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KEEP AMERICA BEAUTIFUL AFFILIATE

# **Volunteer Handbook**

## 2019 Edition

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Smyrna, GA 30082  
[Ksbinc15@gmail.com](mailto:Ksbinc15@gmail.com)  
770-431-2863

# How to Reach Keep Smyrna Beautiful

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## MAILING ADDRESS

PO Box 1226  
Smyrna, GA 30081  
770-431-2863

## Contact People

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Janet Liberman..... Executive Director..... 770-431-2863  
Julie Barwig ..... Coordinator..... 678-631-5519  
Kathy Chapman..... Recycling Center Manager..... 770-431-2869  
In case of Fire ..... 911  
Emergencies..... 911

## Holiday Schedule

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### Holidays and Closure Days:

New Years Day	January 1
M. L. King Birthday	Third Monday January
Good Friday	Varies
Memorial Day	Last Monday May
Independence Day	July 4
Labor Day	First Monday September
Thanksgiving	Fourth Thursday and Friday November
Christmas Day	December 25

## KSB Office Hours

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Monday - Friday	8:00 A.M. - 5:00 P.M.
Saturday	Closed
Sunday	Closed

Please note that the office is only accessible to volunteers when both Keep Smyrna Beautiful and the Recycling Center is open.

## Recycling Center Hours

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Monday	Closed
Tuesday	8:00 A.M. - 4:00 P.M.
Wednesday	8:00 A.M. - 4:00 P.M.
Thursday	10:00 A.M. - 6:00 P.M.
Friday	8:00 A.M. - 4:00 P.M.
Saturday	8:00 A.M. - 4:00 P.M.
Sunday	Closed

# Table of Contents

Welcome to Keep Smyrna Beautiful .....	4
Purpose of the Volunteer Handbook.....	5
Mission and History .....	6
Mission.....	6
History.....	6
Organization Chart.....	7
Volunteering with Keep Smyrna Beautiful.....	8
The Orientation Process.....	8
Volunteer Expectations.....	8
Volunteer Opportunities.....	9
Litter Prevention and Reduction.....	9
Events.....	9
Environmental Stewardship.....	10
Volunteer Policies & Procedures .....	11
Attendance.....	11
Absence and Lateness.....	11
Inclement Weather .....	11
Safety Guidelines .....	11
Confidentiality.....	12
Compensation .....	12
Ownership of Intellectual Property .....	12
Equal Opportunity Policy .....	12
Violence .....	12
Possession of Firearms.....	13
Property Damage or Theft .....	13
Unacceptable Behavior .....	13
Drug and Alcohol Use.....	13
Harassment .....	14
Termination Policy .....	14
Volunteer Feedback.....	14
Volunteer Acknowledgment and Receipt.....	16

# Welcome to Keep Smyrna Beautiful

Dear Volunteer,

Welcome to Keep Smyrna Beautiful! Keep Smyrna Beautiful is thrilled to welcome you to our team of volunteers. We are grateful that you have chosen to volunteer with us. We know that your time is precious and we appreciate that you are willing to share that time with us.

For 35 years, Keep Smyrna Beautiful has worked to protect the environment and quality of life in Smyrna. Volunteer support is essential in those efforts. Volunteers with Keep Smyrna Beautiful do everything from clean litter from streets, trails, and waterways to facilitating special events to raise funds for local schools. Keep Smyrna Beautiful could not operate without dedicated volunteers like you. Your commitment and contributions are vital to our success.

We hope that each and every volunteer experience with Keep Smyrna Beautiful is enjoyable and rewarding. Keep Smyrna Beautiful staff and board of directors is looking forward to your assistance!

Thank you!

Liz Davis  
Chairperson, Board of Directors

Janet Liberman  
Executive Director

## **Purpose of the Volunteer Handbook**

The purpose of the volunteer handbook is designed to introduce to Keep Smyrna Beautiful so that you may familiarize yourself with our history, programs, events, and policies.

No volunteer handbook can answer all the questions that you may have about Keep Smyrna Beautiful or our volunteer program. The handbook, along with the volunteer orientation, and volunteer job description packet should be utilized.

Please read this handbook carefully before your volunteer role and refer to it whenever you have questions. If you do have questions, please ask Keep Smyrna Beautiful staff, we will gladly answer them.

