

Volunteer Policy

1) Mission and Key Goals

The mission of the NASHVILLE STEAM PRESERVATION SOCIETY is to preserve our history by restoring and operating relevant historic railroad equipment for the purposes of education, tourism, and goodwill to and for METRO NASHVILLE.

- **Preserve** historic artifacts to ensure future generations can know and experience them.
- **Restore** historic artifacts to operation for the general public's enjoyment and education.
- **Partner** with Metro Nashville Parks to provide excursion train tickets for sponsored underprivileged children's programs.
- **Bolster** the Entertainment Industry to utilize the equipment in films, videos, and television production.
- **Provide** a safe, enjoyable, and educational experience in a visitor and family friendly environment.
- **Create** and grow public support and awareness.
- **Educate** about the important historical significance of the Nashville railroads and the preserved artifacts in the collection.
- **Operate** special trains in connection with Nashville, Metro Parks, and other local venues as well as creating special events utilizing the equipment in operation and display.
- **Engage** the community through outreach to encourage volunteer participation and to provide hands on technical trade training for welding, machining, and mechanical comprehension.

2) Purpose

NSPS is reliant on the skills and time of the many volunteers who are crucial for the Organization to achieve its mission. NSPS seeks to involve volunteers with a wide range of skills, knowledge, and life experiences that will accept a range of challenging opportunities according to the Organization's needs. Our regular activities are to care for, rehabilitate, and operate our equipment and artifacts; to collect and care for objects which illustrate the diverse industrial and transportation heritage; to bring the past to life through operating our machinery; and provide a range of interpretation techniques and educational programs.

3) Role and Scope of Volunteers

Each volunteer will be assigned a particular role or roles based upon their interests and the needs of NSPS. Roles may form part of short term or long term projects, be part of a general volunteering opportunity, or be specific to a particular volunteer. Roles may change over time depending on the volunteer's skills and the needs of the Organization.

4) Minimum numbers required

The minimum number of volunteers required to successfully meet the goals of the Organization will vary to meet the restoration or operations requirements at that time. When scheduled, it is critical to show up or give ample notice if you will not be able to attend so that the position can be reassigned.

5) Recruitment

A genuine effort will be made to recruit and select volunteers from a broad range of backgrounds and experiences to represent the Organization's community. We will use appropriate means to advertise for volunteers that take into account the principles of Equal Opportunities as outlined by Law and in the Bylaws. Selection of volunteers will be based on actual requirements and pre-determined screening measures. If the role requires substantial training, the Organization will encourage long-term commitment from the volunteer where possible, which helps to ensure that the placement is mutually beneficial. Volunteers will be asked to sign the NSPS Volunteer Agreement. The Agreement is binding in honor only, and is not intended to be a legally binding contract between the Organization and the Volunteer. The Volunteer Agreement may be cancelled at any time at the discretion of either party. Neither party intends any employment relationship to be created either now or at any time in the future.

We will recruit through the following means:

- Word of mouth/recommendations from our current volunteers;
- Through similar organizations related to technology, industrial and transportation heritage; - Through Universities and Tech Schools where students are encouraged to volunteer as part of their studies;
- Through posting recruitment notices online on our *website* www.nashvillesteam.org ;
- Through local union halls to attract highly skilled, retired trades people

6) Volunteer Expectations and Rights

NSPS believes that all volunteers have expectations of their role or roles and that every attempt must be made by the Volunteer, Supervisor, Staff, and Contractors to uphold those expectations.

Therefore, all volunteers can expect:

- To be treated with dignity and respect;
- To be utilized productively and effectively;
- A safe, supportive, and positive environment;
- To receive proper information, training, and assistance to be able to meet their volunteering responsibilities;
- To be kept informed about the developments and opportunities at the Organization;
- That voluntary roles will address the mission of NSPS and involve volunteers in meaningful ways, reflecting their various abilities and backgrounds;
- That NSPS follows its current policies and procedures on Equal Opportunities, Child and Vulnerable Adult Protection, Health and Safety, Complaints, and Data Protection and Privacy. Copies of these and all future policies will be made available to all volunteers;
- To be recognized for their valuable contribution to NSPS.

