* **DO** report any suspicion that a child has been mistreated. A CASA volunteer is a mandated reporter of abuse and neglect. You are not to judge whether the child is in danger; leave that to the investigator. CASA volunteers are strongly encouraged to counsel with their advocate supervisor before they call the child abuse hotline and let their advocate supervisor know as soon as possible if they do make a hotline call.  
  The number to call to report child abuse or neglect is 1 800-482-5964. The number for Adult Protective Services is 1 800-482-8049.
* **DO** follow the following procedures in a criminal investigation of alleged child abuse if you are asked to discuss the facts of abuse with an investigator or counsel of record for the office of the prosecuting attorney or the defense attorney:
  + No written reports of the incident shall be produced without having been properly subpoenaed. Cooperation to facilitate the service of subpoenas should be extended as professional courtesy.
  + In the event that an investigator or attorney wishes to conduct a personal interview, the person requested to appear may appear with legal counsel at such an interview.
  + If a telephone interview is given, care should be taken to assure the identity of the contact person. It is suggested that CASA staff or volunteer call the office through the main switchboard and be transferred to the person requesting the interview.
  + It will not be necessary to be subpoenaed to this personal interview.
  + Before granting an interview, the volunteer and staff should review what may be discussed at the interview.
* **DO** meet all parties involved with your case in person. It will make it 100% easier to work your case. Be a friendly volunteer, even when you’re being assertive. Remember: other CASA’s may have different cases involving the same professionals.
* **DO** discuss your areas of disagreement directly with that person if you disagree with any professional on the case. If you do not feel satisfied with that discussion, immediately contact a member of the CASA staff.
* **DO** call your CASA advocate supervisor whenever you are:

a. Stuck in your case.

b. Unsure of how to proceed.

c. Confused about any issue or procedure.

d. Need to know the resources or options available.

e. Need assistance or consultation on any matter.

f. Need to vent.

* **DO** ask a staff member to accompany you if you want or need assistance for any reason at any time during the case.
* **DO** let CASA staff handle your phone calls for you if you are uncomfortable giving out your phone number to children or family members, however the decision to share your number is up to you and the implications should be carefully considered Messages received at the CASA office will be promptly relayed to the volunteer.
* **DO** always submit a written court report for every hearing pertaining to your case. Attend all court hearings. Attend case staffings or arrange for a qualified substitute(CASA staff).
* **DO Call the CASA office immediately if you move or change your phone number.**
* **DO** leave an emergency number with the CASA office.
* **DON’T** ever take a child into your custody, as this is against the law. Do not take the child home with you. It is not appropriate for adjudicated children or family members to visit in your home.
* **DON’T** ever transport an adjudicated child or family member under any circumstances, CASA program policy states that a volunteer may not do this. If transportation is needed, contact the caseworker. Let the caseworker make the appropriate arrangements.
* **DON’T** give expensive gifts. Cards and/or small tokens are okay.
* **DON’T** make promises: you may not be able to keep them. Don’t even make suggestions such as “I’ll see what I can do.” A needy or desperate child can easily misinterpret your intent.
* **DON’T** give legal advice.
* **DON’T** let the parent become too dependent on your services, because when you are no longer there, what have they learned to do for themselves?
* **DON’T** do anything with which you are truly uncomfortable. Call your Advocate Supervisor to discuss it before rather than after.
* **DON’T** give medicine, aspirin, vitamins, etc.
* **DON’T** authorize medical treatment for a child. Any hospital or doctor visits must be arranged so that the person with custody is present, i.e., DHS.
* **DON’T** give treats or even feed children without checking on any dietary restrictions with their primary care-giver.
* **DON’T** surprise us! Surprises create chaos in a CASA program. Problems of a personal nature will be held in strictest confidence. Please call us if you are:

a. Going on vacation.

b. Having medical issues.

c. Getting married or divorced.

d. Change in employment.

e. Having family problems.

f. Involved in any situation that may affect your ability to do your job as a CASA.