



## Court Appointed Special Advocates of Madison County

### Volunteer Policies & Procedure Handbook

Revised: 3/1/2017

Approved:

#### *Volunteer Advocate Job Description*

**Responsible to:** Madison County CASA Executive Director.

#### **Purpose of Volunteer Policies:**

The purpose of these policies is to provide overall guidance and direction to staff and volunteer advocates. These policies are intended to internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personal agreement. CASA of Madison County reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Executive Director and must be obtained in advance in writing. Areas not specifically covered by these policies shall be determined by the Executive Director.

#### **Mission of CASA of Madison County**

CASA (Court Appointed Special Advocates) of Madison County, KY is a non-profit organization advocating for the best interests of abused and neglected children as assigned within the Madison County Family Court System and through trained volunteers. In addition to providing a voice for children in need of safe, permanent, nurturing homes, CASA works to break the cycle of child abuse and neglect in collaboration with key agencies, legal counsel and community resources.

#### **Qualifications**

Volunteers shall be at least 21 years of age and successfully passed the application and screening process, been trained by and serves under the supervision of the CASA program and is appointed to the court to advocate for children who come into the court system as a result of abuse or neglect as defined by the state child welfare laws.

All volunteers are required to:

- Submit a written application or resume including information regarding educational background, training, employment history and experience working with children.
- Submit the names of three references that are unrelated to the applicant.
- Authorize the program to secure the following record checks social security number verification, criminal records from the court jurisdiction in which the applicant currently resides and works, state criminal records, FBI or national criminal database, national sex offender registry and child abuse registry or child protective services check where permissible by law.

**Any applicant who does not agree to the application requirements above will be rejected for further consideration.**

Prior to becoming a CASA Volunteer the Program will:

- Conduct a thorough review of the applicant's written resume or application.
- Have at least one in person interview.
- Contact each of the applicant's three references, by mail or telephone, to ascertain appropriateness for the position.
- Conduct the following record checks, social security number verification, criminal records from the court jurisdiction in which the applicant currently resides and works, state criminal records, FBI or national criminal database, national sex offender registry and child abuse registry or child protective services check where permissible by law.
- If the prospective volunteer has lived in another county and that jurisdiction is not covered by the national criminal background check utilized, the program secures county and state criminal record checks in any county and state in which the person has resided for the previous seven (7) years.
- If the prospective volunteer has lived in another state in the past seven (7) years the program secures a child abuse registry or child protection services check where permissible by law in any state in which the person has resided for the previous seven (7) years.
  - Conduct a complete re-check on all background checks every 2 years for all active employees.

### **Required Skills**

- Ability to keep all client and court information confidential;
- Ability to communicate effectively, verbally and in writing;
- Ability to respect and relate to people from diverse backgrounds in a variety of settings;
- Ability to transport oneself to a variety of locations;
- Ability to maintain objectivity and composure when confronted with conflict;
- Ability to gather and record factual information in a timely manner;
- Ability to work within the guidelines, policies, and standards of CASA;
- Good Human relations skills and the ability to be objective;
- Must have conviction of the importance of providing for best interest of children at risk;
- Must have time, interest, and energy to advocate;
- Must have access to transportation;
- Must be able to receive guidance and direction and work as a team.

### **Responsibilities**

- A CASA volunteer respects a child's inherent right to grow up with dignity in a safe environment that meets that child's best interest.
- A CASA volunteer ensures that the child's best interests are represented at every stage of the case.
- A CASA volunteer reports any new incidents of child abuse or neglect to the CASA supervisor and appropriate authorities.
- A CASA volunteer reviews records and interviews appropriate parties involved in the case, including the child, to determine if a permanent plan has been created for the child and whether appropriate services, including reasonable efforts, are being provided to the child and family.
- A CASA volunteer facilitates prompt, thorough reviews of the case.
- A CASA Volunteer attends all court hearings, foster care reviews, and all other hearings and meetings which pertain to the child. If unable to attend a CASA must alert staff immediately.
- A CASA volunteer maintains complete records and documentation about the case, including appointments, interviews, and information gathered about the child.

