

# ACCA

ATHENS COMMUNITY COUNCIL ON AGING

Live well. Age well.

# Volunteer Handbook

Athens Community Council on Aging, Inc. (ACCA)

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[www.accaging.org](http://www.accaging.org)



## Greetings and Welcome to ACCA!

We are excited that you have chosen to serve within our organization. ACCA exists to promote a lifetime of wellness through engagement, advocacy, education, and support. At ACCA, our motto is “Live Well, Age Well”. We would not be able to fulfill our mission and meet the needs of our clients and community without the support of volunteers. The volunteer role is filled with a wide range of opportunities and learning experiences that are fulfilling and meaningful based upon your unique talents, skills, and abilities.

As a volunteer, the information provided within this handbook will assist you in becoming familiar with ACCA. The handbook includes: the history of ACCA, programs and services offered, the policies and procedures of ACCA, and the roles and responsibilities of ACCA volunteers. Please familiarize yourself with this handbook and refer to the handbook as needed. Do not hesitate to contact us. We welcome you to ACCA and thank you for your time and commitment!

Sincerely,

Eve Anthony  
CEO  
[eanthony@accaging.org](mailto:eanthony@accaging.org)

Susan Carson  
Director of Development and Volunteer Services  
[sjacobs@accaging.org](mailto:sjacobs@accaging.org)

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## **Section 1.0- About ACCA**

### **1.1 Mission Statement**

The mission of ACCA is to promote a lifetime of wellness through advocacy, education, engagement and support.

### **1.2 History and Purpose**

The ACCA is a 501(c)3 organization and was founded in 1967 by local citizens. ACCA was founded to maintain and enrich the lives of older adults and individuals with disabilities in the 12 counties of Northeast Georgia. ACCA is a passionate and committed organization that is continuously striving to support individuals and families through innovative programs with the ultimate goal of sustaining independence. The services provided by the agency are broad based and reach seniors with a continuum of need. ACCA's programs enable older persons to live independently at home and offer opportunities for employment, volunteerism, and other activities. Additionally, ACCA is a resource for education, information, referral, counseling, and general assistance.

### **1.3 About the Board**

ACCA is governed by a volunteer Board of Directors, composed of no more than twenty-one (21) elected members serving rotating terms, as well as Founding and Honorary Directors serving life-time terms. Members are elected during the annual meeting every October. The Board seeks to be representative of the community and the people served by ACCA.

### **1.4 Staff**

ACCA is staffed by the CEO/President, COO/Vice President, Administrative Staff, Program Coordinators/Directors, support staff and volunteers.

### **1.5 Funding**

ACCA receives funding from federal, state, and local government contracts, grants, and reimbursements. Donations and contributions are also received from individuals, foundations, churches, and the United Way of Northeast Georgia.

### **1.6 Equal Opportunity Statement**

ACCA is committed to the principle of affirmative action and shall not discriminate against otherwise qualified persons on the basis of race, color, sex, age, national origin, religious belief, political affiliation, over-qualification, physical or mental handicap, disability, veterans status, or past participation in the discrimination complaint process in its employment, facility, and program accessibility. This policy applies to all aspects of the employment relationship including, but not limited to the following: Recruitment or recruitment advertising; promotion, demotion, or transfer; layoff or termination, rates of pay or other forms of compensation; and selection for training, including apprenticeship. Employees and volunteers are not

allowed to show prejudice or discrimination in matters concerning service recipients, visitors, volunteers, or co-workers.

### 1.7 Accessibility Information

To better serve the volunteer community, ACCA welcomes individuals with disabilities and does not discriminate against them in any way in compliance with the Americans with Disabilities Act (ADA) of 1990. ACCA will ensure that facilities are barrier-free and accessible according to appropriate federal and state statutes. Programs and activities are readily accessible and usable by individuals with disabilities.

### 1.8 ACCA Hours of Operation

ACCA offices are normally open to the public Monday through Friday from 8:00 AM to 4:30 PM, unless otherwise specified by the CEO. The Bentley Adult Day Health Center operates Monday through Friday from 7:30 AM to 6:00 PM. The Winder/Barrow Adult Day Health Center operates Monday through Friday from 7:30 AM to 3:30 PM.