# Mission and History

## Mission

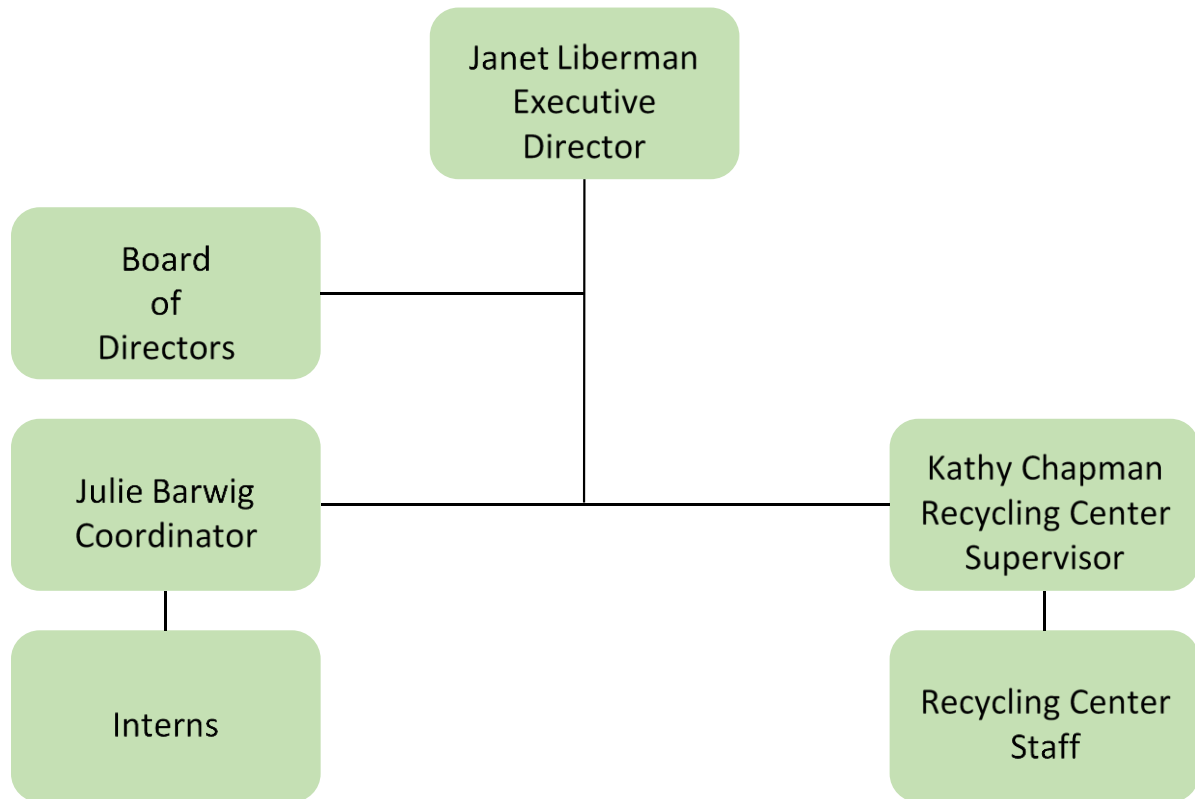
The mission of Keep Smyrna Beautiful is to bring together the resources of government, businesses, and residents to protect and improve the environment and the quality of life in our community.

## History

Keep Smyrna Beautiful began in 1984 as Smyrna Clean and Beautiful, Inc. through a city of Smyrna ordinance. We function as a hybrid organization, with the Keep Smyrna Beautiful, Inc., the nonprofit and Keep Smyrna Beautiful, a city department. The Keep Smyrna Beautiful Commission, which consists of appointees of the Mayor and Council, services as half the members of the Board of Directors for the nonprofit organization. The nonprofit and city department work together to accomplish KSB's mission.

KSB is an affiliate of both the Keep Georgia Beautiful and Keep America Beautiful System. Since our inception, we have been the premiere environmental organization within the city of Smyrna working to educate citizens, beautify public spaces, reduce waste, and prevent litter in the community.

