



Volunteer Handbook

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To Our Newest Volunteer,

Welcome to the New England Electric Railway Historical Society (NEERHS), owners and operators of the Seashore Trolley Museum! We're very happy to welcome you; thank you for joining our volunteer team.

You have chosen to join an organization that has established an outstanding reputation for our commitment to preservation, collection, and maintenance. NEERHS pioneered the field of volunteer-sponsored rail preservation worldwide when it was founded in 1939. Credit for our 85+ years of growth and success goes to every one of our volunteers. We trust your time volunteering with us will be a rewarding experience and, that as you perform your duties, you will gain a sense of accomplishment and contribution to the continuance of the goals and ideals set forth in our [Bylaws](#) and [Strategic Plan](#). Both of these documents may be reviewed on our website, www.trolleymuseum.org.

Volunteer activities go far beyond tasks like operating or restoring cars and leading tours. Volunteers maintain the track and overhead wire on our demonstration railway, maintain the extensive collection of transit-related documents in our library, and impact the operation and direction of Seashore Trolley Museum (Museum) as a whole. The Museum can greatly benefit from nearly any skills and abilities our new volunteers bring, and can provide many opportunities for volunteers to develop new skills as well.

Our **mission** is to share powerful connections between the past and present. We preserve knowledge, context, and resources for future generations by collecting, restoring, operating, and exhibiting significant public transit vehicles and artifacts.

Our **vision** is to continue the legacy of our founders by maintaining and sharing our world-class transit collections and knowledge with a growing membership, our many visitors, our communities, and the public transportation industry.

Our work is guided by our respect for the technological, aesthetic, and historically significant characteristics of our collections, and our engagement with our audiences and community, in the past, present, and future.

We strive for the highest standards of professional practice in every facet of our organization, and to make our Museum experience accessible to everyone.

Our capital improvement programs create improved capacity for collection management, storage, exhibition and interpretation, and responsible stewardship of our assets-to further the mission of Seashore Trolley Museum.

We invite and facilitate wide participation in carrying out our mission and perpetuating our legacy through our programs of engagement with supporters, members, and the giving community.

This handbook is designed to explain the policies and practices applicable to all volunteers as they begin their time at Seashore. Each department also has their own policies and/or training program, and as you continue your volunteer experience with us, you will build upon the foundation of knowledge shared within this handbook. If you have any questions, please discuss them with your supervisor, or our [Director of Volunteer Engagement & Development](#). The policies contained in this handbook may change from time to time; you will be notified whenever this takes place.

We extend to you our personal gratitude for choosing Seashore Trolley Museum as the organization to which to donate your time and talents. We give you our best wishes for your success and happiness at Seashore Trolley Museum.

For the Good of the Society,

Board of Trustees
Seashore Trolley Museum

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1.0 OUR COLLECTIONS

Our world-renowned collection includes vehicles from almost every major city in the United States that had streetcar systems, as well as from across the world. From the omnibus, to electric trolleys (also known as streetcars), buses, light rail vehicles, and rapid transit cars, we've got them all. The Museum houses trolleys from New England, as well as the cities with the twenty largest streetcar systems in the early 20th century. The collection also incorporates equipment from nations including Canada, the United Kingdom, Germany, Italy, Australia, New Zealand, and Japan.

The terms "streetcar" and "trolley" when referring to vehicles on rails are used interchangeably at Seashore. Through most of the 20th century, the terms each described an electrically powered car running on rails. However, local usage often favored one term over the other. For example, in San Francisco the term streetcar has always been preferred, but in Philadelphia the term trolley has been more common.

Another popular early 20th century mode of transportation was the cable car. Cable cars use no overhead wire, and have no trolley poles. Cable cars can be most easily identified by their open end sections with running boards where riders can stand outside of the car. While trolleys dominate our collection and operate on our electric railroad, we do have two cable cars in our collection. As you get to know our campus, see if you can pick them out!

The Museum also houses technological and social history including artifacts, photographs, plans, instructions, and industrial histories of early transportation efforts in the United States and globally. The Museum Library contains a preeminent collection of original documents and other information regarding the history and development of the transit industry.

2.0 MUSEUM ADMINISTRATION

NEERHS is governed by a Board of Trustees, with positions that are both appointed by the Trustees and elected by the shareholders of the Society. The board hires the Executive Director and appoints a President & CEO from among the members of the Museum. The Trustees are responsible for governing the corporation while the Executive Director, President & CEO and administrators conduct the day-to-day activities of the Museum and the Museum Store. The National Streetcar Museum at Lowell is a satellite of Seashore Trolley Museum and is also governed by the Board of Trustees.

For a full list of our Trustees, Corporate and Administrative Officers, and department heads, review our Directory and Organizational Chart, here: <https://trolleyuseum.org/learn/officers-and-trustees/>

2.1 MUSEUM VOLUNTEERS

Members of the Society are entitled to work as volunteers on Museum authorized projects. The Society membership numbers about 1,000 worldwide, and nearly 525 people who-volunteer in some capacity annually. The Museum is operated year round largely by volunteers, with just a handful of employees. Some members live close to the Museum and can volunteer frequently. Others live a great distance away and are only able to volunteer at the Museum a few times a year, but still work remotely with other members on projects.

