



V2V CONNECTIONS

LVRT Trailhead Volunteer Manual

A Manual for Volunteers at the Danville Train Station LVRT Trailhead

Updated 2025

A collaboration between Village to
Village Connections, Inc, and the
Danville Historical Society



Introduction

Welcome volunteer! As volunteers at the Danville Train Station LVRT Trailhead, you are joining a team of enthusiastic people dedicated to giving users of the LVRT and visitors to the train station the best experience possible.

The Danville Train Station LVRT Trailhead is a collaboration between Village to Village Connections, Inc. and the Danville Historical Society. A little about us:

V2V Connections was formed in 2024 with the purpose to promote health, well-being, and social connections in the Danville community by implementing and managing the Danville Village to Village Master Plan, the Danville Train Station restoration and repurposing project, integration of the Vermont Lamoille Valley Rail Trail (LVRT) project, and develop and promote plans to grow the recreation economy throughout Danville. Learn more at <https://www.v2v-danvillevt.org/>

The Danville Historical Society is a non-profit educational institution whose mission is to promote an understanding of the history of Danville Vermont by collecting, preserving, exhibiting and interpreting its history and the relationship to the region and nation beyond to audiences of all ages and interests. Learn more at <https://danvillevthistorical.org/>

Role of the Volunteer

Volunteers at the Danville Train Station LVRT Trailhead wear several hats. When you agree to be a volunteer, you are expected to be able to perform all the duties. **You are not expected to be an expert in all areas; however, you should come with a willingness to learn and become more “expert” over time.**

You will have an orientation before starting as a volunteer and receive ongoing training and updates as needed.

There are a few key duties for all volunteers, **but mostly volunteers need to be friendly, cheerful, and willing to help visitors.**

Volunteers will sign in a log at the beginning of the shift and out at the end. A communication notebook is on site for volunteers to document any experiences from their shift. This could include (not limited to these):

- Questions from visitors the volunteers could not answer
- Unusual events or behaviors at the train station or pause place
- Suggestions for improvement from users or from volunteers

Responses to items in the communication notebook will be recorded in the notebook too. Volunteers are encouraged to read over the notebook at the beginning of their shifts, as the information may be helpful to them.

Emergencies, including medical emergencies or potentially criminal or threatening behavior should be reported by calling 911. If 911 is called and for non-emergent or time sensitive events, report these to Laural Ruggles or Patty Conly by phone or text. Their contact information is included on the emergency contact list posted at the train station.

Most of the resources mentioned below will be available on site as paper copies or included in a list of websites/phone numbers.

Each volunteer is expected to perform these key duties. If you cannot for any reason, we can attempt to find a partner volunteer for you; however, until we find a partner, you may not be able to volunteer.

Key duties:

- Serve as a guide for the historic passenger side of the train station
 - Participate in training and have a basic understanding of train station history.
 - Answer basic questions about the train station and railroad.
 - Resources onsite: History of West Danville, notebook with descriptions of photos/exhibits, digital kiosks.
- Serve as an LVRT Ambassador.
 - Know the route of the LVRT, stay informed on trail closures and know where to get updates. Read the VTRANS Ambassador guide online (there will be a printed copy on site at the train station).
 - Resources: VTRANS website railtrails.vermont.gov,
 - Know how to direct visitors to basic amenities (food, attractions, lodging) in Danville and surrounding area.
 - Resources: Business directory onsite; Danville Chamber website <https://www.danillevtchamber.org/> , Discover St. Johnsbury website <https://www.discoverstjohnsbury.com/>.
- Staff the gear shop.
 - Greet customers and have basic knowledge of the items (training given)
 - Selling items using the Square device (training given)
 - Restocking items as needed
- Monitor the station and pause place grounds for litter.
 - Pick up litter and items left behind using personal protection supplies provided at the train station. The summary of the trail Ambassador safety guidelines is listed

as an appendix to this manual and included in the LVRT Ambassador handbook. Anything suspicious or hazardous (like sharps/syringes) should be reported immediately to Laural or Patty. Do not attempt to pick these items up. If you consider the item suspicious, call 911.

- *Optional:* there is an AED on site. Volunteers interested in learning CPR and how to use the AED will be informed on how to access that training. A list of emergency phone numbers will be posted at the train station.
- A first in and last out checklist is included in the Appendix of this manual.

Volunteer Application
The also serves as the VTRANS Ambassador Application

Name: _____

Address: _____

Phone: _____ (best number to contact you at)

Email: _____

If under the age of 18, please indicate age: _____

Emergency Contact Name and
Number: _____

Are there any allergies or health concerns we should be aware of*?
Yes No

**If yes, you will be contacted by the Volunteer Coordinator to discuss further.*

Are you interested in learning about bike repair? Yes No

Are you interested in other volunteer opportunities with the LVRT Council(s)?
Yes No

What is your favorite part of the trail?

Is that the location you would like to cover? Yes No

Any questions, or other information you would like to provide?

Appendix A

Here is a summary of safety guidelines that are most relevant to volunteers at the train station. A complete list of trail safety guidelines can be found on the VTRANS Ambassador guide on page 31.

There are many hazards associated with litter picking activities, ranging from inclement weather and biological hazards to slips, trips, and falls. Here is some guidance on working safely while litter picking:

- Wear proper personal protective equipment (PPE) to prevent exposure or injury while working, such as:
 - o Gloves (disposable or reusable)
 - o Boots/shoes with ankle support
 - o Eye protection
 - o High-Visibility gear
 - o Picker tools

DO NOT TOUCH

- Blood-contaminated material such as needles, syringes, bloody bandages, IV tubes, etc. Assume that it is contaminated. If accidentally punctured by a needle or other sharp, seek medical attention IMMEDIATELY.
- Toxic or hazardous waste, dead birds, and animals without appropriate PPE.
- You never know what is inside of discarded plastic bags; be extremely careful with them. Do not let bags brush against your legs and do not place your hands under the bag.

Additional Hazards

- Hazardous materials, infectious substances and toxic material may be encountered along the trail. Watch for containers that may contain hazardous substances and report any findings to VTrans.
- Ticks, disease carrying mosquitoes, bees, snakes, rabid animals,

Appendix

First In:

- Unlock the backdoor and the 2 front doors. Weather permitting, you may want to open these doors to let in fresh air and make it clear that the station is open.
- Turn on the lights (as needed)
- Refill the toilet paper and paper towels in the bathrooms if needed
- In the summer, water the flowers on the platform if needed.

During the shift:

- Sign in when arriving
- Check the communication notebook for new information since your last shift
- Check the bathrooms, refill toilet paper and paper towels as needed
- Check the pause place for litter or lost items. If you need to pick up litter, be sure to follow the guidelines in this manual.
- Water flowers on the platform (if needed).
- Greet visitors, perform your duties as a train station volunteer. Be sure to have them sign the guest book.
- Write any relevant experiences in the communication notebook.
- Be sure to bring a book or something to fill your time on a slow day
- Sign out when leaving

Last Out:

- Check the rooms, including the bathrooms and janitor's closets, to be sure everyone has left.
- Lock the doors
- Turn off the lights as you leave the building
- Be sure the last door is locked behind you