



VOLUNTEER POLICIES AND PROCEDURES

Voices for Children, CASA of Boulder County (VFC) builds a healthier community by delivering services, support, and advocacy to children who have experienced trauma. As a Court Appointed Special Advocate (CASA) volunteer, you will provide meaningful advocacy to children in Dependency and Neglect or Truancy cases and provide Boulder County’s 20th Judicial District Court with recommendations about the best interest of each child. Volunteers are required to adhere to the following policies and procedures to ensure their safety and the safety of the child(ren) they serve. Please review the following and sign where prompted.

Organizational Values

Voices for Children believes that all children are entitled to live in a safe and healthy environment. The role of the CASA requires professionalism, consistency, ethical communication, consistent visits with child(ren), regular communication with VFC staff, and submission of timely and accurate reports. Voices for Children provides initial and continuing training, supervision, and support to all volunteers.

Voices for Children shall not restrict its services or volunteer recruitment based on any legally protected classification as determined by federal, state, and local laws. All volunteers and staff will honor the dignity of children, families, and professionals by engaging them with respect, consideration, and equal treatment.

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Volunteer Onboarding and Training Requirements

- Onboarding requirements:
 - Volunteers must submit an Optima application, including three personal and/or professional references. Applicants must be at least 21 years of age.
 - Volunteers must complete an interview with an Advocate Supervisor to discuss personal and professional background, qualifications, interest in the program, and requirements of the role.
 - Volunteers must submit to a criminal background investigation, a Colorado Department of Human Services child abuse background check (also referred to as a TRAILS request), and fingerprinting. Background checks encompass state and federal criminal records, motor vehicle history, child abuse registry, social security number verification, and sex offender registration. Background checks are run annually on all active volunteers. Volunteers must also submit a valid driver's license or other government-issued ID and auto insurance.
 - Prospective volunteers must disclose any history of criminal activity, arrests, and/or traffic violations during the screening process. Failure to disclose may result in ineligibility to move forward in the screening process and dismissal from the program. Should a volunteer be arrested during any point in their service on a case, the volunteer will immediately notify their Advocate Supervisor and/or the Program Officer. The volunteer may be dismissed or placed on pause from their service. The Program Officer reserves the right to dismiss a prospective or active volunteer based on their background check history at any time.
 - Volunteer records are confidential and securely maintained in VFC's Optima database. Volunteers may access and review their records by written request to the Program Officer. If a volunteer identifies inaccuracies in their records, they may dispute the information through written statement, which will be included in their volunteer file.

- Training requirements:
 - If accepted into the training program, volunteers attend at least 30 hours of training in child abuse and neglect, crisis intervention, trauma and child development, legal procedures, and resource information. Volunteers must complete all in-person training sessions and supplemental work, unless pre-approved by the Program Officer.
 - Following completion of the training series, all above information will be reviewed by the Program Officer to determine suitability. Suitability refers to a comprehensive analysis of the volunteer interview, background clearances, and evaluated performance in the pre-service training. These factors are reviewed to decide whether an individual is able to carry out the duties and responsibilities of a CASA as outlined in C.R.S. 19-1-208 and VFC's Policies & Procedures with appropriate professionalism, integrity, and effectiveness.
 - Given the volunteer applicant is fully approved, the CASA will be required to be sworn in by a Judicial Officer from the 20th Judicial District Court and will then be listed as available for case appointment.

- Additional training and reactivation requirements:
 - A minimum of 12 hours of Continuing Education Units (CEUs) are required annually after the CASA has been in service for one year. All volunteers, regardless of their participation in a case, must complete their hours to enhance their advocacy and stay apprised of developments in the field.
 - A volunteer may become active again after being on leave from the program. Volunteers who are inactive for over one year must meet with the Program Officer and complete supplemental training or other activities to reactivate, which may include repeating the full pre-service training. Full re-training will be required if a CASA is inactive for three or more consecutive years, or if transferring from another jurisdiction.

