

Kennesaw Mountain National Battlefield Park



Volunteer In Parks Policy and Procedures Manual

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Enhancing Your Volunteer Experience

The National Park Service (NPS) relies heavily on volunteers, like you, to achieve its mission. Whether you are here because of your love of the park or to gain experience in a new field, the park wants to help you make the most of your experience. Park staff strives to meet the needs and interests of our volunteers, and we hope to keep you motivated and engaged.

Mission Statement

The mission of Kennesaw Mountain National Battlefield Park's Volunteer-In-Parks (VIP) Program is to engage people in the park, while building a community of park stewards who feel a deep sense of ownership and commitment to the mission of Kennesaw Mountain National Battlefield Park. As a volunteer you not only support the park with the work that you do but also with the amount of time you give.

Overview

The National Park Service VIP Program was authorized by Public Law 91-357 enacted in 1970. The primary purpose of the VIP Program is to provide a vehicle through which the National Park Service can accept and utilize voluntary help and services from the public. The major objective of the program is to utilize this voluntary help in such a way that is mutually beneficial to the National Park Service and the volunteer. The terms "VIP Program" and "volunteer program," as well as "VIP" and "volunteer," are used interchangeably in this manual.

Be Patient

The flow of ideas enhances the park experience. When you get here, observe how things are done, ask questions, and learn all you can. After further consideration and time, please feel free to make suggestions that might help the park run more effectively and efficiently.

Address Concerns Promptly

If you have a question or a concern about your responsibilities or duties on the job, please bring it up with your supervisor immediately. If your concern involves a conflict of any kind with a coworker, discuss it as soon as possible with your supervisor. The supervisor will try to clarify the issues and help find a solution. It is important that all parties are heard and that conflicts are resolved as quickly as possible.

Continue to Learn

Your value, as a volunteer, increases with your knowledge of the park. Approach each job you do with an open and inquisitive mind and learn all you can about it. There are many ways to engage and learn more about the park.

Follow the Rules

The park's rules are for the protection of the park and for everyone's safety. Please do your best to learn and follow the rules relating to the park. If you are unsure of park regulations, ask your supervisor for clarification.

Take a Tour—Know Your Park

Visit the Visitor Center; Watch the film; hike on the trails; walk, drive, or take the shuttle bus up the mountain road; go on a ranger-led program; or attend other interpretive programs to learn more about the cultural and natural resources in the park.

Have Fun!

Volunteering can be a life-enriching experience. Opportunities and rewards abound. Most of all, it can be a lot of fun! With an open mind, a positive commitment to success, a sense of humor, enthusiasm, and consideration of others, you can have a rewarding and memorable experience at Kennesaw Mountain National Battlefield Park. We look forward to sharing this great experience with you.



What Can Volunteers Do?

Volunteers can work in all parts of the park. All levels and types of skills can be used, and almost any type of work can be performed if it is work that:

- Would not otherwise get done during a particular fiscal year because of funding or personnel limitations.

or

- Enables paid employees to accomplish work that would not otherwise get done during a particular fiscal year because of funding or personnel limitations.

or

- Does not result in the displacement of any paid employees. The following additional constraints must be considered when assigning volunteers to work projects:
 - A volunteer must never be required to perform any type of work for which he or she is not qualified, has not been adequately trained, does not feel comfortable doing, or does not willingly agree to. These warnings apply especially to medical and law enforcement activities.
 - Volunteers who are assigned to operate machinery or equipment (such as chain saws, power shop tools, and specialized equipment or vehicles) first must have demonstrated their proficiency in the operation of that equipment to the satisfaction of the responsible supervisor. All applicable age restrictions relating to the operation of machinery or equipment must be considered.
 - Volunteers may assist the visitor protection functions of the park. But they must not be assigned duties that would place them in a life-threatening situation, even as an observer (for example, serving as backup on road patrol). Volunteers may not issue citations or carry firearms.
 - Volunteers working in the parks must observe the same safety precautions and use the same safety equipment as do paid employees. If VIPs are to be placed in a work environment that has occupational hazards, then personal protective equipment must be provided at no cost to the VIP. Failure to provide such equipment significantly increases NPS exposure to potential violation notices of federal health and safety regulations, violates existing labor-management relations agreements, escalates the number of workers' compensation claims, and heightens the potential of tort liability for supervisors' acts of omission.
 - Volunteers serving in coordination with a non-profit partner organization must be full members of that organization and be working towards standards and tasks formally established by the administering NPS office.



Rights and Responsibilities

The Volunteer Bill of Rights

As a Kennesaw Mountain National Battlefield Park Volunteer you have:

- The right to be treated as a co-worker, not just free help.
- The right to a suitable assignment with consideration for personal preferences, temperament, life experience, education, and work history.
- The right to know as much about the organization as possible: its policies, people, and programs.
- The right to proper job training.
- The right to continuing education on the job as follow-up to initial training, information on new developments, and training to prepare for greater responsibility.
- The right to sound guidance and direction by someone who is experienced, well-informed, patient, and thoughtful, and who has the time to invest in giving guidance.
- The right to a place to work: an orderly, designated place conducive to work and worthy of the job to be done.
- The right to a variety of assignments and increasing levels of responsibility and challenge.
- The right to be heard, to have a part in planning, to feel free to make suggestions, and to have respect shown for honest opinions.
- The right to recognition in the form of promotion and awards, through day-to-day expressions of appreciation, and by being treated as a team member.

