

# Bluebonnet CASA Volunteer Policies and Procedures

## ROLES & RESPONSIBILITIES

### ***What is a BLUEBONNET CASA volunteer?***

A BLUEBONNET CASA volunteer is a trained volunteer child advocate sworn in by the presiding judge to represent the best interests of children who are abused and/or neglected and are active cases in the juvenile court system. The BLUEBONNET CASA volunteer investigates the child's circumstances, provides fact-based information, and makes recommendations to the court while becoming a source of support for the child.

The BLUEBONNET CASA program is independent, but works closely with the court, social workers, therapists, attorneys, care providers, and other professionals involved in a child's case.

BLUEBONNET CASA volunteers work under the direct supervision of the program coordinator to further the child's welfare and to expedite the case through the system.

The BLUEBONNET CASA volunteer's ultimate goal is to move the child out of temporary placement, usually in the foster care system, into a safe and permanent home. This could mean return to the parent's care, adoption, the appointment of a legal guardian, or some other permanent living arrangement that satisfies the court and fulfills the child's needs.

### ***A BLUEBONNET CASA volunteer shall...***

- Report any incident of child abuse or neglect to the BLUEBONNET CASA volunteer supervisor, social services hotline, and any other appropriate parties to the proceedings.
- Maintain complete written records about the case, including appointments, interviews, observations, and other pertinent information gathered.
- 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.
- Ensure that the child's best interests are being represented in all facets of the case by attending court hearings, attending foster care reviews and school staffing, writing timely court reports, and advocating verbally to parties involved.
- Monitor the case by visiting the child as often as necessary and contacting involved parties to observe whether the child's essential needs are being met and whether the court's orders are being followed.
- Participate in and/or recognize the need for planning meetings or calling hearings involving the child in order to move positively toward a permanent plan for the child.
- Remain actively involved in the case until formally discharged by the court and/or the BLUEBONNET CASA program.
- Provide monthly documentation of case activities to the program.
- **Volunteers must discuss all recommendations concerning the case with the Executive Director prior to submitting recommendations to the court.**

## ***A BLUEBONNET CASA volunteer shall not...***

- Be related to any parties involved in the case or be employed in a position that might result in a conflict of interest.
- Provide direct service delivery to any parties that could lead to a conflict of interest or liability problems.
- Provide direct service delivery to any parties that could cause a child or a family to become dependent on the volunteer for services that should be provided by other agencies.
- Shelter a child in his/her home.
- Give legal or therapeutic advice.
- Make placement arrangements for the child.
- Give money or expensive gifts to the child or family.
- Have excessive or inappropriate contact with the child.
- Give children or family members his/her personal home or work numbers unless expressly given specific permission by the BLUEBONNET CASA volunteer supervisor.

## ***Confidentiality/Duty to Disclose***

- Volunteers must respect children's and families' rights to privacy in regard to personal information.
- Disclosure or verification of case information shall not be made to anyone who does not have a professional reason for receiving such information.
- No information shall be released to anyone not authorized to receive it, without the express written and dated consent of the party.
- Confidential information shall only be shared with professional staff at the BLUEBONNET CASA program, child protective services, and the court.
- Case records and notes shall be secured and kept private and inaccessible to public view.
- Discussions of case-related material are not to be held in hallways, elevators, or other public places.
- It is the BLUEBONNET CASA volunteer's job to transmit the information it collects to the court. It is important to let all parties to a case know this at the beginning of a case.
- No one outside of BLUEBONNET CASA program personnel may have access to a BLUEBONNET CASA volunteer's case record without a court order. Copies of the BLUEBONNET CASA volunteer's Report to the Court are provided prior to a court review or hearing to the judge, attorney ad litem, child protective services caseworker and to parents or their attorneys.
- Any confidential materials received from another individual or agency may not be disclosed to anyone outside the BLUEBONNET CASA program's professional staff, except by court order or written consent of the party involved.
- Volunteers have a duty to immediately disclose suspected child abuse or neglect to their supervisor.
- Volunteers have a duty to immediately disclose to their supervisor knowledge/information that a party may harm himself/herself or others.