Standards of Volunteer Performance

- A volunteer commits to serve at least one child for the duration of a case (approximately 18 months) and to spend at least 10 hours per month on advocacy in the child's best interest. Should a CASA need to be removed from the case earlier than case closure, the CASA will notify and coordinate dismissal with their Advocate Supervisor.
- A CASA receives a copy of the Order of Appointment from the Court that formally appoints them to the child(ren) and serves as their Release of Information with systems partners. CASAs must carry a copy of this Order in hard copy or electronically when carrying out all case duties.
- A volunteer is a mandated reporter, and immediately reports any new suspicion or evidence of child abuse or neglect to the Colorado Child Protection Hotline (1-844-264-5437).
 - A volunteer visits their assigned child at least twice per month. When necessary, virtual visits are acceptable. CASAs who are unable to see their appointed child at least twice per month must discuss alternative advocacy options with their Advocate Supervisor. Failure to meet with the child and/or document such meetings after three reminders have been issued may result in dismissal.
- Volunteers must use Optima to document all case activities. Contact Logs are to be entered within 72 hours of the contact or activity. This includes virtual or in-person visits, meetings with case professionals, emails, phone calls/texts related to the case, and court hearings.
- A CASA advocates for the best interests of the child(ren) they are appointed to serve. This includes collaboration and coordination with legal, child welfare, mental health, educational, and other professional partners, subject to confidentiality limitations. A CASA obtains a first-hand understanding of the needs of the situation and their appointed child(ren) by conducting an ongoing review of all relevant documents and records and interviewing the child, parents, social workers, teachers, and other relevant persons to gather information about the child's situation. A CASA makes recommendations for services for their appointed child(ren) and the child(ren)'s family.
- A CASA monitors implementation of ordered services for their appointed child(ren) and informs the court about the timeliness with which court-ordered services are implemented.
- A CASA must inform case professionals promptly of important developments in the case through appropriate communication channels.

- A CASA submits court reports every 60-90 days, two weeks prior to Permanency Hearings. Court report recommendations concerning the case should be discussed with the Advocate Supervisor and the case team prior to inclusion in the report. Advocate Supervisors review and edit the reports as appropriate, and file with all parties to the case, including the Judge or Magistrate. These reports are not confidential and will be made a part of the court file.
- CASA volunteers may not be alone in the home or placement facility of the child, including VFC's office, with their appointed child. Should a CASA wish to use one of Voices for Children's play rooms and/or kitchen for a visit with their appointed child, the volunteer must seek prior approval and schedule with their Advocate Supervisor. Weekend or after-hour visits must be approved by the Program Officer at least seven business days in advance.
- CASAs cannot provide childcare or respite foster care.
- Visits over three hours are not allowed without pre-approval from VFC staff. Excessive contact with the child is prohibited.
- CASAs cannot take children to their own homes or to the home of their friends/relatives.
- CASAs assume responsibility of covering the cost of activities, visits, and outings with their appointed child. Voices for Children strongly encourages CASAs to limit expenditures to \$25 per visit, and money spent on the child should be limited to food or activities. Voices for Children can provide financial assistance for funding, passes, gift cards, mileage, or supplies for CASA volunteers with prior approval from their Advocate Supervisor.
- During your appointment on a case, volunteers are prohibited from giving or receiving money to/from the child, family, or other professionals associated with the case. CASAs may give or receive other modest gifts and may purchase food during CASA visits, so long as this does not undermine or negatively impact the child, family, or other parties involved.
- In lieu of providing monetary support to the child/family, you may access gift cards provided by VFC in order to purchase needed goods or items on behalf of the child you are appointed to. Gift cards may not be given to volunteers for work they have performed for the organization, and are not considered financial compensation for any volunteer service.
- A CASA attends all court hearings and professional staffing's to which they receive an invite, if their schedule permits. CASAs who cannot attend a hearing should notify their Advocate Supervisor.
- A CASA completes case check-ins at least once per month with their Advocate Supervisor, and responds to correspondence in a timely and professional manner. Failure to update the assigned supervisor for 30 days or more may result in dismissal from the case.
- A CASA completes a Wellbeing Assessments after case appointment, quarterly for the duration of the case, and after case closure. Wellbeing Assessments are sent by Colorado CASA.

Confidentiality Policy

By virtue of your role as a volunteer with Voices for Children (VFC), you will have access to certain confidential information in the normal course of performing your responsibilities. Volunteers will respect the right to privacy of all individuals, and will keep information about cases strictly confidential.

