

RAILWAY MUSEUM OF EASTERN ONTARIO

Volunteer Guide



Smiths Falls Railway Museum Corporation
Railway Museum of Eastern Ontario
Updated: July 23, 2015

The following document aims to act as guide to all volunteers in respect to their efforts and conduct while at the Railway Museum of Eastern Ontario (RMEO). The museum depends on volunteers to operate and as such developing, growing and appreciating a volunteer base is of the utmost importance to the continued success and growth of the museum.

New Volunteers

New volunteers may contact the volunteer coordinator (info@rmeo.org) or checkout the Volunteer link on the RMEO website (www.rmeo.org) for the *Volunteer Application form*. Once the form is received and reviewed, an initial site orientation and interview will be arranged. References and a Police Records check may be required depending on the roles and responsibilities to be taken on by the volunteer. Applicants under the age of 16 will be required to obtain written consent from a parent or guardian.

Once the initial application process is complete, a second orientation will be setup. This will include job specific training which can either be directed by the project lead, museum staff or experienced volunteers. The tasks being undertaken must align with the *Suggested Priority Projects*, as established by the museum Board. This is to avoid counter-productive work, duplication of labour and other conflicts. Volunteer who will be working with artefacts from the RMEO's collection must be trained in proper handling procedures by a qualified staff member.

Undertaking a Project

In order to improve efficiency and coordination, a new system has been setup regarding volunteer projects. The main component of this new system is the *Project Lead*. This is a volunteer who has opted to take on the role of a project and who has the necessary skills, knowledge and experience to complete the project. This person will coordinate the efforts of volunteers by assigning tasks and overseeing the progress. The *Project Lead* will also be the main contact for this project. Volunteers wishing to take part, must coordinate with the *Project Lead*.

Volunteers wishing to take on the role of *Project Lead* should select a priority project and submit a short-written proposal to the museum board. The proposal should include:

- Why they wish to undertake the project
- Their relevant skills and abilities
- A plan outlining the steps to completion of the project

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Once the *Project Lead* has been approved, they can assemble the project team consisting of volunteers with the required skillset to complete the project.

The board or staff of the RMEO may contact the *Project Lead* for updates or information. The *Project Lead* should also send any information or requests related to the project to the museum board or staff.

Artefacts and Site Care

Volunteers working on a project on RMEO grounds should take care to keep the surrounding area as clean as possible. Tools, materials and especially artefacts should be properly stored when not in use. This is not only to keep the facility cleaner and maintain its appearance, but to prevent any safety issues for staff, volunteers, visitors and prevent damage to artefacts. While a completely clean site is not always possible with major projects, site appearance and safety should remain the goal.

Conduct and Dismissal

Volunteers are the face of the RMEO. Therefore, they must conduct themselves in a respectful, courteous and professional manner while interacting with members of the public, museum staff and other volunteers. Harassment, abuse or misconduct of any nature will not be tolerated and may result in the volunteer's dismissal.

Volunteers may be dismissed if they cannot fulfill their commitments, if their conduct does not meet expectation, or if they act against the better interest of the RMEO.

Volunteer Recognition

The RMEO will hold a volunteer appreciation dinner or luncheon during the year. The Curator will also provide written references should they be requested. Any volunteer who would like their project featured on the RMEO's website (with approval) should contact info@rmeo.org.

Volunteer Guide review

I, _____,
Volunteer Name (please PRINT)

have read, understood and agree to adhere to the Volunteer Policy Guide of the Railway Museum of Eastern Ontario.

Volunteer Signature

Date