- A CASA volunteer submits recommendations concerning the case to the court in a signed, written report at least 1 day prior to the hearing.
- A CASA volunteer makes contact with CASA supervisors at least once a month, but preferably bi-weekly and submits monthly times sheets in a timely manner.
- A CASA volunteer makes contact with all parties involved in the case, including the child at least monthly. CASA prefers weekly visitation with the child is at all possible.
- A CASA volunteer maintains complete confidentiality regarding information about the child, as well as information regarding other parties involved in the case.
- A CASA volunteer exhibits professionalism in behavior and appearance.
- A CASA volunteer is not related to any parties involved in a case assigned to him/her or employed in a position and/or agency that might result in a conflict of interest. If there is any question that there may be a conflict, you should contact your supervisor immediately and your supervisor will determine whether conflict exists.
- A CASA volunteer does not provide direct services to any parties that could lead to a conflict of interest or potential liability, or cause a child or family to become dependent on the CASA volunteer for services that should be provided by other agencies or organizations.
- A CASA monitors their case to ensure court orders are being carried out, and that services to the child are being furnished and placement is appropriate.
- Assess institutions and foster homes where children are placed.
- If children are freed for adoption, work unceasingly to attain this goal as soon as possible.
- Work for permanency for the child, whether that is return to parent, permanent custody with relatives of freed for adoption.

### **Training**

A thirty (30) hour pre-service training program plus four (4) hours of court observation must be completed prior to beginning as a CASA. Training includes information regarding: the court system, social services system, child abuse, domestic violence, and substance abuse. Continuing education of twelve (12) hours is required for each year following the initial training year.

### **Time Commitment**

Once assigned to a case, a CASA volunteer makes a commitment to the case for at least one year, preferably until a permanent placement is found for the child. A CASA volunteer commits to having contact with their child at a minimum of one time per month unless an exemption has been granted.

### **Transportation Policy**

Volunteers may NOT transport children or family members under any circumstances. If a child or family member needs transportation the volunteer may help make arrangements through the child's caseworker.

### **Time Sheets**

A CASA volunteer records their time each month and turns it in by the 5<sup>th</sup> of the following month to the Executive Director.

## Dress Code

**Court:** Attire for court should be professional business dress. Volunteers must present a professional image by wearing appropriate business attire and maintaining good grooming habits. Volunteers should refrain from wearing excess jewelry, perfumes, colognes, make-up, extreme hairstyles or revealing clothing.

**CASA meetings and other CASA related meetings:** Dress should be business casual. You are not expected to wear a suit, dress or tie. Business casual is considered tailored and appropriate, not weekend casual.

**Visits with Children:** Dress should be appropriate to the activity. Weekend casual is appropriate.

## CASA DO'S and DON'TS/ GUIDELINES

### DO:

- Report any suspicion that a child has been mistreated. You are not to judge whether the child is in danger; leave that to the investigator. The number to call to report child abuse or neglect is 1.800.342.3720. Immediately inform the CASA office that you have made a report.
- Meet all parties involved with your case in person. It will make it 100% easier to work your case. Be a friendly volunteer, even when you're being assertive. Remember: other CASA's may have different cases involving the same professionals.
- Caseworkers make the basic decisions on the case. Other professionals also have clear responsibilities. Their performance or judgment should not be discussed with other involved in the case. Never challenge decisions of any professional in front of the family members or make suggestions to the family which you have not discussed with the caseworker.
- If you disagree with any professional on the case, discuss your areas of disagreement directly with that person first. If you do not feel satisfied with that discussion, immediately contact a member of the CASA staff.