Reasonable Expectations of All Volunteers

Kennesaw Mountain National Battlefield Park Volunteers are reasonably expected to:

- Represent the National Park Service in a professional manner.
- Follow the park's policies and guidelines and understand its organizational structure.
- Communicate promptly with a supervisor or coordinator any time they cannot comply with their work schedule or time commitment.

- Communicate changes in their e-mail address, postal address or phone number to their supervisor or coordinator in a timely manner.
- Make an accurate record of activities and hours spent volunteering in the park and turn this record over to a supervisor or coordinator promptly.
- Attend training sessions provided by the Park Service and keep current on all certifications or licenses that are specified by the Park Service as necessary for volunteer activities.
- Understand the Park Service's uniform standards and appear in a neat and clean uniform or period clothing that is appropriate to volunteer activities when representing the Park Service to the public.
- Be personally responsible and accountable for government property entrusted to them, understand its proper and safe use, and return it in the same condition in which it was received.
- Give reasonable advance notice should they desire to terminate their volunteer relationship with the park.

Legal Protections for Volunteers

Worker's Compensation and Tort Claims

When you sign your Volunteer Agreement you will be covered by Federal Worker's Compensation if you are hurt while volunteering. Volunteers receive the same protection as NPS employees under the Federal Employees Compensation Act (5 USC, Chapter 81) and the Federal Tort Claims Act (28 USC, 2671-2680) and are federal employees for those purposes only. To ensure benefits under these acts, it is imperative that you be properly registered with a signed Volunteer Agreement and that you operate under a written job description(s) that contains specific information on the type of work you are assigned to do. Your signed Volunteer Agreement will be examined if questions arise about whether you were acting within your assigned responsibilities. These two acts provide the following protection:



Federal Employees Compensation Act

Volunteers (VIPs) are entitled to first aid and medical care for on-the-job injuries as well as hospital care when necessary. When travel is necessary to receive medical care, transportation may be furnished, and the travel and incidental expenses associated with it may be reimbursable. If death results from an on-the-job injury, a portion of burial and funeral expenses may be paid. In addition, other compensation benefits may be approved by the Office of Workers Compensation Programs on a case-by-case basis.

A volunteer who suffers an on-the-job injury should contact his or her volunteer supervisor immediately. The supervisor is responsible for helping the volunteer thoroughly document the incident. The supervisor is also responsible for helping the volunteer obtain and complete the proper claim forms (if the volunteer desires to file a claim for compensation). The supervisor is responsible for certifying the authenticity of the claim and for submitting the claim. If you do not have a staff supervisor, or your supervisor is unavailable, contact the director of volunteer programs or Chief Ranger.

Volunteers are entitled to first aid and medical care for on-the-job injuries as well as hospital care, when necessary, by following the same procedures as regular government employees.

When an injury occurs to a volunteer while working in the park:

1. Contact the on-site work leader immediately to report your injury. To qualify for workers' compensation, the injury must be traceable to a specific time and place, involve a specific body part of function, and be caused by a specific event/incident or series of events within a single day.
2. If the injury is life-threatening, obtain emergency care immediately. Call 911 for the Cobb County emergency response, giving an accurate description of the location and the type of emergency. If taken immediately to the hospital emergency room, save any paperwork, receipts, etc. from the emergency room.
3. If the injury is not life-threatening, contact the VIP coordinator at the Visitor Center office to obtain a CA-16 Form, Authorization for Examination and/or Treatment. If the VIP coordinator cannot be reached, contact the park's Workers' Comp Coordinator at 770-427-4686. **The CA-16 form must be provided to the treating Physician/Clinic.**
4. If it is an injury that will require hospital care, proceed to Kennestone Hospital, 677 Church Street, Marietta, GA 30060. Phone: 770-793-5000.
5. For injuries that require first aid, x-rays, evaluation, etc. the park usually utilizes Physicians Immediate Med. It is open 7 days a week from 9:00 am – 9:00 pm. It is in the Town Center area on 2481 Georgia Busbee Parkway, Kennesaw, GA 30144. Phone: 770-423-0000; Fax: 770-423-0131.
6. Once the volunteer has been treated, the physician must complete the physician's part of the CA-16 form. The CA-16 form **must be returned** to the VIP Coordinator at Kennesaw Mountain National Battlefield Park. Mailing address is 900 Kennesaw Mountain Dr., Kennesaw, GA 30152. Fax: 770-528-8398. The VIP Coordinator also has information on where the physician/clinic should submit the medical bills.
7. The injured volunteer will be contacted and interviewed by the Park Workers' Comp Coordinator to complete federal reports. The volunteer will be asked to describe the place, date, and time that the injury occurs the cause of the injury and the nature of the injury. The names of any witnesses to the injury will also be requested.
8. The Park Workers' Comp Coordinator will work with the injured volunteer to assist him/her in all phases of the reporting and reimbursement request process.

Federal Tort Claims Act

This act provides a means for damages to be awarded because of claims against the National Park Service for injury, loss of property, personal injury, or death caused by the negligent or wrongful act or omission of any employee of the NPS while acting within the scope of his or her duties. Since volunteers are considered employees for the purpose of this act, they are offered the protection of the act for personal liability if they are within the scope of their assigned responsibilities.





