



**CASA**

Court Appointed Special Advocates  
**FOR CHILDREN**

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**CASA KANE COUNTY**

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*100 South Third Street*

*Geneva, Illinois 60134*

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## **VOLUNTEER POLICY HANDBOOK**

May 2019

*This version supersedes all prior versions*

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**WELCOME TO CASA KANE COUNTY!**

Dear CASA Kane County Volunteer,

Thank you for giving us the gift of time to serve our most vulnerable youth. You are the heart and soul of our child advocacy organization, and without you we would not be able to advocate for the best interests of every child. In fact, the time, talents and treasures given by volunteers last year ensured that every child that came into abuse/neglect and probate courts were able to receive a CASA/GAL volunteer and receive the proper training and on-going education needed in this vital role. Because of our volunteers' commitment to ensure safety, consistency and great advocacy for better outcomes, we are able to reduce our organizational costs and put more financial resources into what really counts, which are our training for CASA/GAL volunteers and resources for our children. On behalf of the CASA Kane County organization, leadership, staff, judiciary and the children we serve, we thank you for your commitment for the best interests of our youth in care.

As you begin what I hope to be a fulfilling association with this CASA, I would like you to take a few moments to become familiar with our goals and policies. This handbook will give you an explanation of our policies, making your work easier, as well as give you an insight into what is expected of you and what you can expect from your work here. As you become accustomed to the policies, you will naturally augment your qualifications and increase your value to CASA and our customers.

Please take time to carefully review our Volunteer Policy Handbook and do not hesitate to direct any questions you may have to me. I will be happy to assist you in any way I can.

Again, welcome to CASA Kane County. We are proud to have you as part of our team!

*Gloria Kelley*

Executive Director

## INTRODUCTION TO HANDBOOK

Welcome to CASA Kane County (“CASA”)! CASA believes that each individual is an important and essential part of the entire organization. We have developed this Volunteer Handbook to inform you of the policies and regulations which are a part of maintaining our successful organization.

While we have attempted to include as much information as possible about CASA’s volunteer policies, it is not possible for policies to cover every circumstance or to answer all questions. Nor is it possible to update this Handbook continuously to reflect every change as soon as it occurs. When concerns or questions come up, your supervisor, manager, and the Executive Director are available to help you. Please feel free to ask for our assistance.

CASA strives to improve its operations, the services that it provides to children, and positive relations with its volunteers and employees. All volunteers are encouraged to bring suggestions for improvements to the attention of their supervisor or the Executive Director. By working together, CASA hopes that it will share with its volunteers a sincere pride in the workplace and the services that we are all here to provide.

## STATEMENT OF PHILOSOPHY

The CASA Kane County Organization wishes to maintain an environment that fosters personal and professional growth for all volunteers. Maintaining such an environment is the responsibility of every person. Because of their role, directors have the additional responsibility to lead in a manner which fosters an environment of respect for each person.

It is the responsibility of all staff to foster cooperation and communication among each other; treat each other in a fair manner, with dignity and respect; promote harmony and teamwork in all relationships; strive for mutual understanding of standards for performance expectations, and communicate routinely to reinforce that understanding; encourage and consider opinions of other volunteers, employees or members, and invite their participation in decisions that affect their work; encourage growth and development of volunteers by helping them achieve their personal goals and beyond; seek to avoid workplace conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it; administer all policies equitably and fairly, recognizing that jobs are different but each is important; that individual performance should be recognized and measured against predetermined standards; and that each volunteer has the right to fair treatment and recognize that volunteers in their personal lives may experience crisis and show compassion and understanding.

## OPEN DOOR POLICY

At some point, a volunteer may have a complaint, suggestion or question about his/her job or working conditions. Suggestions for improvement are always welcome. The Open Door Policy encourages responses from volunteers and assists in alleviating misunderstandings or uncomfortable situations in the work environment

Because volunteers’ complaints, questions, and suggestions are also of concern to CASA, this policy allows for any volunteer to speak to a management team member in addition to his/her immediate supervisor (e.g., Executive Director), as needed.

These individuals will treat discussions as confidentially as appropriate to address the issue, and those involved will attempt to help the volunteer seek a solution. This policy, which CASA believes is important to both the volunteer and CASA, cannot guarantee that every problem will be resolved to the volunteer’s satisfaction. However, CASA values volunteer observations, and volunteers should feel free to raise issues of concern without fear of retaliation.

## EQUAL EMPLOYMENT OPPORTUNITY COMMITMENT

CASA supports the concepts of Equal Employment Opportunity and pledges to conduct all personnel transactions without (1) discrimination because of race, color, religion, creed, sex, sexual orientation, age, marital status, pregnancy, military status, certain unfavorable discharges from military service, citizenship, ancestry, national origin, physical or mental disability, genetic information, or any other characteristic protected by law (the "Protected Characteristics"); or (2) retaliation for engaging in conduct consistent with the public policy of the State of Illinois. It is CASA's philosophy to comply with all state, federal, and local equal employment opportunity laws and public policies.