### Don't:

- Never take a child into your custody, as this is against the law. Do not take the child home with you. It is not appropriate for children or family members involved in juvenile cases to visit in your home.
- CASA program policy states that a volunteer may never transport a child or family member involved in a juvenile case under any circumstances. If transportation is needed, contact the child's caseworker. Let the caseworker make the appropriate arrangements.
- Don't make promises that you may not be able to keep. Don't even make suggestions such as "I'll see what I can do." A needy or desperate child can easily misinterpret your intent.
- Don't give legal advice or therapeutic counseling.
- Don't let the parent become dependent of CASA, because when you are no longer there, what have they learned to do for themselves? You may show them resources, but do not make appointment for them.
- Don't do anything with which you are truly uncomfortable. Call your program coordinator or director to discuss it before rather than after.
- Don't give medicine, aspirin, vitamins, etc.

- Don't authorize medical treatment for a child. Any hospital or doctor visits must be arranged so that the person with custody is present.
- Don't give treats or even feed children without checking on any dietary restrictions with their primary care-giver.
- Don't misuse credentials. Use your court orders only for accessing information about your case.
- Don't carry or use any weapons while working CASA cases.
- Don't surprise us; surprises cause chaos in a CASA program. Problems of a personal nature will be held in strictest confidence. Call us if you are:
  - A. Going on Vacation
  - B. Having surgery
  - C. Getting Married or Divorced
  - D. Lost your job or got a job
  - E. Having Family Problems
  - F. Involved in any situation that may affect your ability to do your job as a CASA.

Please do not let your child/children down.

### **CASA Guidelines for contact with Children**

1. **Visits and/or contact with child (ren) should occur monthly, though weekly is preferable, while assigned to a case. It does not change based on placement. Visit with child (ren) regardless of placement or age.**
2. **NEVER take children home with you.**
3. **Ask if the children have questions and answer the questions honestly with facts.**
  - **Do not probe or introduce the specifics of abuse. Be especially careful when discussing issues in sexual abuse or other potential criminal charges.**
  - **Explain your role as a CASA volunteer in words children can understand. Communicate in a manner appropriate for their age and developmental level. Explain to children why they were removed from their home and keep them informed about case events.**
  - **Explain confidentiality. Tell children that you may be asked to tell what they tell you. If they are adolescents, tell them exactly what information you will share.**
4. **Visit the child prior to any hearing that the child will be attending. Explain what is expected to occur and explore the child's current reactions and feelings regarding the upcoming hearing.**
5. **Reflect children's feelings without evaluating them and let them know it is okay to have unpleasant or negative feelings.**
6. **Respect children's attachments to their parents. Remain neutral and non-judgmental about their parents. Do not express your opinion of the parents even if asked.**
7. **Treat children with respect. Don't talk down to them or criticize them.**
8. **Don't make promises-period.**
9. **Tell children that what happened is not their fault. With older children who have been in therapeutic treatment and /or state care, confirm the need to accept past problems and assume responsibility for their future.**
10. **Confer with the treatment team (therapist, house parents, shelter or foster parents, social workers, case managers) regarding concerns children express to you and other case matters.**
11. **Know that your case will have a beginning, middle, and an end. Plan on being in the child's life for only a limited time.**