# **VOLUNTEER DUTIES**

## ***Conduct an independent investigation***

- Review all relevant documents, including those of child protective services, law enforcement, court, medical, and schools.
- Conduct direct interviews with the child, parents, social workers, relatives, school personnel, and others having knowledge of the facts in the situation.
- Maintain complete written records about the case, including a log of appointments, interviews, and information gathered about the child, records reviewed, and time spent on the case.
- Report any incidents of child abuse or neglect to the BLUEBONNET CASA program coordinator and appropriate authorities immediately.
- Determine if a permanent plan has been created for the child, and whether “reasonable efforts” were made to provide services to the child and family. Is this plan appropriate and in the best interests of the child?

## ***Determine the best interests of the child***

- Utilize as many factors as possible in determining the child’s best interests, including: current age and sense of time, level of maturity, culture and ethnicity, degree of attachment to family members and siblings, and what situation would best provide continuity, consistency, and a sense of belonging and identity.
- Monitor the case by visiting the child as often as necessary to observe whether the child’s essential needs are being met and whether the court order is being carried out by the parents as well as involved agencies.
- Participate in any planning or treatment team meetings involving the child in order to keep informed of the child’s permanent plan. Seek cooperative solutions, if possible.
- Monitor the development and/or revisions of a family service plan, ensuring inclusion of specific tasks with target dates for completion.
- Review the service plan with workers and ask questions to ensure all the child’s needs are being met by the plan. May suggest additional services.

## ***Advocate for the child***

- Ensure the child’s best interests are being represented at every stage of the disposition of the case.
- Attend all court hearings.
- Make a written recommendation to the court on what decision is best for the child.
- Urge the court, through written reports, to enter specific and clear orders for evaluation, assessment, services, and treatment for the child and the child’s family.
- Point out concerns about the case to the court.
- Help the child understand the court process.

## ***Additional responsibilities***

- Remain actively involved in the case until formally discharged by the court. Once a case terminates and/or a BLUEBONNET CASA volunteer is no longer assigned to it, all notes and other associated paperwork must be returned to the BLUEBONNET CASA program office.
- Abide by all laws and regulations governing activities; conduct all business in an honest, fair, professional, and humane manner; use authority appropriately; and do not use your role to promote a personal agenda or for personal gain.
- Respect the right to privacy by keeping information that would identify parties involved in cases confidential.
- Disqualify yourself from involvement in a case if you are related to any parties in the case, if your employment might result in a conflict of interest, or if for any other reason circumstances arise or you know parties well enough that it becomes impossible for you to remain impartial and/or unbiased.
- Failure to perform the above described duties or infractions of the prescribed ethical standards is reason to consider dismissal of the volunteer. Administrative policy is to aid and facilitate the work of the volunteer and to openly discuss any problems and concerns with the volunteer, but at all times to establish and maintain the integrity and credibility of the BLUEBONNET CASA program.

## ***Guidelines for contact with children***

- Visits and/or contact with children should occur monthly if under a 100 mile radius and quarterly of over a 100 mile radius while assigned to a case. This is to be done whenever you are assigned to a case. It does not change based on placement. Visit children when they are in shelter care, foster care, or living with relatives or parents regardless of the age of the child.
- Don't take children home with you. **Never** have a child with you overnight.
- 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 and other potential criminal cases.
- Explain your role as a BLUEBONNET 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 share what they tell you. If they are adolescents, tell them exactly what information you will share.
- 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.
- Reflect children's feelings without evaluating them and let them know it is okay to have unpleasant or negative feelings.
- 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.
- Treat children with respect. Don't talk down to them or criticize them.
- Don't make promises you can't keep. Keep the promises you make.
- 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.
- Prior to confirming with children what you will advocate for, confer with the treatment team (therapist, foster parents, social workers, etc.) regarding concerns children express to you and other case matters.

