



TRI-COUNTY COMMUNITY ACTION AGENCY  
Henry • Oldham • Trimble

# VOLUNTEER HANDBOOK

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## WELCOME VOLUNTEER!

Thank you for deciding to volunteer with the Tri-County Community Action Agency (TCCAA). We serve Henry, Oldham and Trimble counties and help many people in our communities through a variety of programs. Volunteers are the core of those programs: daily activities and meals in the senior center, the adult daycare program and transportation, meals on wheels, telephone reassurance, non-medical transportation and some others.

People volunteer for many different reasons, but most importantly because they care. The feeling that comes from helping people in need cannot easily be put into words. Caring is what makes the volunteer come back over and over to work with people. We feel very fortunate that you are willing to help and have chosen our organization.

Today, as you begin your volunteer service with us, we want you to know that we value your contribution. We want the hours you spend with us to be both rewarding and challenging for you and a special time for those you will help.

Welcome to our family!

We are all here for one reason—to care for those we serve.



Brenda Fox

TCCAA Executive Director

## **I. MISSION**

TCCAA exists to provide leadership and advocacy; to develop community-based coordinated services and activities designed to enable low-income/disadvantaged persons to gain the necessary skills, education and motivation to become self-sufficient.

Changing Lives, Changing Community

## **II. VISION**

We envision a region where all people have a chance to achieve economic independence and success.

## **III. HISTORY**

- 1974 Oldham County Committee on Aging began in Pewee Valley providing services to people over 60: recreational services, field trips, information, referrals, transportation to doctor appointments, and outreach. Later this same year, the service area enlarged to include Henry and Trimble counties. Further, the organization named changed to Tri-County Committee on Aging.
- 1977 Began serving meals to seniors.
- 1978 The first Wheels vans arrived enabling transportation to the centers, and the Weatherization program began. In addition, some services became available to people under 60.
- 1979 Name changed to Tri-County Council for Senior Citizens
- 1982 Homecare began to provide services to homebound elderly, and the distribution of commodities began in all three counties.
- 1983 Began providing emergency assistance, information, referrals, and self-sufficiency program to low income people.
- 1984 Became a Community Action Agency.
- 1985 Began providing utility assistance through LIHEAP to low income people, and the organization's name changed to Tri-County Community Action Agency.
- 1990 The Adult Daycare program opened in Crestwood.
- 2000 The Oldham County Senior Center and administrative offices moved to Buckner.
- 2008 The Oldham County site added a fitness center.
- 2012 The Oldham County site received a generator, the fitness center added showers and lockers. TCCAA became a designated shelter for Oldham County.
- 2016 Began the Compass program to assist people into substance use recovery programs.
- 2017 Received a 2018 Subaru Outback vehicle donated by Subaru of America and Meals on Wheels.

The Kentucky Colonels donated funds towards the purchase of a Chevy Spark for the Compass program.

2018 Received a donation of a building located in Eminence and established the HOPE Center.

TCCAA is a non-profit 501 © (3) agency which is governed by an 18 member, volunteer Board of Directors; six members from each county. The Executive Director guides the paid staff, and our wonderful volunteers. Programs are funded, in part, under contracts with the Kentucky Cabinet for Health and Family Services, the Kentucky Regional Planning & Development Agency (KIPDA), the Community Services Block Grant Act (CSBG), Metro United Way (MUW) and other grants and donations. Various funding activities are conducted in all three counties, as well as support from local merchants, and the County Fiscal Courts.

#### **IV. RESPONSIBILITIES**

In order to work the most productively for the people we serve, we have established some policies, procedures and forms to make performing your work and keeping track of your volunteer hours a little easier.

##### **TCCAA agrees to provide the following:**

1. A supervisor and/or a staff person assigned to you and available to provide any answers you may have about your work as a volunteer,
2. Guidelines for each volunteer position,
3. Training for you to begin your volunteer job confidently,
4. Working conditions equal to paid staff and,
5. Should you experience any difficulties with clients or staff, please discuss the issues with your supervisor in order to help get them resolved.

##### **As unpaid professionals, our volunteers agree to the following:**

1. Work specified hours, based on our needs and your availability,
2. Become thoroughly familiar with the policies and procedures of our organization,
3. Complete a volunteer timesheet each month in order to help us keep track of the hours you have contributed to our programs,
4. Adhere to the regulations of our organization, and

5. Seek out any opportunity to promote our programs for which you volunteer.

## **V. CONFIDENTIALITY**

In the course of your work with TCCAA, the single most important policy you will be asked to follow is confidentiality. Both you and the people who come to us for help have the right to privacy, so any information you may learn about our clients in the course of your work must be kept in strict confidence.

