

# ProKids

## Volunteer Policy and Procedure Manual



Revised September 19, 2019

# **Volunteer Policy and Procedure Manual**

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Approved by the ProKids Board of Trustees September 19, 2019

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## **Part 1: GENERAL PROGRAM POLICIES**

Certain policies are universal to all ProKids volunteers. Therefore, throughout this manual, the terms ProKids Volunteer and CASA Volunteer are interchanged and non-exclusive in meaning. In addition, the categories of CASA/GAL Volunteer and Volunteer Supervisor/GAL include the requirements of CASA Volunteer unless otherwise noted.

### **1.1 Scope of Policies**

ProKids considers its greatest asset to be our Committed Community. This community comes together to change the lives of abused and neglected children and includes our donors and supporters as well as our volunteers. Our volunteers include Court Appointed Special Advocates (CASA Volunteers), volunteer guardians ad litem, volunteer supervisors, board members and volunteers in other roles. This Policy and Procedure Manual applies to all volunteers, regardless of their function at ProKids.

### **1.2 Purpose of Policies**

The purpose of these policies is to provide overall guidance and direction to volunteers. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. ProKids reserves the right to change any of these policies at any time and to expect adherence to the changed policy. The Executive Director shall determine areas not specifically covered by these policies. Volunteers will be required to sign an agreement indicating that they have read, understood and will comply with all volunteer policies and procedures.

### **1.3 Exception to Policy**

On occasion, certain exceptions may be made to any of the policies at the discretion of the Executive Director and/or the ProKids Board of Trustees.

### **1.4 Approval of Policies**

Approval of the Volunteer Policy & Procedure Manual shall be the responsibility of the ProKids Board of Trustees. Amendments to this manual are subject to ratification by the Board, which has final responsibility for such amendments, and reserves the right to amend these policies in any way at any time. Any amendments to these policies will be distributed to all volunteers and staff within 14 days of ratification.

### **1.5 Service at the Discretion of the Agency**

ProKids accepts the service of all volunteers with the understanding that such service is at the sole discretion of the program. Volunteers agree that the agency may at any time, for whatever reason, terminate the volunteer's relationship with the program.

## **1.6 Speaking on Behalf of ProKids**

All ProKids volunteers are prohibited from speaking with the media on behalf of ProKids and/or our clients. ProKids staff are available for outside speaking engagements to audiences of all sizes. Volunteers are, however, encouraged to share their experiences in general, without breaching confidentiality. Volunteers should consult with the Community Director on any ideas or potential invitations to speak and spread the word about ProKids. This helps us have a coordinated plan for recruitment and avoids the possibility of more than one ProKids representative approaching the same person, business or group.

## **1.7 Fundraising for ProKids**

ProKids is always looking for ideas to expand fundraising for the organization. Any ideas that volunteers may have to assist with fundraising are appreciated and welcomed. Prior to initiating any ideas or providing any assistance for fundraising, volunteers should consult with the Community Director to avoid duplication of effort and the possibility of more than one ProKids representative approaching the same person, foundation or corporation for funding.

## **1.8 Harassment and Discrimination**

ProKids is committed to maintaining an environment free from intimidation, discrimination, coercion or harassment, including sexual harassment. This includes any discrimination against a volunteer or client based on sex, sexual orientation, gender identity, race, color, age, religion, disability, pregnancy, genetic information, ancestry, veteran or military status, national origin, or any other category protected by applicable law. Intimidation, discrimination, coercion or harassment, including sexual harassment, by a volunteer or staff member of ProKids will not be tolerated. In the event of a question, complaint or allegation regarding harassment or discrimination of any kind, the volunteer should speak with their supervisor. If the volunteer is uncomfortable discussing the matter with their supervisor, the volunteer should address the issue with the appropriate Program Director or the Executive Director. The matter will be investigated in a discreet and confidential manner to the extent possible, and, after consideration of the facts, appropriate action will be taken in the best interests of the volunteer and the program. Such action may include recommendations for counseling, disciplinary warning or discharge.

## **1.9 Zero Tolerance Policy**

ProKids maintains a zero tolerance for any type of abuse of children. ProKids staff will follow all necessary processes and protocols related to investigation and reporting regarding allegations of abuse and neglect of children.

## **1.10 Alcohol / Drugs**

Using illegal drugs, being under the influence of alcohol, or being impaired by legal use of prescription or over-the-counter medication while performing a volunteer role is prohibited. If prescription medication or over-the-counter medication which can cause impairment is necessary, the volunteer should discuss the situation with their supervisor.

## 1.11 Weapons Policy

Firearms and weapons are prohibited on any property owned, leased or controlled by ProKids, to the maximum extent allowed by applicable law. “Weapons” include any form of gun, explosives, bow, illegal knife, club, stun gun, illegal chemical irritants, or similar devices, and other items that may be defined as weapons under state, federal or local laws or ordinances. This policy pertains to volunteers except for law enforcement officers who are required to carry a weapon.

To protect volunteers from inadvertent violation of firearms and weapons laws, volunteers shall not carry any firearm or weapon, regardless of whether a volunteer possesses a concealed carry permit, while conducting any duties of a ProKids volunteer. Volunteers are expressly prohibited from carrying a firearm or weapon when in the presence of the clients of ProKids and their families. Volunteers are further prohibited from carrying a firearm or weapon at ProKids-sponsored events that take place outside of ProKids property.

## 1.12 Communicable Diseases

ProKids will not tolerate discrimination against a volunteer who is infected or becomes infected with a contagious medical condition. All staff and volunteers will respect the individual’s right to privacy and maintain appropriate confidentiality regarding medical information and health status of all persons connected with the organization, including clients.

## 1.13 Online Communication and Social Media

Social media tools are a powerful way to increase awareness, support and a sense of community for ProKids. When using these tools – and identifying ourselves with ProKids – we must protect the credibility of ProKids, the integrity of the CASA/GAL volunteer role and how we stand for the dignity of families, children and social agencies – even if they are not named.

This policy enables volunteers to use these online tools while protecting our children, our relationship with other entities, our organization, and volunteers. It restricts the use of these tools in specific ways only when the volunteer identifies online with ProKids or the CASA/GAL volunteer role.

**Definitions:** Online communication (including applications (apps) such as Snapchat) and social media includes, but is not limited to:

- Emails
- Internet and intranet forums
- Blogs
- Podcasts
- List serves
- Text messages
- Sites such as Facebook, Twitter, LinkedIn, YouTube, Pinterest, Snapchat, and Instagram
- Other sites, including those hosted by other media, such as the comment section of a news organization (Cincinnati.com, wlwt.com, etc.)

