



TRHA Volunteer Handbook

The objective of this handbook is to ensure that all TRHA volunteers have a common understanding of the history and culture the Toronto Railway Historical Association and their roles in fulfilling Association’s objectives. As well, volunteers should understand what they can expect from the TRHA organization and their reciprocal responsibilities. This is a high-level overview. More detailed procedures and protocols may be applicable to your volunteer tasks. Check with your supervisor or team leader. The handbook makes reference to additional guidance and procedures including the Volunteer Operating Agreement which all volunteers are expected to review and acknowledge.

The Toronto Railway Historical Association.....	2
TRHA History	2
TRHA Vision and Purpose.....	2
Neighbours in Roundhouse Park.....	2
TRHA and the Community.....	3
TRHA Structure.....	3
Organization Chart	3
Board of Directors.....	3
Museum Management Team.....	3
Operations Team.....	4
Marketing and Communications Committee.....	4
Attractions Evolution Team	4
Restoration and Maintenance Team	4
TRHA Advisory Board	5
Communications Team	5
Visitors to the Toronto Railway Museum	5
Visitor Activities	5
Visitor Statistics.....	5
TRHA Promotions and Special Events Calendar	5
What you can expect as a TRHA Volunteer:	6
Supervision.....	6
Support/teamwork	6
Respect/Recognition	6
Training	6
Safety	6
What we expect of our Volunteers.....	7
Appearance	7
Timeliness	7
Safety	7
Courtesy and Respect	7
Volunteer Insurance Coverage and Medical Payments.....	7
Additional guidance and compliance.....	7
Appendix	8
Emergency Numbers.....	8
Emergency Procedures	8
Museum Contact Information	9
Map of Roundhouse Park.....	10

The Toronto Railway Historical Association

TRHA History

- The Toronto Railway Historical Association (TRHA) is incorporated as a Not For Profit and is a federally registered charity and develops and operates the Toronto Railway Museum on this site under an agreement with the City of Toronto.
- The Toronto Railway Historical Association (TRHA) was established in 2001 to work with the City of Toronto to establish a railway museum in Roundhouse Park which includes the John Street Roundhouse.
- Working in partnership with the City of Toronto and other stakeholders, our organization of over 50 volunteers has played a major role in the development of the museum which opened at the end of May in 2010.
- From 2001 to 2010, a large group of volunteers developed the premises into an operating museum which was officially opened in May of 2010.
- For the past decade TRHA has operated the Toronto Railway Museum typically with a paid staff of three during the winter months (indoor museum only) and many more during the summer months when we operate our miniature railway, our store in Don Station, our indoor Museum and interpret other large artifacts on our property.

TRHA Vision and Purpose

- Celebrate and interpret the history of Toronto's railways and their contribution to the city's development into Canada's leading industrial and commercial centre.
- Assembling, conserving and preserving artifacts and objects relating to the development of the railway industry.
- Undertaking research to construct and maintain a comprehensive record of Toronto's railway history. As part of this effort, TRHA intends to establish liaison with post-secondary educational institutions in order to foster and promote research into areas of rail heritage in the Greater Toronto Area that have not been adequately documented.
- Identifying, celebrating and facilitating the study of the creative, technological, social and industrial achievements of Torontonians who have contributed to the development of railways in Canada.
- Communicating this history of railways in Toronto through multiple different media. This includes the publishing of monographs and books related to rail heritage in the Greater Toronto Area. It also includes making this historical record available to Canada and the world via internet technology. We plan to make as much as possible of our collections, archives and other assets available by extending our presence through a "virtual museum" on the Internet.

Neighbours in Roundhouse Park

- Parks Department, City of Toronto
<https://www.toronto.ca/data/parks/prd/facilities/complex/386/index.html>
- Steam Whistle Brewery <https://steamwhistle.ca/visit>
- The Rec Room <https://www.therecroom.com/toronto-roundhouse/our-story>