## **VI. SMOKING POLICY**

To provide an environment that promotes productivity and the well-being of its employees, volunteers, clients and guests:

1. Smoking is prohibited inside all TCCAA facilities and vehicles.
2. When TCCAA has work located in buildings operated by other agencies, we will observe the smoking policies of those facilities at a minimum, and may elect to enforce additional restrictions in the TCCAA work areas.

## **VII. PERSONAL AND EMERGENCY INFORMATION**

Please update your personal and emergency information with your supervisor.

## **VIII. VOLUNTEER TIME SHEETS**

Your time sheet is very important. See attached. PLEASE PRINT YOUR NAME AT THE TOP SO WE CAN READ IT – we want to know who you are. Fill it out every day you volunteer so you do not forget to include something. Remember to include your travel time and mileage on your personal vehicle ➡ to and from home ➡ to the center and/or the client's home ➡ as well as the time you spent volunteering.

- TRAVEL TIME TO & FROM HOME + WORKING TIME = TOTAL VOLUNTEER HOURS
- ROUND TRIP TRAVEL MILEAGE (TO & FROM HOME)

(Your mileage and any money you spend to volunteer may be deductible as a charitable contribution on your taxes – over the year it can add up.) All this information allows our organization to document the hours you are donating to our clients, and is needed to justify our programs to the people who give us money to operate. Please turn in your completed and signed time sheet to your supervisor at the end of each month.

## **IX. DRESS CODE**

We ask our volunteers to dress in an appropriate manner for the job they are performing. Everyone who works with TCCAA is asked to have a clean and neat appearance.

## **X. ABSENTEEISM**

If you must be absent for any reason, please contact your supervisor as early as possible so that we may organize a replacement.

## **XI. INFECTION CONTROL**

In order to best protect yourself, staff, the clients, and others, we ask that you follow these rules for health and safety:

1. **Wash your hands**: before you begin working, after using the restroom, before handling any food items and before leaving for home. It is the single MOST IMPORTANT thing you can do to prevent the spread of germs.
2. If you have a communicable disease (such as a runny nose or cough), please notify your supervisor that you are unable to come to work. Working through the illness is not helpful – to you or the people you serve.

## **XII. WHAT DO I DO IN CASE OF AN EMERGENCY?**

Call 911 for emergency medical services in the event of a medical emergency. If there is no one at home to receive a meal, no answer, or you feel that a recipient is in need of some non-medical attention – please notify the office immediately. This will allow the staff to investigate the situation with family or friends while you continue on with your job.

Tri-County CAA- Oldham Office (502) 222-1349  
1015 Dispatchers Way  
LaGrange, KY 40031-8733

Henry Office (502) 845-7808  
125 Park Rd.  
New Castle, KY 40050

Trimble Office (502) 255-7514  
3240 Hwy 421 North  
Bedford, KY 40006

### **XIII. CONCLUSION**

As a volunteer with TCCAA, you have the right to expect certain things from us:

1. Respect... as an individual member of our caring team and an open relationship with all members of the team.
2. An opportunity to share yourself, not only with the clients but with the entire team for the benefit of the organization.
3. An opportunity to have input into the direction the organization will move and the type of services we will offer to our clients.
4. An opportunity to improve your skills and abilities through in-services and training.
5. Recognition for the work you do for our clients.

Once your application is processed you will be ready to become a valued member of our caring team. Please feel free to request a copy of your completed volunteer application packet. We see ourselves as a solid group of individuals, bringing our skills and abilities together to serve our clients. Again, welcome! We hope you will remain with us for a long time, growing in services to our clients and value to the organization.

***Thank you for your time, enthusiasm, energy and dedication to the people we serve.***



TRI-COUNTY COMMUNITY ACTION AGENCY  
Henry • Oldham • Trimble

### VOLUNTEER TIME SHEET

PRINT VOLUNTEER NAME:	MONTH & YEAR:
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*Please remember to include your travel time and miles to and from your home.  
Keep **Meals on Wheels, Kitchen, and Activities** as separate line items.*

DATE	SERVICE	HOURS	MILEAGE
TOTAL			

VOLUNTEER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_