- All case-related information gathered by the volunteer, including but not limited to the nature of the case, the child and family name, placement information, and school information, is confidential by law and cannot be shared with anyone outside the case.
- The volunteer will not share information pertaining to their case with any person in their family. Case details may be discussed only with VFC staff or the other professionals on the case team.
- All case discussion during volunteer training panels or statewide panel presentations will be appropriately vague so that all identifying information is protected.
- The 20th Judicial District Court prohibits CASAs from recording a court proceeding or any other meeting relating to the child's case.
- The volunteer is entitled to review any case documentation provided by VFC and the case team. All confidential electronic and hard copy records are securely maintained by VFC and readily accessible. Should the volunteer need to download any confidential documents to their computer or print any hard copies, they are responsible for the destruction of electronic or physical copies after review. Volunteers must destroy all case files or return files to VFC staff after completion of a case. VFC maintains the records pertaining to closed cases for seven years.
- The CASA will not use their status in a court-appointed position to garner any information for private or business-related uses.
- CASAs may not share information about the child's biological family with foster parents. This includes information about biological parents' health, location, and progress towards a treatment plan. Questions about the child's family should be redirected to the caseworker and any other support personnel at BCDHS working directly with the foster care providers.
- CASAs must never disclose the details of a child's placement to biological family members.
- Volunteers may take photos of their appointed children when it is used in the best interest of the child. Appropriate instances when a volunteer may procure a photo of the child(ren) include:
 - Taking photos of the child or youth to include in court reports
 - Taking photos to assist the child(ren) in maintaining relationships with siblings or other family members during placement transitions
 - Taking photos to document any injury to the child(ren) that occurs during a CASA visit
- Volunteers must obtain prior approval from their Advocate Supervisor in order to take any photos of the child(ren). The volunteer will not share photos of their appointed children on social media under any circumstance. Sharing photos electronically with case professionals or other parties (e.g., via email or text message) should be done only with prior approval from their Advocate Supervisor. Photos taken with cell phones have geo-tagging that can endanger a child by giving away their whereabouts. All photos of children should be deleted or destroyed immediately after the volunteer has utilized the photo for the approved purpose.

Violation of this confidentiality policy will be grounds for termination of a court appointment and/or ongoing service with VFC. Accordingly, please read and sign the following agreement:

I agree that I will maintain confidentiality of all information to which I am exposed while serving at VFC. I will not violate the confidential relationships between the CASA program, its volunteers, its clients, related agencies, courts, and all involved parties.

I will not use confidential information obtained through my work with VFC for personal benefit. Upon case closure and/or conclusion of my service at VFC, I will return all information that has been gathered, together with any printed materials or notations, relevant to any and all cases.

Volunteer Signature _____ **Date Signed** _____

Conflict of Interest Policy

- A volunteer should not be related to or have a relationship with any parties to the case, or be employed in a position or with an agency that may result in a conflict of interest. You must notify your Advocate Supervisor of any potential relations that might be in violation of this guideline.
- CASAs who are in active service with VFC may not be considered as a placement option for their appointed child must notify Voices for Children immediately if this situation arises.

Violation of this conflict of interest policy will be grounds for termination of a court appointment and/or ongoing service with VFC. Accordingly, please read and sign the following agreement:

I agree to adhere to the Conflict of Interest Policy and will notify my Advocate Supervisor of any potential or real conflicts of interests during my service with VFC.

Volunteer Signature _____ **Date Signed** _____

Social Media Guidelines and Policy

- Volunteers are not to communicate with their assigned child/family via social media unless it is deemed absolutely necessary. In such circumstances, the CASA must first consult their Advocate Supervisor, the ongoing caseworker, the child's legal guardian, and the child's GAL/CFY about how to use a specific platform to communicate safely and securely.

- Volunteers should not link to personal pages or send friend requests to children or family members on their case.
- Volunteers may not discuss any identifiable details of the child/family they serve on social media or with their friends and family, including name, schools attended, or personal information.
- Volunteers should not comment about the courts, attorneys, foster parents, child protective services, school professionals, or others you encounter in your volunteer role on social media.
- Volunteers must never include offensive, sexual, or inappropriate language or photos in any interaction with a child, parent, or professional in any forum, including social media.

Violation of this social media policy will be grounds for termination of a court appointment and/or ongoing service with VFC. Accordingly, please read and sign the following agreement:

I agree to adhere to the above Social Media Policy and will notify my Advocate Supervisor of any concerns related to social media use immediately.

