



ATHENS COMMUNITY COUNCIL ON AGING

Age Well. Live Well.

# Volunteer Handbook

**Athens Community Council on Aging, Inc. (ACCA)**

**135 Hoyt Street**

**Athens, Georgia 30601**

**(706) 549-4850: Office**

**(706) 549-7786: Fax**

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



Welcome to ACCA!

We are so excited that you have chosen to serve within our organization. Our purpose is to promote a lifetime of wellness through engagement, advocacy, education, and support. At ACCA, our motto is “Age Well, Live Well”. We would not be able to fulfill our mission and meet the needs of our clients and community without the support of volunteers like you! 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.

The information provided in this handbook will assist you in becoming familiar with our organization. Inside you will find, 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 it as needed. We welcome you to ACCA and thank you for your time and commitment! We are thrilled to have you join our ACCA family!

Please do not hesitate to reach out with any questions, comments or concerns.

Warm Regards,

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

Ezra Schley  
Volunteer Coordinator  
[eschley@accaging.org](mailto:eschley@accaging.org)

**Contents**

**Section 1.0- About ACCA** ..... 5

**1.1 Mission Statement** ..... 5

**1.2 History and Purpose** ..... 5

**1.3 About the Board** ..... 5

**1.4 Staff** ..... 5

**1.5 Funding** ..... 5

**1.6 Equal Opportunity Statement** ..... 5

**1.7 Accessibility Information** ..... 6

**1.8 ACCA Hours of Operation** ..... 6

**1.9 Holidays Observed** ..... 6

**1.10 ACCA Programs and Services** ..... 6

**2.1 Our Impact and Purpose of ACCA Volunteers** ..... 11

**2.2 About ACCA Volunteers** ..... 12

**2.3 Becoming an ACCA Volunteer** ..... 12

**2.4 Volunteer Liability Insurance** ..... 13

**2.5 Volunteer Rights** ..... 14

**2.6 Volunteer Benefits or Volunteer Recognition** ..... 14

**Section 3.0- Volunteering** ..... 15

**3.1 Orientation** ..... 15

**3.2 Reporting and Documentation** ..... 15

**3.3 Time Records** ..... 15

**3.4 Notification of Absence or Lateness** ..... 15

**3.5 Volunteer Dismissal** ..... 15

**Section 4.0- Volunteer Policies and Procedures** ..... 16

**4.1 Volunteer Expectations** ..... 16

**4.2 Standards of Conduct** ..... 16

**4.3 Harassment Policy** ..... 16

**4.4 Confidential Information** ..... 17

**4.5 Dress Standards** ..... 17

**4.6 Safety and Health ..... 18**  
**4.7 Smoking ..... 18**  
**4.8 Communication Equipment ..... 18**  
**4.9 Social Media ..... 18**  
**Section 5.0 Disciplinary Action ..... 19**  
**5.1 Grievance Procedure ..... 19**  
**Section 6.0- ACCA Confidentiality Agreement ..... Error! Bookmark not defined.**  
**Section 7.0- ACCA Volunteer Handbook Acknowledgement..... Error! Bookmark not defined.**  
**Section 8.0- ACCA Photo Release Statement and Acknowledgement ..... Error! Bookmark not defined.**

## **Section 1: About ACCA**

### **1.1 Mission Statement**

The mission of the Athens Community Council on Aging is to promote a lifetime of wellness through advocacy, education, engagement and support.

### **1.2 History and Purpose**

Serving Northeast and East Georgia, the Athens Community Council on Aging (ACCA) is the nonprofit providing a comprehensive resource of expertise and opportunities for adults and families who need and desire the essentials to age and live well. We do this by offering programs and services that address basic needs, such as food and transportation, and personal fulfillment gained through building relationships, expanding knowledge, and making meaningful contributions to the community. With more than 50 years of experience, ACCA helps people navigate – and celebrate – life’s second half, positively impacting their health and well-being, and making their communities an even better place to live.

### **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 in October. The Board seeks to be representative of the community and the clients ACCA serves.

### **1.4 Staff**

ACCA is staffed by the CEO, Director of Operations, Administrative Staff, Program Coordinators/Directors, support staff, volunteers, and interns.