TRHA and the Community

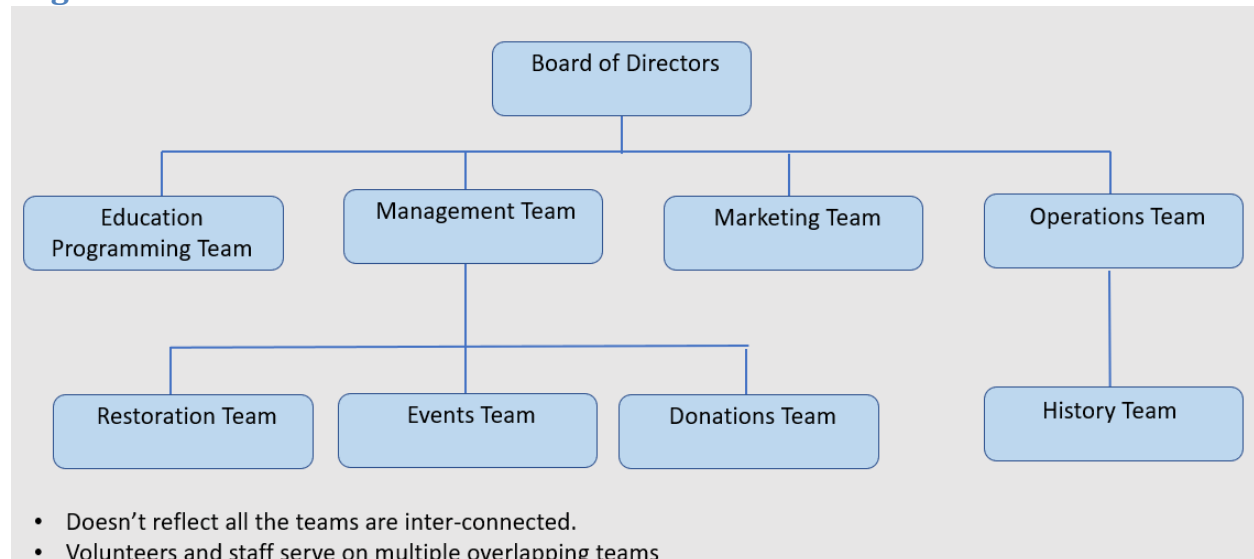
The Toronto Railway Museum:

- Operates a major tourist attraction, bringing as many as 20,000 museum visitors and 50,000 train riders a year to Toronto (developing new attractions is key to reviving tourism in Toronto);
- Contributes to the revitalization of the Waterfront;
- One of the most conveniently located railway museums in North America since it is located in the heart of Toronto’s tourist district;
- Tells the story of the role of Toronto in the development of the railways and of Canada.

TRHA Structure

The Toronto Railway Historical Association operates through the combined efforts of several teams of volunteers.

Organization Chart



Board of Directors

Our Board of Directors is an active board who not only provide us with direction but also lead initiatives in various areas such as strategy development, fund raising, marketing, public relations and external relationships development.

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Richard Clark • John Fekete • Anna Christina Fleury • Daniel Hengeveld • Ian Kerr-Wilson • Ed Levy | <ul style="list-style-type: none"> • Gary Milakovic • Russ Milland • Pat Ressa • Karen Sinotte • Phil Spencer (Chair) |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
- Secretary to the Board: Kelly Burwash

Museum Management Team

The following museum professionals are the paid staff who operate the Toronto Railway Museum year-round. They are supported by an expanded staff of temporary employees from May through October for the busy spring, summer, and fall seasons when we open additional attractions, such as the miniature train ride:



- Kelly Burwash, Manager and Curator
- Brian Morningstar, External Relations Coordinator
- Brooklyn Zalik, Visitor Services Coordinator

Operations Team

Our Operations Team was formerly the TRHA Executive Team, but with the expansion of our TRHA Board into a larger more active Board in 2019, this team is now focused primarily on operational matters, meeting weekly to deal with numerous issues and opportunities in such areas as exhibit development, external requests for events on site, staffing and facilities maintenance.

- Phil Spencer (Chair)
 - Strategic and tactical planning, governance, external relations with key stakeholders
- Chantalle Chenier, H.R. Manager
- Wilson Lau, Chief Financial Officer
 - Financial management, working with bookkeeper and accountants
- Doug Magee, representing the volunteer restoration and maintenance team
- Russ Milland, Chief Systems Officer
 - Responsible for the many systems not covered by others, including computer systems, simulation systems, marketing, human resources and others
- Mike Bedford, Volunteer Coordinator
- Kelly Burwash, Museum Manager & Curator

Marketing and Communications Committee

The Marketing and Communications Committee oversees the research, planning, implementation and development of effective marketing and communications activities in support of the Toronto Railway Museum goals and objectives as outlined in the TRM Strategic Plan.