### **CASA guidelines for contact with Parents and Family Members**

1. Explain your role as a Court Appointed Special Advocate clearly to the parents and family members. Tell them you have been appointed by the court and you are a volunteer. Do your best to develop good working relationships.
2. Focus on obtaining information. Find the strengths of the parents and family members. Find the needs of the family. Strive to be non-judgmental.
3. Tell the parents and relatives that you have been appointed by the court. Explain confidentiality; you will gather information about the case, then report facts and make recommendations to the court.
4. Listen with respect.
5. Respond to questions. When you do not know an answer, say you do not. If the question is about their legal action, encourage them to contact their attorney. If the question is about services, encourage them to proactively contact their social worker. Confer with your Program Coordinator to assist you if you are uncertain about the answer to a question.
6. Let the parents and family members know you are aware of the stress caused by court intervention.
7. Avoid leading questions and making emotional remarks.
8. Use reinforcement such as "I see" or a nod of your head to encourage responsiveness.
9. Begin with general, open-ended questions such as "Tell me about..." Use closed questions that can be answered with "yes" or "no" or a short answer when you need specific information or when you are not receiving responses to more general questions.
10. Strive to understand your attitudes and behaviors, then try to understand the attitudes and behaviors of the parents, family members and foster parents.
11. Be clear about what is to occur next. Consult your program Coordinator or Director for help in planning your work as a CASA volunteer or assistance with any questions you may have.
12. After contact with parents or family members, carefully document the facts you obtained, and your observations, actions, questions and plans. Use objective statements that describe a specific fact or behavior. Do not make interpretations, diagnostic conclusions or judgments.
13. File your notes and any records you obtain in your file and in the office file.

### **CASA Guidelines for Working with Social Services, the Guardian ad Litem and other Collaborative Partners.**

1. When first contacting an agency. Introduce yourself as the Court Appointed Special Advocate. If the person/agency is unfamiliar with the CASA program, explain the role of the CASA. If seeking information provide a copy of the Court Order. Ask what their preferred method of communication is.
2. Receive all records in person or have them sent to the CASA office. To access records on anyone other than those listed on your court order, contact your Program Coordinator or Director about obtaining a court order or release of information form.
3. Document all contacts and conversations in your case notes by entering the date, type of contact, agency and individual names. Enter factorial highlights of conversations and observations.
4. Maintain confidentiality. With contacts other than parties to the case remember you are to gather information-not give information.
5. Consider the needs and schedule of the other party. Be Brief. State the reason you are contacting them. Provide details only if necessary. Present most important information first.

6. Arrange visits in advance.
7. Watch for opportunities to express appreciation and praise and do so. Specify what was done or said, how it contributed, and why you appreciated it.
8. Practice good listening skills. Affirm that you have heard what was said. Summarize or paraphrase significant statements then ask if you understood correctly. If strong emotions are expressed, affirm your awareness of the feelings of the speaker. Confer with your Program Coordinator or Director if problem is unresolved. Avoid escalating conflicts.
9. Be certain information you share with and receive from service providers is known by the assigned case worker and the Guardian ad Litem. Provide any significant new information as soon as possible. Confer with team prior to court appearances.
10. Contact service provider(s) to find out about the availability of needed services. If referral seems appropriate, contact case worker and request that a referral be made.
11. Contact the assigned case worker and your Program Coordinator or Director when concerns exist about a child's placement.
12. When appropriate, confer regarding each contact's perception of case needs. Ask if there are specific ways you could help with case activities.
13. Remember that patience is a virtue and persistence- appropriately expressed-is also a virtue.

#### **CASA Guidelines for Contact with Foster Parents**

1. Explain your role as a Court Appointed Special Advocate clearly to foster parents. Tell them you have been appointed by the court and you are a volunteer. Explain confidentiality, and tell them that you will gather information about the case and then report the facts and make recommendations to the court. Do your best to develop good working relationships.
2. Focus on obtaining information.
3. Listen with respect.
4. Respond to questions. When you do not know the answer, say you do not. Confer with your Program Coordinator or Director to assist you if you are uncertain about the answer to a question. If you are not entitled to disclose the information they are seeking, tell them so. Encourage the foster parents to stay in contact with the caseworker assigned to the children in their home. You may also encourage the foster parents to be in court.
5. Strive to understand your attitudes and behaviors, then try to understand the attitudes and behaviors of the parents, family members and foster parents.
6. Be clear about what is to occur next. Consult your Program Coordinator or Director for help in planning your work as a CASA volunteer or assistance with any questions you may have.
7. Carefully document the facts you obtained, and your observations, actions, questions and plans. Use objective statements that describe a specific fact or behavior. Do not make interpretations, diagnostic conclusions or judgments.
8. File your notes and any records you obtain in your file and in the office file.