As a member, you can determine your level of involvement with the Museum and Society. There will always be a need for new volunteers in nearly every aspect of the Museum and Society's operation. Be on the lookout for other volunteer opportunities that may interest you that are published in regular volunteer email updates, on our social media, and in our newsletter, *The Dispatch*.

2.2 FINANCIAL SUPPORT

Financial support comes from many generous sources allowing the acquisition, restoration, repair, and housing of priceless collections of trolleys, other transit vehicles, books, documents, and other relevant artifacts. All contributions are tax deductible under U.S. Internal Revenue Code section 501(c)(3) and 509(a)(2). Volunteers are encouraged to get involved with our fundraising efforts; reach out to our Executive Director when you're ready and they will share information about our current fundraising priorities with you and how you can get involved. All fundraising activities must be approved by the Executive Director and the Board of Trustees to ensure compliance with our standards and applicable State of Maine and IRS regulations.

2.3 SHAREHOLDERS

Members of good standing who have donated \$10 or more during their lifetime to the Museum are shareholders. In addition to receiving all [membership benefits](#), shareholders may vote at our Annual and Special Meetings. Currently, one voting share is awarded for each \$10 in qualified donations made to the Museum. When a shareholder casts a ballot, their vote is weighted by shares they hold. You too can be a shareholder if you choose to donate. While donating is encouraged, it is not required to be a member or volunteer.

2.4 VOLUNTEER REQUIREMENTS

Generally, there are no physical requirements for volunteers that work at the Museum. Volunteers with physical limitations are welcome. However, some of the work may be physically demanding. 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, which may result in injury. To protect your health, follow necessary safety precautions and use proper safety equipment where indicated. Volunteers under the age of 18 must have parental consent as required by Museum policy and State and Federal codes. Parental consent shall be given in writing and maintained by the Executive Director or Director of Volunteer Engagement & Development. The Museum will perform routine/basic background checks on new volunteers to ensure the safety of their guests and to safeguard the reputation of the Museum.

Volunteer experience is a valuable resource to the Museum. If you have skills or experience that you believe the Museum could benefit from, contact the [Director of Volunteer Engagement & Development](#) for assistance in finding tasks or departments which might be a good "fit". There are over 30 different volunteer roles on campus; operating our trolleys, maintaining our track and signals, restoring trolleys, supporting our special events, and many more.

Volunteers who support Railway Operations must be current members, possess a valid driver's license, and must be initially qualified and subsequently re-qualified to operate each year. Operators and Conductors must be in good overall health with the ability to give and receive visual and audible signals. In addition, they must be able to safely operate trolleys and equipment following all established rules, policies, and regulations.

All volunteers are asked to keep track of the time they put in for the Museum, whether at the Museum, at home, or at another job site. Records of hours volunteers have contributed are greatly helpful in fundraising efforts; some major donors require reporting of volunteer hours as a condition of their investment. Volunteer records are also important to maintaining our status as a charitable organization. Volunteers may submit their time online, here: <https://trolleymuseum.org/volunteerhours/> Blank timesheets are provided at the Visitors Center and in the Town House Restoration Shop. They should be completed and turned in at a minimum annually.

Please note that under Federal tax laws, the value of your time spent as a volunteer is not deductible. However, certain out of pocket expenses, such as mileage to and from the Museum, road tolls and other

volunteer related costs may be deductible as charitable expenses. Please contact your tax advisor for details on current requirements and regulations.

2.5 ACCESS FOR VOLUNTEERS WITH DISABILITIES

Seashore Trolley Museum welcomes volunteers and with disabilities. However, because our vehicles and buildings predate ADA, some parts of the collection or areas of campus may not be accessible to individuals with disabilities. If you are a volunteer with disabilities and have concerns about access or other issues, consult with your department head to plan any necessary accommodations.

2.6 PUBLIC HOURS

The Museum is open to the public with scheduled operation on weekends only in May. From June 1, to the end of October, the Museum is open Wednesdays through Sundays. Normal operating hours are from 9:30 AM to 4:30 PM, with the last streetcar scheduled to depart at 3:45PM. Hours may vary during special events. Trolleys are also operated in conjunction with Kennebunkport's Christmas Prelude event in December.

Members can access the Museum year-round and can volunteer during the "off-season." Please contact the head of the relevant department for specific information on scheduling.

2.7 BUILDINGS AND FACILITIES

Important points on campus include:

The Visitors Center. The first floor houses the Museum Store, Exhibit Room, public restrooms and kitchen (the Trolley Fare). Lost and found is located in the Museum Store. The second floor houses a conference room, smaller open meeting area, private restroom for volunteers and staff, and Museum offices for our Operations Manager & Bookkeeper and Membership Secretary, Historian, Facilities & Grounds Coordinator, Director of Museum Operations and Executive Director.