### 1.9 Holidays Observed

ACCA observes eleven (11) holidays during the year.

The holiday schedule is as follows:	
New Year's Day	Thanksgiving Day
Martin Luther King's Birthday	Day after Thanksgiving
President's Day	Christmas Eve
Memorial Day (National)	Christmas Day
Independence Day	Labor Day
One Floating Holiday*	
* determined annually by CEO	

### 1.10 ACCA Programs and Services

- **Adult Day Health (ADH)** - Provides medical monitoring, nutritious meals, rehab services, and therapeutic activities as an alternative to nursing home placement for frail older adults, individuals with Alzheimer's disease and adults with disabilities. The Bentley Adult Day Health in Athens serves multiple counties. Winder Adult Day Health serves Barrow County, and a Mobile Adult Day service provides a partial-day program in Monroe.
- **Athens Area Village (AAV)** - Assists older adults (age 50 and above) by providing personalized assistance, services, and amenities through volunteers and service providers. Members connect with other members through social and education activities.
- **Center for Active Living (CAL)** - Provides members opportunities for education, outreach, health, wellness activities and programs. Members of the CAL Plus program receive these services plus a noon lunch in the center as well as assistance with referrals to area resources.

- **GeorgiaCares Program** - Offers free, unbiased counseling on health insurance coverage and issues including Medicare and Medicaid.
- **Grandparents Raising Grandchildren (GRG)** - Provides in-home support, case management, support groups, activities, resources, and services to grandparent and great-grandparent headed families to improve the physical and emotional well-being of intergenerational families.
- **Home Delivered Meals Program (HDM)** - Commonly referred to as “Meals on Wheels,” this program provides hot noon meals and frozen or shelf-stable meals delivered by volunteers weekdays to home bound adults in Athens-Clarke and Barrow Counties.
- **Long-Term Care Ombudsman Program (LTCO)** - Advocates for the rights of nursing home and personal care home residents, provides educational opportunities, and investigates and resolves complaints in long-term care facilities.
- **Senior Community Service Employment Program (SCSEP)** - Enables older adults age 55 and older to re-enter the workforce through on-the-job training and job placement.
- **Senior Corps** - Connects more than 360,000 Americans age 55+ with volunteer opportunities through 3 national service programs:
  - **Senior Companion Program (SCP)** - Volunteers provide one-on-one companionship and assistance to frail older adults or homebound persons, helping them maintain independence in their own homes.
  - **Foster Grandparent Program (FGP)** - Volunteers provide one-on-one support such as mentoring and tutoring to at-risk children in schools, head start programs, and day care centers.
  - **RSVP** - Connects volunteers with rewarding and impactful opportunities that meet urgent community needs. Locally, RSVP provides opportunities that focus on senior hunger, in-home companionship, and transportation services.
- **Transportation Services** - Provides door-to-door escort services within the community such as medical appointments, social activities, and shopping trips in Athens-Clarke County.
- **Groups offering education and support:**
  - Alzheimer’s Caregiver Luncheons
  - Grief Support Group
  - Grandparents and Grandchild Support Groups
  - Parkinson’s Disease
- **Services supporting the programs of ACCA:**
  - Squash Senior Hunger Campaign
  - Community Gardens

## Section 2.0- ACCA Volunteer Roles

### 2.1 The Impact and Purpose of ACCA Volunteers

The Volunteers of ACCA are from a variety of backgrounds and have a wealth of opportunities while serving with ACCA. In Fiscal Year 2012, ACCA had a total of 29,561 volunteer hours. Thanks to ACCA staff and volunteers a total of 7,529 clients were served! Volunteer time and dedication is essential to serving and meeting the needs of the organization and our clients!

### 2.2 About ACCA Volunteers

Volunteers dedicate their time and service to ACCA for a variety of reasons. ACCA volunteers serve in a variety of roles including: Meal delivery, activities assistance, transportation, community gardening, in-home assistance, special events, fundraising and much more!

