



Minnesota Streetcar Museum
Como-Harriet Streetcar Line
Excelsior Streetcar Line

P.O. Box 14467
University Station
Minneapolis, Minnesota 55414-0467

May 21, 2005

Policy No. 1

Member Conduct Code and Disciplinary Policy

1.0 **Member Conduct Code**

1.1 **Purpose.** The purpose of the member conduct code is to ensure that the Museum carries out its mission safely and productively in an atmosphere of consensus and cooperation and that members' experiences as volunteers and the public's experience as visitors are enjoyable. It is intended to define generally accepted behavior, which is further described in the operating rules.

1.2 **General Member Behavior.**

- 1.2.1 Members shall treat other members, our passengers, contractors, public officials, and our neighbors with courtesy and good will at all times. Members shall put group harmony and productivity ahead of personal ambitions at all times. Hard work and/or technical skill do not give a member license to mistreat others.
- 1.2.2 All members shall be welcome to participate in all Museum activities. All contributions of time and talent shall be encouraged. Highly active members shall not criticize or denigrate the contributions of less active members.
- 1.2.3 Verbal or physical abuse or intimidation shall be grounds for disciplinary action. Use of profanity in any dealings with passengers or volunteers is prohibited.
- 1.2.4 Harassment or discrimination on the basis race, gender, national origin, religion, disability or sexual orientation will not be tolerated.
- 1.2.5 Personal disputes between members have no place on Museum property or at Museum functions. Disputes between members with respect to Museum operations or activities will not be resolved through argument, but shall be referred to a responsible Museum official for mediation. The Board shall be the final arbiter of all disputes.
- 1.2.6 Members shall not accept tips, gratuities or rewards from passengers or the public. Any funds received as such will be considered donations to the Museum

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- 1.2.7 The use of alcoholic beverages or other controlled substances while on Museum property or equipment is prohibited.
- 1.2.8 The possession or use of firearms or other dangerous weapons on Museum property or at Museum functions is prohibited.
- 1.2.9 Announcements, discussion, or “off the cuff” remarks regarding politics, political parties, or persons holding a particular public office will not be a part of the end of line talk. In particular, discussion, announcements or talk that may be overheard by passengers or our neighbors that disparage any political party or person holding public office at the national, state or local level is strictly prohibited.

1.3 Project Direction and Lines of Authority.

- 1.3.1 In every organization and operation must have lines of authority. Museum work activities shall be determined by the Board and by appointed officials of the Board. While all members are encouraged to suggest work activities, their volunteer efforts should be confined to authorized projects. Consensus on the work to be performed is essential to the Museum’s success.
- 1.3.2 Members who hold officer, management, or supervisory status have a special responsibility to avoid words or deeds that are arrogant, insensitive, or capricious. They should set an example of good conduct for others to follow.
- 1.3.3 Only persons designated by the Board may represent the Museum. Financial commitments may only be made by duly authorized Museum officers. Any member who attempts an unauthorized expenditure will be personally responsible for the debt.
- 1.3.4 Only persons with officer, management, or supervisory status can critique the work of other members.

1.4 Treatment of Museum Property.

- 1.4.1 Members are the trustees of Museum property. It must be treated with care.
- 1.4.2 All property is under the control of the Board. No members may unilaterally dictate how it may be used. This also applies to members who have invested time or money toward the procurement, restoration, or operation of a piece of equipment or property. The contribution of time, money, services, or materials to the Museum conveys ownership of that property to the Museum and not to the contributor.
- 1.4.3 Museum property shall not be appropriated for personal use. Any Museum property in the hands and care of members must be authorized by a duly authorized officer and shall be documented in writing.
- 1.4.4 Intentional damage or threats to damage Museum property shall be grounds for disciplinary actions.

1.5 Disciplinary Action.

Members who violate the Members' Conduct Code will be subject to disciplinary actions outlined in section 2 of this policy. The Chair or General Superintendent may immediately suspend any members for cause pending further review and disciplinary action as described in section 2 of this policy.

2.0 Member Discipline

- 2.1 **Purpose.** To establish a clear and uniform policy on how alleged or suspected violation(s) of the Members' Code of Conduct, operating rules and procedures, and all other policies and procedures that govern the management, administration, and operation of the Museum will be handled.

2.2 Authority.

2.2.1 Authority to administer discipline rests with the appropriate Museum officer, manager, or supervisor. Department heads will be the first line of authority within their respective departments. The final decision on any action to be taken resulting from a substantiated violation of the Museum's rules, policies and procedures rests with the Board.