7) Volunteer Responsibilities

Volunteers are essential to the running of the Organization. Therefore, NSPS expects volunteers to:

- Perform their role or roles to the best of their ability;
- Support our aims and objectives and act as a responsible representative of the Organization;
- Be willing to learn;
- Accept supervision from other Volunteers, Staff, or from Contractors;
- Work co-operatively with others and treat them with respect;
- Follow our current policies and standards in this Volunteer Policy and in the Equal Opportunities, Child and Vulnerable Adult Protection, Health and Safety, Complaints, and Data Protection and Privacy Policies, and any other policies that may be made in the future, and which will be made available to them;
- Aim to meet the time commitments and standards which have been mutually agreed to and to give reasonable notice so other arrangements can be made when this is not possible;
- Promptly contact the Volunteer Coordinator if they have any new ideas, proposals, difficulties or concerns with their role or roles.

8) Volunteer Attendance and Time Commitment

- Volunteers are encouraged to work 8 hours per calendar month or 96 hours per year.
- Volunteers must attend at least one volunteer safety meeting per year, although two are held, and it is recommended that volunteers participate with both meetings. These meetings occur in February and September and are scheduled (1) month in advance. Volunteers will be notified via in person, e-mail, or by phone.
- Volunteers who do not attend a minimum of one volunteer meeting or work session in a calendar year will be required to attend a safety meeting before reactivation.

9) Work Environment

- Volunteer tasks require extensive public interaction. Volunteers should be comfortable speaking with individuals, small and large groups of all ages, backgrounds, and genders.
- Volunteers work with people of diverse backgrounds and at times special needs. Volunteers are expected to interact with everyone in a fair, polite, and respectful manner.
- Volunteer activities take place in both indoor and outdoor conditions. Outdoor activities can take place in all weather conditions (heat, cold, rain, snow, etc.)
- Volunteer activities can require lifting, climbing, reaching, carrying, walking, and standing for extended periods in all environmental conditions, both indoors and outside.
- Children and other family members or friends are not allowed to accompany volunteers while performing volunteer duties, attending classes or meetings unless they are also, at minimum, a NSPS Member.

10) Work Attire and Personal Protective Equipment (PPE)

- Volunteers are required to wear approved work apparel. Ripped, torn, frayed, and soiled or heavily stained clothing should not be worn while performing volunteer duties. Long pants such as blue jeans or overalls should be worn while performing volunteer duties of repair, restoration, or operations. Some tasks will require long sleeve shirts. Some jobs will require an alternate uniform (e.g. car hosting).
- Clothing that depicts inappropriate or suggestive material such as drugs, alcohol, political or sexual in nature shall not be worn while conducting duties as a volunteer for NSPS.
- Volunteers must wear the proper Personal Protective Equipment (PPE) based upon the task or duty assigned. Volunteers will be responsible for providing their own gloves, work

boots, and safety glasses. Hearing protection and hard hats (as required), safety vests, and welding and cutting PPE will be provided other than welding hoods.

- Work boots will be required that are leather, provide proper ankle support, and have a defined heel. Safety toes, whether steel or composite, are required.
- Safety glasses should be equipped with side shields.

11) Public Demeanor

- Volunteers are public service ambassadors and are expected to be friendly, courteous, and represent the Organization in a positive, professional and supportive manner at all times.
- Smoking or the consumption of or being under the influence of alcohol or drugs is NOT permitted while on the Organization's grounds or while engaged in any related activities.

12) Nature of Work Relationship

- Volunteers are not considered an employee for any purpose.
- Selection of individuals for the volunteer program is not influenced or affected by race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law unless a condition exists which prevents a prospective volunteer's safety or the safety of others.
- Volunteering should not be considered as a step toward Organization employment
- Volunteers are not protected from liability for acts performed outside the scope of responsibilities, criminal acts, or civil rights violations.
- All volunteers are subject to informal evaluation and their work also may be evaluated formally.

13) Financial Commitment

- Volunteers are required, at minimum, to be a NSPS Member of the Organization. There will be a minimum required annual (\$30) contribution to cover the cost of insurance to protect the Donor and the Organization, PPE material, and Training class materials. All Donors 18 years old or older, before being considered, are required to also pay an initial \$40 fee for the required background check service, Verified Volunteer (www.verifiedvolunteers.com), as part of the Application and Screening Process. Payment will be due at the time of the background check service. The results are emailed to the Organization for acceptance, at which time the Organization will contact the Volunteer Applicant.
- Uniforms when required such as Car hosts or Engine Crew.