CASA prohibits discrimination against individuals providing services in the workplace pursuant to a contract, unpaid internship, volunteers, or another limited duration program to provide unpaid work experience. This commitment applies to all persons involved in the operations of CASA and prohibits unlawful discrimination by any volunteer of CASA, including supervisors and co-workers. All such discrimination is unlawful.

CASA seeks to comply with legal requirements to ensure equal employment opportunities for persons who are qualified individuals with a disability. In order to make known to CASA the person's disability, any applicant or volunteer who requires accommodation in order to perform the essential functions of the job should contact the Executive Director and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. CASA will then engage in a good faith interactive process with the volunteer or applicant to determine what, if any, effective accommodations can be made for the volunteer or applicant. CASA will conduct an investigation to identify the barriers that make it difficult for the applicant or volunteer to have an equal opportunity to perform his or her job. CASA will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable and will not impose an undue hardship, CASA will make the accommodation. In addition, CASA will document the investigation.

An applicant, volunteer, independent contractor or unpaid intern who requires an accommodation of a religious belief or practice should also contact the Executive Director to discuss the need for an accommodation. If the accommodation request is reasonable and will not impose an undue hardship on CASA, CASA will make the accommodation.

If a volunteer believes they have been subjected to any form of unlawful discrimination, he/she is to inform their immediate supervisor as soon as possible. The complaint can be made either orally or in writing. If the complaint relates to their immediate supervisor or the volunteer is uncomfortable speaking to their immediate supervisor, he/she shall provide the complaint to the Executive Director. A volunteer's complaint should be specific and should include the names of the individuals involved and the names of any witnesses. If a supervisor receives any complaint of action or conduct in violation of this Policy, or personally observes or overhears behaviors, actions, or comments in violation of this Policy, the supervisor must immediately report the information to the Executive Director. If a supervisor receives any complaint of action or conduct in violation of this Policy, or personally observes or overhears behaviors, actions, or comments in violation of this Policy, the supervisor must immediately report the information to the Executive Director. CASA will undertake a fair, timely, thorough and impartial investigation.

Based on the investigation, CASA will determine what, if any, remedial action should be taken, commensurate with the severity of the offense. Appropriate action will also be taken to deter any future discrimination. CASA does not permit retaliation against a volunteer, unpaid intern, independent contractor or volunteer for making a complaint or participating in any workplace investigation.

Executives, managers, supervisors, and volunteers who observe a violation of this policy or who receive a request for an accommodation should inform the Executive Director immediately.

Employment decisions shall, therefore, comply with all applicable State and Federal laws prohibiting discrimination in employment.

## POLICY AGAINST UNLAWFUL HARASSMENT AND DISCRIMINATION

CASA is committed to providing a work environment that is free of unlawful discrimination and unlawful harassment. Together with the Equal Employment Opportunity Commitment policy described above, CASA maintains a strict policy prohibiting unlawful harassment in any form, including verbal, physical, and visual harassment. To encourage all personnel to cooperate in implementing this policy, the following specific elements of the policy shall be strictly adhered to:

1. CASA policy prohibits discrimination and harassment because of race, color, religion, sex, national origin, ancestry, sexual orientation, age (over 40), marital status, gender identity, disability, parental status source of income, military and veteran status, citizenship status, pregnancy, being protected by an order of protection, arrest record, unfavorable military discharge, or any other basis protected by federal, state, or local law, ordinance, or regulation.
2. The use of derogatory comments, statements, or innuendos related to any of the protected categories referenced above is against CASA policy.
3. All individuals shall be treated without regard to race, color, religion, sex, national origin, ancestry, sexual orientation, age (over 40), marital status, gender identity, disability, parental status source of income, military and veteran status, citizenship status, pregnancy, being protected by an order of protection, arrest record, or unfavorable military discharge with respect to promotions, transfers, job rotations, training, work assignments, merit increases, overtime, employment tests, and related employment decisions.
4. CASA requires those who believe this policy is being violated to report any questionable situations directly to their immediate supervisor. CASA's Open Door Policy assures CASA encourages responses from its volunteers and wishes to assist in alleviating misunderstandings or uncomfortable situations in the work environment.

If an individual believes they have been subjected to any form of harassment that violates this Policy, they are to inform their immediate supervisor as soon as possible. The complaint can be made either orally or in writing. If the complaint relates to their immediate supervisor, or the person is uncomfortable speaking to their immediate supervisor, they shall provide the complaint to the Executive Director. The complaint should be specific and should include the names of the individuals involved and the names of any witnesses. If a supervisor receives any complaint of action or conduct in violation of this Policy, the supervisor must immediately report the information to the Executive Director. CASA will undertake a fair, timely, thorough and impartial investigation that provides all parties appropriate due process and reaches reasonable conclusions based on the evidence collected. CASA will keep the investigation confidential to the extent possible, but does not promise that the investigation can be kept completely confidential.