- Sandra Adderley-Melbourne
- Roger Bissoon
- Mario Chiofalo
- Aysha Dawood
- Anna Christina Fleury (Chair)
- Lisa Hartley
- Jerry Jarosinski
- Anthony Kissoon
- Gary Milakovic
- Karen Sinotte
- Jacqueline Tyler

Attractions Evolution Team

- Kelly Burwash, Chair
- Phil Spencer, Co-Chair
- Russ Milland, Secretary
- James Rasor
- Stephen Gardiner

Restoration and Maintenance Team

This covers many areas including restoration and maintenance of major rolling stock, mini train, and museum items and displays.

Work is generally managed on a team basis with certain experienced members taking lead roles. Volunteers of many skills are often paired up with lesser skilled workers who soon learn the required skills.

Priorities are established by the Operations Committee and the Museum Manager, then discussed at group meetings of volunteers around the table.



Work is generally conducted on Thursdays and Saturdays, with volunteers choosing which days they work and what hours they can be available.

TRHA Advisory Board

The Advisory Board includes a number of great individuals, many of whom participated in the development of the Toronto Railway Museum in the years before we formally opened in 2010. They meet monthly to work through many tasks and challenges, pursuing their solutions between meetings. Many of our current Operation Team and Board Members also serve on the Advisory Board. The Advisory Board is updated on Museum plans and initiatives in order to get their professional input.

- Phil Spencer
- Kelly Burwash
- Lorne Charenko
- Stephen Gardiner
- Andrew Jeanes
- Wilson Lau
- Ed Levy
- Tony Medina
- John Mellow
- Richard McQuade
- Russ Milland
- James Rasor
- Jason Shron
- Dave Wetherald

Communications Team

- Websites: Kelly Burwash and Brian Morningstar (torontorailwaymuseum.com), Russ Milland and Adam Peltenburg (trha.ca)
- Facebook: Brooklyn Zalik (Toronto Railway Museum)
- Instagram: Brooklyn Zalik
- Twitter: Andrew Jeanes
- Other channels: TBD

Visitors to the Toronto Railway Museum

Visitor Activities

- Ride on our miniature railway.
- Explore the history of Canada's and Toronto's railway history through our exhibits.
- Explore the 1960s era GO Transit Cab Car and its exhibits.
- Visit a fully restored TH&B Caboose.
- Sit down to a computer-simulated ride in the cab of an actual diesel locomotive.
- Take a ride on the operational 120-foot long turntable.
- Walk through the restored 1896 CPR Don Station.
- Purchase railway related merchandise at the Gift Shop at Don Station.
- Visit the 1896 Grand Trunk Railway Cabin D interlocking tower.
- Get a workout on a pump hand cart.

Visitor Statistics

- Approximately 20,000 museum visitors per year (pre-Covid)
- Approximately 40,000 riders on the mini-train (May – October)

TRHA Promotions and Special Events Calendar

Following is a generic calendar of events.



January	Volunteer & Staff Appreciation Dinner Winter season continues Story Time Sundays, Locomotives on the Move, Simulator Saturdays
February	Tour Sneak Peek - Family Day National Volunteer Week
May	Mini-train season begins Toronto Doors Open
July	Canada Day Picnic with bubbles and sidewalk chalk Fringe Festival
August	Summer Volunteer & Staff BBQ
October	Trick-or-Treat train rides Mini-train season ends

What you can expect as a TRHA Volunteer:

Supervision

Volunteers will report to a member of the management team or to the Chair of one of the TRHA committees listed above. Some volunteers will assist the management team in scheduling and training other volunteers.

Support/teamwork

We encourage volunteers to meet other volunteers, to support each other, to ask questions, and to become knowledgeable about different phases of Museum operations

Respect/Recognition

The Toronto Railway Historical Association owes its existence and its continuing operation to its volunteers. We depend on volunteers and we show our appreciation in our day-to-day operations, through our social media channels, in our monthly Volunteer and Staff Newsletter, and through special recognition events organized during the year.