## ***Working with parents/family members***

- Explain your role as a court appointed special advocate in words parents and relatives can understand. Do your best to develop good working relationships with both parents and relatives.
- Focus on obtaining information. Find the strengths of the parents and family members. Find the needs of the family. Strive to be non-judgmental.
- 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.
- Listen with respect.
- Respond to questions. When you do not know an answer, say so. 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 the program supervisor to assist you if you are uncertain about the answer to a question.
- Let the parents and family members know you are aware of the stress caused by court intervention.
- Avoid asking leading questions and making emotional remarks.
- Use reinforcement such as “I see” or a nod of your head to encourage responsiveness.
- 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.
- Strive to understand your attitudes and behaviors, then try to understand the attitudes and behaviors of the parents, family members, and foster parents.
- Be clear about what is to occur next. Consult your supervisor for help in planning your work as a BLUEBONNET CASA volunteer or for assistance with any questions you may have.
- After contact with parents or family members, carefully document the facts you obtained, as well as your observations, actions, questions, and plans. Use objective statements that describe a specific fact or behavior. Do not make interpretations, diagnostic conclusions, or judgments.
- File your notes and any records you obtain in your file and in the office file.

## ***Working with social services/collaborative partners***

- When first contacting an agency, introduce yourself as the court appointed special advocate. If the person/agency is unfamiliar with the BLUEBONNET CASA program, explain the role of the BLUEBONNET CASA volunteer. If seeking information, provide a copy of the Order of Appointment.
- Receive all records in person or have them sent to the BLUEBONNET CASA program office. To access records on anyone other than the child, contact your supervisor about obtaining a court order or use the release-of-information form included in your volunteer handbook.
- 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.
- Maintain confidentiality. With contacts other than social services, limit information provided to that necessary to state your request for information.
- 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.
- Arrange visits in advance.
- Watch for opportunities to express appreciation and praise and do so. Specify what was done or said, how it contributed, and why you appreciate it.

## ***Working with social services/collaborative partners***

- Practice good listening skills. Affirm that you have heard what was said. Summarize or paraphrase significant statements and then ask if you understood correctly. If strong emotions are expressed, affirm your awareness of the feelings of the speaker. Confer with program staff if problem is unresolved. Avoid escalating conflicts.
- Be certain information you share with and receive from service providers is known by the assigned caseworker or supervisor. Provide any significant new information as soon as possible. Confer with team prior to court appearances.
- Contact service provider(s) to find out about the availability of needed services. If referral seems appropriate, contact caseworker and request that a referral be made.
- Contact the assigned caseworker and your supervisor when concerns exist about a child's placement.
- When appropriate, confer regarding each contact's perception of case needs. Ask if there are specific ways you could help with case activities.
- Remember that patience is a virtue and persistence—appropriately expressed—is also a virtue.
- Report suspicion of abuse and neglect to the 24-hour emergency hotline in your area.

## **VOLUNTEER QUALIFICATIONS**

***BLUEBONNET CASA volunteers  
must...***

- Be 21 years of age or older.
- Successfully pass screening requirements, which include a written application containing information about educational background, training, employment history and experience working with children. This is a zero tolerance issue. Submit the names of three or more references, at least two of whom are unrelated to the applicant. Complete child protective services and criminal records checks. This is a zero tolerance issue. Authorize Bluebonnet CASA and other appropriate agencies to secure national, state, and local criminal records checks (if available), child protective services check and sex offender registry as appropriate and permissible by state law. Attend and participate in personal interviews with Bluebonnet CASA program personnel. Verification of the accuracy of all information submitted by the applicant with a minimum of three persons listed by the prospective volunteer as references.
- Successfully complete initial training provided by the BLUEBONNET CASA program. Any sessions missed must be made up by the applicant before being appointed to a case.
- Be able to make an 18-month minimum commitment to a case (in addition to initial training time), entailing two to three hours per week, on average.
- Be accepted as a volunteer by the BLUEBONNET CASA program coordinator and be sworn in by the presiding judge.
- Participate in ongoing training, a minimum of 12 hours annually.
- Accept supervision and seek feedback from the program coordinator on a regular basis.
- Be able to keep information confidential and to work within established program guidelines.
- Successfully complete 30 hours of BLUEBONNET CASA volunteer core training, sign the volunteer agreement form and confidentiality oath, and be sworn in as an official of the court. All volunteers will have at least 3 hours of court room observation during in-service training. All Pre-Service training hours will be documented and placed in the active volunteers file. Completion of 12 additional hours of in-service training is required annually.
- All volunteers, once trained and sworn in, will be subject to a probationary period of six months after receiving their first case. At the end of six months, a review of their case work and in-service training will take place based on the volunteer policies and standards, the volunteer agreement, and the code of ethics. The review will be conducted by the supervisor of volunteers.