A volunteer creates an online relationship with ProKids and the volunteer role by:

- Using phrases like “CASA,” “Court Appointed Special Advocate” or “ProKids” in a post or as part of a profile, description or signature
- Using any other term to refer to the agency
- Posting photos or videos which depict ProKids, CASA or other names, logos or symbols referring to the agency or its work
- Posting links to local, state, national and/or international web sites for CASA organizations
- Using text, video, photos from ProKids sponsored events as well as tagging your location or electronically “checking in”
- Using usernames or email addresses which indicate an affiliation with ProKids or with CASA work

**Confidentiality:** Volunteers must always comply with existing policies on confidentiality and privacy regarding ProKids matters and cases. Confidentiality requirements, apply at all times, including with responses to postings on social media.

**Opinions:** Volunteers should avoid creating any impression that views expressed on social media are anything other than personal opinions.

**Pictures:** ProKids staff members and volunteers may post pictures on social media that include themselves or other volunteers or staff members from ProKids events. Notification of this will be posted at all ProKids events and those who have privacy concerns should always notify the photographer.

Under no circumstances should any picture of a ProKids child or family associated with an active ProKids case be depicted in any picture posted online, even if they are not identifiable (face obscured, partially in the picture, etc.). After a case is closed, consult the ProKids Communications Manager for guidance on use of pictures (i.e. adoption day, etc.). Stock photographs are permitted and available from ProKids for use on social media. Contact the ProKids Communications Manager to obtain approved stock photography when necessary.

**Limitations:** Volunteers may not, when identified directly or indirectly with ProKids and the CASA program, post inappropriate material including, but not limited to:

- Depictions and descriptions of illicit substances and/or their paraphernalia
- Underage drinking
- Harassing, hostile or false information
- Any acts that violate local, state or federal laws or statutes or ProKids policies and procedures
- Any statements which are prejudicial, discriminatory or derogatory against any individuals, businesses, government agencies or groups
- Volunteers are advised to use caution when giving opinions – including “likes” or “shares” – on social media regarding partisan political matters. Many times, it could be construed as prejudicial, discriminatory or derogatory

**Direct contact:** Volunteers are **not** permitted to have direct social media relationships (i.e. ‘friends’ on Facebook; ‘follower’ on Twitter) with the clients of ProKids and their families.

Volunteers are also **not** permitted to have direct social media relationships with any adult associated with a ProKids case or with the volunteer's ProKids work while a case is open (including but not limited to: biological parents and relatives, foster parent from a case, case worker, a network worker, court personnel, etc).

Volunteers should **use caution and discretion when having** direct social media relationships with any adults associated with a ProKids case or with the volunteer's ProKids work after the case is closed.

The following are suggestions for protecting privacy:

- Separate social media accounts, for use only in CASA communications
- Segment CASA contacts using lists/circles, depending upon the network
- Make sure that default privacy settings for posting to Facebook or G+ (Google plus) is set to "Friends Only" or stricter and ensure that any friends/followers list that includes CASA contacts doesn't display on a public profile
- Be certain that any case-related communication is not or cannot become public. Do not post on family members' blogs or Facebook walls. Do not "tweet" at a youth or family member. Do not post or "tag" photos of CASA kids or their families. Do not post meeting location date/times/locations using social media
- If communicating through a social network, use direct messages (Twitter) or messages (Facebook). Do not use any location-sharing social networks like Foursquare when on CASA business

If a volunteer is concerned about any electronic message, post, or video from a ProKids child or adult associated with a ProKids case, they should notify the CASA Manager or ProKids staff associated with the case immediately.

**Authorized ProKids Social Media Accounts:** There are several authorized ProKids social media accounts – accounts that exist on various social media platforms intended to communicate information on behalf of the ProKids organization. These accounts are managed by the ProKids Communications Manager, and no other person is permitted to post from these accounts without the express permission of the ProKids Communications Manager. Any questions or comments relating to the content or existence of these accounts should be directed to the ProKids Communications Manager.

## EXAMPLES

### *Acceptable*

- Enjoyed meeting my ProKids child today. I love being a CASA volunteer!
- Had a good day at court as a CASA volunteer. Cannot believe what a difference one adult can make for a child. Learn more at [www.prokids.org](http://www.prokids.org).
- Happy to have played a part in the adoption of my ProKids child today. She is going to have a great future. Glad that ProKids was part of her life.
- Support ProKids this weekend at the SuperHero run downtown. I'll be there as IronMan!
- Today at ProKids a bunch of us were able to get school supplies for the children we volunteer to help. It's great that the community comes together to make sure these kids have a great start to their school year.

*Not Acceptable/Reasons Why*

<p>Great day at court as a CASA volunteer. I was the only one who knew the child well and got the judge to do exactly what I wanted to have happen.</p>	<p>We are part of a team and we do not get “the judge to do exactly what I wanted.” And it’s usually a magistrate.</p> <p><i>Better:</i> Great day at court as a CASA volunteer. I was able to share information about my ProKids child with the magistrate and she made a great decision for him.</p>
<p>So, discouraged by Hamilton County Juvenile Court. Had to wait 4 hours to get into the courtroom and then the magistrate continued the case!</p>	<p>We do not express negativity about the court or its processes, nor about any party to the case. This includes comments like “the biological parents never show up;” “doesn’t my child realize how we are trying to help her, and she just keeps running away;” “the foster parents have no idea what they are doing;” “the county doesn’t think about the children;” etc.</p>
<p>Loved attending the graduation yesterday of Jason, my ProKids child, at Withrow High School. It was a long road, but he made it!</p>	<p>When in doubt about protecting confidentiality, leave it out. Even just a first name – especially with the name of his school – identifies a child.</p> <p><i>Better:</i> Loved attending the graduation yesterday of my ProKids child. He was so proud of his success!</p>
<p>Cannot believe that someone gave up on the sweet 14-month-old who is my ProKids child now. Just look at his smile! &lt;photo&gt;</p>	<p>Never share a photo of a child. Avoid commenting on parents who surrender their rights.</p> <p><i>Better:</i> My ProKids child is a sweet 14-month-old. Hoping someday she has a forever family. Thankful that ProKids helps kids stay safe and move to permanent, nurturing homes.</p>
<p>So glad that my ProKids child has such an awesome foster family. After visiting today, I know they are a great fit!</p>	<p>Since we never know what can happen, save your opinions on placements for court documents.</p> <p><i>Better:</i> My ProKids child is doing great. He is starting to talk and has even mastered pedaling a Big Wheel! I’m glad that ProKids helps me advocate for him.</p>
<p>I am soooooo frustrated with the Hamilton County caseworker on my ProKids child’s case!</p>	<p>Again, avoid negativity. Do not vent on social media.</p>

## 1.14 Complaints and Grievances

Except as set forth in ProKids' Whistleblower Policy, every effort should be made to solve problems cooperatively and informally before presenting them as a formal grievance.