Training

Training will be provided according to the functions performed by the volunteers

- Mechanical shop
- Operations
- Historical Interpreters (Docents)

The Museum may occasionally subsidize the cost of training courses taken by volunteers. Volunteers should discuss with their supervisors or team leaders.

Safety

The operations of the TRHA can present danger and risk of injury. TRHA is firmly committed to the safety of our volunteers. We will do everything possible to prevent accidents and we are committed to providing a safe working environment for all volunteers. We are committed to allocating and providing all of the resources needed to promote and effectively implement this safety policy.



TRHA has established lines of communication to solicit and receive comments; information, suggestions and assistance from volunteers where safety and health are concerned. (See Volunteer Operating Agreement.)

What we expect of our Volunteers

Appearance

Volunteers will wear appropriate clothing while performing their volunteer duties, with appropriateness determined at the sole discretion of the volunteer's supervisor.

Timeliness

TRHA expects volunteers to report for their duties on the days and times as scheduled with their team leader. Volunteers must provide their team leader with as much advance notice as possible when they will not be able to adhere to the schedule.

Safety

Volunteers are responsible for following safe work practices and company rules, and for preventing accidents and injuries. Volunteers are expected to comply with all applicable federal, provincial, local, and TRHA policies and procedures. Failure to comply with these policies may result in disciplinary actions

TRHA requires volunteers working in the Work Shop area to wear steel-toed safety shoes. TRHA will subsidize the cost of these safety shoes.

Volunteers are encouraged to report any unsafe work practices or safety hazards encountered on the job. All accidents/incidents (no matter how slight) are to be immediately reported to the supervisor or team leader on duty.

Courtesy and Respect

TRHA expects that Volunteers will maintain a courteous and respectful demeanor at all times. This applies to relations with the visitors, the Museum staff, and other volunteers.

TRHA will not tolerate harassment by any employee, vendor, supplier, agent or customer. Any form of harassment related to an individual's race, colour, sex, religion, national origin, sexual orientation, disability, gender, or any other category protected by law, is a violation of this policy and will be treated as a disciplinary matter.

Volunteer Insurance Coverage and Medical Payments

TRHA is covered for Third Party liability risks by the City of Toronto Insurance Program. In addition, TRHA maintains a second layer of Excess Liability insurance paid for by the TRHA for Third Party liability which includes coverage regarding any negligence claim made against a volunteer. As WSIB coverage is not available for TRHA Volunteers the TRHA excess policy includes a provision for medical payments up to \$2,500.00 for any injury suffered by a volunteer while volunteering at TRHA.

Additional guidance and compliance

Additional information regarding guidance and compliance is included in the Volunteer Operating Agreement which all Volunteers must review, understand and agree to. The Volunteer Operating Agreement is available on the Museum website as well.



Appendix

Emergency Numbers

Non-Emergency Police

416-808-2222

Kelly Burwash

Museum Manager and Curator
kburwash@trha.ca

Brian Morningstar

External Relations Coordinator
bmorningstar@trha.ca

Brooklyn Zalik

Visitor Services Coordinator
bzalik@trha.ca

Chantalle Chenier

Director - Human Resources
hr@trha.ca
705-818-1701

Russ Milland

Chief Systems Officer, TRHA
rusmilland@trha.ca

Phil Spencer

Chairman, TRHA
philspencer@sympatico.ca

Emergency Procedures

The Museum maintains a number of detailed Protocols that describe the procedures to be followed in the event of a perceived emergency in the Museum or on the grounds. The following is a generic overview. Volunteers must become familiar with the particular Protocol(s) relating to their assignment. The Museum staff use portable 2-way radios to keep in touch with volunteers on the grounds and in the outbuildings. Volunteers working on the grounds may also be required to use the radios. If so, they must be familiar with the Radio Codex, including codes to report derailments, personal injuries, and more routine requests, such as meal and washroom breaks.

If you see a fire:

Activate the fire alarm at the nearest pull station and use the radio to tell everyone that there is a Code Echo at your location

- 1.) Evacuate the area of all guests;
- 2.) Lock the doors behind you and grab any of the radio/keys for your location;
- 3.) Team Leader or Museum Manager will assess the situation and call 911;
- 4.) Everyone else should follow the below protocol if the fire is not in their area.