### **1.5 Funding**

ACCA is fortunate to receive funding from federal, state, and local government contracts, grants, and reimbursements. Donations and contributions are also received from individuals, foundations, faith-based organizations, Creature Comforts Get Comfortable Campaign and Synovus Bank. We also have several fundraisers throughout the year.

### **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, sexual orientation, gender identity, 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 office hours are 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.

<b>The holiday schedule is as follows:</b>	
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 quality supportive services for adults with functional impairments in a safe and secure environment. Adult Day Care is designed for individuals who do not require 24-hour institutional care but are not capable of full-time independent living due to a physical or mental disability. Adult Day Care's respite program helps alleviate both the physical and emotional stress felt by many family members who care for a loved one on a day-to-day basis. Our program allows the caregiver opportunities to run errands, visit with family and friends or just rest at home.

Both the Athens and Winder programs offer medical monitoring, therapeutic activities, assistance with personal care needs, nutritious meals and snacks, as well as on-site physical, speech, and occupational therapy.

- **Center for Active Living (CAL)** - Center for Active Living is a wellness center dedicated to keeping older adults active, independent, and thriving. CAL offers unique learning opportunities, exciting trips and a variety of social, cultural, recreational, and health-related classes tailored to adults over 50. The Center is in the heart of Athens, GA, a lively college town that was also named by Forbes as one of the Best Places to Retire in the U.S.

The Center offers two concurrent programs designed to meet participants' needs and interests. Both programs offer a mix of health, educational and recreational programming as well as trips and events.

CAL is a membership program with an annual fee. Participants choose which program and activities interest them and come and go as they please. CAL offers an extensive roster of dance, exercise, balance enhancement and fitness classes, as well as trips to cultural and historical attractions, performances and other points of interest both locally and further afield.

While CAL offers flexibility, the CAL+ program offers a congregate meal program for seniors who wish to attend the Center regularly from 8:00 AM to 1:00 PM, Monday-Friday. CAL+ also offers a diverse calendar of activities, such as cooking demonstrations, health talks and screenings, gardening, bingo, outings, and much more. The program includes a delicious lunch, door-to-door transportation for those who qualify, and light case management.

- **GeorgiaCares Program** – GeorgiaCares is a public-private partnership, administered by the Georgia Department of Human Services (DHS) Division of Aging Services (DAS). GeorgiaCares is a volunteer-based program that provides free, unbiased, and factual information and assistance to Medicare beneficiaries and their caregivers with health and drug plans. GeorgiaCares is the State Health Insurance Assistance Program (SHIP) and Senior Medicare Patrol (SMP) for Georgia. GeorgiaCares helps people with Medicare understand their benefits, make informed decisions about health care options, and provide ways to protect themselves from Medicare fraud, error and abuse.

- GeorgiaCares counseling services are offered at no cost.
- GeorgiaCares provides non-biased opinions.
- GeorgiaCares is not affiliated with any insurance company.
- GeorgiaCares does not sell or solicit any type of insurance.
- GeorgiaCares counselors can help people with Medicare:
  - Understand your health plan choices
  - Enroll in a Medicare plan that meets your needs
  - Review Medicare Summary Notice(s)
  - Review Explanation of Benefits
  - Sort through medical bills and assist in filing Medicare claims and appeals
  - Help you apply for financial assistance programs to reduce Medicare out-of-pocket expenses

Local assistance is available for health insurance related issues including Medicare, Medicaid, prescription drug assistance programs, financial assistance programs, long-term care insurance and healthcare error, fraud, and abuse.

- **Grandparents Raising Grandchildren (GRG)** – Grandparents Raising Grandchildren is a case management program that provides support to non-parent relatives who are the primary caregiver to a child or children under the age of 18. The program offers support groups for caregivers, Case Managers that provide personalized assistance, family activities, parenting education and workshops, and emergency assistance with utilities and groceries.

GRG services are available in Barrow, Clarke, Jackson, Madison, Oconee and Walton counties, and monthly support groups are held in Athens and Monroe.

- **Meals on Wheels** - The Meals on Wheels program fosters independent living and prevents premature or unnecessary institutionalization of homebound older adults and adults with disabilities. Friendly volunteers deliver delicious and nutritious meals each weekday. Weekly menus offering a variety of choices are developed by a Registered Dietitian and prepared according to the nutritional needs of older adults.

Additional frozen and shelf-stable meals are available for those needing additional assistance and can be sent in preparation of inclement weather. All meals provide one-third of an adult’s daily nutritional requirements and are suitable for diabetic diets.