Should informal efforts fail, the following policy is set forth in order to provide an outlet for complaints and a systematic way to resolve the matter. All complaints will receive thoughtful consideration and will be discussed with the individual who raises them. Complaints and grievances may arise from external or internal (within the program) sources.

**External:** ProKids is involved in work that involves the future of the lives of children and families. It is emotionally charged work that evokes a wide range of feelings. It is therefore common and expected that there will be criticism from individuals involved in a case, especially when the CASA Volunteer does not make recommendations that are in agreement with others' point of view. Should a complaint arise from someone outside the ProKids organization, the volunteer or supervisor to whom the complaint was given should inform the Executive Director of the details of the complaint. It will be the responsibility of the Executive Director to decide if the complaint has substance and, if so, to request a written statement from the individual initiating the complaint. The written statement will be kept on record in the ProKids office. In addition, the Executive Director, with advice from the Board of Trustees if needed, will determine what action, if any, should be taken.

**Internal:** When a volunteer wishes to make a statement of dissatisfaction with a policy, practice, condition or a supervisor's decision or action, the volunteer should first discuss the matter with their supervisor. If the problem is not resolved to the satisfaction of the volunteer, they should contact the appropriate Program Director.

If the problem is not resolved to the satisfaction of the volunteer, they should contact the Executive Director. If the volunteer is still not satisfied with the conclusion of the matter after involvement of the Executive Director, the volunteer should present a written grievance statement to the Executive Director and the ProKids Board of Trustees. The Executive Director will discuss the grievance with the ProKids Board of Trustees. The volunteer will be entitled to receive a written response to their formal grievance from the Board of Trustees outlining the position the Board of Trustees has taken on the issue. The Board of Trustees' decision will be final.

## 1.15 Whistleblower Policy

This Whistleblower Policy of ProKids: (1) encourages board members, staff and volunteers to come forward with credible information on unethical, inappropriate or illegal practices or serious violations of adopted policies of ProKids; (2) specifies that ProKids will protect the person from retaliation; and (3) identifies where such information can be reported.

***Encouragement of reporting.*** ProKids encourages complaints, reports or inquiries about illegal practices or serious violations of the ProKids' policies, including unethical, inappropriate or illegal or improper conduct by ProKids itself, by its leadership, or by others on its behalf. Appropriate subjects to raise under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which ProKids has existing complaint mechanisms should be addressed under those mechanisms, such as raising

matters of alleged discrimination or harassment via ProKids' human resources channels, unless those channels are themselves implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.

***Protection from retaliation.*** ProKids prohibits retaliation by or on behalf of ProKids against staff or volunteers for making good faith complaints, reports or inquiries under this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. ProKids reserves the right to discipline persons who make bad faith, knowingly false, or distressing complaints, reports or inquiries or who otherwise abuse this policy.

***Where to report.*** Complaints, reports, or inquiries may be made under this policy on a confidential or anonymous basis. They should describe in detail the specific facts demonstrating the bases for the complaints, reports or inquiries. They should be directed to the ProKids Executive Director or the President of the Board of Trustees. If both of those persons are implicated in the complaint, report or inquiry, it should be directed to another officer or director. ProKids will conduct a prompt, discreet and objective review or investigation. Staff or volunteers must recognize that ProKids may be unable to fully evaluate a vague or general complaint, report or inquiry that is made anonymously.

#### **1.16 Conflict of Interest**

Any relationships or activities, including, but not limited to those of an employment, business, professional, or personal nature which may conflict with a volunteer's responsibility as a volunteer, must be disclosed by the volunteer. Volunteers must not be related to any parties involved in the case to which they are assigned or be employed in a position or with an agency that might result in a conflict of interest. Volunteers are not to have a direct or indirect financial interest in the assets, leases, business transactions or professional services of ProKids.

Since a conflict of interest may arise at any point in time, the volunteer has an ongoing duty to disclose, on a timely basis, the existence of any actual or potential conflicts. It is the volunteer's responsibility to prevent the occurrence of those conflicts of interest over which the volunteer has control.

Further, volunteers shall excuse themselves from any deliberation and decision on the matter of interest.

#### **1.17 Confidentiality**

The information a volunteer will encounter in their work, is highly confidential. The information a volunteer receives about the clients of ProKids and their families, ProKids volunteers and donors must be held in the strictest confidence.

CASA Volunteers should refer to the court entry appointing them. Other volunteers should refer to their Volunteer Agreement.

## 1.18 Driving while on ProKids Business

All volunteers are prohibited from texting or emailing while driving on ProKids business. "Driving" means operating a motor vehicle on an active roadway with the motor running, including while temporarily stationary because of traffic, a traffic light or stop sign, or otherwise. It does not include operating a motor vehicle with or without the motor running when one has pulled over to the side of, or off, an active roadway and has halted in a location where one can safely remain stationary.

## 1.19 Volunteer's Home Addresses

ProKids staff and volunteers will not disclose the volunteer's home address without their permission. ProKids will copy the mail and forward it to the assigned CASA Volunteer on the case.

The CASA Volunteer must not give out their home address to ProKids clients, their families or other adults associated with the case. All case-related mail should be directed to the ProKids office.

## **Part 2: VOLUNTEER RECRUITMENT AND SELECTION**

### 2.1 Recruitment

Volunteers will be recruited by ProKids on a proactive basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers will be recruited and accepted into the program without regard to sex, sexual orientation, gender identity, race, color, age, religion, disability, pregnancy, genetic information, ancestry, veteran or military status, national origin, or any other category protected by applicable law. The primary qualification for volunteer recruitment will be suitability to perform the duties of the volunteer position. Qualification exclusions include, but are not limited to:

- Individuals who have been convicted of any criminal act involving a child or who have been adjudicated in Juvenile Court to have abused or neglected a child. This is inclusive of, but not limited to, any sexual offense, abuse, neglect or related acts that would pose risks to children or to ProKids' credibility.
- Staff, employees, foster parents, and individuals employed either directly or indirectly by the Hamilton County Job and Family Services (HCJFS) will not be accepted as a volunteer.
- Individuals who have an indicated or substantiated case within the Central Child Abuse Registry will not be accepted to volunteer.