In the case of a fire alarm, a staff member in the stalls will use the radio to announce that there is a fire alarm in progress the Team Leader or Museum Manager will assess the situation, and if everyone needs to clear their stations the following protocol must be followed:

- 1.) Clear your area of any guests;
- 2.) After the area has been cleared, make your way to the meeting point at the parking entrance to the Metro Convention Centre;
- 3.) Attendance will then be taken, and if there is anyone missing it will be reported to the Museum Manager or the Team Leader. They will then tell the Firefighters that there may still be someone inside.



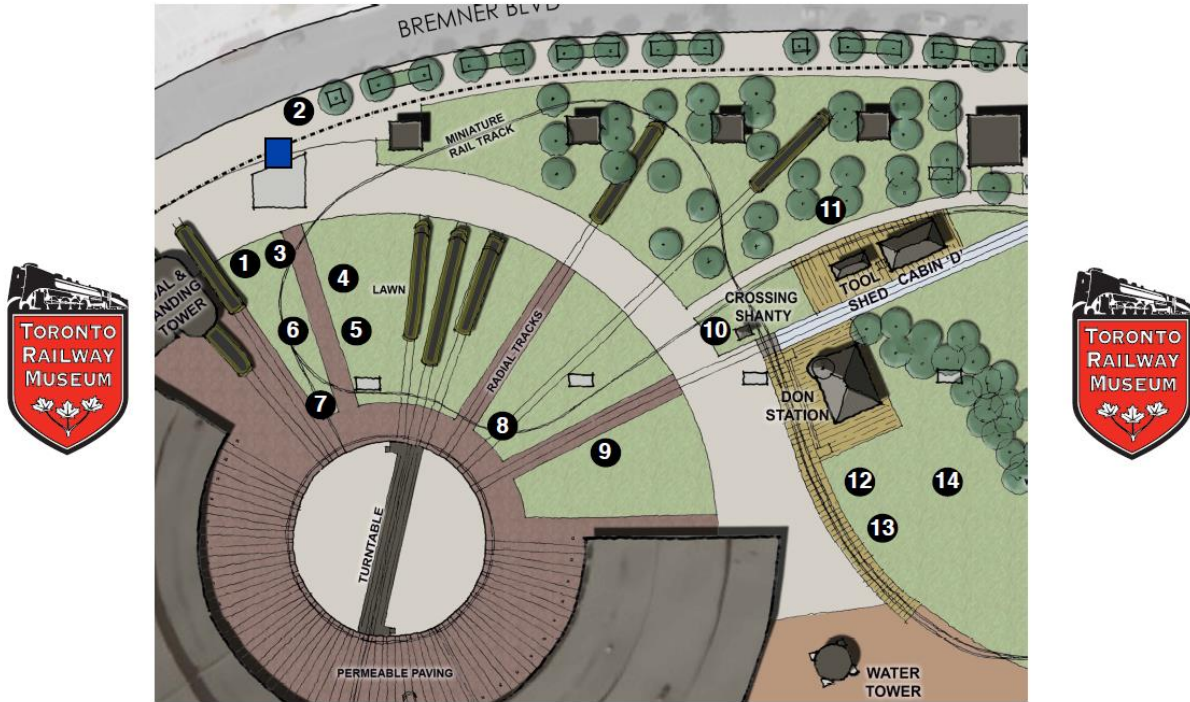
Museum Contact Information

Emails and phone numbers of key offices and contacts:

- **Museum office**
info@torontorailwaymuseum.com 416-214-9229
- **Chief Systems Officer**
Russ Milland russmilland@trha.ca 416-884-0581
- **Volunteer Coordinator**
Mike Bedford volunteer@trha.ca 613-292-3125

Map of Roundhouse Park
 (Based on Derek Boles © notes)

Historical Markers in Roundhouse Park



- | | | |
|-----------------------------------|--------------------------|-----------------------------|
| ■ Orientation | 5 Union Station | 10 Watchman's Shanty |
| 1 National Historic Site | 6 Coaling Tower | 11 Cabin D |
| 2 Heritage Toronto Porters | 7 Roundhouse | 12 Don Station |
| 3 Railway Lands | 8 Turntable | 13 Water Tower |
| 4 Coach Yards | 9 Railway Workers | 14 Marine Engine |