Fire extinguishers and first aid kits can be found in the closet near the bottom of the stairs to the second floor. An automated external defibrillator (AED) is mounted in an area near the doors to the Trolley Fare.

The Platform. This is the brick area behind the Visitors Center where visitors wait to board trolleys. The Dispatcher's desk is located on the platform, and is equipped with a fire extinguisher, two-way radio, telephone and first aid supplies.

Model Railroad Building. The building across the parking lot from the Visitors Center. Visitors can enjoy the HO scale layout on the ground floor, and view the exhibits on the mezzanine level (coming soon), which are accessed via stairs or a wheelchair lift. There are two public restrooms.

The Carhouses. Seashore has three Carhouses (South Boston, Riverside and Highwood) open to visitors, housing trolleys and other transit artifacts on display. Two additional carhouses (Central and Fairview) are closed to the general public and are used for storage. Carhouses do not have restroom facilities.

The Town House Restoration Shop. The Town House Restoration Shop is located near the back of the main campus, roughly across the railroad from Riverside Carhouse. Visitor access to the shop is by means of the stairs on the front of the building, which lead to an elevated viewing gallery. The shop floor and work areas are closed to visitors otherwise. Access for volunteers is through the rear entrance, off of the gravel parking lot.

Fire extinguishers and first aid supplies can be found in various locations in the shop. An AED is mounted to the wall in the woodworking shop on the first floor, next to the sandblasting cabinet. Restrooms are available for members or volunteers on the first and second floor of the shop.

2.8 CONTACT WITH VISITORS

You will almost certainly have interactions with visitors if you are on the campus while the Museum is open to the public. Remember that when around or interacting with visitors, you are the “face” of Seashore Trolley Museum. Your behavior and attitudes towards visitors during these times will have a powerful effect on how they perceive their experience at the Museum.

As a non-profit, Seashore cannot take sides on any political issues. When in public areas, conversations with other volunteers, staff, or guests must always be appropriate, and politically-related conversation topics are off-limits.

Always use good judgment in your appearance, as our visitors may base their opinions of the Museum on the people they see working here. First impressions count, as you never have a second chance to make a good first impression. As a Museum volunteer, you are part of the professional image we are trying to present.

Appropriate dress may vary from department to department depending on the type of work involved. When representing the Museum, you should dress and groom yourself according to the requirements of your position and accepted social standards. Clothing should not be torn, dirty, stained or frayed. Any clothing that has words, slogans, terms, or pictures that may be offensive or construed to violate the Museum’s anti-harassment policy or construed as being unprofessional will not be permitted. Volunteers are encouraged to wear clothing featuring the Seashore logo while representing the Museum.

Operating crews must wear the proper uniform as well as their Museum identification badges. Identification badges of Operators, Conductors, Dispatchers, Docents, Volunteers, as well as Museum Store staff should be worn at all times while on campus.

Members are expected to promote and maintain an atmosphere of professionalism in both their conduct and appearance. All members are expected to be courteous, regardless of whether a visitor is rude or inconsiderate. We are an educational institution and our visitors will have questions. Some visitors may not know much about trolleys or the other means of transportation that we have on display and want to learn more. Others may be more familiar with the Museum and may have more detailed questions. 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 does. Taking the time to help visitors greatly enhances the positive impression our Museum has on the public. If you would like to take our Docent training to learn more, reach out to our [Director of Volunteer Engagement & Development](#) for more information.

2.9 RECEIVING FEEDBACK FROM VISITORS

We encourage you to solicit Visitor feedback and to share it. Positive visitor reviews of us on TripAdvisor, Facebook, Google Business and other such sites help to attract new visitors. Encourage visitors to leave such reviews, and, of course, work to make sure their review is a positive one!

2.10 PROMOTING THE MUSEUM

Our members and volunteers are the Society’s greatest asset in public relations. Sharing your enthusiasm about the Museum is one of the best promotions. Use every opportunity to act as a goodwill ambassador for the Museum. Help by answering questions or providing directions or information.

Most of our visitors will not know that our Museum is a volunteer organization. Let them know! When appropriate explain the benefits of a membership. Those benefits are listed in the [Application for Membership](#) that is available in the Museum Store. If visitors are interested in volunteering or in donating funds or materials, try to introduce them to the appropriate professional staff member.

Please be encouraged to distribute copies of our brochure to friends, co-workers, neighbors, and others who may be interested in touring the Museum or even volunteering. Tell them about your own experience at the Museum. We have found that we are a “Hidden Treasure” with many first time guests having never heard of us until recently, so help get the word out! Brochures are available through the Museum Store. If you need larger quantities, please contact the [Executive Director](#).

The Museum has volunteer/member speakers as well as presentations available for meetings and group functions. If you receive a request or would like to become a speaker, please contact the [Executive Director](#).

When you see any media mention of the Museum, please let the Executive Director know and provide clippings or details, if possible. If you have contacts in the media or would like to assist in publicizing the Museum, please speak with the [Executive Director](#).