Getting Started

Applications, Interviews, and Forms

Peruse the List of Open Volunteer Positions.

Contact the VIP Coordinator or Kennesaw Mountain Trail Club (KMTTC). Consider your interests, skills, qualifications, and time commitment when choosing a volunteer position.

Complete a Volunteer Application.

- ✓ Apply for a volunteer opportunity by selecting a specific position on Volunteer.gov. If you are interested in a position which is not described on Volunteer.gov, please contact the park's Volunteer Coordinator at KEMO_volunteer@nps.gov, to indicate the positions for which you are applying.
- ✓ The volunteer coordinator will contact you with more information about the position within two weeks and may schedule an interview with you. If you do not receive information within this time frame, please contact the volunteer coordinator.
- ✓ If you are accepted to the volunteer position, **you will be asked to complete and sign a form, known as the Volunteer Agreement, before your volunteer service commences. It is the single most important document that you must complete. Without a Volunteer Agreement, you will NOT be covered by any of the protection that NPS offers.** Volunteers will be requested to complete the agreement on Volunteer.gov as part of their onboarding tasks. Onboarding tasks will include volunteer service description, job hazard analysis, handbooks, and FAQs.
 - If you are not accepted and would still like to volunteer in the national park, review the list of available volunteer positions again and apply for another position.
- ✓ Discuss the required and optional training with your volunteer supervisor, and then set up your schedule. Also write down your supervisor's contact information in case you have any questions or will be absent. There is a space in the back of this manual under Contact Us for this information. Store your supervisor's phone number in your cell phone as well.
- ✓ Within your first six months of volunteering, attend the VIP Orientation course (see below).

Orientation

Kennesaw Mountain National Battlefield Park provides a variety of training sessions for volunteer positions in addition to on-the job training. All new volunteers must attend a VIP Orientation. The class addresses basic volunteer questions, the philosophy of the National Park Service, a brief history of Kennesaw Mountain National Battlefield Park, and explains the partnership with Eastern National. Indiana University Expand: Eppley Center for Parks and

Public Lands online training are required for some positions; additional training requirements depend on your specific volunteer position.

Access

Volunteers who are leaders in their groups and/or would benefit from the use of meeting space and/or storage space as part of their volunteer role will be given limited access. Speak with your supervisor if this applies to you.

Volunteers who are involved in groups that have supplies stored at the Maintenance Facility and/or lead and organize meetings will have limited access. This limited access authorizes the use of the Visitor Center Education Center and access for pickup of supplies from storage areas. An appointment must be made for use of the Education Room by calling the front desk to check availability.



Volunteer Uniforms

Each superintendent/manager will designate a standard volunteer uniform designed to meet needs and conditions. Where possible, volunteer uniforms should consist of off-the-rack, readily available items.

The public must easily recognize volunteers by means of a visible distinction between paid employees and volunteers. Volunteers must not wear, or attempt to duplicate, any part of the official NPS uniform.

A park's full volunteer uniform should include two items:

1. The volunteer insignia worn on the shirt and/or hat.
 - If the full-sized, 3-inch patch is used, it must be worn on the left shoulder (the same place as the NPS uniform patch) or on the left side of the chest.
 - If the smaller, 2.25-inch VIP patch is used, it is to be worn on the front of a cap or hat.
 - Embroidered emblems that are the same as the patch are also acceptable.
 - Alternatively, the VIP sticker can be displayed on the front of a hard hat.
2. The volunteer's name displayed on the shirt, in the form of one of the following items:
 - A VIP name bar
 - A VIP cloth patch
 - A local name bar or name tag developed by the park or program, if desired

A small, circular enameled lapel pin in the form of the VIP insignia is also available. It can be worn as part of the uniform or given to the volunteer as a token of appreciation.

The Volunteer uniform designates you as an official volunteer for the National Park Service. Before accepting a uniform, volunteers must understand that the uniform is only to be worn when officially volunteering. If the uniform is not worn while performing volunteer responsibilities in view of the public, time will not count as Volunteer hours.

Uniforms will be provided directly by the Volunteer Coordinator and are to be picked up at the Visitor Center. Uniforms include shirts and hats. Volunteers need to provide their own pants or shorts, which should be khaki or beige, or if part of the Trail Ambassadors, a military green will be worn. Be sure to dress appropriately for the activity you will be performing, including appropriate footwear. Wear a volunteer shirt while on duty so you can be recognized as such by fellow volunteers, park staff, and visitors. If you have specific questions about uniforms, please ask the Volunteer Coordinator (KEMO_Volunteer@nps.gov, 770-615-1801).

Uniform Nametags

To commemorate your first year of service at Kennesaw Mountain National Battlefield Park, you will receive a personalized gold name bar, which you should wear as part of your uniform. A temporary name tag will be issued and is to be worn until a personalized name bar is issued. If you do not receive your gold name bar within a year, please inform the volunteer coordinator.

Uniform Appearance

Uniformed volunteers are in the public eye and, therefore, have a responsibility to maintain the positive image of the National Park Service, Kennesaw Mountain National Battlefield Park, and its partners. A uniformed volunteer who is inattentive to his/her appearance presents an unfavorable image not only for himself/herself, but also for the entire National Park Service and Kennesaw Mountain National Battlefield Park. Supervisors are required to oversee the condition of their volunteers' uniforms and make sure they are appropriate for their working conditions.