#### **Volunteer Ethics**

##### **Purpose:**

All CASA volunteers must abide by minimum standards in order to maintain this program's competence and integrity.

##### **Premise:**

A CASA volunteer must not become inappropriately involved in a case by engaging in activities which jeopardize the safety of the child, the integrity of the program, or the objectivity of the volunteer or

activities which are likely to result in conflict of interest or expose the program or the volunteer to criminal or civil liability. The CASA volunteer shall not be related to any party in the case or be employed in a position that might create a conflict of interest.

**Conduct:**

Propriety-The CASA must maintain high standards of personal conduct in his/her capacity as an agent of the court.

Competence-The CASA should strive to become and remain proficient in the performance of the CASA functions.

Integrity-The CASA should act in accordance with the highest standards of professional integrity.

**Ethical Responsibility:**

Confidentiality-The Casa must maintain confidentiality and respect the privacy of others in all matters relating to case assignments.

Respect, Fairness, Courtesy-The CASA should treat all parties to the case with respect, fairness, courtesy, and good faith.

Use of Authority-The CASA should make appropriate use of authority in his/her appointments, limiting the role of CASA to fulfilling responsibilities within the particular case.

Development of Knowledge-The CASA should take responsibility for identifying and developing knowledge and fully utilizing information for performance of the CASA role.

Program Integrity-The CASA should not represent his/her personal views or opinions as those of the program nor should the CASA refer to or use his/her participation in the program to advance his/her personal views in any proceedings unrelated to the case in which he/she was appointed.

**MINIMUM EXPECTATIONS OF SERVICE TO A CASE**

**CASA Volunteer Will:**

- Communicate with the caseworker, in a timely manner after appointment, and ongoing at a minimum of one time per month.
- Meet the child/children in a timely manner after appointment and meet in person with the child/children at least one time per month. If you are unable to make your monthly visit notify CASA staff as soon as possible to make other arrangements such as a courtesy visit.
- Have other types of contact with child/children-telephone/letter-as applicable for the child's age and interest.
- Meet in person the child's primary caregiver in a timely manner after placement occurs, and ongoing either in person or by telephone one time per month.
- Maintain contact with the child's therapist and teachers if applicable.
- Maintain contact with the child's family members if applicable.
- Maintain contact with the child's Attorney ad Litem.
- Maintain contact with your CASA staff at least once each month, bi-weekly is preferred, assuring accurate, up to date records and contact logs for your cases and time sheets.
- Attend all DCBS Case meetings regarding the case.

- Attend all court hearings regarding the case.
- Provide written reports for all hearings by 11am on the Monday prior to Tuesday court hearings or by 11am on Thursday prior to Friday court hearings, or if the office is closed due to a Holiday by 11am on the Friday prior to the court hearing. Be available to testify as needed.
- Advocate for permanency for the child/children whether that means returning them to the home of a family member; adoption; or finding a long term stable placement.
- Maintain confidentiality of all issues and records of the case.

### **Confidentiality**

The following items shall be considered CASA Program Policies on Confidentiality and shall be strictly followed:

1. In interviews with parents, children, foster parents, therapists, teachers, and other professionals pertaining to the case, the CASA may collect information, but is prohibited from giving information to the person(s) being interviewed. There should always be a free exchange of information with the case worker, the prosecuting attorney, the Guardian ad Litem or the CASA staff.
2. When asked to give a presentation please consult with the Executive Director as to what you are allowed to discuss. The CASA shall not reveal any identifying information such as names and addresses. The identities of families involved with the Juvenile Court are strictly protected by law.