## **Volunteer screening process**

- All volunteers will be screened for acceptance and assignment to the BLUEBONNET CASA program through an application and initial interview process prior to commencement of core training.
- The application and interview will be in-depth and designed to determine if the prospective volunteer will be appropriate for BLUEBONNET CASA volunteer work.
- The volunteer will fill out a complete application form and submit names for three references.
- There will also be a criminal record and background check that will consist of Texas Department of Family & Protective Services Child Abuse/Neglect Central Registry and Texas Department of Public Safety Criminal History Check. The proper information and proper permission must be obtained for the check to be done. Bluebonnet CASA will secure the following: A criminal background check, using the fingerprint-based FBI records check for this purpose or equivalent national criminal record check; A sex offender registry check; A child protective services history check through the Child Abuse Registry or other child protection services records, if permissible by law; Records check in any area in which the person has resided in the previous five years (if the prospective volunteer has lived in another state within the past five years)
- The Executive Director or designee will be responsible for conducting the screening interview. The screening interview will be conducted face to face and not over the phone.
- The screening interview will be designed to gather information about the prospective volunteer that will help to do the following:
  - Determine the applicant's motivation and commitment to being a BLUEBONNET CASA volunteer and to the BLUEBONNET CASA program mission.
  - Determine the emotional objectivity and/or prejudice(s) of the applicant.
  - Determine the maturity, stability, and self-esteem of the applicant while watching for indicators of transference, protecting, rescuing, and fixing.
  - Determine the applicant's natural/instinctive abilities.
  - Determine how the applicant handles confrontation and his/her adaptability to new situations.
  - Determine the applicant's current family attitudes and personal practices as well as those attitudes and practices present in his/her family of origin.
  - Determine the applicant's feelings about his/her personal background.
  - Determine if the applicant has any related history/background that would be either an obstacle or a benefit to his/her role as a volunteer.

# VOLUNTEER RECRUITMENT

## *Recruitment Guidelines*

- Recruitment of volunteers shall comply with the BLUEBONNET CASA program's Equal Employment Opportunity policy.
- Volunteer recruitment will be an ongoing function of the organization. The volunteer recruitment effort will be the responsibility of every member of the organization and can be accomplished in any community setting.
- Volunteer Training shall be announced in the BLUEBONNET CASA newsletter.
- Volunteer Training and continuing education opportunities shall be posted on BLUEBONNET CASA Web Page.
- It is the responsibility of BLUEBONNET CASA to recruit volunteers and to coordinate and assist the efforts of other organizational members to recruit volunteers.
- Recruitment can be accomplished at community gatherings, through presentations to local community and church groups, through local media (print and radio), through word of mouth from other volunteers and board members, and by many other sources.
- Formal presentations shall include information about volunteering for the BLUEBONNET CASA program and general information about the organization, its mission, and its funding sources.

# CASE ASSIGNMENT

## Case Assignment Guidelines

- The BLUEBONNET CASA supervisor of volunteers will assign a BLUEBONNET CASA volunteer to a case upon the request of the court.
- A volunteer may be assigned to two cases if the director and volunteer coordinator feel the volunteer can handle the additional caseload and the volunteer is closely monitored.
- After the judge notifies the program director of a new assignment, both the director and the volunteer coordinator review all volunteer files to determine which volunteers are free and best suited for the new assignment.
- Once a choice is made, the volunteer coordinator contacts the volunteer to outline the basic details of the case. The volunteer has 24 hours to consider whether or not to accept assignment to the case.
- If the volunteer accepts assignment, the judge is notified and he/she issues a guardian ad litem in the name of the assigned volunteer. If the volunteer declines the assignment, another volunteer is chosen from the list.

