Procedures.....	24
XIV. Volunteer Code of Ethics.....	24
<b>Part III</b> .....	<b>25</b>
<i>Required Documents</i> .....	25
<b>Part IV</b> .....	<b>25</b>
<i>Radio Use and Operation:</i> .....	25
<b>Part V</b> .....	<b>26</b>
<i>Railroad Safety and Movement of Equipment:</i> .....	26
<b>Part VI</b> .....	<b>28</b>
<i>Emergency Response Procedures:</i> .....	28
<b>Part VII</b> .....	<b>30</b>
<i>Visitor and Guest Conduct:</i> .....	30
Dealing with Visitors:.....	31
Quality of Service Techniques:.....	32
Promoting the FRRS and the Museum:.....	32
<i>Telephone Procedures:</i> .....	33
<b>Part VIII</b> .....	<b>33</b>
<i>Lost and Found:</i> .....	33
<i>Museum and Yard for the Visitor:</i> .....	34
<b>Conclusion:</b> .....	<b>34</b>

# Part I

## Welcome Letter

Dear Volunteer,

Welcome to the Feather River Rail Society, Inc., home to the Western Pacific Railroad Museum (WPRM). 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 (FRRS) 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 Run-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 welcome you again 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 railfans 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 organization.

A nine-member board of directors controls the overall operation of the FRRS and the Western Pacific Railroad Museum at Portola (WPRM). The voting members of the organization elect the board. The board selects the FRRS's President, Vice President, Secretary, Treasurer and various staff positions. The President appoints several other position and department heads. The board of directors meetings are open to all members and are held once a month at the museum or other location announced.

All departments rely extensively on volunteers.

The FRRS and the museum obtain their funding from visitor admissions, train ride fares, sales of museum store materials, Run-a-Locomotive rentals 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 (Active, Sustaining, Family, Life or Family Life), age 18 or older. We have a special “Junior Train Service” program for 16- to 18-year-old members. Please contact the Operating Department for additional information about this special program.

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 departments 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 (or members in training) 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 have their copy of the current Operating Department Entrance and Service requirements book available for inspection along with 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 disability.

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 (or above) member of the Feather River Rail Society.

Members and volunteers are our primary contact with our guests and passengers and are 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 guests and passengers on trains at the museum and have been compiled from several sources for use by the Feather River Rail Society.

## **II. 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 website, under Operating Department, Crew Training Material, SAFETY (100), 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 version of the Feather River Rail Society-Western Pacific Railroad General Code of Operating Rules book can be downloaded from the Feather River Rail Society website, 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 and the General 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 and 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 and 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 proper authority imminently. Members/volunteers must not attempt to repair or alter any equipment unless authorized to perform the work.

All members and volunteers must be familiar with and obey all rules and instructions.

All volunteers must attend all required safety and instruction meetings. If in doubt as to the meaning of any rule or instruction, the volunteer should obtain clarification from the proper authority.



All members and 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. Members and 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 and volunteers in their dealing with the public, or each other. Boisterous, profane, or vulgar language is forbidden. Members and volunteers must not enter into altercations, play practical jokes, scuffle, or engage in horseplay while on museum property or representing the Feather River Rail Society.

### **Hours of Operation**

Museum schedule and hours of operation are posted on the society website.

### **Volunteer Status**

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

### **Position Titles**

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

### **Position Descriptions**

There are several positions available for volunteers. Please check the website for position descriptions.

## **III. 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 has 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.

Any volunteer can 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 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.

#### **Organizational Chart – Chain of Command:**

See website for current organizational chart or ask for a copy.

#### **IV. 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
- ◆ Discount on museum store merchandise depending on membership level
- ◆ *The Train Sheet*, the society newsletter
- ◆ *The WESTERN PACIFIC Headlight*, the society's historical magazine
- ◆ Use of research library
- ◆ Free or reduced admission to special seminars and events
- ◆ Résumé building material and/or a work reference
- ◆ Opportunity to make friends and socialize
- ◆ Development of museum skills through volunteer training and continuing education

**V. 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, hours of availability, special skills and emergency contact person). This application will remain on file at the museum.