The VIP uniform should only be worn while providing assigned volunteer service. The same list of activities prohibited for NPS staff while in uniform applies to volunteers while in uniform.

All VIP uniforms and uniform components must meet the following minimum standards:

- They must be clean, neat, and free of offensive odor at the beginning of the workday.
- They must not be faded or frayed and must be free of excessive wear, including worn areas, shiny spots, pilling, holes, or missing buttons.
- All items should be ordered (or altered to) sizes that prevent excessive tightness or bagginess.

Uniform Pickup

Volunteers will receive their uniforms from the volunteer coordinator. Please call ahead to ensure that the Volunteer Coordinator will be present and that your size is available. **An appointment must be made with the Volunteer Coordinator to obtain your uniform, call, or email the Volunteer Coordinator (KEMO_Volunteer@nps.gov, 770-615-1801).** Living History volunteers will be issued their uniforms/equipment by the park's Black Powder Specialist.

Return Policy

If you resign or are terminated by the volunteer program for any reason, you must return your volunteer uniform either to your supervisor or the volunteer coordinator. Additionally, you can turn in a damaged uniform. Please make an appointment with the Volunteer Coordinator to receive a new item.

Parking

Parking for the Visitor Center is near the Maintenance Facility. This area is also reserved for staff parking and at times is limited. During special events, parking may be in the small field in front of the Superintendent and Administration offices. Do not park in the driveway between the Superintendent and Administration offices. Parking is also available at all designated parking lots, which are located at the Visitor Center, on Old Highway 41, on Burnt Hickory Road, at Cheatham Hill, on Cheatham Hill Road, and at the Kolb Farmhouse. Parking is available for equestrians/horse trailers on Cheatham Hill Road, slightly north of Powder Springs Road.

A volunteer parking pass will be provided for each year of volunteer service (to be handed out at beginning of service and/or annually). Please display the parking pass in the windshield of your vehicle. This will enable park staff, volunteers, and visitors to recognize your vehicle while you are volunteering. Passes are only to be used while performing volunteer duties and NOT for personal use. If you have received a Kennesaw Mountain NBP annual pass or a Volunteer Interagency Pass, please display these passes with the annual volunteer pass when parking in designated staff/volunteer parking areas.

Reporting Volunteer Time, Activities and Statistics

It is important that all volunteer time and activities be logged. The Park Service keeps track of volunteer time to give recognition for the number of hours a volunteer has contributed.

Accurate statistical records of visitor contacts, for example, are needed for budget appropriation requests and project planning. Statistics to be recorded and forms to be used vary with the assignment that a volunteer is performing.

Supervisors are responsible for updating volunteers during the orientation session on:

- Forms the volunteers should use to record their time and activities.
- Requirements for turning in time and activity reports.

- Procedures to use (such as e-mail or telephone reporting) if exceptional or emergency situations should arise.

Time Commitment and Tracking

Some positions have more flexible schedules than others. For some, such as interns, there is a set working schedule and time commitment. For other positions, you may be asked to commit to a couple of hours per week or per month. Other projects occur on a one-time basis. Ask your supervisor about the time commitment for your position.

A volunteering schedule that works for both you and your supervisor will be established before you begin. If you find that you are unable to meet the requirements of a position, then a different volunteer activity may work better. The Volunteer Coordinator will explain how your volunteer hours will be tracked.

Track your volunteer hours in 1-hour increments. It is important that your volunteer hours are recorded, because funding for the volunteer program is determined largely by the total number of volunteer hours reported each fiscal year.

We also track your hours so we can recognize you for your contributions. It is crucial that all your volunteer hours are recorded accurately.



Requesting Time off

If at any time a volunteer would like to take a day off from their duties, please inform the volunteer supervisor either by written or verbal statement. E-mails, phone calls, or personal conversation can be made to schedule time off. If absence is due to sickness, please call the Visitor Center to inform staff. Leave a message if prior to 9:00 am or if no one has answered the phone. If you would like to schedule a replacement for your absence, please do so; however, it is not mandatory. If you have scheduled a replacement, please inform staff of the replacement.

If you are taking long-term leave of absence, please provide the volunteer coordinator and volunteer supervisor with a written statement detailing the length of time of the absence. Specific information detailing the reasons for the long-term leave is not necessary. The written statement will be placed in the volunteer's file as a record of their leave of absence.

Ethics

It is important for all volunteers to abide by certain ethical standards, some of which are outlined below. These guidelines are designed to give you a basic framework and help in your everyday ethics questions. If you have any questions about ethics, your supervisor will be able to answer them for you.