# Organization Chart



# Volunteering with Keep Smyrna Beautiful

## The Orientation Process

1. Fill out online volunteer application form
2. Receive welcome email
3. Watch volunteer orientation video
4. Review Volunteer Handbook
5. Review Volunteer Job Description Packet
6. Return Acknowledgement and Receipt of Volunteer Handbook
7. Sign up to volunteer through volunteer emails and start volunteering!

## Volunteer Expectations

Keep Smyrna Beautiful promotes a safe and friendly environment to volunteer in. As KSB volunteers, you are expected to:

- Know your own duties and stay on task
- Cooperate with staff and volunteers, and maintain a team attitude
- Voice your opinions and contribute your suggestions to improve KSB's work
- Sign in and out each time you arrive to and leave a volunteer assignment
- Be on time for scheduled meetings and volunteer assignments
- Honor your commitment and come when scheduled
- Treat all volunteers, staff, and bystanders with respect



# Volunteer Opportunities

For available volunteer opportunities, please review the following programs and events that require volunteer support. Volunteers should also refer to the Volunteer Job Description Packet that is included in the welcome email for a more extensive overview of all our available volunteer opportunities.

## Litter Prevention and Reduction

### Adopt-A-Mile (AAM)

The Adopt-A-Mile program is a quarterly litter roadway cleanup consisting of individuals, groups, and businesses.

### Adopt-A-Trail (AAT)

The Adopt-A-Trail program is a litter clean-up of the first mile of the Silver Comet Trail. For this program, a designated group goes out monthly to pick up litter. This opportunity is not currently available to other volunteers.

### Great American Clean-Up (GAC)

Great American Clean-Up is a nationwide community improvement program of Keep America Beautiful. Keep Smyrna Beautiful implements the Great American Cleanup locally as one of our quarterly Adopt-a-Mile litter cleanups.

### Litter Free Events

KSB works with the City of Smyrna to provide “Litter Free” events at the 3 summer concerts each year in Village Circle by handing out trash bags to attendees.

### Rivers Alive

Rivers Alive is Georgia’s Annual Waterway Cleanup. KSB partners with Keep Marietta Beautiful for a local cleanup just outside of Smyrna at Chattahoochee River National Recreation Area: West Palisades.

## Events

### Garden Tour

The Garden Tour is KSB’s annual signature fundraising event. The event consists of touring five gardens within Smyrna.

### **America Recycles Day (ARD)**

America Recycles Day is a day dedicated to promoting and celebrating recycling on November 15<sup>th</sup>. KSB celebrates ARD on the closest Saturday to the 15<sup>th</sup>

### **Arbor Day**

KSB collaborates with the Smyrna Tree Board to celebrate Earth Day annually. There is a tree planting, an educational component, and a kid's activity can also be included. The location changes annually.

### **Bring One for the Chipper**

Bring One for the Chipper is an annual Christmas tree recycling program. The recycled trees are turned into mulch. The initiative is an effort to keep real trees out of the landfill.

### **Document Shredding**

Document shredding is a free community event that KSB provides bi-annually in the spring and fall. KSB provides a service of secure document shredding and recycling to Smyrna residents.

### **Jonquil Festival**

The spring and fall Jonquil Festivals are City of Smyrna events that KSB participates in. KSB has a booth at both events and is there to promote KSB and the Recycling Center. The Garden Tour is promoted at the spring festival and jonquil bulbs are sold at the fall festival.

## **Environmental Stewardship**

### **Adopt-A-Stream (AAS)**

The Adopt-A-Stream program consists of state registered and state trained volunteers who collect data about local waterways in order to monitor the water quality. The water quality is monitored in multiple areas such as: bacteria, chemical, visual, and macroinvertebrate.

### **Adopt-a-Tree**

The Adopt-a-Tree program is a tree rescue program that saves young/small trees from properties about to be developed, from homeowners that no longer want a tree, and community events.

# Volunteer Policies & Procedures

## Attendance

Sign-in time sheets help us track your volunteer hours. All volunteer opportunities will have a sign-in sheet provided unless otherwise noted in advance. All volunteers are required to sign in when they begin their volunteer shift and sign-out when they are finished.

## Absence and Lateness

If you are unable to volunteer for your shift or if you will be late, please notify our staff as soon as possible.