- PPE such as safety boots, safety glasses, and gloves.

14) Application and Screening Process

Each potential volunteer will be asked to complete a short application form (please see Appendix C of this document). Help can be provided with this if necessary. Applicants under the age of 18 years but no less than 16 must provide a signed letter from a parent or guardian to give consent for the applicant to volunteer with the Organization. Any applicants of the ages of 14 or 15 must be accompanied by a parent or legal guardian to participate in any activities whom are also, at minimum, a NSPS Member in good standing.

The Organization requires that volunteer applicants must provide a reference. Suitable referees include, but are not limited to: a member of government, Minister of Religion, a professionally qualified person (e.g. doctor, engineer, lawyer. Etc.), bank officer, employer, co-worker, director of another organization with which they volunteer, or any NSPS Director, Advisor, Staff, Contractor, or other Member; and who has known the potential volunteer for at least 2 years; and who is not a relative ('relative' includes partners, in-laws and step-parents).

We will ask volunteer applicants applying for any roles, who are 18 years old or older, to agree to a criminal background check. NSPS does not accept background checks that are not provided by an NSPS approved background check firm or source.

15) Informal Interview

Volunteer Candidates will be asked to an informal interview to determine their interests and suitability.

A volunteer may not be accepted if:

- They refuse to acquire a Criminal Background check or fail a Criminal Background check.
- References do not endorse the applicant.
- Parents/guardians do not provide a consent letter for applicants under 18 years old.

If accepted, volunteers will be placed within the Organization based on their skills, assignment preferences and the needs of the Organization.

16) Induction

To ensure that each volunteer understands their roles, the contribution they can make to the Organization's goals, and so that they can fulfil their roles safely and effectively, they will receive a full induction prepared and delivered by the Volunteer Coordinator prior to engaging in any hands-on activities.

This will cover a range of issues, including:

- A brief history of the Organization, its work and the wider context.
- The role of the volunteer within the Organization.
- A tour of the site.
- Introduction to other volunteers, particularly project supervisors.
- Management structure and supervision.
- Expectations and requirements in relation to the Organization's policies including this Volunteer Policy, Health and Safety Policy, Child and Vulnerable Adult Protection Policy, Equal Opportunity and Anti-Harassment Policy, Complaints Policy, and Data Protection and Privacy Policy. This refers to safety of our guests, first aid procedures, emergency procedures, and not to operate any machinery or equipment without full training.
- Practical arrangements such as parking, toilets, refreshments.
- Signing in logbook or program to log individual volunteer hours.
- Key contact details.
- Dress code, including PPE (personal protective equipment).

The induction will include a written checklist to be signed off by the volunteer and the Volunteer Coordinator to ensure everything is covered (please see Appendix A of this document). After the Induction the volunteer will be asked to sign a Volunteer Agreement and Liability Waiver (please see Appendix B of this document).

17) Training

Training will be provided that is specific to the volunteer's role, desire, and ability. Where possible this will be provided by the Volunteer Coordinator, CMO, project foreman, direct supervisor, and/or existing volunteers.

Where necessary, external training consultants may be used. If the training course is held at the location of an external training provider, the volunteer will be responsible for out-of-pocket expenses incurred for travel to and from the training location.

Volunteers will be trained and challenged in their interests, if possible, to fit in with the requirements and needs of the Organization.

Training to include but not limited to: Basic mechanical comprehension, hand tool operation, machinery operation, torch cutting, welding, pipefitting, metal fabrication, machining, boiler repair, grant writing, admin, marketing, and public relations.

18) Supervision and support

Volunteers will receive ongoing supervision and support appropriate to their role from a named supervisor, the CMO, the project foreman, and/or the Volunteer Coordinator. One of these individuals will hold informal discussions with volunteers after the start of their volunteering, and periodically thereafter, to chat about their progress and volunteering experience.

19) Equal Opportunities and Diversity

The Organization believes in the dignity of all people and their right to respect and equality of opportunity. We value the strength that comes from difference and the positive contribution that diversity brings to our organization. As a service provider and public charity, we aim to eliminate prejudice and discrimination, and to promote and build good relations between different groups. Volunteers are thus expected to abide by this Policy.