- ❖ Turn in items that do not belong to you to the Lost and Found. The Kennesaw Mountain National Battlefield Park Lost and Found is located at the Visitor Center.
- ❖ You may not use government property for personal activities. Examples include mailing personal mail in government envelopes and using a government vehicle for personal business.
- ❖ You may not receive compensation for any activity that is related to your volunteer duties. Sometimes visitors may wish to tip you for a program. Instead notify them that they can donate.
 - Donation boxes are in the Visitor Center. If an individual would like to donate to a specific park program, please have them contact the park for specific donation guidelines.
- ❖ You may not endorse one commercial establishment over another in an official capacity. This means that you cannot give a direct answer to such a question as “What is your favorite restaurant?” Instead focus your answer on the range of available opportunities.
- ❖ Gambling is prohibited on federal property. This includes raffles, lotteries, and sports pools.
- ❖ Fundraising for outside organizations is prohibited. An example would be selling Girl Scout cookies.
- ❖ Follow the off-duty, off-premises rule for political activities. Avoid discussing your personal political views when you are on duty. Do not wear campaign buttons on your uniform. When sharing your views off duty, such as in a letter to the editor, do not represent yourself as a park volunteer or in any official capacity. Volunteers are also required to follow the laws established by the federal Hatch Act of 1939.

Recognition and Rewards

Each year the park recognizes the invaluable services of its volunteers with a dinner. The annual VIP dinner provides an opportunity for volunteers to get to know each other as well as an opportunity for park employees to personally thank volunteers for their help and support. The Kennesaw Mountain National Battlefield Park recognizes that it has benefitted greatly from volunteers’ service.

Personal benefits include knowing you are making a positive difference in Kennesaw Mountain National Battlefield Park, meeting people with similar interests, developing new skills, and staying active. Volunteering can be personally rewarding as well as life enriching.



A volunteer:

- Recognized with a personalized gold name bar after one (1) year of volunteer service.
- Earns the America the Beautiful Volunteer Pass for donating 250 hours to the National Parks Service or another participating federal agency. This National Parks and Federal

Recreational Lands Pass allows you one year's free entry to all federal recreational lands. You may earn the pass as many times as you qualify.

- Receive the Presidential Volunteer Service Award in recognition of your dedication to volunteer service with a letter from the president of the United States, a pin, and a certificate when you complete over 4,000 hours of service. ***The Lifetime Achievement Award is currently not available to be awarded, per the President's Volunteer Service Award website.***

The President's Volunteer Service Award (PVSA): The PVSA is an initiative of the Corporation for National and Community Service and is administered by Points of Light. Hours are measured over a 12-month period and awards are designed based on cumulative hours.

The awards are offered in multiple levels and are designed to recognize each milestone of your service achievement. Levels include bronze, silver, gold and the highest honor, the President's Lifetime Achievement Award for those who contribute more than 4,000 hours of service in their lifetime. ***The Lifetime Achievement Award is currently not available to be awarded, per the President's Volunteer Service Award website.***

For more information please visit. www.presidentialserviceawards.gov.

- **Criteria:** Individuals, families, and groups that meet the criteria are eligible for the PVSA.
 - Recipient(s) must be a United States citizen or a lawfully admitted permanent resident of the United States.
 - Awards are issued for service hours served within a 12-month period or over the course of a lifetime.
 - Awards are issued for volunteer service only; additional levels of participation with the organization (i.e., charitable support) are not a factor considered for the award.
 - Court-ordered community service does not qualify for the award.
 - Awards are issued by approved Certifying Organizations.
 - Service must be with an approved Certifying Organization that is legally established in the United States, the Commonwealth of Puerto Rico or one of the U.S. territories.

PVSA Hours by Award	Bronze	Silver	Gold
Kids (5-10)	26 – 49	50 – 74	75 +
Teens (11–15)	50 – 74	75 – 99	100 +
Young Adults (16-25)	100 – 174	175 – 249	250 +
Adults (26 and older)	100 – 249	250 – 499	500+
Families and Groups*	200 – 499	500 – 999	1,000+
President's Lifetime Achievement Award: Individuals who have completed 4,000 or more hours in their lifetime (<i>The Lifetime Achievement Award is currently not available to be awarded, per</i>			

the President's Volunteer Service Award website.)

**** Two or more people, with each member contributing at least 25 hours toward the total***

Evaluations

Evaluation is the joint responsibility and right of both volunteer and supervisor. Volunteer feedback is as important as the supervisor's evaluation. Volunteers work as partners with park staff and management, so we place great importance on volunteer performance in the VIP Program. Our volunteers are held to the same standards as our staff.

Evaluations are designed to give an accurate description of your performance abilities, identify where you may need additional training, and to make sure your skills are best suited to the position you hold. Evaluations are not designed to demote or terminate you from your position, but to help enrich your experience in the VIP Program. Evaluations can be made through informal or formal meetings with your supervisor or through self-evaluation. Your supervisor will discuss with you the evaluation process specific to your volunteer position.

Fit for Duty

Parks and programs have the authority to request medical clearance based on the duties of the position, specifically when duties are physically demanding. When formulating position duties, they must determine the rigor of the duties of the position the volunteer will perform. Medical clearance is recommended for all strenuous, and some average, position duties. This is determined at the local-level and must be defined when establishing local policy.

Termination of Voluntary Service

Volunteers who wish to terminate their service to the park or their performance of a particular volunteer assignment may do so at any time. It is expected that such a terminating volunteer would (1) give reasonable notice of this decision to their supervisor or coordinator, and (2) return any government property in their possession in the same condition as it was received. On its part, the National Park Service may, at any time and without any cause whatsoever, terminate the service of any volunteer.

Termination of Volunteer Agreement

Both the volunteer and the direct supervisor have the option to terminate the volunteer's agreement for any reason. This means that you can decide to stop volunteering or that your supervisor may have to tell you to stop performing your volunteer job. Termination is usually the result of conduct or ethical issues that could misrepresent the park. If you are terminated, you must return your volunteer uniform to your supervisor or the volunteer coordinator.