Julie Barwig, Coordinator  
Office: 678-631-5519  
Cell: 404-357-9923  
Email: jbarwig@smyrnaga.gov

Janet Liberman, Director  
Phone: 770-431-2863  
Email: jliberman@smyrnaga.gov

## Inclement Weather

Most volunteer opportunities are held outside. In the case of inclement weather that inhibits the ability of volunteers to do their assigned tasks or risks the safety of volunteers, Keep Smyrna Beautiful will cancel the volunteer activity in question. Any cancelled volunteer shifts will be communicated via email to all volunteers. Volunteers can also call 404-357-9923 for clarification and if there is a cancellation, an automated message will inform volunteers.

## Safety Guidelines

### Outside Volunteer Events

- Wear a safety vest and gloves.
- Wear appropriate clothing including bright colored long sleeves, long pants, closed toed shoes, and long socks.
- Work within individual capabilities.
- Use the tools given to pick-up litter and debris.
- Work 10 feet on either side of the centerline of the trail.
- Avoid dangerous areas such as bridges and construction areas, high grass, and steep slopes.
- Work in groups up to 3-4, but never alone.
- Closely supervise any youth. Volunteers must be at least 12 years old. All volunteers under the age of 18 must have their parent or guardian sign the Keep Smyrna Beautiful Parental Consent and Liability Release form and turn it in prior to or at the time of sign-ins. Youth groups should have a 3:1 youth to adult ratio.
- Be aware of holes, broken bottles, nails, and other sharp materials.
- Do not remove any hazardous material, including broken glass.

- Hold a safety meeting with your group prior to litter pick-up, including warm-up exercises and gentle stretching of all major muscles to avoid strain.
- Be aware of and avoid possible contact with poisonous plants, stinging insects, fire ants, and snakes.
- Bring medications for known allergies or medical conditions.
- Do not partake in, possess, or distribute alcoholic beverages while involved in litter pick-up.
- Be mindful of severe weather changes and darkness and do not work in the dark or if bad weather is approaching.
- Work facing the traffic when near roads or streets.
- Call 911 if any emergency arises and complete an incident form.
- Work safely.

### **Recycling Center**

- Wear appropriate clothing including long sleeves, long pants, and closed toed-shoes.

### **Confidentiality**

Volunteers may be in receipt of confidential information; including but not limited to identities, records, memoranda, data and results pertaining to, arising from or containing particulars of confidential information. Volunteers agree that they shall not at any time while they are providing services for Keep Smyrna Beautiful, Inc., or at any time after those services are completed, disclosed to anyone such confidential information. Failure to maintain confidentiality may result in termination of the volunteer's relationship with Keep Smyrna Beautiful, or other corrective action.

### **Compensation**

Volunteers in the Keep Smyrna Beautiful, Inc. volunteer program will not receive any monetary compensation as a benefit of this position. Volunteers participate without the promise, expectation, or receipt of compensation and offer their services freely and without pressure or coercion, direct or implied, from Keep Smyrna Beautiful, Inc.

### **Ownership of Intellectual Property**

Keep Smyrna Beautiful reserves the right to ownership of any type of program, literature, etc. that could be considered intellectual property that is created in connection with a volunteer's work with Keep Smyrna Beautiful.

### **Equal Opportunity Policy**

Keep Smyrna Beautiful, Inc. supports equal employment opportunity and is against all forms of illegal discrimination.

### **Violence**

Keep Smyrna Beautiful has zero tolerance for violence. Acts or threats of physical violence, including intimidation, harassment, and/or coercion, will not be tolerated at Keep Smyrna Beautiful. Acts or threats of violence include conduct that is sufficiently severe, offensive, or intimidating to create a hostile, abusive, or intimidating work environment for employees, volunteers, or interns. Examples of workplace violence include, but are not limited to, the following:

- All threats or acts of violence occurring on Keep Smyrna Beautiful events or City of Smyrna premises, regardless of the relationship between the Keep Smyrna Beautiful volunteer and the parties involved.
- Disorderly conduct, including fighting or assault on a fellow intern or volunteer, supervisor, city employee, citizen, board member, or other, acting in an obscene manner, or using obscene, abusive, or threatening language.

### **Possession of Firearms**

Volunteers are prohibited from being in unauthorized possession or use of firearms or any other weapon while engaged in business of Keep Smyrna Beautiful, Inc.