### 2.2 Application

Individuals may apply to serve as ProKids CASA Volunteers by submitting a written application provided by ProKids. Included with the application will be a release of information form and requests for 3 letters of reference. Any applicant who is transferring from another CASA program must undergo the full application and screening process.

### **2.3 Interview**

CASA Volunteer candidates shall be interviewed in person by ProKids staff members. The interviewer will seek to determine the volunteer applicant's suitability for, and interest in, the position. The interviewer should determine the qualifications of the volunteer applicant, their commitment to fulfill the requirements of the position and should answer any questions that the volunteer applicant might have about the position.

### **2.4 Criminal and Child Welfare Background Checks**

A formal security check of the volunteer applicant, through fingerprinting and the use of a social security number, will include the screening of criminal and traffic records with local, state and national law enforcement agencies and child abuse and sex offender registries. Additional screenings will be conducted in Hamilton County and any county and state the volunteer has lived or worked within the past 7 years.

ProKids will reject a volunteer applicant if the applicant refuses to sign the releases of information for security checks.

ProKids will conduct rechecks of all ongoing volunteers. This includes annual updates as well as comprehensive rechecks every 3 years of service.

### **2.5 Criminal Charges and Child Protection Investigations**

Any volunteer applicant found to have been convicted of, or having charges pending, for a felony or misdemeanor involving a sex offense, child abuse or neglect, or related acts that would pose risk to a child or the credibility of ProKids will not be accepted as a volunteer.

For any volunteer applicant found to have committed a felony or misdemeanor that is unrelated to children, or would not pose a risk to children, and would not negatively impact the credibility of ProKids, ProKids will consider the extent of the rehabilitation since the misdemeanor or felony was committed and any other factors that may influence the decision to accept the applicant as a volunteer. The decision of the supervisory staff of ProKids regarding this matter is final.

All volunteers must immediately report to their ProKids supervisor any current criminal charges and any abuse, neglect or dependency investigations of which they are subjects. ProKids reserves the right to suspend a volunteer's status pending resolution or investigation into the above charges.

### **2.6 Position Description**

Every volunteer will be provided with copies of a volunteer position description and is encouraged to offer suggestions for changes in the position or its description. See appendices for volunteer position descriptions.

## **2.7 Pre-Service Training/CASA University**

CASA Volunteer applicants are required to successfully complete ProKids pre-service training for new volunteers. The CASA Volunteer will successfully complete at least 30 hours of pre-service training during which the volunteer must spend a minimum of 10 hours in personal contact with, and under the supervision of, the training program staff in order for staff to evaluate the applicant's appropriateness to serve as a volunteer. Some classes will be recorded so a CASA Volunteer applicant can review one session out of the seven sessions in place of class attendance. Each applicant will be provided with a comprehensive training manual. Training will be provided by a variety of instructors. Acceptance to the training course does not guarantee acceptance as a CASA/GAL volunteer.

An active volunteer who transfers from another CASA program does not have to complete the full 30 hours of pre-service training. However, they must complete, at minimum, training regarding the local courts, laws, program policies and procedures, investigation and report writing, along with the required court observation.

## **2.8 Acceptance into the CASA Program**

The ProKids' supervisory staff will determine whether a volunteer is accepted into the CASA program. Service as a CASA Volunteer with ProKids shall begin after satisfactory completion of the 30-hour initial training course, background and reference checks.

## **2.9 Length of Commitment**

Volunteers serving as CASA/GAL volunteer for children are asked to commit to the CASA program for a minimum of one year upon case assignment. For the best interest of the children, it is recommended that the CASA/GAL volunteer commits through the life of the case.

## **2.10 Leave of Absence**

Volunteers may request a leave of absence from their role. For a CASA Volunteer, it is requested that the volunteer provide information regarding the time period of this leave to their supervisor as early as possible so that any active case may be transitioned to another CASA Volunteer.

If a CASA Volunteer is inactive for less than a year, the volunteer must complete any remaining 12 hours of continuing education training before handling a new case. If the CASA Volunteer is inactive for more than a year but less than 3 years, the volunteer must complete at least 12 hours of continuing education training before handling a new case. If the CASA Volunteer is inactive for more than 3 years, the volunteer must complete the 30 hours of pre-service training before handling a new case.

## **Part 3: VOLUNTEER SUPERVISION AND EVALUATION**

### **3.1 Supervision**

Please refer to the ProKids Organizational Chart for details.

### **3.2 CASA Volunteer In-Service and Continuing Education Requirement**

After the CASA Volunteer completes pre-service training, the next requirement is to complete in-service training. Offered on a regular basis by ProKids, this training is specific to the age of children the CASA Volunteer serves. These specialized in-service training courses are only required once during a CASA Volunteer's tenure, but must be completed within the CASA Volunteer's first full year of service. These specialized in-service trainings include, but are not limited to, Building Blocks (for cases involving children birth through 5 years), Framing Futures (for cases involving children ages 6 through 13 years of age) and Launch (for cases involving children ages 14 and older). Steps to Peace is offered for all CASA Volunteers to assist in identifying and recommending appropriate interventions due to the results of Adverse Childhood Experiences (ACE's), toxic stress and trauma.

Once the CASA Volunteer completes in-service training within the first year of service, the next requirement is to attend a minimum of 12 continuing education hours annually. Each year, volunteers must confirm their completion of this requirement. CASA Volunteers may obtain these credits by attending ProKids training, including repeating CASA University pre-service and in-service courses. In addition, CASA Volunteers may attend training offered by outside agencies, which are often publicized by ProKids. CASA Volunteers should seek guidance for other methods of obtaining continuing education credits from ProKids staff, including using books, online resources and videos. ProKids may provide these sessions or they may be provided by other agencies deemed appropriate by the ProKids staff.

All ProKids training is listed on the calendar at [prokids.org](http://prokids.org).

### **3.3 Professional Conduct**

When representing ProKids in the courtroom and/or in the community, CASA Volunteers are expected to conduct themselves in a manner that upholds the credibility and positive reputation of ProKids.

When representing ProKids for court or in other meetings, volunteers should dress appropriately (business casual).

### **3.4 Volunteer Statistics**

One of the responsibilities of the CASA Volunteer will be to track certain statistics on a regular basis and report this information back to their supervisor. ProKids relies heavily on grants to supply funds for the operation of the program and requires this information to comply with grant requirements or to apply for them. The types of information that will be tracked and how to record it, will be explained to the CASA Volunteer by their supervisor.