Additional documents may also be 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 the 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, the candidate will not be invited to join the organization.

**Background Check Selection Criteria:** While the museum would like to accommodate everyone 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 are not 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 acceptance into the volunteer program.

2) Interview

The potential candidate may be interviewed either in person or by telephone by the Museum Volunteer Manager, General Superintendent 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 résumé 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 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 them for a specific volunteer position. Orientations may be conducted in a group setting at the discretion of the Museum Volunteer Manager, General Superintendent 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, General Superintendent 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 be completed and filed prior to the applicant becoming a volunteer. These documents include:

- 1) Proof of current membership in the FRRS
- 2) Volunteer Application form
- 3) Emergency Contact Information form
- 4) Permission to Research Criminal History form (if needed)
- 5) Volunteer Manual (this document) and Volunteer policies Disclosure Statement
- 6) Medical History Disclosure Statement and Release (required if applicant is a minor)
- 7) Hold Harmless Agreement (General Release)
- 8) 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 requirements. If not, repositioning or termination may occur. The volunteer may also evaluate how the Museum experience is fulfilling the volunteer's 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 initiated.

### **E. Discipline Procedures and Corrective Actions**

Volunteers are required to follow all rules, regulations and ethical standards set forth by the FRRS. Verbal and written notifications and warnings for violations 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 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 department head, FRRS President and the General Superintendent. 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
- Failure to perform satisfactorily assigned duties

In cases of possible dismissal, no volunteer will be terminated until the volunteer 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, General Superintendent or department head and kept on file in order

for the FRRS to continually improve the 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 a 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.

## **VI. 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 the 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, the 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 the duties for which they have signed up. If an absence is expected, the volunteer shall

notify the proper authority 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 authorization from proper authority. If a member/volunteer cannot 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 the place where most volunteers can sign up for service to the museum. Special arrangements can be made for volunteers without web access, please ask for additional information.

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

2) Alcohol Policy (may be viewed on the society website or ask for a copy)

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 (may be viewed on the society website or ask for a copy)

4) Smoking Policy (may be viewed on the society website or ask for a copy)

5) Harassment and Sexual Harassment

A respectful work environment is essential to all paid and non-paid workers. WPRM and the FRRS does 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.

6) 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.

7) Conflict of Interest

No one who has a conflict of interest with the WPRM 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.

8) 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 or General Superintendent when not performing director responsibilities.

9) Americans with Disability Act (ADA)

While every effort is made to support all visitors to the museum, there are areas that are not accessible as this is a working railroad museum.

10) Additional Items

All members and 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 and volunteers must not appropriate Feather River Rail Society 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 and 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 and volunteers must familiarize themselves with rules and instructions issued in the interest of fire protection. Members and 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. Smoking is prohibited in all shop areas. All volunteers must observe the society's smoking policy. Additional restrictions may be issued by the proper authority when local fire conditions are dangerous.

## **B. Personal Appearance**

Volunteers are often the first people, or the only people, museum visitor's 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 museum store 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.

Good personal hygiene is 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.

## **C. UNIFORM FOR CERTAIN MEMBERS/VOLUNTEERS:**

All 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 as appropriate while on duty:

1. Eye protection glasses (when necessary)
2. Feather River Rail Society shirt (varies with duties performed)
3. Feather River Rail Society hat (varies with duties performed)
4. Wrist or pocket watch
5. Small pocket flashlight
6. High top boots
7. Work gloves
8. Other equipment as deemed necessary for duties performed