Volunteer Signature _____ **Date Signed** _____

Transportation Policy

Transportation of children by volunteers in personal vehicles during the course of performing their duties and responsibilities is NOT mandatory. However, should you choose to transport your assigned child(ren), it is extremely important to consider their safety as well as your own safety and liability. The following guidelines must be adhered to when transporting children or their family members:

- Only volunteers with a valid driver’s license and current vehicle insurance are permitted to transport children. The volunteer must submit a copy of their valid driver’s license as well as proof of current insurance and vehicle registration to Voices for Children to have on file.
- The volunteer transporting a child shall not exceed the posted speed limit.
- Voices for Children runs annual driving record checks on all volunteers. Volunteers who have received one or more moving violations in the last 12 months or who have been involved in one or more vehicular accidents in the last 12 months may not be permitted to transport a child(ren).
- Volunteers who have been convicted of Driving While Intoxicated (DWI) or Driving Under the Influence (DUI) within the last 5 years will not be permitted to transport child(ren) under any circumstances. It is the responsibility of the volunteer to notify VFC if there are any changes to their driving record.
- Volunteers are responsible for the passengers in their vehicles. The driver should not begin to transport any person(s) until such person(s) have complied with safety restraint guidelines including using a child’s car seat when appropriate:
 - All adult passengers must wear seatbelts.

- Any passengers under the age of 18 must adhere to the Colorado Child Passenger Safety Law, which may include the use of front or rear-facing car seats and booster seats. When using a child safety seat, be sure that the child is securely fastened, and the seat is securely fastened in the vehicle. Please notify your Advocate Supervisor if you need a child safety seat or for assistance with installing safety seats.
- Volunteers will not transport children off-campus of any residential facility without permission from the facility staff and the child’s legal guardian.
- In accordance with National CASA Standards for Local CASA/GAL Programs, volunteers who choose to transport the child or youth they are appointed to are required to obtain permission from the child’s legal guardian or custodial agency.
 - Through its contract with Voices for Children, Boulder County Department of Human Services (BCDHS) gives permission for CASAs who are appointed to youth in BCDHS custody, and who have successfully passed VFC’s background check and carry appropriate levels of insurance, to transport youth.
 - To transport any child or youth who is not under the legal custody of BCDHS, the volunteer must obtain written permission from the child’s legal guardian and the Program Officer, via the Volunteer Transportation Permission form.
- All volunteers must have their valid driver’s license, current proof of insurance and current registration for their vehicle, a signed Volunteer Transportation Permission form (if applicable), and a copy of their CASA Order of Appointment (if applicable) in the car while transporting a child(ren).

Any breach of this policy will result in the immediate termination of the volunteer transporting a child(ren). Accordingly, please read and sign the following transportation policy agreement:

I understand that transporting a CASA child or youth is not required in my role as a volunteer and in doing so, I assume responsibility for the safety and liability of myself and my appointed child(ren). I agree to adhere to all applicable traffic laws and safety regulations as listed above when transporting child(ren).

I agree to provide Voices for Children with all updated documents required to transport youth, including a valid driver’s license and auto insurance. Should my driver’s license or auto insurance be updated, altered, or suspended, I will notify VFC immediately.

Volunteer Signature _____ **Date Signed** _____

Boundaries as a Volunteer

- In accordance with VFC's conflict of interest policy, a volunteer will not be assigned to a case in which they are related to or familiar with any parties involved in the case, or employed in a position and/or agency that might result in a conflict of interest.
- Physical contact with the child(ren) should take place in public or in the presence of others. Always consider visibility when visiting with your appointed child. When a child is old enough to communicate, always ask before hugging or picking up a child. Celebratory gestures such as high-fives, fist bumps, pats on the back or shoulder may be appropriate, but be mindful of past trauma when initiating physical touch.
- A volunteer may need to assist infants and younger children with diapering and/or toileting during visits. Should this need arise, volunteers will adhere to appropriate hygiene and safety standards. Volunteers will prioritize the safety, privacy, and dignity of the children under their care at all times, and will notify their Advocate Supervisor of any concerns or questions related to diapering/toileting.
- A volunteer will not re-interview children about the specifics of abuse and/or neglect that brought the case into the system. If a child wishes to talk about the case circumstances with their CASA, the volunteer will listen for any new information and will not press the child. The volunteer will inform case professionals and their Advocate Supervisor of any new information related to abuse or neglect during the case.
- A volunteer will not give legal advice or therapeutic counseling when serving on a case. Volunteers may help the child(ren) with homework or other educational needs; however, are prohibited from providing professional tutoring services which may present a conflict of interest.
- A volunteer cannot conduct private communication with the Judge or Magistrate assigned to the case. This is considered *ex-parte* communication and is illegal.
- If a volunteer wishes to take possession of personal items belonging to the child in their case or any other case served by VFC (for example, assisting the case team with transporting the child's belongings between placements), they must notify their Advocate Supervisor.
- Volunteers may never take possession of a parent or other party's belongings under any circumstance. Voices for Children's liability protection does not extend to personal property of others.
- A volunteer will not engage in intimate relationships with parties to a case or anyone directly related to case parties. Violation of this policy presents a conflict of interest that cannot be mitigated and will result in termination.
- A volunteer will not perform duties under the influence of any drugs or alcohol, and will not consume drugs or alcohol while visiting with a child. Violation of this policy will result in immediate termination from the case and from Voices for Children.
- Volunteers should not use crass or sexual language, videos, photos, or comments of a sexual or inappropriate nature when working with children. Inappropriate sexual contact is forbidden and will result in immediate termination of the volunteer from the agency and notification to local authorities.