#### ACCA has three types of volunteers:

1. **Volunteers:** Individuals and/or groups who are freely engaged in service.
2. **Student Volunteers:** Student volunteers are engaged and coordinated through their educational institution. Student volunteers are placed based on their institutional requirements for service learning.
3. **Interns and Practicum Students:** Volunteer placements for student interns and practicum placements are coordinated through their educational institution. Interns and Practicum students are placed based on the learning objectives and hours required for their internships or practicums. ACCA internships and placements are competitive and all potential placements are expected to submit a resume along with the Volunteer Registration Form. All potential placements will be asked to complete an interview with the Director of Development and Volunteer Services to determine the best fit for placement at ACCA.

### 2.3 Becoming an ACCA Volunteer

The first step toward becoming an ACCA Volunteer is to submit the appropriate paperwork. There are **four items** to be reviewed and completed in order for volunteers to begin service at ACCA. All paperwork is available in hard copy form at ACCA or is readily available online at

<http://www.accaging.org/volunteer-forms/>.

1. **Volunteer Registration Form:** Please complete. This form can be submitted electronically or as a hard copy.
2. **Volunteer Background Check Form:** Please complete. Volunteers must complete and pass a Background Check. Background checks are submitted to a national agency and the individual cost of the background check is \$35.
  - a. We ask all\* potential volunteers to please consider the sponsorship of the background check fee (\$35). The safety and security of ACCA staff and clients is a priority and we appreciate your willingness and participation in sponsoring your background check.



However, we never want the sponsorship fee to be a barrier to service. Please contact the Director of Development and Volunteer Services in this circumstance.

- b. \*Per Federal regulation, Senior Corps volunteers will not be asked to sponsor the ACCA background check fee.
3. **Volunteer Handbook:** Please read and complete acknowledgement pages. All volunteers must read this Handbook throughout as well as sign and submit the Confidentiality Agreement and Acknowledgment pages at the back of the Handbook.
4. **Client Protection Assurances Training:** This interactive, online training module provides potential volunteers with the training necessary to recognize and follow HIPAA guidelines, protect client confidentiality as well as adequately understand ACCA's Code of Ethics and each individual client's rights and responsibilities. Following completion of the online training module, all potential volunteers must successfully submit and pass the training quiz at the end of the presentation.

Upon receipt of your Volunteer Registration Form, signed Handbook pages, completion of the online training module and following a satisfactory Background Check, the Director of Development and Volunteer Services will review your submitted information. ACCA works hard to ensure that you are matched in the best volunteer position! Your skills and abilities, educational background, and volunteer interests serve as a guide for ACCA in placing you in the most mutually beneficial volunteer position.

## 2.4 Volunteer Liability Insurance

ACCA maintains volunteer liability insurance for all volunteers. Additionally, ACCA holds liability insurance for the volunteers who will be operating privately owned vehicles in the performance of their volunteer duties. Volunteer liability insurance serves the purpose of protecting volunteers and ACCA during the performance of volunteer duties. A condition of the ACCA volunteer liability policy requires that volunteers under the ACCA volunteer liability policy must maintain certain requirements.

The ACCA volunteer liability policy and associated requirements for the volunteer is explained through a tier\* level description. Please refer to the section on Page 2 of the Volunteer Registration Form where you are asked: *"Will you be driving your car as a volunteer?"*

- **Volun-Tier 1:** Volunteers who will never operate their vehicle while volunteering at ACCA. Must complete a background check.
- **Volun-Tier 2:** Volunteers who will be driving their personal vehicle while volunteering. Must maintain personal auto liability limits of 25/50/25 and complete a background check.
- **Volun-Tier 3:** Volunteers who will be driving their personal vehicle AND transporting clients of ACCA while volunteering. Must maintain personal auto liability limits of 25/50/25 and complete a background and MVR check.
- **Volun-Tier 4:** Volunteers who will be driving personal vehicle, not transporting clients of ACCA and also permitted to operate a specified ACCA vehicle. Must maintain personal auto liability limits of 25/50/25 and complete a background and MVR check.

- **Volun-Tier 5:** Volunteers who will be driving personal vehicle, transporting clients of ACCA and permitted to operate a specified ACCA vehicle. Must maintain personal auto liability limits of 25/50/25 and complete a background and MVR check.