Park Policies and Procedures

You are representing the park and, as such, your conversations with visitors should reflect park policy, not your own opinions. If you are unsure of park policy or feel that your opinion may conflict with park policy, please work with your supervisor to prepare for conversations related to the topic.

The following are some of the specific park policies that volunteers should be aware of:

Zero Tolerance Policy for Sexual Harassment

Sexual harassment is a violation of the sex discrimination provision of Title VII of the 1964 Civil Rights Act. The National Park Service policy on sexual harassment is one of “zero tolerance.” This means that sexual harassment will not be tolerated under any circumstances. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when the conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment. Sexual harassment is cause for immediate termination from the VIP Program. Please report concerns immediately to your supervisor or program manager.

Zero Tolerance Policy for Discrimination

To protect and provide access to our nation’s natural and cultural heritage, we are committed to creating a work environment in which a diverse workforce is valued, motivated, developed, and rewarded for excellent performance. Equal access to volunteer opportunities is assured for all volunteers without regard to their race, ethnicity, sex, age, national origin, disability, religion, sexual orientation, genetic information, and without retaliation for engaging in protected activities. Volunteers will not make comments or jokes based on race, ethnicity, sex, age, national origin, disability, religion, or sexual orientation. Discrimination is cause for termination from the volunteer program. Please report concerns immediately to your supervisor or program manager.

Background Check Policy

Currently, a federal background check is required for volunteers who...

- Have access to federally controlled space does not open to the public or federally controlled information systems (i.e., access to a federal computer and/or sensitive documents)
- Work with children

If this policy is relevant to your position, your supervisor will inform you of the steps necessary to complete the background check.

News Media Policy

Normal Operations

If you are approached by the media during normal operations in your function as an NPS volunteer, you must first understand what they are asking of you. If they want to do an interview about your experiences as a volunteer, inform them that you are interested but need to check with your volunteer supervisor. Your supervisor will then get in contact with the Chief Ranger regarding the communication from the park.

Major Incident(s) or Management Issues

If you are approached by the media during a major incident or regarding a management issue, please direct all questions and inquiries to the designated public information officer. While you are functioning as a National Park Service volunteer, do not speculate on the incident or issue or give your opinion, even if asked. When you are in uniform you represent the National Park Service, and its voice must be consistent and official. Always send reporters to the Visitor Center to contact the park's Public Information Officer (PIO).

Visitor Firearm Carry Policy

Federal law allows possession of loaded firearms in national parks. This law allows visitors who can legally possess firearms under federal and Georgia state law to possess firearms in Kennesaw Mountain National Battlefield Park. In the state of Georgia this allows both open and concealed carrying of firearms in the park.

However, NO volunteer shall be in possession of a firearm while volunteering in Kennesaw Mountain National Battlefield Park or while in uniform (this excludes volunteers using historic weapons as part of a park approved Interpretive program). Although it is now legal to carry loaded guns in national parks, the new federal law does not change existing laws and regulations that prohibit the use and discharge of firearms in national parks. Hunting is illegal in Kennesaw Mountain National Battlefield Park. Target practice is also banned. Firearms cannot be carried into federal facilities within national parks. Facilities will be marked with a "firearms prohibited" sign. These facilities include Visitor Centers and any facility used daily by federal employees.

Other weapons, such as bows, swords, and pellet or BB guns, are prohibited by the National Park Service.



Park Rules and Regulations

These rules are designed for the safety of volunteers and visitors and to protect park resources. These rules are the ones most pertinent to volunteers; if you have any questions, please ask your supervisor.

The following rules apply within Kennesaw Mountain National Battlefield Park:

- Pets must be on a six-foot or shorter leash.
- Pick up after your pets and place waste in proper receptacles.
- Feeding or disturbing wildlife is prohibited.
- Picnicking allowed only in specific areas.
- No Bicycle riding except on Kennesaw Mountain Road (only allowed when the road is open to private vehicles) and designated multi-use trails.
- No camping or campfires (fires are only permitted in the grills at the Visitor Center picnic area).
- No volunteer shall be in possession of a firearm while volunteering in Kennesaw Mountain NBP (see previous section on firearms).
- Please secure all valuables.

National Park or while in uniform:

- “Leave only footprints, take only pictures.”
- Hunting is prohibited by law on federal land.
- Alcohol is prohibited in the park.
- No smoking on trails.
- All digging, collecting, or removing of artifacts and/or plants on federal land is prohibited by law.
- Equestrian helmets are not required but highly recommended.

Equipment Use

Use of Personal Equipment

Whenever possible, volunteers should use government-owned equipment and property in their work, rather than their own personal property. However, if a volunteer does use his or her personal property or equipment for official purposes, and that property is lost, damaged, or destroyed in the process, the volunteer may be reimbursed for the loss.

Title 16 U.S.C. - 18i (d) deals with reimbursement to volunteers for personal property that was lost, damaged, or destroyed while being used for official purposes for the National Park Service. To be eligible for reimbursement under this act, the volunteer must have been required by an authorized NPS employee (usually the volunteer supervisor or NPS park ranger) to furnish his or her own personal property for use in the assigned work. A statement to this effect must be included on the Volunteer Agreement form and must specifically identify and describe the personal property involved and state that the volunteer is required to provide and use this equipment as part of his or her official duties.