3.0 ADMINISTRATIVE POLICIES AND PROCEDURES

3.1 GENERAL CONDUCT

Volunteers are entrusted with the operation of the Museum and the safety of themselves and others, and must conduct themselves accordingly at all times. Volunteers must be responsive to the directives of management officials and Trustees and must treat one another and our guests with respect and courtesy. Harassment or discrimination on the basis of race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, sexual orientation, gender identity and/or expression, or any other status protected by the laws or regulations in the locations where we operate by any Seashore volunteer, member, employee or guest will not be tolerated. Review our complete Code of Conduct and Harassment Policy [here](#).

Firearms, explosives, or other weapons are prohibited on Museum grounds except those carried by duly authorized law enforcement officers.

Per Maine state law, smoking is not allowed in areas accessible and viewable by the general public or where children may be present at Seashore Trolley Museum. This includes our parking lots. Smoking is also prohibited in all enclosed structures and on all rolling stock, regardless of where they are located on campus.

Some prescription and non-prescription medications, as well as some medical conditions may cause a lack of alertness, delayed response time or alterations of moods or judgment. If you are taking any medication or have any condition with such possible side effects, carefully evaluate whether you can safely operate a streetcar or complete tasks involving machinery or other potentially hazardous operations. If you have any doubts, please contact your physician before beginning work.

Possession of or working under the influence of illicit drugs or illegal substances is a very serious offense and may be grounds for suspension or revocation of volunteer duties and membership. Operating, Yard, Track, Bus Department personnel and other volunteers that plan to operate heavy equipment while on campus are prohibited from using any drug, alcohol, intoxicant or controlled substance during the eight-hour period prior to reporting for duty, or while on duty, which may adversely affect their ability to safely operate any streetcar or piece of equipment.

Any discourtesy to our visitors and/or vendors, failure to comply with safety and operating rules, refusal to cooperate with other volunteers or Museum staff, or inappropriate conduct may be cause for disciplinary action and possible loss of membership privileges.

Always clean up after yourself, especially in the kitchens, eating, and public access areas. If you see trash laying around or notice volunteers leaving things behind, be encouraged to remind them to address their work area.

Note: For additional information regarding rules of conduct, refer to the [NEERHS Code of Conduct](#) and the [NEERHS Harassment Policy](#). These documents should be included in your Volunteer Packet, and are also available on the museum's website.

3.2 EMAIL

The most common way the Museum and Volunteers communicate is by email. Please make sure the [Director of Volunteer Engagement & Development](#) and the individual you have been assigned to for the season have your most current contact information.

3.3 INSURANCE

The Museum's Accident Insurance Policy may help cover volunteers for medical expenses for injuries sustained during Seashore activities. Our policies may be available if the volunteer's personal insurance coverage is exceeded.

3.4 RESTRICTED AREAS

Although Museum members can access all areas of the campus, some areas (such as Central and Fairview Carhouses) are not suitable for access by the general public. These areas are indicated by signs around campus. If a visitor expresses interest in accessing a restricted area, they may only do so after having signed and filed a waiver form with the Dispatcher on duty. They must be accompanied by a Museum member while they are in the restricted area. The member accompanying the visitor should be familiar with any specific safety hazards that exist in the restricted area.

3.5 AFTER-HOURS ACTIVITIES

Activities taking place during non-public hours must be coordinated with the Executive Director.

3.6 MOTOR VEHICLES

Unless your duties require ready access to your vehicle to retrieve tools or equipment, please do not park in front of the Visitors Center during the time when the Museum is open to the public. Please park in the grass field behind the Model Railroad Building.

No vehicle may be operated on Museum grounds in an unsafe manner. All motor vehicles must yield the right of way to pedestrians and trolleys. The campus speed limit is 10 MPH unless a lower speed is posted. The current vehicle route to the Town House Restoration Shop is via the west side service road. Visitors cross this road to get to the Highwood Carhouse. Use extra caution while driving when the Museum is open.

The last person leaving the Museum property at night should ensure that the front gates are closed and locked. Entrance gates are locked except when we are open to the public.

3.7 CHILDREN OF VOLUNTEERS

It may sometimes be necessary to bring your children along when you are working at the Museum. Children must always be under the direct and immediate control of a responsible adult while on Museum property. Leaving children to play on their own in any area of the Museum is not permitted. They must be within your sight and under your direct control at all times.

Anyone bringing a child onto the Museum property consents and agrees to assume all liability for any injuries or damages of any nature whatsoever resulting from the child's presence, and further agree to protect, indemnify, and defend the Museum against all claims arising from the child's presence.

4.0 GENERAL SAFETY

Safety is a top priority at Seashore Trolley Museum. This section will cover the general safety basics to ensure a safe environment for everyone. You will receive additional safety guidance, materials, and training from your department head based on your role at the Museum. Volunteers are expected to prioritize safety-- both their own and that of others-- in all their activities to help promote a safety culture.

