

**CASA/GAL Program
Volunteer Corrective Action and Dismissal Policy**

Corrective Action

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

1. Additional supervision
2. Reassignment
3. Retraining with possible suspension
4. Referral to another volunteer position
5. Dismissal from the CASA/GAL program

Volunteer Dismissal

Volunteers who do not adhere to the policies and procedures of the program or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Dismissal is within the discretion of the program director.

Grounds for dismissal may include, but are not limited to:

- Violation of program policies and procedures, court rules or law
- Gross misconduct or insubordination
- Being under the influence of alcohol or drugs while performing volunteer duties
- Theft of property or misuse of program equipment or materials
- Mistreatment or inappropriate conduct toward clients, families, co-workers or cooperating agency personnel
- Taking action without program or court approval that endangers the child or is outside the role or powers of the program
- Failure to complete required initial or ongoing training
- Failure to accept assignments over a period of twelve months
- Breach of confidentiality
- Failure to satisfactorily perform assigned duties
- Conflict of interest which can not be resolved
- Falsification of application materials or misrepresentation of facts during the screening process
- Falsification of any materials included in a report to the court
- Failure to report significant case information to the court
- Criminal activities
- Existence of child abuse or neglect allegations
- Initiation of ex-parte communication with the court

The CASA volunteer shall be provided with a confidential memo identifying the reason(s) for the dismissal.

At the time of a volunteer dismissal, all case materials and notes must be turned into the CASA office immediately.

If the case has not been terminated, the program coordinator shall appoint a new CASA volunteer as soon as possible, and all parties to the case and their representatives will be notified in writing or by phone.