### **3.5 Promotion of CASA to Volunteer Supervisor/GAL**

A CASA Volunteer may be recommended for promotion to Volunteer Supervisor/GAL (see Appendices). To be recommended by their supervisor, a CASA Volunteer must have demonstrated exceptional independent advocacy skills and have served as a CASA Volunteer for at least 3 years with 2 cases or 2 years with 3 cases. ProKids supervisory staff will discuss the recommendation and, if appropriate, will accept the recommendation of the CASA Volunteer's supervisor. The supervisor will then schedule a meeting with the CASA Volunteer to discuss the additional training required (Supreme Court of Ohio's Guardian ad Litem Education Program Pre-Service Training), expectations, and changes in the volunteer's position description.

Volunteer GALs and Volunteer Supervisor/GALs are required to adhere to all policies and procedures of the CASA/GAL volunteers (see Appendices).

### **3.6 Evaluations**

Volunteers may be asked to participate in a performance evaluation of their supervisor. Volunteers may be evaluated by their supervisor. These evaluations are development tools designed to ensure the growth and success of the volunteer and ProKids staff. ProKids will seek to maintain an open atmosphere in which volunteers will feel free to express their opinions on any aspect of the program.

### **3.7 Progressive Discipline**

ProKids applies a practice of progressive discipline when needed to correct volunteer misconduct or poor performance. Depending on the circumstances, misconduct can result in disciplinary action that may include a verbal warning, written warning, suspension, dismissal, or can result in a written agreement for corrective action. Verbal and written warnings shall be administered by the volunteer's supervisor within one week of notice of misconduct or poor performance. When a volunteer's actions are dangerous or otherwise inappropriate, termination can take place immediately. A written termination letter will be sent to the volunteer within one week. Documentation will be on file.

### **3.8 Dismissal of a Volunteer**

Dismissal of a volunteer will normally follow the program's progressive discipline process. Dismissal of a volunteer is the responsibility of the supervisory staff of ProKids. ProKids reserves the right to dismiss a volunteer at any time for any reason. Immediate dismissal will take place only in the most serious of circumstances. Grounds for termination may include, but are not limited to:

- taking action without program or court approval which endangers the child or is outside the role or powers of the CASA program;
- violating a program policy, court rule or law;
- demonstrating an inability to effectively carry out volunteer duties;
- gross misconduct or insubordination;
- being under the influence of alcohol or drugs while performing volunteer duties;
- lying or falsifying records;
- criminal charges or allegations related to drugs or alcohol;
- criminal charges or allegations related to abuse or neglect of a child;
- conflict of interest arising which cannot be resolved;
- engaging in ex-parte communication with the court;
- failure to complete required training; and/or
- failure to complete required background checks.

### **3.9 Resignation**

Volunteers may at any time, for whatever reason, decide to resign from their volunteer service with ProKids. It is requested that volunteers who intend to resign provide as much advance written notice as possible, and the reason for their decision.

### **3.10 Volunteer File**

ProKids will maintain a file on each volunteer.

The volunteer record contains, as appropriate and applicable:

- identifying information and emergency contacts;
- application;
- position description;
- reference documentation;
- training records;
- Transportation Liability and Release Form; and
- documentation related to performance.

Volunteers can review their file at any time by appointment with their supervisor. Information supplied by references will be removed if the volunteer has waived the right to review on the volunteer application.

Any volunteer can supplement their file with additions or corrections after review by submitting a letter to the Executive Director.

## **Part 4: CASE RELATED POLICIES**

### **4.1 Assignment – Right of Refusal**

CASA Volunteers are assigned to a specific case by their supervisor. CASA Volunteers are free to refuse an assignment for any reason. If the CASA Volunteer accepts a case, their supervisor will discuss with them the case information and, at that time, the supervisor will provide the volunteer with the documentation needed for the assignment. CASA Volunteers must follow the directions of their supervisor, included but not limited to, removal from case assignments and/or any limitations on contact with CASA clients or former clients.

### **4.2 Record Keeping**

Once assigned to a case, the CASA Volunteer shall maintain a confidential case file. This file is to include:

- the documentation of their appointment to the case;
- all notes and copies of documents relating to the case including court documents;
- assessments, medical records, etc.;
- all notes relating to phone calls and other interviews; and
- copies of all correspondence received or sent in regard to the case.

CASA Volunteers are required to maintain the confidentiality of their case information. If this is not possible in your home, arrangements can be made to keep your file in the ProKids office. This file remains the property of ProKids at all times. In addition, the CASA Volunteer's supervisor will maintain a file on the case.

At the conclusion of the CASA Volunteer's involvement with the case, the entire file must be returned to the ProKids office for storage. Any electronic files and messages containing confidential case information on any device must be permanently deleted.

### **4.3 Reimbursement of Expenses**

CASA Volunteers may be eligible for reimbursement of certain expenses that are considered extraordinary. To obtain approval of any reimbursement of extraordinary expenses, the CASA Volunteer should discuss the matter in advance with their supervisor. On-going, regular expenses that a volunteer incurs can be reported as an in-kind donation and may be tax deductible for the volunteer.

### **4.4 Visits with the Child**

CASA/GAL volunteers will visit face-to-face with the child(ren) on their case at least monthly. At least every 3 months this visit should occur within the child's primary residence. In most cases, CASA Volunteers representing children through age 5 years are required to visit their children at least twice per month. In certain circumstances, such as placement several hours away, less frequent visits may be approved. Visits should be made by appointment. Unannounced visits to a child's placement, including a foster home, should be made by a CASA Volunteer only after discussion with their supervisor. CASA Volunteers should not enter a home in which a parent or caregiver is not present.

CASA Volunteers are encouraged to meet in a public place or with other adults present in order to minimize the potential for misunderstandings to arise between the parties.

#### **4.5 Reporting of Abuse/Neglect**

When a CASA Volunteer has reason to believe that a child is in imminent danger, they must carry out the responsibilities of a mandated reporter.

If the CASA Volunteer decides the situation is an emergency, they should first call the HCJFS Child Abuse Report Line(241-KIDS) and/or the police (911), and then notify their ProKids supervisor. If the CASA Volunteer is unsure about whether abuse or neglect have taken place, they should immediately contact their supervisor. The supervisor will advise the volunteer as to calling the HCJFS Child Abuse Report Line (241-KIDS) with details of the problem.