The\* only exception to the tier level is ACCA student Interns. As in the case of ACCA employees, student Interns must maintain personal auto liability limits of 100/300 and complete a background and MVR check.

## 2.5 Volunteer Rights

- ACCA recognizes that volunteers serve a vital role (can change) and will commit to supporting volunteers. The ACCA values and respects every volunteer. As an ACCA volunteer it is essential that you know and understand ACCA's values and standards for volunteering. *The organizational practices of ACCA ensure effective volunteer involvement.*
- *ACCA is committed to providing a safe and supportive environment for volunteers.*
- *ACCA treats volunteers with value, respect, and dignity.*

## 2.6 Volunteer Benefits or Volunteer Recognition

ACCA recognizes the hard work and commitment of volunteers through at least one annual event. The purpose of this event is to publicly recognize your contribution and commitment to ACCA as a Volunteer. Also, depending on the program in which you volunteer, additional recognition events or benefits may be provided. However, even these things cannot adequately express how meaningful and valued your volunteer service is to ACCA! Our intent is to provide continuous recognition in several ways by providing thoughtful and competent supervision, by offering honest praise, by giving satisfying assignments and by asking for your advice and input on matters affecting you. Recognition is our way of saying **Thank You for All You Do!**

## Section 3.0- Volunteering

### 3.1 Orientation

ACCA recognizes the best orientation comes with providing direct service in the programs and services in which you serve. It is expected that all programs will provide new volunteers with an initial orientation. ACCA does offer an optional monthly volunteer workshop designed to be informative about ACCA's role and mission in the 12 county Northeast Georgia service region. Orientation will provide information on what is expected from you as a Volunteer; discuss the policies and procedures of ACCA and the specific program(s) that work with volunteers; provide information on program activities and volunteer opportunities; and provide information on the social and psychological aspects of aging. Specific topics include Confidentiality, Abuse Prevention, Code of Ethics and the client Bill of Rights and Responsibilities.

### 3.2 Reporting and Documentation

Upon beginning service at ACCA, you will be introduced to the Coordinator of the program in which you will be volunteering. You should report to your Program Coordinator when you begin your volunteer

duties. The Program Coordinator is your supervisor and any questions or problems you have should be discussed with him or her.

Student interns are required to present to their supervisor, goals and objectives for the quarter and class requirements. This information should include the length of placement, course, professor, etc. The student must work with staff to develop helpful, meaningful goals, which will not only meet class requirements but also benefit the program and people we serve.

### **3.3 Time Records**

Volunteers are asked to keep track of all actual hours performed while in service for ACCA. Time records for volunteers are documented through the program in which they serve. Documentation of hours served is extremely important to ACCA for a variety of reasons. Success stories, grant writing, fund source requirements and reporting are just a few reasons why we like to collect volunteer hours as accurately as possible. Volunteers will be instructed by the Program Coordinator on how best to track volunteer time.

### **3.4 Notification of Absence or Lateness**

In the event that it is necessary to be absent or late, volunteers will personally notify the program in which they serve. If you are unable to reach program personnel, please notify the Director of Development and Volunteer Services.

### **3.5 Volunteer Dismissal**

Volunteers who engage in any activity which harms ACCA or which decreases the effectiveness of ACCA are subject to dismissal. Prohibited activities are discussed further in Section 4.0 of this handbook.

## **Section 4.0- Volunteer Policies and Procedures**

### **4.1 Volunteer Expectations**

Volunteers of ACCA are expected to:

- Complete volunteer assignment with an attitude of open-mindedness and be willing to follow instruction and welcome appropriate supervision.
- Be dependable to the agency and program in which they are volunteering or interning.
- Assume volunteer responsibilities similar to that of a professional. Volunteers have agreed to work without pay with the same high standards as a professional.

The following subsections detail the appropriate and professional conduct expected of every ACCA volunteer. Every standard of conduct at ACCA is established specifically for the well-being of all volunteers and the overall efficient operation of ACCA programs. ACCA standards of conduct are not intended to restrict or impose individual privileges, but are designed to ensure the rights and safety of all volunteers and to provide working guidelines for equitable and businesslike behavior to serve efficiently in the proper role.