Awareness of Surroundings

Always stay aware of your surroundings. Be alert to the movement of trains, maintenance vehicles, and other equipment. An operating railroad or industrial environment carries hazards which will be unfamiliar to the general public. If you see a visitor in an unsafe situation or acting in an unsafe manner (i.e. entering restricted areas, walking down the tracks, etc.), act immediately. Every volunteer shares the responsibility of maintaining a safe environment for our visitors and other volunteers. Visitors engaged in potentially hazardous activities, such as reaching under or into equipment or climbing on closed cars or equipment, should be requested to stop. Politely explain the potential hazard. Instead of yelling to visitors acting unsafely from a short or long distance, volunteers are asked to approach the visitor if circumstances allow and have a conversation with them. Why? Yelling at a child, for example, may startle them and cause them to slip or fall, or they may not understand what you're saying over the noises of our transit equipment and continue their actions.

Direct visitors away from work areas which may present a hazard. No visitor should enter an area marked as "Restricted Access", unless accompanied by an authorized museum staff member or volunteer, with the proper personal protection equipment, (PPE) and having signed a release form. (available at the Dispatcher stand)

If you observe a potentially dangerous condition on any streetcar or piece of equipment or one that is likely to affect its operation, immediately advise the Operating Crew, flagging them to a stop if necessary, and alert the Dispatcher on duty.

NOTE: Specific safety rules and procedures apply to Docents, Operations, and Town House Restoration Shop. You will receive additional safety guidance, materials, and training from your department head based on your role at the Museum.

All staff and volunteers must wear appropriate PPE. High-visibility clothing (vests, shirts, or jackets) is required for all personnel working on or near the railroad or machinery. Hard hats, safety glasses, hearing [protection, gloves and steel toe shoes are recommended in most circumstances. Wear long pants to protect your legs from debris or sharp objects. If a project involves moving equipment, grinding sparks or dust, welding or cutting operations, lifting operations, or other hazards, always keep visitors at a safe distance. Place barricades around such work areas for the safety of everyone. If visitors are found in restricted areas, politely escort them back to a safe area.

Accidents and Incident Reporting

Any and all injuries to volunteers and visitors, hazards, and accidents must be reported immediately to the nearest professional staff member, the Executive Director, Dispatcher on duty, or the Safety Director if available. The Kennebunkport emergency medical services will be contacted if necessary. In all cases, an incident/accident report must be filed before going off duty.

The Museum has implemented an electronic incident reporting platform to easily document incidents as they occur using mobile devices or tablets. The Incident reporting platform can be accessed Access the platform via <https://trolleyuseum.org/incidentreport/>

Paper incident report forms are also available at the Dispatcher's stand and the Museum Store. Paper incident reports must be scanned and emailed to our Safety Director at safety@trolleyuseum.org.

4.1 SAFETY PROTOCOLS

If you have any doubts as to how to safely perform a task or use any equipment, ask for assistance before proceeding. Always follow the safest course of action.

All staff and volunteers working in (and on behalf of) the Town House Restoration Shop must be trained and qualified. Do not attempt to operate equipment or tools of any type if you have not been properly trained in their use. Most equipment at the Museum requires specific procedures to be followed to prevent serious personal injury or damage to the equipment. If you would like instruction on a particular piece of equipment or tool, contact the Town House Restoration Shop Director at restoration@trolleyuseum.org for further assistance.

Do not ride on or in any mobile equipment which was not designed for riders, such as in a loader bucket or pickup truck bed. Do not ride the running boards, steps, stirrups, or other external portions of rail equipment.

High-visibility clothing (vests, shirts, or jackets) is required for all personnel working on or near the railroad or machinery. Hard hats, safety glasses, hearing protection, gloves and steel toe shoes are recommended in most circumstances. Additional personal protective equipment may be required for some tasks, such as welding, cutting, grinding and track work.

Do not use equipment that is unsafe. This could include frayed ropes, damaged extension cords, or machines missing safety guards. Unsafe equipment presents a hazard for everyone, not just the person using the equipment.

Use all available safety guards and shields and follow all posted precautionary rules. Review approved safety procedures, material safety data sheets and label instructions. Discuss your work plan with the area supervisor and co-workers before beginning.

Be aware of the specific hazards of any rolling stock or equipment in use, such as compressed air lines, electrical cables, moving components and pinch points. Learn the locations of the nearest fire extinguishers, first aid kits, AED's, telephones and emergency exits for each of your work areas. Keep your work area clean and free of debris and tripping hazards, and safely dispose of all refuse and scrap.

Avoid congregating around active work sites. Equipment operators may not be able to see or hear you, and there may be hazards on the work site that are not immediately apparent. If you are interested in the work being done, offer to help so that you can be properly briefed on the job and any specific hazards.

The railroad's power station generates a high voltage to power vehicles and equipment, which is distributed through the overhead wire system. This voltage will provide a lethal electric shock in most circumstances. Unless you are specifically authorized, do not open any electrical cabinets or streetcar control equipment. Never touch any object which is in contact with the overhead wires. Never approach a downed wire of any type. Always assume wires are live. If you are authorized to work on electrical equipment, use all necessary PPE and take appropriate precautions to avoid contact with energized components. De-energize the equipment whenever possible.