Use of Government Equipment

Your volunteer supervisor will indicate any necessary training if you are required to use government equipment in your volunteer position. Use of the following government equipment must be authorized by your supervisor.

Government Vehicles: A volunteer may not drive a government vehicle without a valid driver's license. A defensive driving course or appropriate training is required for volunteers who drive government vehicles.

Government Computers: If your volunteer position requires access to computers, you must complete Federal Information Systems Security Awareness Training. For more information, please contact the volunteer coordinator. Any volunteer having access to a government computer must have a background investigation completed by the park prior to using the computers.

Training Classes

Various training opportunities will be available throughout the year and on-line. Please refer to the Volunteer-In-Parks handbook or ask the volunteer coordinator for more information.

Preparedness Checklist

Don't venture into the park without (1) a reliable means of communication – a cell phone and (2) emergency supplies, like a first-aid kit. Know where you are in the park. As you travel through the park make a mental note of markers and road crossings. Watch the weather. In the event of an emergency, stay calm. Other people may be relying on you. Don't put yourself in danger. You are not expected to be a firefighter or law enforcement ranger. However, you are expected to report situations calmly and correctly and do your best to alert and protect park visitors.



Emergency and First –Aid Equipment and Supplies

The Visitor Center has a first-aid kit and supplies on hand and volunteers serving as Museum Tour Specialist or Visitor Center Information Specialist volunteers are responsible for knowing where these items are located and being able to make use of them in an emergency. Park Service vehicles are also equipped with first-aid kits. Trail Ambassadors are equipped with basic First-Aid packs. Roving Information Specialists, Park Search and Rescue volunteers, and Trail Ambassadors are welcome to check out first aid backpacks during their volunteer service. These small orange backpacks are located inside the visitor center and are to be returned upon the end of the day's volunteer service.

Communications Equipment

Volunteers should always have a reliable means of communication on hand, especially when they are in the field. The Park Service prefers that volunteers carry their personal cell phones. Early in the park season each volunteer should add three phone numbers to their cell phones dialing directory:

Central Dispatch (Emergency Only) – 911

Central Dispatch (Non-Emergency) – (770)499-3900

Kennesaw Mountain National Battlefield Park Visitor Center: (770)427-4686 x0

In addition to a cell phone, every volunteer should be carrying a small notebook (note cards or paper) and a pen or pencil while on duty.

Emergency Situations

Critical Incident

A “critical incident” is a serious accident, a crime, or an as-yet-undefined similar incident that has resulted in serious injury or death. A critical incident in the park calls for an immediate emergency response by trained personnel.

Threatening Incidents

A “threatening incident” is something like a fire. If there are injuries, they can be dealt with through first-aid and self-care. However, if it is not dealt with promptly, a threatening incident will almost certainly escalate, and serious injuries or deaths could result.

Weather Emergencies

Severe Weather Watches

If the area is under a severe weather watch, inform visitors of the possible risk they encounter as they continue their outdoor activities. Currently, it is not necessary to take any action which requires protection from the elements.

Severe Weather Warnings

In the case of severe weather, such as a thunderstorm, inform visitors of the weather conditions and suggest they change their outdoor activities. A park staff will close the Mountain Road to all vehicles until the storm has passed and there is no threat of a lightning strike. The trails do remain open during thunderstorms. If a visitor wants to continue use of the trail during this time, remind them that it will be at their own risk.

If the area is under a tornado warning, please escort all visitors who are in the Visitor Center into the auditorium. If there are visitors in the vestibule, patio, or near the outside entrances,

request that they seek shelter in the auditorium. Remember basic procedures in the case of a tornado warning, such as take shelter in a location with no windows, etc.



Safety

As mentioned in the Visitor Firearm Carry Policy, it is legal for a visitor to carry a firearm in a national park. However, it is illegal for a visitor to carry a firearm inside of a government building; this includes the Visitor Center, Administration offices, Superintendent Office, and Maintenance buildings. It is also illegal for a visitor to carry a knife which has a blade over two (2) inches in length. If a visitor enters the building with such a weapon, calmly inform a NPS employee. The NPS employ will inform the visitor of the violation.

Active Shooter training will be offered by Law Enforcement. Contact your supervisor for the next course offering.

Volunteers as First Responders

Safety of Volunteers

Safety is of paramount importance at any crime or critical incident scene. Take common-sense measures to protect yourself. Be alert and avoid anything that could injure you.

Protecting the Scene

Law enforcement personnel are trained to establish and protect the boundaries of a crime or critical incident scene. Pending the arrival of trained personnel at the scene, volunteers should do their best to establish scene perimeters with these definitions in mind:

An inner perimeter is the immediate area where a crime was committed, or a critical incident occurred. An outer perimeter is the surrounding area which includes any entry and exit points or, in the case of a shooting, any area where spent ammunition might be found. There is also an extended perimeter, which is where any evidence might have been discarded by someone leaving the scene.