### **Victim of Crime Act (VOCA) Funded Volunteers**

Volunteers who believe that they have encountered discrimination in any terms or conditions of employment, including but not limited to hiring, selection, promotion, transfer, pay, tenure, discharge, and discipline may file a complaint with the Illinois Criminal Justice Information Authority (ICJIA), the Illinois Department of Human Rights (IDHR), the US Equal Employment Opportunity Commission (EEOC), and the U.S. Department of Justice Office for Civil Rights (OCR).

Complaints filed with ICJIA should be directed to ICJIA's Civil Rights Officer. ICJIA complaint forms can be found at ICJIA's website or by contacting the ICJIA's Civil Rights Officer at 312-793-8550. Complaints filed with ICJIA may be filed via the web (<http://www.icjia.state.il.us/public/>), mail (Civil Rights Officer, Illinois Criminal Justice Information Authority, 300 West Adams Street, Suite 200, Chicago, Illinois 60606), or email ([cja.civilrightsofficer@illinois.gov](mailto:cja.civilrightsofficer@illinois.gov)).

The individual may also file a complaint directly with the OCR at the following address: Office for Civil Rights; Office of Justice Programs; U.S. Department of Justice; 810 Seventh Street N.W.; Washington, DC 20531, or their local EEOC office. Complaints may also be filed with the IDHR.

## POLICY AGAINST SEXUAL HARASSMENT

CASA is committed to providing a work environment that is free of sexual harassment. In keeping with this commitment, CASA maintains a strict policy prohibiting unlawful sexual harassment in any form.

Sexual Harassment is prohibited by CASA, is against the law, and will not be tolerated.

Every individual should be aware of:

- what sexual harassment is
- what steps to take if harassment occurs
- state law prohibiting retaliation for reporting sexual harassment

If an individual has any questions or concerns about this area, they shall contact the Executive Director or their supervisor for further information.

### **What is Sexual Harassment?**

Although many people think of sexual harassment as involving a male boss and a female subordinate, sexual harassment can also involve a female boss and male volunteer, unpaid intern, independent contractor and employee. Sexual harassment is harassment based on sex or of a sexual nature; gender harassment; and harassment based on pregnancy, childbirth, breastfeeding, or related medical conditions. Sexual harassment often involves unpaid interns, independent contractors and volunteers, employees of CASA or other persons doing business with or for CASA and includes many forms of offensive behavior, including harassment of a person of the same gender as the harasser. It is against the law for females to sexually harass males or other females, and for males to sexually harass other males or females.

### **State and Federal Law**

Under federal law, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
3. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

### **If Sexual Harassment Occurs:**

1. If the individual is comfortable and able to do so, he/she may confront the harasser and request him/her to stop. The harasser may not realize the advances or behaviors are offensive. When it is appropriate and sensible, an individual should tell the harasser the behaviors or advances are unwelcome and must stop. Sometimes a simple confrontation will end the situation. However, if the individual is not comfortable addressing the situation directly with the alleged harasser, or the behavior does not cease immediately, he/she shall report his/her concerns and the events Executive Director as soon as possible.
2. If the individual reports the harassment to their supervisor and is not comfortable with the response, or if the individual is not comfortable with reporting the conduct to their immediate supervisor, the individual should immediately report it to the Executive Director.

Sexual harassment or retaliation may be reported in writing or verbally. An individual may report such activities even though they were not the target of the harassment.

3. CASA will undertake fair, timely, thorough and impartial investigation that provides all parties appropriate due process and reaches reasonable conclusions based on the evidence collected. CASA will keep the investigation confidential to the extent possible, but does not promise that the investigation can be kept completely confidential.



4. CASA will take whatever corrective action is deemed necessary, including disciplining or discharging any individual who is believed to have violated this prohibition against unlawful harassment. CASA will also take action to protect the complaining individual and to prevent further unlawful harassment or retaliation.

**Sexual Harassment Can Be Costly**

If an individual is found to have engaged in sexual harassment, he/she may be personally liable for monetary damages. CASA will not pay damages assessed personally against an individual.

**Protection against Retaliation**

CASA policy forbids retaliation against any individual who opposes sexual harassment, files a complaint, testifies, assists or participates in any manner in an investigation, proceeding or hearing conducted by the Department of Fair Employment and Housing or the Fair Employment and Housing Commission.

**Additional Information**

CASA will make every effort to resolve all complaints internally. However, a volunteer has the right to contact the Illinois Department of Human Rights (IDHR) at (217) 785-5100 or the Equal Employment Opportunity Commission (EEOC) at (800) 669-4000 or (202) 663-4900 about filing a formal complaint. An IDHR complaint must be filed within 180 days of the alleged incident. A complaint with the EEOC must be filed within 300 days of the alleged incident.