## Case assignment and flow

- A request for a BLUEBONNET CASA volunteer assignment may come from any of the parties to a case. However, a judge or referee will determine which cases are referred to the BLUEBONNET CASA program.
  - The jurist will make the referral via an Order Appointing Guardian ad Litem.
  - The court officer/clerk will attach a copy of the petition and any other required forms to the order.
  - The court officer clerk will mail/fax the order to BLUEBONNET CASA.
  - The program director or volunteer coordinator will notify BLUEBONNET CASA volunteers of open cases and meet with volunteers individually to select the case.
  - Volunteers will generally choose each case they work on with the help of the director or volunteer coordinator.
  - Volunteers always have the right to refuse a case suggested by the director or volunteer coordinator.
  - The program director or designee will prepare the order of appointment and secure signature.
- Once the order of appointment is signed by a judge, a copy of the order will be sent to the parents, foster parents, social services, attorneys, etc.
- The volunteer's first contact will be with the caseworker. If there is a contract agency assigned to the case, after the initial contact with social services, subsequent contacts will be with the contract agency worker.
- Next the volunteer contacts the child's attorney and the child's caretaker and meets with the caretaker and child.
- The volunteer will conduct a thorough assessment of the case. He/she will talk with the child and anyone else deemed appropriate to conduct a thorough assessment.

*Revised 11-15-2009*

## Case assignment and flow

- Efforts will be made to share findings of the assessment with the caseworker prior to the written report.
- The written report and copies will be placed at the assignment desk two working days prior to the hearing. Copies will be available for caseworker, assistant attorney general, and the various attorneys.
- Volunteers will visit or contact the child(ren) monthly if under a 100 mile radius and quarterly if over a 100 mile radius while assigned to a case.
- Correspondence with volunteers can be made via the BLUEBONNET CASA program office, unless otherwise prearranged by the volunteer and other parties to the case.

## 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 court judge.
    - For failure to make court appearances.
    - For failure to provide court reports and/or turn them in on time.
    - For insubordination or refusal to follow an order.
    - For failure to act in a professional manner as deemed by the director.
    - *For violation prohibiting ex-parte communication*
    - *An irresolvable conflict of interest*
- Revised 11-15-2009*
- Should the actions of a volunteer result in dismissal from either the case or the BLUEBONNET CASA program, the volunteer has the same rights as an employee to grievance procedures.
  - All files, notes, and other materials associated with the BLUEBONNET CASA volunteer's case will be returned to the BLUEBONNET CASA program director within five working days of the volunteer's dismissal.

# VOLUNTEER ADMINISTRATION

## Volunteer Supervision

- The BLUEBONNET CASA executive director and supervisor of volunteers will be responsible for direct supervision of volunteers. The volunteer-to-staff ratio called for in NCASAA standards is 30 to one *or a maximum of 45 cases, and that in the event staff is required to perform duties other than supervision of volunteers, the number of volunteers staff can supervise is reduced pro rata.*

*Revised 01-27-13*

- Volunteer records will be reviewed every six months and volunteers will be advised if they have met in-service training requirements.
- **The Executive Director will not alter reports or recommendations without the volunteer's agreement.**

## ***Conflict of Interest***

- The BLUEBONNET CASA program shall not employ, enter into a contract with, or accept as a volunteer any individual or entity that has a conflict with the best interests of a client.
- Volunteers shall not be a district attorney, an employee of the office of the district attorney, an employee of the court, an employee of a juvenile bureau, or an employee of any public agency having duties or responsibilities toward the client.

## ***Resignation***

- While BLUEBONNET CASA volunteers make a commitment to continue with a case until it is terminated, there may be circumstances that require a volunteer to resign.
- Resignations must be made in writing so that the BLUEBONNET CASA program office can notify all parties involved and assign another volunteer if necessary.
- It is requested that volunteers provide advance notice if at all possible and state a reason for their departure.
- At the time of a volunteer resignation all files, notes, and other case materials will be returned to the BLUEBONNET CASA Supervisor of Volunteers.

## **DISCIPLINARY MEASURES**

### ***Corrective Action***

- Corrective action may be taken if the volunteer's work is unsatisfactory.
- Corrective action is within the discretion of the volunteer coordinator or the director and may include:
  - Additional supervision.
  - Reassignment.
  - Retraining.
  - Referral to another volunteer position.
  - Separation from the BLUEBONNET CASA program.