4.2 MEDICAL EMERGENCIES AND RESPONSE

At times of Public or Special Event Operation, the Dispatcher or designee is in charge of the operation of the Railway and the Executive Director or designee is in charge of the rest of the campus and all other elements of the emergency response.

Incidents on a Trolley: On the trolleys, the Conductor will be in charge. If in the event of incapacity of the Conductor, the Operator shall assume the responsibility. If both are incapacitated it shall then pass to another qualified member onboard the vehicle to take on this responsibility. The primary task will be for the crew to render first aid to an injured individual (to the extent of his/her competence), evacuate passengers in a safe manner, secure the trolley pole to the car, trig the car and inform the Dispatcher of the situation.

The Dispatcher on duty shall contact the Kennebunkport/Arundel Emergency Services (if needed) at 911 in a timely manner. Dispatchers may have knowledge of volunteers who may be onsite and qualified / certified in first aid. Be sure to ask the dispatcher to check the daily operator sign – in sheet for this information.

Incidents in the Yards: For incidents occurring in the Yard including main line operations when not in public operation, the Yard Crew Leaders will render First Aid (to the extent of their competence) and inform the Dispatcher of the situation. If the Dispatcher on duty is a member of the crew, he/she shall establish a communications link with another member on property having immediate access to a telephone with the ability to contact the Kennebunkport/Arundel Emergency Services (if needed) at 911 in a timely manner. Once the immediate actions are accomplished an effort to contact the Executive Director, Safety Director and Superintendent of Railway Operations as appropriate by the Yardmaster or designee must be made.

Events occurring in a building or on the grounds: The individual in the building who first recognizes an emergency will provide such First Aid (to the extent of his/her competence) and other actions that are immediately necessary. The person will then raise an alarm by using a radio, personal cell phone, or sending a bystander to any of the following locations (depending on the time, circumstances and the location): Dispatcher on duty, office, Restoration Shop, Model Railroad Building, or Museum Store.

If you are present during such an event, calmly lend assistance as necessary or as directed. Take every practical precaution to protect the safety of our volunteers and guests. If approached by the media refer them, without comment, to the Executive Director. No Volunteer is authorized to engage with the media under any circumstances. All contact with any investigating authorities shall be coordinated through the Executive Director or their designee.

Are you trained / certified in First Aid / CPR / AED?: The Museum keeps a database of volunteers with current certifications in First Aid / CPR / AED. These volunteers may be contacted while onsite at the Museum to respond to incidents requiring a trained responder. Please contact the Museum Safety Director at safety@trolley-museum.org if you're interested in participating in this program.

A reminder that any and all incidents are required to be reported. An incident/accident report must be filed before going off duty.

4.3 EVACUATION PROCEDURES

It is recognized that common sense dictates the nearest means of escape from a building. When opening an exhibit carhouse make certain that all exits are free and clear of obstructions that would make egress difficult or impossible.

Restoration Shop: The Visitors Gallery Emergency Exits are located at both the North and South ends of the viewing area. In an emergency, provide the visitors directions to a safe location outside the building e.g. the road crossing at McKay's, and wait for further instructions. Inspect the Visitors Gallery for anyone that was not able to vacate the area, then rejoin the visiting group and escort them away from the Town House Restoration Shop area.

Carhouses: Exits are available through the main doors of all the display carhouses, when they are open. Other means do exist in the west and rear doors at Highwood and the south front door at Riverside, and the east, west and north doors in South Boston.

Visitors Center: Exits are available through the main lobby doors (front and back), as well as the back of the Museum Store, Trolley Fare, and three exits in the Exhibit Room. On the second floor, exits are available by using the main stairwell and the secondary stairwell, which is available in the open work area through the door marked with an exit sign. The stairs bring you either into the Trolley Fare, or directly outside. Occupants of the Visitors Center are asked to gather by the picnic area across from the Visitors Center so everyone's whereabouts are known.

Model Railroad Building: Exits are available through the main doors, as well as at the back of the retail area. Egress from the mezzanine is via the stairs or the wheelchair lift. If there is a power outage, the lift can be taken to the ground floor one time, where it will remain until power is restored. Occupants of Model Railroad Building are asked to gather by the picnic area adjacent to the building/across from the Visitors Center so everyone's whereabouts are known.

4.6 SEVERE WEATHER

The Executive Director will determine if, on rare occasion, weather conditions are so hazardous that:

- The Museum should not be opened;
- The Museum opening should be delayed, or
- The Museum should close early.

If the Executive Director or Director of Museum Operations is unavailable to consult with regarding a change in railway passenger operations due to weather, a Co-Director or Assistant Director of Railway Operations shall make the decision. Although operation of the railroad may be temporarily suspended during thunderstorms, the remainder of the Museum will remain open during these times.

If you feel weather conditions will prevent you from being able to volunteer, please notify others who may be expecting you.