Instances in which a call to the HCJFS Child Abuse Report Line is warranted includes, but is not limited to:

- children appear to be home alone, the parent or caregiver is unavailable to properly supervise, or the CASA Volunteer observes there is no food in the home;
- child is residing in an environment that is unsanitary or unsafe;
- child is living in a home without heat or electricity during cold weather;
- child has an unexplained or suspicious injury as evidenced by bruising, welts, abrasions, or red areas of skin;
- caregiver has left child(ren) with an inappropriate caretaker;
- parent or caregiver appears to be under the influence of alcohol or drugs; and/or
- child makes any statement alluding to child abuse or neglect.

#### **4.6 Volunteer-Client Relationship**

CASA Volunteers are not to provide direct services to any party involved in their case that could:

- a) lead to a conflict of interest or liability problems or;
- b) cause a child or family to become dependent on the CASA/GAL volunteer for services that should be provided by other agencies or organizations.

The role of the CASA/GAL volunteer is outlined in the position description and does not extend beyond the duties listed therein. Good judgment and common sense should dictate the relationships with parties involved in a case. Some examples of inappropriate volunteer practices are:

- taking a child to the CASA Volunteer's home;
- taking a child to any home other than the child's without prior approval of the supervisor and custodian;
- giving legal advice or therapeutic counseling to anyone involved in a case;
- making placement arrangements for the child, outside HCJFS knowledge;
- giving money or expensive gifts to the child, family or caregiver;
- engaging in activities that jeopardize the safety of the child;
- changing diapers, clothes, or bathing a child;

- supervising or interfering with family visits;
- any payment of services; and/or
- allowing interaction between your biological family and ProKids clients.

In addition to verbal praise, the CASA Volunteer may offer appropriate physical interaction to the child including:

- side hugs;
- pats on the shoulder, back or head;
- high-fives, hand-slapping and handshakes;
- holding hands with young children in escorting situations; and/or
- allowing a pre-school or kindergarten-aged child to sit on the volunteer's knees.

If the child is verbal, the volunteer will ask the child's permission before initiating any physical contact.

Inappropriate physical interactions include:

- kisses;
- showing affection while the child and volunteer are in an isolated area;
- sleeping in a bed with a child;
- allowing children older than kindergarten-aged to sit on volunteer's knees;
- wrestling, piggyback rides, tickling;
- any type of massage given by or to a child;
- any form of affection that is unwanted by the child or volunteer; and/or
- touches on the bottom, chest or genital areas.

Volunteers should avoid any comments or compliments relating to physique or body development.

#### **4.7 Transportation of Children and Other Parties**

ProKids maintains liability insurance to cover the program when its volunteers provide transportation to children and families. However, CASA/GAL volunteers who choose to transport children or families do so at their own risk and must carry the appropriate automobile insurance.

Before transporting, a volunteer:

- must have a valid driver's license and must have passed a motor vehicles division record check;
- must have adequate personal automobile insurance;
- must have on file at ProKids a signed Transportation Liability and Release Form;
- must obtain the permission of the ProKids supervisor; and
- must obtain the permission of the child's legal guardian if the child is not under the custodial care of HCJFS.

CASA Volunteers must not transport any child required by Ohio law to be transported in an infant, toddler or booster car seat or any other specialized seating. CASA Volunteers must observe their automobile manufacturer's recommendations regarding airbags and safety. CASA Volunteers must not transport children across state lines.

ProKids will maintain a file of each volunteer's Transportation Liability and Release Form, driver's license number and current insurance coverage. This information will be updated yearly. Transporting children and families is a personal choice of all volunteers and is not any expectation or requirement. If a volunteer transports, it is because they understand the potential risks of liability and choose to accept that responsibility.

#### **4.8 Volunteer Safety**

The safety of the CASA Volunteer is a joint responsibility of the volunteer with their ProKids supervisor and should include:

- A CASA Volunteer while working a case, is responsible to keep someone informed of their whereabouts.
- Volunteers should not put themselves in personal jeopardy as they perform the role of a CASA Volunteer. If the volunteer is uneasy about entering a neighborhood, building, or meeting with a particular party, the volunteer should arrange the meeting in a more comfortable location or arrange for their supervisor to accompany them. CASA Volunteers must never be accompanied to visits/meetings other than by a ProKids supervisor or someone officially involved in the case.

#### **4.9 Court Reports and Recommendations**

A primary responsibility of the CASA Volunteer will be to compile a report on their case prior to each review hearing. The CASA Volunteer will receive training from the program on how to write and process these reports. The reports are to be approved by the supervisor of the CASA Volunteer prior to submission of the report to the court. This report should be received by the supervisor two weeks prior to the court appearance. The supervisor will then work with CASA Volunteer to review the report and make any revisions prior to submission to the court.

If the supervisor disagrees with the CASA Volunteer's recommendations, and the supervisor and CASA Volunteer are not able to reach an agreement, the supervisor will have the ultimate authority and responsibility for all cases assigned.

Volunteer Supervisor/GALs are responsible for attending court hearings with the CASA Volunteers they supervise and ensuring proper distribution of an appropriate court report. On a monthly basis, the Volunteer Supervisor/GAL will keep the ProKids office aware of the calendar of events pertaining to the cases of any CASA Volunteer they supervise. Volunteer Supervisor/GALs may request staff assistance at any time. Volunteer Supervisor/GALs must request legal representation when other parties are represented, when a legally contested issue arises, or when the Volunteer Supervisor/GALs needs to initiate legal action in the best interests of the child(ren) the Volunteer Supervisor/GALs represents.

## Appendix A

### PROKIDS POSITION DESCRIPTION

**TITLE:** *PROKIDS COURT APPOINTED SPECIAL ADVOCATE VOLUNTEER /  
CASA VOLUNTEER*

#### **DESCRIPTION:**

The ProKids CASA is a trained volunteer appointed by a Juvenile Court Magistrate to review and monitor the case of a child who is the subject of an abuse, neglect or dependency action in Hamilton County Juvenile Court.