## **VOLUNTEER RECRUITMENT**

Volunteer recruitment is an organizational wide effort. CASA, through its employees and community partners, is always seeking new volunteers to serve within the program and advance its mission. CASA is committed to recruiting a talented and diverse group of volunteers to advocate for the children we serve; to serve in a leadership role; to support our events (both fundraising and outreach); and to otherwise contribute to the organization in a meaningful way. CASA recruits volunteers through a number of different methods including online and print media; outreach events at festivals and fairs; and membership with community partner organizations.

## **GENERAL INFORMATION MEETING**

All persons interested in volunteering with the organization should attend a General Information Meeting (“GIM”). GIMs are held regularly at the CASA Office as well as other locations throughout Kane County. GIMs are about an hour in length and provide a history and overview of the CASA organization; the children we serve; volunteer duties and responsibilities; program expectations; and why CASA is a great place to donate your time and talent.

## **SCOPE OF ORGANIZATIONAL RELATIONSHIP**

All volunteer relationships with CASA are voluntarily entered into and have no specified term or length. The volunteer is free to resign at will, at any time, with or without cause, and with or without notice. Similarly, CASA may terminate a volunteer relationship at will, at any time, with or without cause, and with or without notice subject to the protections afforded to persons under federal and state law.

## **DEPARTMENT OF MOTOR VEHICLES (DMV) RECORD**

Volunteers who operate a personal or a rental vehicle for CASA-purposes must possess a driving record acceptable to CASA and CASA’s insurance carrier. They must also provide proof of automobile insurance (if driving a personal or a rental vehicle for CASA purposes), and a valid driver’s license.

Volunteers shall note that a DMV printout will be reviewed, and they must notify the Executive Director if their driver’s license is suspended, revoked or expires, if they receive a driving under the influence (DUI) violation, or if their automobile insurance expires or is canceled. Failure to follow this policy is cause for disciplinary action, up to and including termination of the working relationship.

**STANDARDS OF CONDUCT**

CASA expects volunteers to observe a standard of conduct which will maintain an orderly, positive and productive workplace. Such a standard of conduct will benefit and protect both CASA and the volunteers. For this reason, it may be helpful to identify some examples of types of conduct that are impermissible and that may lead to disciplinary action, including possible termination of the working relationship. Although it is not possible to provide an exhaustive list of all types of impermissible conduct and performance, the following are some examples:

1. Insubordination toward leadership.
2. Disrespectful or discourteous behavior towards another volunteer, employee, supervisor, donor, Board member, client, visitor, vendor, or the general public.
3. Possession, distribution, sale, use or being under the influence of alcoholic beverages or illegal drugs while on CASA property, while volunteering, or while operating a vehicle leased or owned by CASA or its principals.
4. Disclosing trade secrets or release of confidential information about CASA or its customers.
5. Theft or unauthorized removal or possession of property (including food which has not been paid for) from CASA, fellow volunteers, customers or anyone on CASA property.
6. Falsifying or making a material omission on an application or making erroneous entries or material omissions on forms, reports, CASA's records, or customer records.
7. Misusing, destroying, or damaging property of CASA, a fellow volunteer, employee, a customer, vendor, visitor, or the general public.
8. Actual or threatened physical violence toward another volunteer, employee, visitor, vendor, or the general public.
9. Bringing on CASA property dangerous or unauthorized materials, such as explosives, firearms, or other similar items.
10. Violating safety or health rules or practices or engaging in conduct that creates a safety or health hazard.
11. Sexual harassment or other unlawful harassment of another volunteer, a customer, visitor, vendor, or the general public.
12. Unsatisfactory performance.
13. Unprofessional or inappropriate conduct toward another volunteer, customer, vendor, visitor, or the general public.
14. Failure to file a police report when in an automobile accident involving a CASA-owned, personal, or rental vehicle when driving for CASA business.
15. Failure of a volunteer who operates a CASA-owned, personal, or rental vehicle for CASA business to immediately notify the Executive Director if their driver's license was suspended, revoked or expired, or if they received a driving-under-the-influence (DUI) citation.
16. Failure of a volunteer operating a personal or a rental vehicle for CASA business to immediately notify the Executive Director that their automobile insurance expired or was canceled.
17. Bringing a dependent to work without authorization to do so by the Executive Director.

Either the volunteer or CASA can terminate the working relationship at will, at any time, with or without cause or advance notice.

## GENERAL GUIDELINES

### **Office Hours**

CASA's office hours are Monday through Friday, 8:00 a.m. to 4:30 p.m.

### **Alcohol and Drug Abuse**

Drug and alcohol use is highly detrimental to the work place and to the efficiency and productivity CASA desires to promote. The use, possession, distribution or sale of drugs or alcohol, or being under the influence of drugs or alcohol, is strictly prohibited while on duty, while on CASA premises or while operating a vehicle. Violation of this policy will result in disciplinary action, up to and including termination of the working relationship.

### **Use of Tobacco Products**

CASA is committed to a philosophy of good health and a safe work place. It is important that the work environment reflect CASA's concern for good health. With this in mind, volunteers may only use tobacco products, which include any electronic device that delivers nicotine or other vaporized liquids to the person inhaling from the device, including but not limited to an electronic cigarette, cigar, pipe or hookah, in designated areas.