20) Health and Safety

NSPS has a commitment and obligation to promote and safeguard the health, safety and welfare of its visitors, staff, volunteers, contractors and others who are, or may be, affected by our activities. NSPS will undertake risk assessments of agreed activities for volunteers. A copy of NSPS's Health and Safety Policy will be provided. All volunteers are expected to conduct themselves in a safe and responsible manner and not put themselves or others at risk of injury.

Volunteers will report any accident/incident or dangerous activity to the Volunteer Coordinator, or those in a supervisory role on site, and/or the Chief Mechanical Officer, as soon as possible.

21) Insurance

NSPS will maintain a Liability Insurance Policy for the protection of the Volunteers and the Organization. Volunteer's personal effects are not covered. By signing this Volunteer Policy, Volunteers acknowledge and confirm they will indemnify the Organization in the event of personal injury or damage to their personal property due to the Volunteer's neglect.

22) Sustainable Development

NSPS recognizes that its activities can impact on the environment in several ways. We are committed to achieving improvement in reducing this impact. We also believe that the Organization's collections can provide stimulation for environmental education and we are committed to using them as such.

Volunteers will be asked to:

- Use materials which are as far as possible environmentally friendly
- Adopt good housekeeping practices for recycling and disposing of materials used
- Monitor energy use and adopt housekeeping practices which reduce waste
- Monitor water use and adopt practices which reduce waste and contamination
- Use our collections to stimulate discussion on environmental issues

23) Problem-Solving

It is important for volunteers to enjoy making their contribution to the Organization, and for the Organization to maintain a high standard of service. NSPS aims to resolve any problems that arise during volunteering in a fair, transparent, and timely manner. Problem solving techniques and education will be provided by other Volunteers, Supervisors, Staff, and/or Contractors.

It is hoped that, with an effective induction, training and support system for volunteers in place, most problems that arise will be minor and can be resolved quickly and informally. In order to facilitate this, volunteers are encouraged to discuss any problems they experience in their roles with the Volunteer Coordinator, or other supervisor, at the earliest opportunity.

24) Complaints

It is the purpose of NSPS to mitigate complaints by acting in a timely and professional manner towards resolution. The Complaints Policy outlines procedures that shall be taken upon a formal complaint. Formal complaints should be reported to managers and/or a director of the organization.

25) Confidentiality

All volunteers are expected to ensure the security of the Organization's business, property, personnel, and other volunteers. If there is a suspected breach of confidentiality, a volunteer may be asked to cease volunteer activity pending an investigation.

All volunteers can expect the Organization to respect their privacy, this includes their health status, contact information, and demographic data collected in our records. Only the Board of Directors and Management who require this information to conduct their responsibilities will have access to this information and it will not be entrusted with a third party unless explicit permission is granted from the volunteer.

Any informed volunteer may supply information on hours of operation, admission rates, ticket fares, and activities to anyone who enquires. Volunteers who will have contact with the public will be provided with this basic information by the Volunteer Coordinator.

26) Data Protection

Personal data about volunteers will be stored securely and shall not be given out to third parties without expressed written consent and permission of the volunteer. (Please refer to the Data Protection and Privacy Policy)

27) Voluntary ending of service

If a volunteer leaves the Organization, we will thank them for their service and voluntary efforts. The Volunteer Coordinator will arrange an informal exit meeting with the volunteer to understand why they are leaving the Organization.

28) Volunteer Handbook

A copy of this Volunteer Policy and all current and applicable policies will be always made available for volunteer for consultation.

29) Consultation and Review

The Organization will regularly review and update this Volunteer Policy for the benefit of all its staff and volunteers through consultation with them. At any time, a Volunteer can request a meeting with the Volunteer Coordinator, CMO, or other Staff Supervisor to be held at the earliest practical time for any reason that may or may not be included in this Volunteer Policy.