## **4.2 Standards of Conduct**

All volunteers of ACCA are expected to conduct themselves in a professional, businesslike, and courteous manner. No volunteer shall engage in any activity which harms ACCA, staff, or clients.

## **4.3 Harassment Policy**

ACCA works to provide volunteers with a productive, professional work environment free from harassment, sexual or otherwise, and to provide a mechanism for addressing and resolving issues related to harassment.

Harassment, sexual or otherwise, is prohibited in the work place and in work activities and is considered a serious violation of ACCA standards of conduct and ethical behavior. Harassment includes but is not limited to: Slurs, jokes or other verbal, graphic or physical conduct relating to an individual's race, color, sex, religious opinions or affiliations, national origin, age, veteran status, or physical or mental handicap. Harassment also includes unwelcome sexual advances, requests for sexual favors, or other verbal, graphic or physical conduct of a sexual nature.

EEOC regulations define sexual harassment as follows: "Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment."

Volunteers should immediately report any violations, alleged or substantiated, of this policy, to the Program Coordinator, Director of Development and Volunteer Services, the CEO/COO or to the Personnel Director.

## **4.4 Confidential Information**

ACCA acknowledges that volunteers may come into contact with confidential information in the course of carrying out their duties. Confidential information may include, but is not limited to, personal information regarding employees, clients, and donors, as well as financial, human resource, and operational data. Information concerning service recipients (clients) and personnel matters is strictly confidential and you are under obligation to consider it a trust. Failure to maintain confidentiality will result in corrective action, which may include dismissal from volunteer role.

## **4.5 Dress Standards**

Before beginning your volunteer position, you will be informed of any special dress or uniform requirements for your position. All volunteers are to be neat and clean and to wear clothing appropriate to their responsibilities.

## **4.6 Safety and Health**

ACCA provides a clean, safe, and healthy place to volunteer. Report all volunteer related accidents to the Program Coordinator. An Incident Report Form must be completed and forwarded to the Chief Executive Officer.

## **4.7 Smoking**

Smoking is prohibited in all ACCA office spaces, activity centers, and vehicles.

## **4.8 Communication Equipment**

To better serve our clients and provide our volunteers with the best tools to do their jobs, ACCA has many forms of electronic media and services, including but not limited to: computers, software, printers, copiers, files, databases, cellular phone, pager, email, telephones, voicemail, fax machines, external electronic bulletin boards, wire services, online services, intranet, Internet.

Electronic media cannot be used for knowingly copying, transmitting, retrieving, or storing any communication that is:

- Discriminatory or harassing
- Derogatory to any individual or group
- Obscene, sexually explicit, pornographic, defamatory or threatening
- In violation of any license governing the use of software
- Engaged in for any purpose that is illegal or contrary to ACCA policy or in a manner contrary to the best interests of the agency, in any way that discloses confidential or proprietary information of the agency or third parties, or for personal or pecuniary gain; or
- Protected by copyrights laws unless the employee has the author's permission or is accessing a single copy only for the employee's reference.

Any volunteer who abuses the privilege of their access to electronic media and services in violation of this policy will be subject to possible dismissal, legal action, and criminal liability.

## **4.9 Social Media**

Social networking, through the use of Internet-based and other electronic social media tools, is integrated into everyday life. Use of Facebook, LinkedIn, blogging, wikis and other online social media vehicles are commonplace. The lines between volunteer service and personal life can become blurred. In general, what you do on your own time is a personal decision. However, activities in or outside of work that affect your volunteer performance, the performance of others or ACCA business interests are a proper focus for this policy. This policy applies to all ACCA employees, contractors, volunteers and student interns.

The same principles and guidelines that apply to ACCA volunteer activities in general, apply to their activities online, both at and outside of service. This includes all forms of online publishing and discussion, including blogs, user-generated video, social networks and other social networking applications. The guidelines are as follows:

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Revised:  
Board Review: 6/2013

Be Respectful. Give credit when credit is due and don't violate others' rights, proprietary information and/or client confidentiality. Fully disclose your affiliation with the Agency. Your Internet posting should reflect your personal point of view, not necessarily the point of view of ACCA. Obtain pre-approval before setting up ACCA-hosted sites or using ACCA logo. Know that the Internet is permanent.