### **Personal Appearance**

In the interest of the projection of a professional image to those we serve and others with whom we come in contact, volunteers are expected to exercise appropriate judgment with regard to personal appearance, dress and grooming to be most effective in the performance of their workplace duties.

CASA allows reasonable self-expression through personal appearance, unless it conflicts with a volunteer's ability to perform his or her position effectively or with his or her specific work environment, or it is regarded as offensive or harassing toward co-workers or others with whom CASA conducts business. Certain volunteers may be required to meet special dress, grooming, and hygiene standards, such as wearing uniforms or protective clothing, depending on the nature of their job.

Unless expressly stated otherwise, the dress code at CASA is business professional for all volunteers who are attending court, meeting with a donor, conducting volunteer or volunteer interviews, attending committee meetings, and at any other time designated by the organization as "business professional dress" required." Volunteers who do not fall into one of these categories may wear business casual dress.

CASA will reasonably accommodate a volunteer's religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship. Further, volunteers should note that accommodation of religious beliefs in terms of attire may be difficult in light of safety issues. Those requesting a workplace attire accommodation based on religious beliefs should contact the Executive Director.

A volunteer reporting to work in violation of this policy will be sent home and not permitted to return until dressed in accordance with CASA policy. If there are any questions as to what constitutes proper attire at any time, the Executive Director shall be consulted.

### **Volunteer Identification Cards**

The CASA Kane County Staff Identification Card is a vital part of the courthouse security and identification system. Through its partnership with the 16<sup>th</sup> Judicial Circuit, CASA issues all volunteers an identification card to access the CASA Office before, during and after business hours. The identification card is nontransferable and may not be used by anyone other than the volunteer to whom it belongs. Use of the identification card to access the CASA Office and courthouse before or after hours is strictly limited to business purposes. Abuse of an identification card by a volunteer for personal use will result in discipline including revocation of card privileges up to termination of the working relationship of the employment relationship. Volunteers must surrender their identification cards when their commitment to CASA ends. If a volunteer loses his/her card, he/she should notify the Executive Director immediately.

**Professional Conduct**

The courtesy of CASA's volunteers to each other, as well as customers, salespersons, and vendors from other companies is of the utmost importance. It is also a policy of CASA that as a requirement of professional conduct, volunteers maintain a high level of ethical standards. Lying, deceiving, or otherwise withholding information from either management or another volunteer or employee which could be detrimental is prohibited. Disciplinary action, up to and including termination of the working relationship, may be implemented for volunteers who do not follow this policy.

**Foster Parent Exclusion**

In order to prevent the appearance of, or actual, conflict of interest, CASA does not permit volunteers or volunteers to act as foster parents to children whose cases originate in or are pending in Kane County. Since the organization is appointed to 100% of the cases in the 16th Judicial Circuit abuse and neglect court, the potential for conflict is unavoidable. However, CASA does not prohibit a volunteer or volunteer to act as a foster parent for children in care whose cases originated in a county other than Kane.

**Trade Secrets/Confidential Information**

The protection of confidential information and trade secrets is essential both for CASA and its volunteers' future security. To protect such information, volunteers may not disclose any trade secret or confidential information (whether labeled same or not), including financial information, as well as information (whether in document form or simply spoken as part of normal business discussions), to any individual. Volunteers who are exposed to confidential, sensitive, or proprietary information about CASA, its customers, or its processes may be required to sign a Trade Secret and Non-Disclosure Agreement.

**CASA Property, Security, Privacy and Searches**

Desks, storage areas, work areas, lockers, file cabinets, credenzas, computer systems, office telephones, modems, facsimile machines, duplicating machines and CASA vehicles are CASA property and must be maintained according to this policy. All such areas and items must be kept clean and are to be used only for CASA purposes, except as provided in this policy. CASA reserves the right, at all times, and without prior notice, to open, inspect and search any and all CASA property, as well as the contents, effects, or articles that are on CASA property, for the purpose of determining whether this policy or any other CASA policy has been violated, or whether such inspection and investigation is necessary for purposes of promoting safety in the workplace or compliance with state and federal laws. Such inspections may be conducted during or after business hours and in the presence or absence of the volunteer.

CASA's computer systems and other technical resources, including any voice mail or e-mail systems, are provided for use in the pursuit of CASA business and are to be reviewed, monitored and used only in that pursuit, except as provided in this policy. As a result, computer data, voice mail, and e-mail are readily available to numerous persons. If, during the course of an individual's service, a volunteer performs or transmits work on CASA's computer systems or other technical resources, his/her work may be subject to the investigation, search and review of others in accordance with this policy. In addition, any electronically stored information and communications that a volunteer either sends to or receives from others may be retrieved and reviewed where such investigation serves the legitimate business interests and obligations of CASA.