In addition to meals, the program delivers pet food and supplies, microwaves, library books, electric fans, electric blankets, and many other necessities to clients.



ACCA operates Meals on Wheels programs in Clarke and Barrow Counties.

- **Long-Term Care Ombudsman Program (LTCO)** – Long-Term Care Ombudsman Program serves the twenty-five county East Region. LTCO Representatives, and volunteers, advocate for the rights of nursing home and personal care home residents, provide educational opportunities, and investigate and resolve complaints in long-term care facilities.

**Services provided by the LTCO Program include:**

- Advocating for residents' rights
  - Providing information and assistance to families seeking a facility and appropriate care.
  - Resolving problems stemming from residents' complaints.
  - Providing staff education through in-services at residential facilities
  - Promotes family and resident councils in long-term care facilities.
  - Routinely monitoring nursing and personal care homes.
- **Senior Community Service Employment Program (SCSEP)** - The Senior Community Service Employment Program, or SCSEP, provides useful part-time community service assignments for older people with low incomes and promotes the transition to unsubsidized employment. SCSEP is open to adults age 55 and up whose total family income is at or below 125% of the federal poverty level, and who reside in one of the following counties: Barrow, Clarke, Elbert, Greene, Jackson, Jasper, Madison, Morgan, Newton, Oconee, Oglethorpe, or Walton.

Trainees receive community service assignments at nonprofit agencies where they provide an average of 20 hours of service each week and earn \$7.25 per hour. Trainees develop marketable skills while providing service to their training site.

Other benefits include:

- The opportunity to co-enroll in the Workforce Investment Act or Adult Training Programs to develop or increase occupational skills
- Educational opportunities, including GED assistance
- Annual physical examinations
- Development of job-seeking skills
- Counseling and referral on personal and job-related problems
- Assistance in obtaining unsubsidized employment

- **Senior Corps** – Senior Corps is a national volunteer program administered by the Corporation for National and Community Service that engages people age 55 and older in national service to cost-effectively address vital community needs. Senior Corps comprises three unique programs offering a variety of avenues for older adults to engage in service: Foster Grandparent Program, Senior Companion Program, and RSVP.

The Foster Grandparent and Senior Companion Programs provide a unique opportunity to older adults with lower incomes, as they may qualify to receive a small, hourly stipend and some meal and travel reimbursements. These benefits allow volunteers who may have financial barriers to service to engage and impact their communities.

The **Foster Grandparent Program** matches older adults with children that may benefit from extra support. Foster Grandparent volunteers serve 15 to 40 hours each week in schools, Head Start programs, and day care centers where they mentor, tutor, and provide one-on-one support.

The **Senior Companion Program** matches volunteers, age 55 and older, with older adults and individuals with disabilities that may need assistance with daily tasks and will benefit from regular visits. Senior Companion volunteers serve 15 to 40 hours each week in private homes, independent living communities, and adult day centers. Volunteers help their clients with light chores, errands and may also provide respite to family caregivers.

In addition to our traditional volunteer program, the **RSVP Program** matches volunteers, age 55 and older, with service opportunities addressing the needs of older adults in our community. RSVP offers volunteers a chance to utilize a lifetime of skills, as well as opportunities for personal growth through new experiences.

- **Transportation Services** - ACCA's Transportation Program serves adults, age 60 and older, whose transportation needs are not met by traditional services. Drivers are trained to assist the rider at both the point of departure, in the transporting vehicle, and at the destination.

Transportation services are available for medical appointments, pharmacy visits, shopping, Adult Day Health services, community-based programs, and other social service activities and essential community resources. Specialized transportation for those using wheelchairs are available.

ACCA has been providing Transportation services since 1979. Drivers undergo a thorough criminal background check as well as regular extensive driver history reviews from the state Department of Motor Vehicles. They are trained and regularly re-certified in CPR, First Aid, Driver Improvement, Passenger Safety and Services, and attend regular in-service trainings to update knowledge and skills.

- **Groups offering education and support:**
  - Caregiver Support Group with Lunch
  - Grandparents and Grandchild Support Groups
  
- **Services supporting the programs of ACCA:**
  - Community Garden
  - Athens Senior Hunger Coalition - The Athens Senior Hunger Coalition is an initiative that brings Athens area organizations and businesses together around the shared goal of combating senior hunger. Through innovative programming and partnerships Athens Senior Hunger Coalition hopes to ensure that all ACCA clients are food secure and expands that commitment to serve all older adults within our community.