Entering and Leaving the Scene

Law enforcement, EMS and fire-fighting personnel are also trained to sensibly enter crime or critical incident scenes so that they follow a safe pathway which is where the least evidence is disturbed. Every effort should be made not to disturb a crime scene, and to preserve it in as pristine a condition as possible. A volunteer who is first on the scene should not enter the immediate area of a crime or critical incident unless it is necessary to check for signs of life or to

render aid to a live victim. If you do enter the immediate area, try to avoid the entry, and exit paths used by victims or others involved in the incident. Exit the immediate area by the same path you entered on. When emergency personnel arrive, show them the path you have used.

Witnesses and Bystanders

There is a lot to do and think about in dealing with a crime or critical incident scene. Volunteers should get help from reliable adult bystanders but do your best to keep everyone outside the outer perimeter of the incident.

Making Notes

Finally, volunteers' actions should be documented in notes. Share the information in your notes with other responders but keep your original notes for future reference. The standard Incident Report Forms for Kennesaw Mountain National Battlefield Park is located at the Visitor Center Front Desk and is available upon request.

A Checklist for Volunteer First Responders

CRIME OR "CRITICAL INCIDENT" CHECKLIST FOR VOLUNTEERS

1. Call 911.
2. Note the exact time of your arrival.
3. Only enter immediate scene to check for survivors or render first aid, using a safe pathway.
4. If help is needed, enlist reliable adult bystanders.
5. Secure and define the entire scene by noting all exits and paths of entry.
6. If possible, isolate a perimeter with some type of barrier.
7. Identify witnesses and urge others to leave the immediate area.
8. Identify possible items of evidence and note their location. Protect their condition.
DO NOT HANDLE! LEAVE ITEM(S) IN THE LOCATION THAT YOU FIND THEM!!!
9. Make a written record of your actions, the names and addresses of bystanders and witnesses.
10. If possible, take photos of the scene. Share photos and notes with other responders but keep originals.



NOTE: If the scene involves an improvised explosive device (IED), please follow checklist numbers 1 -3 and then leave scene immediately for one's own safety. REMEMBER...your safety is of paramount importance.

Threatening Incident Scene

Safety of Volunteers

Safety is of paramount importance at any threatening incident scene. Take common-sense measures to protect yourself. Be alert and avoid anything that could injure you. Be aware that a threatening incident can escalate very quickly to a dangerous situation for all concerned.

Fire Scenes

Volunteers may come across two types of fire scenes in the park: an active burning fire or an area damaged by a fire that has burned itself out or has been extinguished.

Burned-Out or Extinguished Fire

The scene of a burned-out or extinguished fire should be checked for smoldering debris or coals that could flare up.

Active Burning Fire

Do not attempt to fight an active fire. Remember that your responsibilities are (1) to report the situation and (2) to protect others.

Making Notes

Finally, volunteers' actions should be documented in notes. Share the information in your notes with other responders but keep your original notes for future reference. The standard Incident Report Forms for Kennesaw Mountain National Battlefield Park is located at the Visitor Center Front Desk and is available upon request.

A Checklist for Volunteer First Responders



THREATENING INCIDENT CHECKLIST FOR VOLUNTEERS

1. Make bystanders aware of the threatening situation.
2. Be aware of your location in the park.
3. Call 911.
4. Do not attempt to fight an active fire.
5. Make a written record of your actions, the names, and addresses

of

bystanders and witnesses.

ALWAYS REMEMBER TO CALL 911 IN CASE OF ANY EMERGENCY!

Park Closures

In the event of a park closure or government lapse in appropriations, the NPS will close most operations, except for those activities expressly authorized. During these times:

- Volunteers are not allowed to serve without supervision and when the normal protections such as liability coverages are suspended (see Anti-Deficiency Act).
- Volunteers will follow the same schedule as furloughed NPS employees and must follow the same restrictions as NPS employees. This includes not accessing closed federal buildings and not using any federal equipment or property, such as vehicles, computers, mobile phones, maintenance equipment, or educational props.
- Volunteers may continue to stay in NPS housing and campgrounds at the discretion of park superintendent/manager.

Individuals or groups wishing to volunteer for partner organizations who are active during a park closure must enroll separately as a volunteer(s) for that partner and would then be covered by the insurance and human resource policies of that partner, if any. In the case of an NPS volunteer enlisting to serve with a partner, the volunteer must wear whatever uniform is prescribed by the partner and may not wear the NPS volunteer uniform in performance of these duties unless expressly authorized. In addition, during park closure due to a government lapse in appropriations, service hours performed during this time will not be added into the annual volunteer reporting system nor will they be recognized for their time during the designated time.

When anticipating a park closure, parks and programs should include volunteers as part of their contingency planning in terms of communication.

Important Phone Numbers and Email Addresses

EMERGENCY		911	*LE Rangers will receive messages through Cobb Co. Dispatch
Non-Emergency	Cobb Co. Dispatch	770-499-3911	*LE Rangers will receive messages through Cobb Co. Dispatch
KEMO Visitor Center		770-427-4686 x0	
Anthony Winegar	Chief Ranger	770-701-5115	Anthony_Winegar@nps.gov
Ray Hamel	Chief of Interp.	770-615-1800	Raymond_Hamel@nps.gov
Amanda Corman	Park Ranger/ VIP Coordinator	770-615-1801	Amanda_Corman@nps.gov KEMO_volunteer@nps.gov
Maintenance		678-981-6762	
Cobb Co. Animal Control		770-449-4136	