### **Property Damage or Theft**

Volunteers are prohibited from the following behaviors concerning property damage and theft:

- Defacing, destroying, or damaging property of Keep Smyrna Beautiful, Inc., the City of Smyrna, or the property of employees, volunteers, or citizens.
- Any unauthorized taking of property from Keep Smyrna Beautiful, Inc., the City of Smyrna, employees, volunteers, or citizens.

### **Unacceptable Behavior**

Any volunteers exhibiting the following behaviors or actions will result in corrective action or dismissal. The degree of corrective action is at the discretion of Keep Smyrna Beautiful, Inc.

- Unauthorized sleeping during scheduled shift time.
- Insubordination, such as failure to follow a reasonable instruction of supervision or management on a job-related manner.
- Threatening or intimidating staff, volunteers, board members, or citizens.
- Failure to maintain confidentiality, when such confidentiality is appropriate and necessary.
- Acts of discourtesy, rudeness, or disrespect to the public, volunteers, or KSB board.

### **Drug and Alcohol Use**

Volunteers are subject to immediate dismissal if they are under the influence of drugs or alcohol while performing their volunteer duties. Volunteers may not bring drugs or alcohol into Keep Smyrna Beautiful facility under any circumstances. Volunteers are prohibited from reporting to work intoxicated or under the influence of alcohol and/or illegal drugs or the abuse of over-the-counter medication. Any possession, use, distribution, manufacture, sale, or dispensation of any controlled substance or illegal drug is prohibited and will result in immediate dismissal.

## **Harassment**

Keep Smyrna Beautiful, Inc. is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment.

Harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. Harassment is not necessarily sexual in nature. It may also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against an employee for discussing or making a harassment complaint.

Harassment of any sort - verbal, physical, visual - will not be tolerated. Harassment related to one's race, color, religion, sex, age, sexual orientation, national origin or ancestry, disability, medical condition, marital status, veteran status, or any other legally protected characteristic are cause for immediate termination.

Any KSB volunteer that experiences or becomes aware of an incident of harassment must bring it to the immediate attention to a Keep Smyrna Beautiful staff member or board of directors' member. Once aware of any incidents of harassment, KSB will take prompt and appropriate disciplinary action. Any intern or volunteer found to have harassed a fellow intern, volunteer, subordinate, staff member, or citizen will be subject to severe disciplinary action up to and including termination.

## **Termination Policy**

Keep Smyrna Beautiful is an at-will organization and has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. In general, failure to adhere to the policies of Keep Smyrna Beautiful is cause of immediate release.

Grounds for immediate dismissal may also include, but are not limited to:

- Failure to adhere to safety guidelines
- Reporting to a volunteer event under the influence of alcohol or drugs
- Possession, distribution, sale, transfer and/or use of alcoholic beverages, illegal drugs, or other illegal substances
- Theft of property or misuse of equipment or materials
- Negligence or conduct leading to damage of property
- Falsifying statements on the volunteer application
- Illegal, violent, or unsafe acts
- Abuse or mistreatment of volunteers, staff, and/or bystanders
- Sexual or other harassment
- Unwillingness to support and further the mission of the organization

## **Volunteer Feedback**

While Keep Smyrna Beautiful desires every volunteer to receive fair and impartial treatment, it does recognize that conflicts, misunderstandings, and problems arise from time to time.

Problems or concerns may arise among volunteers or between volunteers and KSB staff. Although most misunderstandings can and should be solved on an informal basis, more formal provisions have been made in order to resolve difficult problems.

The procedure for raising a problem or concern is as follows:

1. The volunteer should directly inform the person who is the source or cause of the problem/concern that a problem/concern exists. Those involved should attempt to resolve the issue informally and independently.
2. If the volunteer does not wish to communicate directly with the individual who is the source or cause of the issue or fails to resolve the issue after discussing it with the other party, the volunteer should then contact the Coordinator or Executive Director.

## Volunteer Acknowledgment and Receipt

I acknowledge receiving the Keep Smyrna Beautiful Volunteer Handbook. I agree to follow and abide by all of the guidelines, expectations, and policies in the Keep Smyrna Beautiful Volunteer Handbook.

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Signature

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Print Name

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Date