**The Athens Senior Hunger Coalition’s goals include:**

- Creating and enhancing our partnerships with other area agencies and organizations who share our goal of ending hunger.
- Raising awareness of senior hunger in the Athens community.
- Identifying older adults who are food insecure using standardized measurements.
- Creating innovative, sustainable, cost-effective, and outcome driven interventions.

ASHC Partners include The Food Bank of Northeast Georgia, The Campus Kitchen at The University of Georgia, The University of Georgia Office of Service-Learning, The University of Georgia Department of Foods and Nutrition, and UGArden.

## **Section 2.0- ACCA Volunteer Roles**

### **2.1 Our Impact and Purpose of ACCA Volunteers**

Volunteers come from a variety of backgrounds and provide a wealth of knowledge and opportunities while serving with ACCA. In Fiscal Year 2018, ACCA had a total of 18,658 volunteer hours. This is the equivalent of more than nine (9) full-time employees! Thanks to

ACCA staff and volunteers a total of 14,791 clients were served in 2018! Volunteer time and dedication is essential to serving and meeting the needs of the organization and our clients!

## 2.2 About ACCA Volunteers

Volunteers serve in a variety of roles including: Meal delivery, transportation, activities assistance, community gardening, in-home assistance, special events, fundraising and much more! ACCA supports volunteers and interns in existing roles, but if you have a new idea that you would like to share with our staff and clients, we would be happy to try and accommodate this!

### 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 Internship Registration Form. All potential placements will be asked to complete an interview with the Director of Operations 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 <https://www.accaging.org/volunteer/enrollment/>.

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. The safety and security of ACCA staff and clients is a priority and we appreciate your willingness and participation in completing your background check\*.
  - b. \*Per Federal regulation, Senior Corps volunteers will not be asked to sponsor the ACCA background check fee.

- c. GeorgiaCares volunteers will not be asked to sponsor the ACCA background check fee.
3. **Volunteer Handbook:** Please read and complete acknowledgement pages 15-17. 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 Volunteer Coordinator 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?"*

Per the Georgia Office of Insurance and Safety Fire Commissioner, the minimum limits of liability required under Georgia law are Bodily injury Liability of \$25,000 per person, \$50,000 per occurrence and Property Damage liability of \$25,000 per occurrence.

- **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 state minimum 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 state minimum 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 state minimum 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 state minimum 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 27 county Northeast and East 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, if you have not already met. 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 them.

Student interns are required to present to their supervisor, goals and objectives for the term 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 including success stories, grant writing, fund source requirements and reporting. 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 Volunteer Coordinator.

### **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 is established specifically for the well-being of all volunteers and the overall efficient operation of the organization's programs. 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 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.

Any form of harassment directed at a volunteer's race, color, sex, religion, veteran status, age, national origin, religious creed, political affiliations, or physical or mental handicap is a violation of this policy and will be treated as a serious matter, with disciplinary repercussions up to and including separation.

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, Volunteer Coordinator, the CEO or to the Human Resources 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, volunteers, 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. Release of confidential information requires the specific written permission of the person involved or their legal representative. Refer to agency HIPAA policies. 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, clean and to wear clothing appropriate to their responsibilities.

Volunteers providing direct service to ACCA clients, either on-site or within a client's home, must wear a photo identification badge at all times. The badge should be worn visibly, at chest level, with name and picture displayed prominently. You must always have your badge in your possession when you are volunteering. An ACCA photo identification badge will be issued upon becoming a volunteer.

#### **4.6 Safety and Health**

ACCA provides a clean, safe, and healthy place to volunteer. You are expected to work safely, wear any required safety equipment and observe all posted safety rules and regulations. 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, email, telephones, voicemail, fax machines, external electronic bulletin boards, online services, and 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 volunteer has the author's permission or is accessing a single copy only for the volunteer'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, Instagram, Snapchat, 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 ACCA 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:

Be Respectful. Give credit when credit is due and do not violate others' rights, proprietary information and/or client confidentiality. Fully disclose your affiliation with the organization. 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 Volunteer Coordinator 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.
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 Volunteer Coordinator 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. Director of Operations: 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