Volunteers have no right of privacy as to any information or file maintained in or on CASA property or transmitted or stored through CASA's computer systems, voice mail, e-mail, or other technical resources. For purposes of inspecting, investigating, or searching volunteer's computerized files or transmissions, voice mail, or e-mail, CASA may override any applicable passwords or codes in accordance with the best interests of CASA, its volunteers, or its clients, customers, or visitors. All bills and other documentation related to the use of CASA equipment or property are the property of CASA and may be reviewed and used for purposes that CASA considers appropriate.

Volunteers may access only files or programs, whether computerized or not, that they have permission to enter. Unauthorized review, duplication, dissemination, removal, damage or alteration of files, passwords, computer systems or programs, or other property of CASA, or improper use of information obtained by unauthorized means, may be grounds for disciplinary action, up to and including termination of the working relationship.

**Solicitation and Distribution of Literature**

In order to ensure efficient operation of CASA's business and to prevent disruption to volunteers, CASA has established control of solicitations and distribution of literature on CASA property. CASA has enacted rules applicable to all volunteers governing solicitation, distribution of written material, and entry onto the premises and work areas. All volunteers are expected to comply strictly with these rules. Any volunteer who is in doubt concerning the application of these rules should consult with his or her supervisor.

No volunteer shall solicit or promote support for any cause or organization during his or her working time or during the working time of the volunteer or volunteers at whom such activity is directed.

No volunteer shall distribute or circulate any written or printed material in work areas at any time, or during his or her working time or during the working time of the volunteer or volunteers at whom such activity is directed.

Under no circumstances will non-volunteers be permitted to solicit or to distribute written material for any purpose on CASA property.

**Donor and Volunteer Contact**

CASA's volunteers and donors are the heart and soul of the organization. Without both, the organization would not be able to exist. For this reason, CASA is committed to protecting its relationship with these persons and entities. While recognizing that volunteers may form relationships with the different partners of the CASA organization (donor and volunteer), the organization requests that those relationships remain professional. Volunteers must use their best judgment in interacting with donors and volunteers and should exercise caution in meeting with these persons or entities outside of the day to day business with CASA.

**Political Endorsements**

It is in the best interest of CASA and those that are served by the organization to develop and further positive relationships with all constituents in our county and surrounding areas. As such, CASA does and will not endorse any political party, candidate, platform or campaign. Volunteers and staff are strictly prohibited from using their position with the organization to allow any person or entity to use the name of "CASA" or their position with CASA to promote a person or cause for political gain.

CASA may take a position on state or federal legislation or other public and/or private activities that impact the program or its beneficiaries. Any such position will be determined by the Executive Director and Board of Directors who shall be the sole communicators of that position internally and externally. Any volunteer or volunteer may bring a matter to the attention of the Executive Director that they believe CASA should take a position on for consideration by the Board of Directors. Such matters will be discussed at Executive Committee meetings and if appropriate, brought before the entire Board of Directors for a vote. All decisions regarding whether CASA will take a position on a matter as set forth herein will be communicated to the requestor in writing – albeit without an explanation for accepting or declining a request.

Nothing within this section shall prohibit a volunteer or volunteer from expressing their own political position provided the expression of those beliefs do not violate this Section.

**Personal Use of CASA Property**

Volunteers are prohibited from using CASA property, such as stationery, letterhead, name, logo, or equipment for personal use, without the express permission of the Executive Director.

**Video Surveillance**

Volunteers may be subject to video surveillance on other premises in which they perform work duties, not owned or operated by CASA.

## VIOLENCE PREVENTION POLICY

If a volunteer displays any violence in the workplace or threatens violence in the workplace, the volunteer is subject to disciplinary action, up to and including immediate termination of the working relationship. Talk of violence or joking about violence will not be tolerated.

“Violence” is defined to include physically harming another, shoving, pushing, harassment, intimidation, coercion, brandishing weapons, and threats or talk of violence.

CASA is committed to providing a safe environment for volunteers, employees, clients, and visitors. In order to provide a safe workplace, volunteers shall note the following:

CASA fax machines, copiers and mail systems, including e-mail, are for business purposes. Personal business should not be conducted through these business systems. Voicemail messages may be retrieved by CASA and e-mail messages may be reviewed. Statements made while a volunteer is talking on the telephone may be heard by another person in the same area. Any such voicemail messages, e-mail messages, or overheard conversations that reference any violence or threats of violence are subject to this policy.

It is everyone’s business to prevent violence in the workplace. Everyone can help by reporting what they see or hear in the workplace that could indicate that a co-worker is in trouble. Often, volunteers are in a better position than management to know what is happening to those with whom they volunteer.

Volunteers are encouraged to report any incident that may involve a violation of our policies that are designed to provide a comfortable and safe workplace environment. Concerns should be presented to Executive Director, or an appointment. All reports will be investigated.