5.0 OTHER POLICIES

5.1 CAMPUS NO SMOKING POLICY

The State of Maine defines "smoking" as "carrying or having in one's possession a lighted or heated cigarette, cigar or pipe or a lighted or heated tobacco or plant product intended for human consumption through inhalation whether natural or synthetic in any manner or in any form." This definition now includes electronic smoking devices, which are often referred to as vaping devices.

Per Maine state law, smoking is not allowed at Seashore Trolley Museum in areas accessible and viewable by the general public or where children may be present. This includes our parking lots. Smoking is also prohibited in all enclosed structures and on all rolling stock, regardless of where they are located on campus. A designated smoking area for volunteers is set up by the Bunkhouse. A second smoking area is located up Burma Road, behind Northampton Station.

5.2 MAINTENANCE WORK REQUESTS

Volunteers who observe an issue or item in our buildings and grounds that requires repairs are encouraged to complete a Maintenance Request. Forms to do so are available at the Dispatcher's stand, Visitors Center, and may also be completed online, here: <https://trolleymuseum.org/maintenancerequest/>

5.3 ELECTRONIC COMMUNICATIONS & STM COMPUTERS

The Museum provides and maintains electronic communication systems to assist volunteers in their work. Volunteers may be provided access to the Internet, trolleymuseum.org email addresses and other electronic devices, depending upon the volunteer position. These communication systems are primarily for business use. Occasional appropriate instances of personal use are permitted. However, any inappropriate or habitual use or use which interferes with our effective operation is prohibited. Computers, computer files, network servers, email systems, internet searches, voicemail systems and software, as well as information stored, downloaded, transmitted, received, or contained in such systems are the property of the Museum, and intended for business use. Seashore Trolley Museum reserves the right at any time to access or monitor such systems. No individual user shall have any expectation of privacy from such access or monitoring.

Prohibited use of Museum email includes, but is not limited to, soliciting personal business, political or religious causes, as well as transmission of inappropriate jokes. Information that is discriminatory, defamatory, obscene, indecent, offensive, harassing, or which discloses personal information about others is also prohibited. Access to sexually explicit internet sites is strictly prohibited and will result in immediate discharge.

5.4 SOCIAL MEDIA POLICIES

Seashore Trolley Museum encourages its volunteers to be champions on behalf of the Museum on social media. While social media creates new opportunities for personal expression, it also creates new responsibilities.

As a Seashore volunteer, you are viewed by our members, donors, guests, community partners, and other supporters and outside parties as a representative of Seashore Trolley Museum. Whether or not you specifically reference or discuss your work, your participation on social media platforms is a reflection on Seashore Trolley Museum.

Social media is any tool or service that facilitates conversations over the internet. Social media applies not only to traditional big names, such as Facebook, Twitter, Google, and Instagram, but also applies to other platforms you may use that include user conversations, which you may not think of as social media. Platforms such as, YouTube, Yelp, Pinterest, Trip Advisor, blogs and wikis are all part of social media.

The full policy is available here: <https://trolleymuseum.org/social-media-policy-for-volunteers-and-employees/>

5.5 THE BUNKHOUSE

A resource to support the volunteer efforts of our upstate and out-of-state volunteers, the Bunkhouse is located directly off our service road entrance and is available to **all** volunteers in good standing who would like to stay the evening. This small red house can fit up to 12 overnight volunteers at full capacity. It's equipped with bunkbeds in four different rooms, a shared bathroom, washer and dryer, and small lounge with fridge, sink, grills and microwave. Volunteers who stay in the Bunkhouse are responsible for keeping the house clean as well as contributing \$10 to the Museum per evening you stay, which pays for utilities and a deep cleaning when needed. The Bunkhouse also has AC and is heated during the off-season.

Volunteers wishing to stay overnight in the Bunkhouse can coordinate their stay with our Bunkhouse Manager. Volunteers requesting to stay for more than six evenings in a row need special approval from both the Bunkhouse Manager and Executive Director before their stay begins.

6.0 HELPFUL LINKS

Donate to the Museum: <https://trolleymuseum.org/support/donate/>

Museum Store: <https://store.trolleymuseum.org/>

Volunteer Time Sheet: <https://trolleymuseum.org/volunteerhours/>

Maintenance Work Order: <https://trolleymuseum.org/maintenancerequest/>

Explore Our Collections: <https://trolleymuseum.org/collections/>

Seashore Directory: <https://trolleymuseum.org/learn/officers-and-trustees/>

Seashore Events Calendar: <https://trolleymuseum.org/events/>

Seashore Live Feed Camera: <https://trolleymuseum.org/livefeed>

Seashore Strategic Plan:

SEASHORE SOCIAL MEDIA

Facebook: <https://www.facebook.com/neerhs>

Instagram: <https://www.instagram.com/seashoretrolleymuseum/>

Youtube: <https://www.youtube.com/c/SeashoreTrolleyMuseum>

Pinterest: <https://www.pinterest.com/trolleymuseum>

Twitter: <https://twitter.com/seashoretrolley>

Seashore Trolley Museum also prides itself on the positive reviews our visitors leave on our TripAdvisor, Google Business, Facebook, Yelp, etc. We empower all volunteers to encourage visitors to share their positive experiences publicly; this will help us continue to build our image as well as attract new and returning visitors from all over the country and world.