*Remember: You are not a privileged information professional. Anything you may be told, you may have to report to the court. Tell your CASA child and family in advance, at the onset of establishing your relationship with them that anything they tell you, you may have to report to the court. This can prevent many problems down the road.*

3. Never make any statements to the press about your case or the CASA Program until you have checked with the CASA Executive Director. If contacted by the press, you should immediately refer them to CASA staff. You may confirm that you are a CASA, but do not confirm or deny that you are the CASA on any named case.
4. Mark your CASA log book and any records pertaining to your CASA case as "CONFIDENTIAL". Keep these records in a drawer or in a private place at home where family members will not have access to them.
5. Always keep in mind your obligations to maintain confidentiality. If you are even in doubt as to what to tell someone, call the CASA office to check it out before your release any information.

***Remember a breach of confidentiality is a serious problem and one which can result in your dismissal from the CASA Program.***

### **GRIEVANCE PROCEDURE**

**Purpose:**

This procedure is implemented to mediate grievances a CASA volunteer has while actively working a CASA case. CASA volunteers are encouraged to air any grievance that arises through the established procedures set forth herein. Use of the grievance procedure will not affect the volunteer's present or future position as a CASA.

**Definition:**

A grievance is any difference between a CASA volunteer and a staff employee regarding CASA case management. Grievances must be initiated within seven working days of the occurrence of the facts on which the grievance is based. Failure to do so, or failure to carry the grievance to succeeding steps within the limits specified, constitutes a waiver of the grievance.

An employee/volunteer adversely affected by a policy or practice may appeal such application or interpretation. The appeals process must be initiated by the employee/volunteer within seven days of the event, which serves as the basis of the appeal.

- The Grievance process is initiated by the employee/volunteer requesting, in writing, a meeting to discuss the matter with the employee supervisor.
- If the problem has not been resolved to the satisfaction of the employee/volunteer, the employee may appeal to the Executive Director.
- If the problem remains unresolved following conference with the Executive Director, the employee/volunteer may appeal to the Executive Committee of the Board of Directors.
- The Executive Committee may rule on the appeal. The ruling of the Executive Committee may be appealed to the Board of Directors.
- The employee/volunteer may withdraw the grievance at any time.
- At each stage of the grievance procedure, a written summary of the proceedings shall be prepared. The written summary and employee comments will be placed in the employee's/volunteer's permanent personnel file.

**ACCESS TO VOLUNTEER RECORDS**

The CASA program maintains a written record for each volunteer in a locked filing cabinet accessible to staff only. This volunteer record contains the following: identifying information and emergency contacts, volunteer application, job description, reference documentation, criminal check documentation, training records and signed policies and procedures, etc.

**TERMINATION POLICY**

The CASA program has policies and procedures for the discharge or termination of a CASA volunteer.

**Corrective Action**

Corrective action may be taken if the volunteer's work is unsatisfactory. Corrective action is within the discretion of the Executive Director and may include:

- Additional supervision
- Reassignment
- Retraining
- Referral to another volunteer position
- Separation from the Program

## **Separation from the Program**

Separation from the Program may occur in the discretion of the Executive Director. Appropriate grounds for separation include but are not limited to:

- The Volunteer being charged with a crime against a child or any gross neglect or misconduct.
- Breach of Confidentiality
- The Volunteer takes action without program or court approval which endangers the child or is outside the capacity or power of the CASA program.
- The Volunteer violates the Program policy, court order or law.
- The Volunteer demonstrates inability to effectively carry out CASA volunteer duties.
- The Volunteer fails to complete required ongoing training.
- The Volunteer falsifies volunteer applications or misrepresents fact during the screening process.
- The Volunteer becomes inappropriately or over involved with the child or family.
- The Volunteer fails to satisfactorily complete initial training.
- The Volunteer's references are not consistent with application or screening process.
- Violation of the program's nondiscrimination and /or sexual harassment policy.
- Soliciting or accepting gratuities.
- Neglect of duty or incompetence.
- Failure to contact child on a monthly basis without a legitimate reason.
- No contact with CASA staff for two months including no reports to the office, no replies to letter and/or returning phone calls from CASA staff.
- When the child's best interests are not being served.
- Repeated failure to do reports to the Court or monthly reports to the office.
- Transporting clients.