## WEAPON PROHIBITION

The possession or use of any type of weapon in the CASA Office or while discharging one’s duties as an employee or volunteer of CASA is prohibited. Weapons include, but are not limited to: firearms, ammunition, air guns, spear guns, blowguns, airsoft guns, paint pellet guns, martial arts weapons, bows and arrows, crossbows, swords, knives, batons, clubs, TASERS, stun guns, and explosives of any type. Anyone found in possession of a weapon in violation of what is set forth herein may be subject to disciplinary or criminal proceedings. CASA shall promptly notify Courthouse Security if it is discovered that an employee or volunteer has brought a weapon on campus.

## INTERNET AND ELECTRONIC COMMUNICATIONS CODE OF CONDUCT

Access to the Internet has been provided to volunteers for the benefit of the organization and its customers. It allows volunteers to connect to information resources around the world. Every volunteer has a responsibility to maintain and enhance CASA’s public image, and to use the Internet in a productive manner. To ensure that all volunteers are responsible, productive Internet users, and are protecting CASA’s public image, the following guidelines have been established for using the Internet.

### Acceptable Uses of the Internet

Volunteers accessing the Internet are representing CASA. All communications should be for professional reasons, including use of e-mail. Volunteers are responsible for seeing that the Internet is used in an effective, ethical, and lawful manner. Internet Relay Chat channels may only be used to conduct official CASA business, such as to gain technical or analytical advice. Databases may be accessed for information as needed. E-mail may be used for CASA contacts.

### Unacceptable Use of the Internet

The Internet should not be used for personal gain or advancement of individual views. Solicitation of non-CASA business, or any use of the Internet for personal gain is strictly prohibited. Use of the Internet must not disrupt the operation of CASA network or the networks of other users. It must not interfere with productivity. The Internet should

not be used to access or download information from sites that include content that would violate CASA's policies against unlawful harassment or discrimination based on any protected category.

#### **Social Media and Similar Forms of Communication**

Volunteers shall not engage in "blogging," "tweeting", or similar forms of communication while using CASA equipment, unless such communication is for CASA business. Volunteers who engage in "blogging," "tweeting", or similar forms of communication on personal time outside of work must comply with this policy. Volunteer blogs or posts shall not contain anything inconsistent with CASA's unlawful harassment or equal opportunity practices.

Volunteers shall maintain the confidentiality of CASA's trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how, and technology. Volunteers are prohibited from posting internal reports, policies, procedures, or other internal CASA-related confidential communications.

Volunteers shall always be fair and courteous to fellow associates, customers, members, suppliers, or people who work on behalf of CASA, and also keep in mind that a volunteer is more likely to resolve work-related complaints by speaking directly with his or her fellow volunteers or by utilizing CASA's Open Door Policy, rather than by posting complaints to a social media outlet. Nevertheless, if a volunteer decides to post complaints or criticism, he or she shall avoid using statements, photographs, video, or audio that could reasonably be viewed as malicious, obscene, threatening, or intimidating; that disparage customers, members, associates, or suppliers; or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, or any other status protected by law or CASA policy.

Volunteers shall refrain from using social media on equipment CASA provides, unless it is CASA-related and authorized by a volunteer's supervisor, or is consistent with CASA's equipment policies. Volunteers may not use CASA email addresses to register with social networks, blogs, or other online tools utilized for personal use.

Volunteers are expected to always be honest and accurate when posting information or news, and should they make a mistake, correct it quickly, as well as be open about any previous posts they have altered.

Volunteers shall remember the Internet archives almost everything; therefore, even deleted postings can be searched. Volunteers shall never post any information or rumors that they know to be false about CASA, fellow associates, members, customers, suppliers, people working on behalf of CASA, or competitors.

In addition, volunteers should remember that blogs and posts are accessible by the entire public. Volunteers who violate this policy will be subject to disciplinary action, up to and including termination of the working relationship. Nothing in this policy is intended to preclude or dissuade discussions among volunteers about their terms and conditions of service, or other legally protected or required activities.

#### **Communications**

Each volunteer is responsible for the content of all text, audio, or images he or she places or sends or causes to be received over the Internet and/or cellular telephones at work or when using CASA systems. Fraudulent, harassing or obscene messages are prohibited. All messages communicated on the Internet should have a volunteer's name attached. No messages will be transmitted under an assumed name. Users may not attempt to obscure the origin of any message. Information published on the Internet should not violate or infringe upon the rights of others. No abusive, profane, or offensive language is to be transmitted through the system. Volunteers who wish to express personal opinions on the Internet are encouraged to obtain their own user names on other Internet systems. All messages composed, sent, or received through the electronic communication systems are and remain the property of CASA. They are NOT the private property of any volunteer, and should not be considered private. CASA reserves and intends to exercise the right to review, audit, intercept, access, print, read, and disclose all messages created, received, or sent over the electronic communication systems for any purpose. Please note that even when a message is deleted, it is still possible to recreate the message; therefore, ultimate privacy of messages cannot be guaranteed to anyone.



**Software**

To prevent computer viruses from being transmitted through the system there will be no unauthorized downloading of any software. All software downloads will be done through CASA's third-party contractor.