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

## VII. 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.

 <b>FEATHER RIVER RAIL SOCIETY OPERATING DEPARTMENT PERSONAL WORK REPORT</b>		
NAME: <u>Kerry Cochran</u>		
DATE	WORK PERFORMED	TIME CONSUMED
8-11-17	Travel to Museum	4 1/2
	Travel Other	
8-12-17	Board Meeting	2 1/2
8-12-17	Staff Work or Museum Business	1
	Training	
	Operating Department Records	
	Train Crew	
8-12, 8-13, 8-17	Historical/Archive	14
	Track Work	
	Restoration Work	
	General Clean Up	
8-14-17	Travel Home	5 1/4

DID YOU HAVE ANY DIFFICULTIES, OR PROBLEMS ? IF YES, PLEASE EXPLAIN:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

COMMENTS, NOTES:

\_\_\_\_\_

\_\_\_\_\_

SIGNATURE: Kerry Cochran

KDC - FRRS Personal Work Sheet.xls rev. 2 6/2017

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.

## VIII. 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 Lounges**

The museum has two lounges for use by volunteers.

The primary 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, personal computer with internet access and a TV with DVD player.

Located in the primary 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.

The second volunteer lounge is located in the railroad yard and is know 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.

## **C. Food and Drink**

Food and drink is not necessarily restricted to the volunteer lounges 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 or the FRRS, there are times when several of our volunteers 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 bases. To use the sleeper car, you **must** make arrangements with the museum management or a designated person that would handle the sleeping car. There is a sleeper sign up tool on the society website.

## **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 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**

[The museum site map is available on the society website or ask for a copy.](#)

## **I. Volunteer Communications**

There is a Volunteer Communications Policy. The policy can be downloaded from the FRRS website 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 designee, regardless of who the media representative is or whom the representative represents or how innocuous the request.
- All media contacts are to be handled by the chief executive, (President) or designee, regardless of who the media representative is or whom the representative 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 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.

## **IX. 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 director. If a satisfactory resolution is not reached within one 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 two working months of its presentation, the matter may be referred to the entire board.

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

## **X. 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 or guardian meet with the Volunteer Manager or department head 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 proper authority immediately.

### **B. Professional Medical Staff:**

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

### **C. 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.

### **D. Safety**

The policy of FRRS is that Safety is of the utmost important to all volunteers and visitors. There is a safety briefing every day that trains are in operation, 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 are available on the society website.

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

### **E. 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 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.)

## **XI. 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, General Superintendent 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.

## **XII. Amendments to Volunteer Policies and Procedures Manual**

The Volunteer Manager or General Superintendent 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.

## **XIII. Policies and Procedures**

The FRRS and the WPRM have 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 are posted on the FRRS website and a copy is kept at the museum for reference. You may also ask for a printed copy at the museum.

## **XIV. 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 similar institutions. The code of ethics may be viewed on the FRRS website.

### **CODE OF ETHICS:**

The ethical principles outlined in the FRRS 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 “FRRS Code of Ethics” is a separate document approved by the Board of Directors. It is available to members and volunteers.

## Part III

### Required Documents

The following forms and materials are available on the society website or by request:

- Criminal History Check (when required)
- Hold Harmless Agreement - Adult
- Hold Harmless Agreement - Youth
- Medical Disclosure and release - Adult
- Medical Disclosure and release – Youth
- Release of Liability - Volunteer
- Volunteer Application
- Volunteer Manual Disclosure

## 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.

A radio Sign-Out/Sign-In log shall be kept in the radio locker for the purposes of assigning a radio to a volunteer and/or staff member.

You may view the Radio Policy on the website or ask for a copy.

## **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 six 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, must 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 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 store 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 at the main entrance to the museum.**

## 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 but 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 anirate 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 museum 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, museum store 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 museum store 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 knows there is a message waiting for another member or volunteer.

Be sure to include, who called, 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 museum store when found. Missing items should be reported to the museum staff or museum store worker.

Museum store 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:**

A map of the museum layout is available on the society website or ask for a copy.

## **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.

## Revision History

R3 1/2/2017 – KDC  
R3a 1/14/17 – Paul Finnegan  
R4 11/9/2017 – KDC  
R-5 4-1-2018 - KDC