#### **RESPONSIBILITIES:**

1. Conduct extensive investigation into case history and current status, reviewing all relevant documents and records, talking with all relevant parties, including but not limited to the child, his/her parents, social workers, foster parents, relatives, teachers, day care providers, therapists, mentors, tutors and youth leaders, to identify and advocate for the best interest of the child.
2. Secure written reports from all professionals involved on a regular interval.
3. Prepare written reports with findings and recommendations regarding placement of the child(ren) and services necessary to assist the family in serving the best interest of the child(ren) for each court hearing and as requested by the Court or ProKids.
4. Consult with ProKids supervisor to discuss case and recommendation(s).
5. Personally appear in court to present findings and recommendation(s) and advocate for the child's best interest.
6. Maintain a confidential and complete case record of all documents received and notes taken on each case assigned.
7. Monitor case progress and implementation of court ordered services.
8. Attend all meetings on child(ren), including but not limited to school, foster network or residential treatment team meetings, and meetings at the Hamilton County Job and Family Services.
9. Visit with each child monthly, unless otherwise approved by ProKids supervisor and the Court. This contact should be sufficient to ensure in-depth knowledge of the case and child.
10. Attend 12 hours of continuing education annually.
11. Identify and advocate for the best interest of the child.
12. Seek cooperative solutions by acting as a facilitator among parties.
13. Determine if a permanent plan has been created for the child.
14. Inform the court promptly of important developments in the case through appropriate means as determined by court rules or statute.
15. Advocate for the child's best interest in the community by interfacing with mental health, educational and other community systems to assure that the child's needs in these areas are met.
16. Return case files to the ProKids office after a case has closed and permanently destroy any electronic records.

#### **SUPERVISION:**

CASA Program Director, CASA Manager or Volunteer Supervisor / GAL.

## Appendix B

### PROKIDS POSITION DESCRIPTION

**TITLE:** *PROKIDS VOLUNTEER GUARDIAN AD LITEM*

**DESCRIPTION:**

The Volunteer Guardian Ad Litem is a trained CASA volunteer who has demonstrated exceptional independent advocacy skills.

**RESPONSIBILITIES:**

1. Perform all the responsibilities outlined in the CASA volunteer position description.
2. As Guardian ad Litem, performs all duties in compliance with Rule 48 of the Rules of Superintendence for the Courts of Ohio and is subject to the approval of Hamilton County Juvenile Court.
3. Maintain contact with the ProKids staff regarding significant issues and events regarding assigned case.
4. Maintain a confidential and complete case record of all documents received and notes taken on each case assigned.
5. Inform ProKids office of dates of significant meetings and court hearings.

**REQUIREMENTS:**

A trained CASA volunteer who has demonstrated the ability to faithfully and diligently perform the requirements of a CASA. ProKids supervisory staff recommends to the Juvenile Court Magistrates an advancement of volunteer Guardian Ad Litem status and the Magistrate approves and appoints them GAL.

**SUPERVISION:**

CASA Program Director or CASA Manager

## Appendix C

### PROKIDS POSITION DESCRIPTION

**TITLE:** *PROKIDS VOLUNTEER SUPERVISOR/GUARDIAN AD LITEM*

**DESCRIPTION:**

The Volunteer Supervisor/Guardian ad Litem (GAL) will assist and supervise newer CASA volunteers with their cases. The Volunteer Supervisor/GAL will be a partner and support person with whom the CASA volunteer can consult when necessary. Each Volunteer Supervisor/GAL will have a full copy of the CASA volunteer's case file to refer to as needed. Volunteer Supervisor/GALs play an important role in developing effective advocates. Volunteer Supervisor/GALs listen, ask questions and give effective feedback to CASA volunteers. Volunteer Supervisor/GALs act as Guardians ad Litem.

**RESPONSIBILITIES:**

1. Assist and support CASA volunteers in case monitoring and planning.
2. As Guardian ad Litem, performs all duties in compliance with Rule 48 of the Rules of Superintendence for the Courts of Ohio and is subject to the approval of Hamilton County Juvenile Court.
3. Meet with ProKids Supervisory Staff every month to discuss progress, status and evaluations of the CASA volunteers and/or their cases.
4. Attend court hearings with the CASA volunteers.
5. Participate in training to familiarize themselves with the new CASA volunteers and continued education with ProKids policies.
6. Assist the CASA volunteer in fulfilling duties per the CASA Position Description.
7. Review and provide guidance for all written reports generated by the CASA volunteer.
8. Perform the functions of a CASA volunteer in the event that the CASA volunteer is unable to do so and/or until a new CASA or GAL volunteer is assigned.

**REQUIREMENTS:**

Volunteer Supervisor/GALs should be familiar with various types of dependency cases; possess an excellent knowledge of ProKids office policies and procedures and demonstrate outstanding advocacy skills and the ability to supervise others. Volunteer Supervisor/GALs should be able to supervise CASA volunteers on an ongoing basis.

**SUPERVISION:**

CASA Program Director, Team Leader, or CASA Manager

## Appendix D

### PROKIDS POSITION DESCRIPTION

**TITLE:** *PROKIDS BUILDING BLOCKS COURT APPOINTED SPECIAL ADVOCATE/BUILDING BLOCKS CASA VOLUNTEER*

#### **DESCRIPTION:**

The ProKids Building Blocks CASA volunteer is a volunteer who advocates on behalf of the best interests of children birth to five years of age. A Building Blocks CASA volunteer has completed all requirements of a ProKids CASA Volunteer.

#### **RESPONSIBILITIES:**

1. Perform all the responsibilities outlined in the CASA position description.
2. Observe and document child development, caregiver-infant interaction, and environmental stimulation during home visits.
3. Assist the team in linking families to community resources who can assist children and families.
4. Assist caregiver in finding quality preschool who are from 3 to 5 years of age when appropriate.
5. Attend family visitation for a portion of the visit, in cases in which the child is in an out-of-home placement. Frequency and/or duration of the Building Blocks CASA volunteer's attendance at the visits will be determined by the Building Blocks CASA volunteer and their supervisor.
6. Visit the child in all environments where they spend significant amounts of time including day care, preschool or a baby sitter.
7. Attend all court dates to advocate for a permanency plan for all up to six years of age.
8. Upon case assignment, the Building Blocks CASA will contact the HCJFS caseworker within one week and contact the child's caregiver within one week to schedule the first home visit.
9. Twice monthly visits to Building Blocks children unless otherwise approved by supervisor.

#### **REQUIREMENTS:**

A Building Blocks CASA volunteer will complete the in-service requirement for Building Blocks training within 12 months of case assignment.

#### **SUPERVISION:**

CASA Program Director, CASA Manager, or Volunteer Supervisor/GAL

## **Appendix E**

### **PROKIDS POSITION DESCRIPTION**

**TITLE:** *PROKIDS FRAMING FUTURES COURT APPOINTED SPECIAL ADVOCATE/FRAMING FUTURES CASA VOLUNTEER*

#### **DESCRIPTION:**

The Framing Futures CASA volunteer is a volunteer who advocates on behalf of the best interests of children age 6 through age 13. A Framing Futures CASA volunteer has completed all requirements of a ProKids CASA volunteer.