**Copyright Issues**

Copyright materials belonging to entities other than this CASA may not be transmitted by volunteers on the Internet. One copy of copyrighted material may be downloaded for a volunteer's personal use in research. Users are not permitted to copy, transfer, rename, add, or delete information or programs belonging to other users unless given express permission to do so by the owner. Failure to observe copyright or license agreements may result in disciplinary action from CASA or legal action by the copyright owner.

**Security**

All messages created, sent, or retrieved over the Internet are the property of CASA, and should be considered public information. CASA reserves the right to access and monitor all messages and files on the computer system as deemed necessary and appropriate. Internet messages are public communication and are not private. All communications including text and images can be disclosed to law enforcement or other third parties without prior consent of the sender or receiver.

**Harassment**

All electronic communications shall comply with the Equal Employment Opportunity and Discrimination Policy, Policy Against Unlawful Harassment, and the Solicitation/Distribution Policy. In no circumstance are the electronic communication systems to be used to create or forward any offensive or disruptive messages, or any message that might constitute (or indicate the condoning or encouragement of) harassment, lewd, illicit, or illegal activities. Among those which are considered offensive, are any messages which contain sexual implications, racial slurs, gender specific comments, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin, or disability. The electronic communication systems may not be used to solicit for commercial ventures, religious or political causes, outside organizations, or other non-CASA-related solicitations. Volunteers learning of any misuse of the voicemail/e-mail system or violations of this policy shall notify the Executive Director.

**Violations**

Violations of any guidelines listed above may result in disciplinary action, up to and including termination of the working relationship. If necessary, CASA will advise appropriate legal officials of any illegal violations.

**GENERAL SAFETY GUIDELINES**

All volunteers must take responsibility for their own and others' personal safety by following CASA's policies, procedures and guidance, making sure they do not place themselves at significant risk while volunteering, reporting all incidents, near misses, and causes for concern to their supporting staff member, attending and actively taking part in any training provided related to safety while volunteering.

CASA takes the safety of its volunteers very seriously. Volunteers should never place themselves in a situation that would endanger their safety and well-being. If feeling unsafe, for any reason, volunteers must immediately contact their Advocate Supervisor to create an action plan. If unsafe, volunteers must immediately remove themselves from the unsafe situation. If unable to safely remove themselves from an unsafe situation, volunteers should not hesitate to contact law enforcement by dialing 911.

### **SUBSTANCE ABUSE POLICY**

To help ensure a safe work environment, it is the policy of CASA to prohibit its volunteers from using, possessing, selling, distributing, being under the influence of or transporting any prohibited items, while volunteering, on CASA-owned, leased, occupied, or operated property, or while in or aboard CASA vehicles of any kind. Such use, possession, sale, distribution, being under the influence of, and/or transportation of such articles by any person, poses a serious threat to the safety of CASA volunteers and visitors to CASA operations and/or facilities.

It is not CASA's intent to interfere with volunteer conduct while off duty; however, off-duty alcohol or drug use that adversely affects their performance or jeopardizes a volunteer's safety or the safety of others on the job, will be grounds for disciplinary action, up to and including termination of the working relationship.

CASA reserves the right to conduct searches and inspections of CASA volunteers and equipment.

**VOLUNTEER ACKNOWLEDGEMENT AND AGREEMENT FORM**

This is to acknowledge that I have read and reviewed a copy of the Volunteer Policy Handbook, understand that it contains important information on CASA’s general personnel policies and on my privileges and obligations as a volunteer.

I acknowledge and agree that I am expected to read, understand, and adhere to CASA policies and will familiarize myself with the material in the handbook. I understand that I am governed by the contents of the handbook and that CASA may change, rescind, or add to any policies, benefits, or practices described in the handbook from time to time in its sole and absolute discretion, with or without prior notice. CASA will advise volunteers of material changes within a reasonable time.

I also understand and agree that the use, possession, sale, distribution, being under the influence of or transportation of any prohibited items, while representing CASA, on CASA-owned, leased occupied or operated property, or while in or aboard CASA vehicles of any kind, is prohibited.

I understand and agree that if I drive my personal or a rental vehicle while on CASA business, I must immediately inform the Board of Directors/Executive Team if my driver’s license is suspended, revoked or expires; if I receive a driving-under-the-influence (DUI) citation; or if I am in an automobile accident.

I also understand that I may not drive my personal or a rental vehicle for CASA business, if my automobile insurance expires or is canceled. Furthermore, I understand that my failure to immediately report the foregoing circumstances to the Executive Director is cause for disciplinary action, up to and including immediate termination of the working relationship.

I further understand and agree that this acknowledgement form contains a full and complete statement of the agreements it recites, and supersedes all previous agreements, whether written or oral, express or implied, relating to the subjects covered in the acknowledgement.

\_\_\_\_\_  
VOLUNTEER’S SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
VOLUNTEER’S NAME (Typed or Printed)