Volunteer Safety and Liability

- Voices for Children cares deeply about the safety of every volunteer who serves our organization. Our staff carefully screens incoming cases and will not assign a case to a volunteer that would present an outstanding safety concern that cannot be mitigated, to our best knowledge. We encourage CASAs to share any questions about safety, privacy, liability, or any other concerns at any time.
- Volunteers should be aware that they may encounter caregivers struggling through various crises, and that some interactions may be unpleasant.
- Because volunteers advocate for children of all ages, they may be exposed to bodily fluids due to accidental illness or injury. Should you be exposed during the course of your CASA duties, notify your Advocate Supervisor immediately, who can help you determine appropriate precautions and next steps.
- If a volunteer feels unsafe at any time, they should call 911, remove themselves and any child(ren) from danger, and then call program staff for assistance.
- The volunteer, in accepting a position within Voices for Children, may be liable for actions that he/she performs.
- In accordance with federal law on concealed carry, a volunteers may not carry a firearm on the property of any school, courthouse, airport, or other location protected by electronic security screening, or anywhere concealed carry is prohibited by law. Voices for Children strongly recommends that volunteers licensed to carry a concealed weapon refrain from carrying their weapon when in the presence of their appointed child(ren).

Conflict Resolution

- Working in child welfare requires a high level of professionalism in an emotionally charged environment. It is natural for disagreements and conflicts to arise. Should you have a conflict with an external systems partner, notify your Advocate Supervisor immediately of the concern. As a representative of Voices for Children, do not take unilateral action verbally or in writing without first discussing it with your supervisor.
- Advocate Supervisors will work together with the volunteer to strategize a resolution, and expect the volunteer to implement the agreed upon strategy. Advocate Supervisors will act as mediators between volunteers and community partners if necessary to reach a solution.
- Should a volunteer have a grievance with their assigned Advocate Supervisor, the volunteer should contact the Program Officer. Should the conflict continue, the volunteer may contact the Chief Executive Officer.
- Should a volunteer have a grievance with another volunteer they are working on the same case with, please contact your Advocate Supervisor.

Cause for Dismissal

Corrective action may be taken if a volunteer’s performance is unsatisfactory at the discretion of the Program Officer, or if the volunteer violates any of the above policies and procedures. This may include additional supervision, reassignment, retraining, referral to another volunteer position, or separation from the program.

Grounds for separation include but are not limited to:

- Any breach of the above policies
- Failure to inform Voices for Children immediately if any crime against a child or gross misconduct occurs during CASA tenure
- Breach of confidentiality, including sharing information about the child and/or child’s family with external parties
- A conflict of interest which cannot be resolved
- Taking action without approval that endangers the child or compromises the child’s best interest
- Inability to contribute successfully to a team-based model
- Failure to maintain regular and timely communication with their Advocate Supervisor
- Falsification or misrepresentation of criminal history during the background screening process
- Failure to notify VFC of any arrest or new criminal activity in their background report
- Inappropriate enmeshment with the child
- Violation of a court order

Contract and Signature

I hereby agree to faithfully perform all the duties of a Court Appointed Special Advocate (CASA) volunteer, to familiarize myself with all guidelines, procedures, and ethical standards, and to function in accordance thereto. I agree to abide by Voices for Children’s written policies as stated above.

I understand that I am subject to a ninety (90) day probationary period after my first case assignment, after which I will be evaluated by Voices for Children’s Program Officer as needed to determine whether I may continue as a volunteer.

By signing and dating below, the volunteer acknowledges that he/she understands the policies and procedures outlined above, and accepts the responsibility of the role and risk of liability that may arise as a result of performing his/her volunteer duties.

Volunteer Print _____

Date Signed _____

Volunteer Signature _____

Date Signed _____