30) Social Media, Web Forums, and any other web postings

All volunteers are encouraged to promote both the organization and their work with the organization through web forums and social media sites such as Facebook, Twitter, Instagram, Discord, etc. However, volunteers must use discretion when posting about specific work being conducted on the equipment so that NSPS retains control of what is being released to the public. Volunteers must not share information with family, friends, or colleagues nor post on social media, web forums, and any other web postings about specific events when requested not to do so. (Please refer to the NSPS Communications Policy)

Appendix A: Volunteer check list

NAME: _____

AVAILABILITY: _____

Task	Date completed
An NSPS Donor in good standing	_____
Filled out and signed the Volunteer Application	_____
Emergency Contact Provided	_____
Is a consent letter required? (Y/N) _____	
Signed the Volunteer Agreement	_____
Participated in an interview	_____
References were checked	_____
Criminal Background Check	_____
Had orientation	_____
Had a first shift	_____
Received a follow-up phone call or meeting	_____
Integrated into rotation	_____
Shirt Size:	_____

Appendix B: Volunteer Agreement

Inspiring Volunteers

Volunteer Agreement

The ***Nashville Steam Preservation Society, Inc.*** greatly appreciates the time you plan to freely give to volunteer with us. This Agreement indicates our commitment to make your volunteering a worthwhile, educational, and enjoyable experience. To this end, as a volunteer you can expect:

- To be treated with dignity and respect.
- A friendly, supportive and positive environment.
- That your voluntary role or roles will address the mission of the Organization and involve you in meaningful ways, reflecting your various skills and abilities.
- To receive proper information, training and assistance for you to be able to meet your volunteering responsibilities.

NSPS will maintain a Liability Insurance Policy for the protection of the Volunteers and the Organization. Volunteer's personal effects are not covered. By signing this Volunteer Policy, Volunteers acknowledge and confirm they will indemnify the Organization in the event of personal injury or damage to their personal property due to the Volunteer's neglect.

That the Organizations will follow their policies and procedures on Equal Opportunities, Child and Vulnerable Adult Protection, Health and Safety, Complaints, Data Protection and Privacy, and the Volunteer Policy. Copies of these are made available to you.

To be recognized for your valuable contribution.

As a volunteer we expect you to:

- Support our aims and objectives and act as a responsible representative of the Organization.
- Attend appropriate training as necessary for your voluntary role or roles.
- Accept supervision and work co-operatively with others.
- Respect confidence and protect privileged information about the Organization and their collections.
- Follow our policies and procedures.
- Aim to meet the time commitments and standards which have been mutually agreed upon and to give reasonable notice so other arrangements can be made when this is not possible.

- Contact the Volunteer Coordinator if you have any proposals or concerns regarding your role.

This agreement sets out expectations of our mutual relationship. It is not intended to be a legally binding contract and may be cancelled at any time at the discretion of either party. Neither party intends any employment relationship to be created now or at any time in the future on the basis of this agreement.

I have read, understood and agree to act within the spirit of the above guidelines.

Name (please print).....

Signed (Volunteer).....

Date.....

Signed (Volunteer Coordinator).....

Date.....

Appendix C: Volunteer Application

Full legal name: _____ Shirt Size: _____

What name or nickname do you go by? _____

Address: _____

State: _____ Zip _____

Phone number: _____

Email Address: _____

Date of Birth: _____

T-Shirt Size: _____

Current Employer: _____

How long have you been at your current job? _____

Have you ever been convicted of a felony? _____

Will you consent to a criminal background check? _____

Have you ever volunteered at any organization before? _____

Have you ever worked around heavy equipment? _____

Why are you interested in volunteering with NSPS? _____

Please select the following Skillsets or Crafts in which you would like to serve our organization:

✓	Skillset	Do you have experience in this Skill?
	Mechanical Work	
	Railroad Operations	
	Communications/Media	
	Database/Administration	
	Company Store/Merchandising	
	Fundraising	
	Education	

Please list your skill(s) that maybe useful: _____

Reference's name: _____

Reference's email: _____

Reference's Phone number: _____

How do you know the Reference? _____

If an applicant is the age of 16, but less than 18, a parents/guardians signed consent letter must be attached to this application.

I hereby certify that, to the best of my knowledge, the above information is correct and knowingly falsifying this application is terms for dismissal from the volunteer program.

Printed Name: _____

Applicants Signature: _____

Date: _____

Printed Name of Emergency Contact: _____

Relationship to Emergency Contact: _____

Emergency Contacts Phone Number: _____

Other Emergency Contact Info: _____