The Board of Trustees of Seashore Trolley Museum thank you for your interest and efforts. We hope that you will enjoy your work at the Museum and receive the satisfaction of knowing that your efforts have made a difference in preserving a part of our transit heritage and history in general.

Seashore Trolley Museum (hereafter, "STM") is a nonprofit organization whose mission is to share powerful connections between the past and present. We preserve knowledge, context, and resources for future generations by collecting, restoring, operating, and exhibiting significant public transit vehicles and artifacts. STM regularly engages volunteers in its activities. By signing below, I, the Volunteer (or the Volunteer's legal guardian), agree that:

Policies and Safety Rules

For my safety and that of others, I will comply with STM's volunteer policies, safety rules and other directions for all volunteer activities. I will supervise any child or other person for whom I am responsible. If I become aware of any hazardous condition or danger at a STM program site, I will alert STM. Volunteers under the age of 18 must have parental consent as required by Museum policy and State and Federal codes.

Awareness and Assumption of Risk

I understand that STM's activities have inherent risks that may arise from the activities themselves, my own actions or inactions, or the actions or inactions of STM, its directors, officers, employees and agents, other volunteers, and others present at STM program sites. These risks may arise from risks inherent in STM programs, including but not limited to railroad operations, the operation of heavy machinery, and high voltage electrical currents. I assume full responsibility for any and all risks of bodily injury, death or property damage caused by or arising directly or indirectly from my presence at STM program sites or participation in STM activities, regardless of the cause.

Waiver and Release of Claims

In consideration for my participation in STM programs, I waive and release any and all claims against: STM; and STM's directors, officers, agents, employees, volunteers and affiliates (collectively, the "Released Parties"), for any liability, loss, damages, claims, expenses and attorneys' fees resulting from death, or injury to my person or property, caused by or arising directly or indirectly from my presence at a STM program site or participation in STM activities, regardless of the cause and even if caused by negligence, whether passive or active. I agree not to sue any of the Released Parties on the basis of these waived and released claims.

Medical Care Consent and Waiver

I authorize STM to provide to me first aid and, through medical personnel of its choice, medical assistance, transportation and emergency medical services. This consent does not impose a duty upon STM to provide such assistance, transportation, or services. In addition, I waive and release any claims against the Released Parties arising out of any first aid, treatment or medical service, including the lack or timing of such, made in connection with my volunteer activities with STM.

Indemnification

I will defend, indemnify and hold the Released Parties harmless from and against any and all liability, loss, damages, claims and attorney's fees that may be suffered by any Released Party resulting directly or indirectly from my STM volunteer activities or presence and STM program sites, except

and only to the extent the liability is caused by the gross negligence or willful misconduct of the relevant Released Party.

Confidentiality

As a volunteer, I may have access to confidential information. At all times during and after my participation, I agree to hold any such confidential information in confidence and not disclose or use it except as required in my STM volunteer activities.

Assignment of Work Product

If I prepare any work product for STM, I intend for STM to have full and exclusive rights to such work product, including brochures, reports, websites, software, presentations, or other materials I create or help to create for STM, and any intellectual property rights in or derivatives of such work product. Accordingly, I: (a) assign to STM all rights, title, and interest worldwide in the work product; (b) grant to STM an irrevocable, exclusive, royalty-free, perpetual, and worldwide license to any rights in the work product that cannot be assigned to STM; and (c) waive enforcement against STM of any rights in the work product that cannot be assigned or licensed to STM.

Publicity

I consent to the use by STM of my image, voice, name and/or story in any format, including video, print, or electronic (collectively, the "Materials"), as STM may deem appropriate to promote its programs. STM may make the Materials available at its discretion to third parties, on STM's website, in STM's publications, or through any other media, including social networking websites. I waive any right to inspect or approve the finished product or to receive any payment. I grant to the STM all copyrights in the Materials and waive any legal claims, including those relating to copyright, or rights of publicity or privacy.

Volunteer Not an Employee

I understand that (i) I am not an employee of STM, (ii) that I will not be paid for my participation, and (iii) I am not covered by or eligible for any STM insurance, health care, worker's compensation, or other benefits. I may choose at any time not to participate in an activity, or to stop my participation entirely, with STM.

General Provisions

I understand that this agreement will be binding for the duration of my involvement with STM's programs. This is the final, complete, and exclusive agreement between STM and me, and supersedes all prior or contemporaneous communications or understandings, either oral or written. This agreement will be binding to the fullest extent permitted by law. If any provision of this agreement is found to be illegal, invalid or unenforceable, the remaining terms will be effective.

I have read this agreement and understand its terms and that I am giving up certain legal rights by signing it. I sign it freely and voluntarily.

Volunteer Name

Volunteer Signature

Date

Parent's/Guardian's Name (if under 18)

Parent's/Guardian's Signature

Date