

**FEATHER RIVER RAIL SOCIETY
AGENDA REPORT**

DATE: 09/07/2016
TO: Board of Directors
FROM: Kerry Cochran
MEETING: Sept. 10, 2016
ITEM: New Business 7
SUBJECT: Volunteer Program
Volunteer Manual

Discuss Volunteer Program and Actions needed

ACTION: Review this meeting, Consensus Direction

ADD TO THE VOLUNTEER MANAUL

Telephone Protocol

Americans with Disability Act

Sexual harassment Policy

Alcohol Policy

Substance Abuse Policy

Organizational Chart and/or Chain of Command

Quality of Service Techniques

Yard for the Visitor

Equipment and Rolling Stock Information (Locomotives, Cars and other artifacts)

Emergency Evacuation and/or meeting location

Volunteer Record/Check List (Things that are needed)

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

Volunteer Orientation

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.