#### **RESPONSIBILITIES:**

1. Perform all the responsibilities outlined in the CASA volunteer position description.
2. Identify and advocate for interventions to enhance developmental growth in all areas of the child's life.
3. Identify and advocate enrichment activities that will enhance the child's social and emotional well-being.
4. Identify and advocate for options to support an individual child's academic experience.
5. Visit the child at least monthly to assess progress toward goals and insure that environment is providing appropriate support.
6. Attend all court dates to advocate for the child.

#### **REQUIREMENTS:**

A Framing Futures CASA volunteer will complete the in-service requirement for Framing Futures training within 12 months of case assignment.

#### **SUPERVISION:**

CASA Program Director, CASA Manager, or Volunteer Supervisor/GAL

## Appendix F

### PROKIDS POSITION DESCRIPTION

**TITLE:** *PROKIDS LAUNCH COURT APPOINTED SPECIAL ADVOCATE VOLUNTEER/LAUNCH CASA VOLUNTEER*

**DESCRIPTION:**

The ProKids Launch CASA volunteer advocates on behalf of the best interests of children ages 14 and older. A Launch CASA volunteer has completed all requirements of a ProKids CASA volunteer.

**RESPONSIBILITIES:**

1. Perform all the responsibilities outlined in the CASA Volunteer position description.
2. Visit the youth regularly.
3. Engage and empower youth in creating goals that will help them transition successfully into adulthood.
4. Advocate for youth in areas of mental health, education, employment, and housing.
5. Empower and encourage youth to develop self-advocacy skills.
6. Prepare a court report as required using the Launch court report format.
7. Attend all court dates to support the youth's self-advocacy and insure the youth's voice is heard.
8. Consult with supervisor on a regular basis to discuss the life domain areas of focus.

**REQUIREMENTS:**

Launch CASA volunteers are required to attend 4 hours of specific Launch training. This training must be completed within 12 months of Launch assignment.

**SUPERVISION:**

CASA Program Director, Team Leader, CASA Manager, and/or Volunteer Supervisor/Mentor GAL

## Appendix G

### PROKIDS POSITION DESCRIPTION

**TITLE:** *PROKIDS VOLUNTEER*

**DESCRIPTION:**

The ProKids Volunteer works under the direction of ProKids staff to provide support in accomplishing the mission of ProKids to change the lives of abused and neglected children.

**RESPONSIBILITIES:**

1. Perform all duties as directed by supervisor.
2. Consult with supervisor regularly for guidance.
3. Inform supervisor of any issues which may impact performance of duties.
4. Protect confidentiality of clients, employees, volunteers and donors.
5. Act as a representative of ProKids appropriately and ethically when dealing with clients, employees, volunteers and donors.

**PROKIDS  
CASA/GAL VOLUNTEER AGREEMENT**

As a CASA/GAL volunteer for ProKids, I:

Understand that my basic responsibility is to advocate on behalf of my client's (child/ren) best interest in and out of court.

Agree to work towards successful resolution (a permanent plan for the child) by doing the following minimum requirements:

- face-to-face meetings with the child on a monthly basis or twice a month if the child/children are 6 and under;
- interviewing and maintaining contact with all concerned parties;
- reviewing pertinent documentation relating to the child and/or family;
- attending meetings regarding services for the child and/or family;
- attending all court hearings with a written court report; and
- consulting regularly with my supervisor.

Understand the time requirements that being a CASA/GAL volunteer entails, averaging two to four hours a week on case activities.

Understand that if I am unable to meet this commitment, I will inform my CASA Manager and arrange for a leave of absence if needed. Due to a continued inability to perform in this role, ProKids may dismiss me from this position, or I may submit my resignation with as much prior notice as possible.

Understand that all individuals participating in the CASA program are required to maintain client confidentiality. I understand that any information read or received by me regarding a client or his/her family is confidential. I will not repeat or divulge in conversation or communication this information with anyone except to report to the court or as the court directs or law permits.

Understand, accept and am bound by the Volunteer Policies and Procedures.

Signature \_\_\_\_\_  
CASA/GAL volunteer

Date \_\_\_\_\_

Signature \_\_\_\_\_  
ProKids

Date \_\_\_\_\_

**PROKIDS  
VOLUNTEER AGREEMENT**

As a volunteer for ProKids, I:

Understand that I am an important member of the ProKids organization whose mission is to change the lives of abused and neglected children.

Understand that during my time of service I am acting as a representative of ProKids to the community at large and will conduct myself in an appropriate and ethical manner at all times when dealing with clients, employees, other volunteers, and donors.

Agree to follow the directions and guidance of my supervisor.

Understand that if I am unable to meet the commitments I have as a volunteer, I will inform my supervisor as soon as possible.

Understand that all ProKids volunteers are required to protect both client, employee, volunteer, and donor confidentiality. I understand that any information read or received by me regarding a client, employee, volunteer, donor or his/her family is confidential. I will not repeat or divulge in conversation or communication about this information with anyone except to report to my supervisor or as the court directs or law permits.

Understand, accept and am bound by the Volunteer Policies and Procedures.

Signature \_\_\_\_\_  
Volunteer

Date \_\_\_\_\_

Signature \_\_\_\_\_  
ProKids

Date \_\_\_\_\_

**PROKIDS  
TRANSPORTATION LIABILITY AND RELEASE FORM**

I, \_\_\_\_\_, understand that as a volunteer for ProKids, I may choose to transport children and families. I am aware that although ProKids has liability insurance for its volunteers, I may be held personally liable for any events that arise while I am transporting the child(ren) and families.

I agree to hold harmless ProKids, the Ohio CASA/GAL Association, the National CASA/GAL Association for Children, their employees, and their board members from any and all damages arising from the transportation of the child(ren) and families.

I have reviewed the Transportation of Children and Other Parties (Section 4.8) of the Volunteer Policy and Procedure Manual. I have a valid driver's license with a safe driving record. I have adequate personal automobile insurance. I have obtained the permission of the child's legal guardian or custodial agency. I have provided ProKids with copies of my driver's license and current insurance coverage.

I understand transporting children and families is a personal choice of mine and is not a job expectation or requirement.

**Please choose one of the following statements:**

- I will be transporting children and families.
  - I have included a copy of my driver's license.
  - I have included a copy of my proof of insurance coverage.

Signature \_\_\_\_\_ Date \_\_\_\_\_

I will **not** transport children and families.

Signature \_\_\_\_\_ Date \_\_\_\_\_