The authority and decision to terminate is made by the Executive Director.

## **Dismissal from a Case**

A volunteer may be dismissed from a case for the following reasons:

- At the request of the volunteer
- At the request of the Juvenile Judge
- For repeated failure to make court appearances
- For failure to provide court reports and/or turn them in on time
- Insubordination or refusal to follow a court order
- For failure to act in a professional manner as deemed by the Executive Director

Should the actions of a volunteer result in either dismissal from the case or the CASA program, the volunteer has the same rights as an employee to grievance procedures.

At the time of a volunteer dismissal all files, notes, and any other materials associated with the CASA case will be returned to the CASA executive Director within five (5) working days of the dismissal.

## **Resignation**

While CASA volunteers make a commitment to continue with a case until it is terminated, there may be circumstances that require a CASA volunteer to resign.

- Resignation must be made in writing so that the CASA office can notify all parties involved and assign another CASA volunteer if necessary.
- It is requested that volunteers provide advance notice if at all possible and state a reason for their departure.
- Return all case materials and notes.

## **GENERAL POLICIES**

Ultimate responsibility for all CASA cases rests with the Executive Director. As a volunteer, you represent CASA and what you do reflects on the organization. Always conduct yourself in a professional way that favorably on CASA and comply with CASA policies and procedures.

**Open Door:** CASA has an “open door” policy. If you have any problems or questions regarding your case or concerning the policies outlined in this manual, you are encouraged to follow the chain of command, which would be the Executive Director.

**Agency Letterhead:** Volunteer act as official representatives of CASA and may use CASA letterhead in normal advocacy situations. Use of letterhead is not permissible for personal correspondence relating to CASA (I.E. letter to the editor expressing personal opinions).

**Media Communication:** Volunteers are not permitted to make statements involving CASA to the communication media without the written consent of the Executive Director. Any inquiries concerning CASA, its policies, practices or clients, should be referred to the Executive Director. CASA volunteers may be asked by the Executive Director to represent CASA at speaking engagements.

**Conference/workshop Attendance:** Will be offered to Volunteers as opportunities arise and funding is available.

**Direct Service Provision:** CASA is not a “direct service” provider. CASA is a facilitator and may advocate for direct service providers to provide appropriate services to clients.

**Personal Involvement with Children and Families:** CASA volunteer’s effectiveness and standing in court depends on volunteers maintaining professional relationships with children and families. Volunteers not permitted to become over involved with CASA children and families. Inappropriate personnel involvement with a CASA client can be grounds from dismissal.

**Court Room Conduct:** Volunteers are to conduct themselves in a professional manner in the court room. Please turn off cell phones, dress appropriately, be prepared for your case, and stand up when giving or receiving information/questions by the Judge. Due to the nature of these confidential hearings Volunteers are asked not to attend court for reasons other than your case hearing, acting as an assigned mentor to a volunteer, court observation for initial training, or to observe hearings if you are available to take a new case.

## VOLUNTEER POLICIES & PROCEDURE HANDBOOK

I have received a copy of the Volunteer Policies & Procedure Handbook containing the CASA job description, policies and procedure; Transportation Policy; Timesheet; Volunteer Training Policy; Dress Code; CASA Do's and Don'ts, Guidelines for contact with children, parents and family members and foster parents; Guidelines for working with the Guardian ad Litem, DCBS and other service providers; Volunteer Ethics; Minimum Expectations; Confidentiality; Pledge of Confidentiality CASA Commitment; Grievance Procedure, Access to Volunteer Records, Termination Policy; and General Policies.

I understand and agree to these policies.

\_\_\_\_\_  
CASA Volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
CASA Executive Director

\_\_\_\_\_  
Date