## **Section 5.0 Disciplinary Action**

### **5.1 Grievance Procedure**

In order to have a positive and productive association with ACCA, prompt consideration and appropriate resolution of volunteer grievances must occur. A grievance is a situation or condition that a volunteer feels is unjust, unfair, or violates a law or agency policy as outlined in the Policy and Procedure Manual. It is preferable for grievances to be resolved informally. For this reason, Volunteers, Interns, Volunteer Supervisors, and program staff are encouraged to resolve problems as they occur. However, if the problem is not resolved informally, then the volunteer should utilize the following formal grievance procedure.

1. Grievances must be submitted in writing to the Director of Development and Volunteer Services within ten (10) working days after the problem occurs. Copies of all written complaints and action on such complaints will be sent to the CEO of ACCA.
2. The formal grievance should include: what the problem is and the circumstances surrounding it; which supervisor you have discussed it with; and what you would consider a fair resolution or solution to the problem.
3. The Director of Development and Volunteer Services must submit a written reply to your grievance within five (5) working days after receiving your written grievance complaint.

If the volunteer is dissatisfied with the response from this procedure, or if the decision is delayed more than five (5) days, the same procedure should be followed by contacting the persons listed below in the order shown:

1. COO: Athens Community Council on Aging, Inc. (ACCA)  
135 Hoyt Street, Athens, GA 30601
2. CEO: Athens Community Council on Aging, Inc. (ACCA)  
135 Hoyt Street, Athens, GA 30601
3. Policy and Practice Committee: ACCA Board of Directors  
135 Hoyt Street, Athens, GA 30601
4. ACCA Board of Directors  
135 Hoyt Street, Athens, GA 30601
5. U.S. Department of Health and Human Services: Office of Civil Rights  
Sam Nunn, Atlanta Federal Center, Suite 16T70  
61 Forsyth Street, S.W.  
Atlanta, GA 30303-8909

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Board Review: 6/2013

## Section 6.0- ACCA Confidentiality Agreement

I understand the importance of keeping information about clients, family members/client representatives and volunteers confidential. I agree that I will not discuss information about any person ACCA serves unless written authorization by that person to do so is provided. In addition, the information will only be exchanged with those in a position to assist in providing services to the benefit of the client. I agree not to provide client information to other agency employees not directly involved in the client's provision of service. I will refer any request for information made by anyone to my supervisor or the agency privacy officer.

I further understand that ACCA must assure the confidentiality of its human resources, payroll, fiscal, research, computer systems and management information, regardless of its form, e.g., computer data, faxes, printed records, etc. I am aware that I am prohibited from discussing, accessing, copying, removing or using client information, records or organization documents, unless it relates directly to my job duties, and is in accordance with ACCA policy.

I have been advised and understand that failure to maintain confidentiality will result in disciplinary action, which may include termination.

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**Volunteer Signature**

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**Date**

**Volunteers:** Please return this page, signed with other appropriate paperwork as outlined in Section 2.3.  
**ACCA Staff:** Please place this page, signed in the Volunteer's File.

## Section 7.0- ACCA Volunteer Handbook Acknowledgement

I have read all of the information contained in the Volunteer Handbook. I take personal responsibility for meeting the responsibilities and for following the regulations described.

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**Volunteer Signature**

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**Date**

**Volunteers:** Please return this page, signed with other appropriate paperwork as outlined in Section 2.3.  
**ACCA Staff:** Please place this page, signed in the Volunteer's File.



## Section 8.0- ACCA Photo Release Statement and Acknowledgement

**Photo Release:**  I DO give my permission  I DO NOT give my permission to have photographs/videos taken of me in my home, at the Athens Community Council on Aging, and/or at any program or activity sponsored by the agency. I understand and approve the use of these photographs/videos for the purposes of showing services given by the ACCA. I understand and approve the use of these photographs/videos to publish in print and/or electronically. This could include publications such as newspapers, press releases, internet web pages, social media outlets and/or newsletters. The ACCA may publish materials, use my name, photograph/video, and/or make reference to me in any manner that the agency deems appropriate in order to promote and publicize services.

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**Volunteer Signature**

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**Date**