### ***Separation from BLUEBONNET CASA program***

- Separation from the BLUEBONNET CASA program may occur at the discretion of the director. Appropriate grounds for the separation of a volunteer include:
  - Being charged with a crime against a child or any gross neglect or misconduct.
  - Breach of confidentiality. *Not discussing the case with anyone other than parties to the lawsuit and Bluebonnet CASA supervisory staff. Revised 11-09*
  - Taking action without program or court approval that endangers the child or is outside the capacity or power of the BLUEBONNET CASA program.
  - Violating a program policy, court order, or law.
  - Failure to satisfactorily complete initial training.
  - Failure to complete required ongoing training.
  - Falsifying information on volunteer application or misrepresenting facts during the screening process.
  - References are not consistent with application or screening process.
  - Becoming inappropriately involved or over involved with the child or family.
  - Violation of the program's nondiscrimination and/or sexual harassment policy.
  - Demonstrating an inability to effectively carry out BLUEBONNET CASA volunteer duties.
  - Neglect of duty or incompetence.
  - Soliciting or accepting gratuities.
  - Failure to contact child on a monthly basis without a legitimate reason.
  - No contact with BLUEBONNET CASA program staff for two months, including no reports to the office, no replies to letter, and/or not returning phone calls from BLUEBONNET CASA program staff.
  - Repeated failure to do reports to the court or monthly reports to the program office.
  - Not serving the child's best interests.

## Conflict Resolution

- If a volunteer disagrees with any action, including correction or separation, taken by the BLUEBONNET CASA program or any of its agents, he /she must first meet with the executive director and attempt to resolve any disagreement.
- If the disagreement is not resolved to the satisfaction of the volunteer, the volunteer may file a written complaint with the board of directors.
- The board of directors may uphold or reverse the decision of the executive director. No further appeal or review is allowed.

## GENERAL POLICIES

- Ultimate responsibility for all BLUEBONNET CASA volunteer cases rests with the program director. As a volunteer, you represent the BLUEBONNET CASA program and what you do reflects on the organization. Always conduct yourself in a professional way that reflects favorably on the BLUEBONNET CASA program and comply with the program's policies and procedures.
- **Open Door:** The BLUEBONNET CASA program 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 discuss them with the program director.
- **Agency Letterhead:** Volunteers act as official representatives of the BLUEBONNET CASA program and may use program letterhead in normal advocacy situations. Use of letterhead is not permissible for personal correspondence relating to the BLUEBONNET CASA program (e.g., letters to the editor expressing personal opinions, etc.).
- **Media Communication:** Volunteers are not permitted to make statements involving the BLUEBONNET CASA program to the media without the written consent of the program director. Any inquiries concerning the BLUEBONNET CASA program and its policies, practices, or clients should be referred to the program director. Volunteers may be asked by the program director to represent the program at speaking engagements.
- **Expense Reimbursement:** Volunteers must obtain prior approval from the program director in order to have expenses reimbursed. Reimbursement is generally not available, but may be considered in cases of hardship or unavoidably high case-necessitated outlay.
- **Conference/Workshop Attendance** will be offered to volunteers as opportunities arise **and** funding is available.
- **Direct-Service Provision:** The BLUEBONNET CASA program is not a direct-service provider. The program is a facilitator and may advocate for direct-service providers to provide appropriate services to clients.
- **Personal Involvement with Children and Families:** BLUEBONNET CASA volunteers' effectiveness and standing in court depends on volunteers maintaining professional relationships with children and families. Volunteers are not permitted to become over involved with children and families. Inappropriate personal involvement with a client can be grounds for dismissal.

*EQUAL EMPLOYMENT OPPORTUNITY*

*Bluebonnet CASA is an equal opportunity employer and operates in compliance with federal, state, and local laws and regulations prohibiting discrimination in employment. Bluebonnet CASA prohibits preference, limitation, specification, or discrimination based on race, color, sex, pregnancy, marital status, sexual orientation, gender identity, political ideology, age, creed, religion, ancestry, national origin, or the presence of any sensory, mental, or physical disability (no constituting a bona fide occupational qualification). Further, it is the intent of Bluebonnet CASA to ensure that the principle of equal opportunity is implemented in all personnel-related actions, including, but not limited to, recruitment, hiring, testing, training, promotion, compensation, and all other terms and conditions of employment in all job classifications.*

*Revised 01-13*

STATEMENT OF VOLUNTEER POLICIES AND PROCEDURES REVIEW

I \_\_\_\_\_, hereby certify that I have carefully

Reviewed the Volunteer Policies and Procedures of Bluebonnet CASA, Inc. and am satisfied that I understand and will abide by all.

\_\_\_\_\_  
Volunteer

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

\_\_\_\_\_  
Date