2.2.2 A shift Foreman has the authority to dismiss a crewmember from the shift's crew if the action(s) or behavior of the crewmember, in the Foreman's judgment: (a) could be considered to be unsafe; (b) casts an unfavorable light on the Museum; (c) involves verbal or physical abuse of our passengers or other crewmembers; (d) appears to be unlawful or illegal; (e) is in willful disregard of the instructions of the shift Foreman; or, (f) is a willful violation of the Museum's policies or procedures.

2.2.3 If a crewmember is suspended or dismissed from a shift crew, the Foreman will inform the General Superintendent soon after the shift is over. The Foreman will then write a report describing the behavior or actions that led to the suspension or dismissal and forward the report to the General Superintendent as soon as practicable.

2.2.4 After the written report is received and further investigation is made (if necessary) the General Superintendent will determine if disciplinary action is to be taken in accordance with paragraph 2.3 below. The General Superintendent will inform the crewmember in writing of his/her decision within a reasonable amount of time.

2.2.5 Decisions made by the General Superintendent may be appealed to the Board.

- 2.3 **Disciplinary Action Procedure.** Corrective action is progressive and the following is the order in which steps of disciplinary action for members will normally occur. It should be recognized that one or more of these steps may be omitted, according to the circumstances of each individual case.

- 2.3.1 ***Informal discussion.*** Every attempt will be made to resolve problems through informal discussion before proceeding to stronger disciplinary action. A written record of this informal discussion shall be made and maintained.
- 2.3.2 ***Written Warning.*** This action involves a discussion with the General Superintendent regarding an infraction of a rule or policy or this code of conduct, with an emphasis on correcting the behavior. During the discussion the length of time allowed for the member to improve shall be specified. The member should be certain that he/she understands the reason(s) for the warning, the expectation for improvement, and the terms for avoidance of further actions. This warning shall be presented in writing and the member will be asked to sign and date the document indicating that he/she has seen and understands the document. The document shall also be signed and dated by the General Superintendent. If the member refuses to sign the document, the General Superintendent shall enter the words "Member refused to sign" to the document with his/her own signature and date.
- 2.3.3 ***Disciplinary Probation.*** If both informal discussion and formal warning fail to correct the problem(s) or resolve the dispute, the member then may be placed on probation. The onset and duration of the probation shall be determined by the General Superintendent based on the particular circumstances. It may occur after one or more formal written warnings, or simultaneous with a warning.
- 2.3.4 ***Discretionary Suspension.*** For the welfare and good of the Museum, and of the member, suspension may sometimes be required. Suspension includes the suspension of membership privileges, except for the normal receipt of membership materials and publication due all members, and exclusion from Museum property, facilities, and activities. A suspension allows the opportunity to review the circumstances of the case and to hold discussions with all parties involved before further action is taken. Depending on the outcome of the review process, all or part of the suspension may be revoked.
- 2.3.5 ***Automatic Suspension – Under the Influence.*** The General Superintendent shall suspend the operating and volunteering privileges of any member of the Museum who is under the influence of alcohol, a drug, or any other substance such that the member's safety and/or that of others cannot be assured until such time as the General Superintendent is assured that the member may safely participate in such activities..
- 2.3.6 ***Automatic Suspension – Assault or Destruction of Property.*** The General Superintendent shall suspend for a period not to exceed thirty days the operating and volunteering privileges of any Museum member who either: (a) engages in conduct which, if allowed to continue, would constitute an immediate threat of bodily injury to persons or to the immediate damage to, or the destruction of, Museum property; or, (b) in fact commits such bodily injury or assault to persons or damage to or destruction of Museum property

2.3.7 ***Termination of Membership.*** Members may be expelled from the Museum by final action of the Board.

2.4 **Documentation.**

2.4.1 Warnings, probations, and suspensions, along with references to any previous verbal or written counseling shall be documented by the General Superintendent. This documentation shall specify the member's alleged deficiency, time frame for expected improvement, and those actions that will ensue if the member does not correct the problem. The member is required to sign any such documentation indicating that he/she has seen and understood it. Said signature does not indicate agreement with the statements in the document. The document shall also be signed and dated by the General Superintendent.

2.4.2 If the member refuses to sign the document, the General Superintendent shall enter the words "Member refused to sign" to the document along with his/her own signature and date. All such documentation regarding discipline of members shall be maintained in a secure file, with the same level of security and access as Museum personnel and finance files.

APPROVED BY THE BOARD OF DIRECTORS:

DATE: May 21, 2005

ATTEST: *Louis Hoffman*
Louis Hoffman, Secretary