

Pierce County Juvenile Court



Volunteer Handbook

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Welcome!

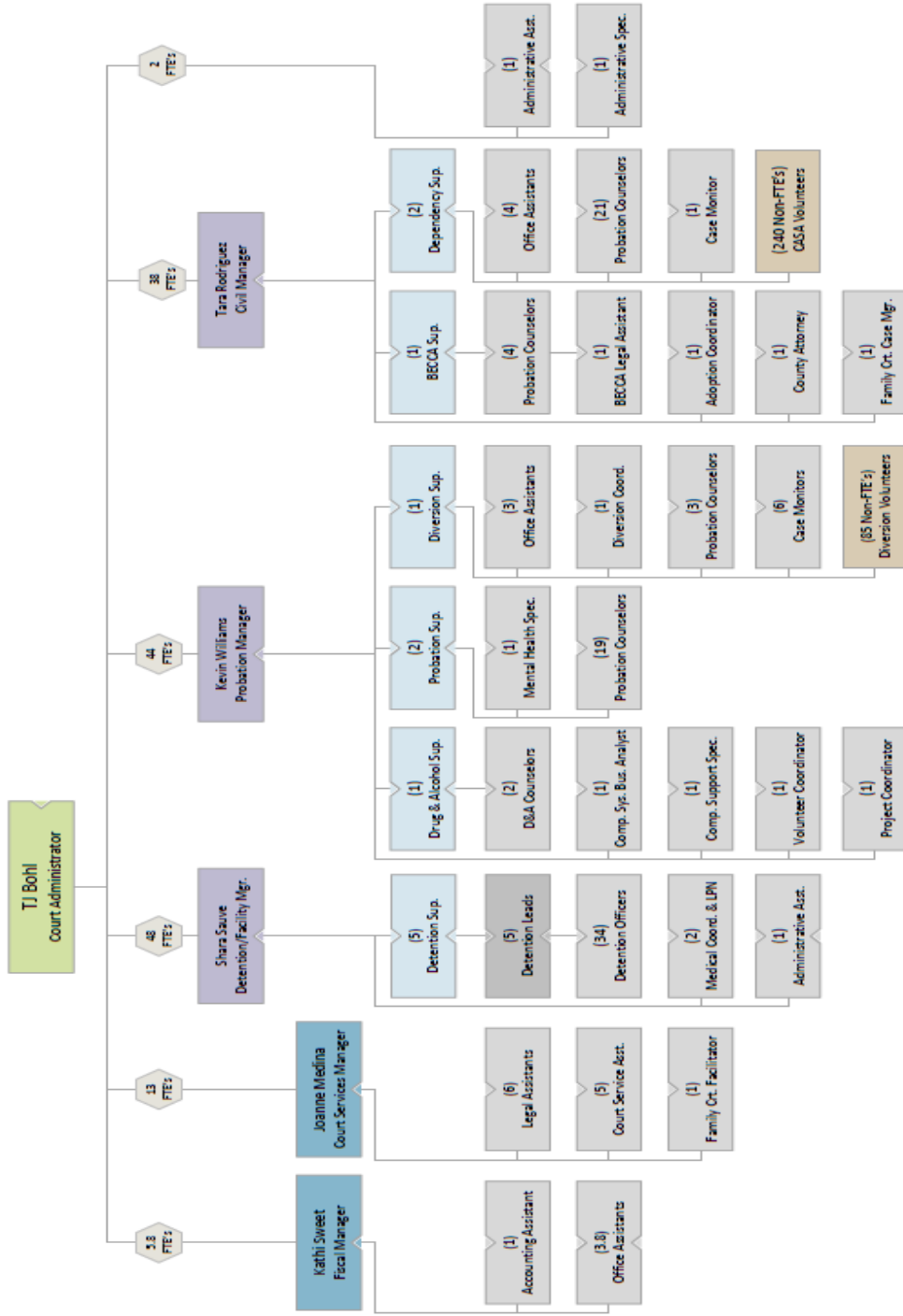
Thank you for choosing Remann Hall for your volunteer service. Our volunteers work in most departments of the Court to assist in helping serve Pierce County youth and their families. This manual was created to give you a guide to our facility, programs, procedures and help you meet the needs of the youth you come in contact with.

The Pierce County Juvenile Court (PCJC) is a County agency designed to serve the public. Employed staff oversee the operation and supervision of the programs that may be conducted by volunteers and/or employed personnel. The building is also known as Remann Hall. In 2014 there are over 400 volunteers serving in various departments of the Court. Volunteers do not replace staff but rather work as a supplement to and in partnership with paid staff. Volunteerism is open to the community at large and helps link the agency to the community.

The Pierce County Juvenile Court has exclusive jurisdiction over those juveniles within Pierce County who violate the criminal laws of this state or who are in need of protection and/or advocacy as a result of abuse, neglect or abandonment. The Juvenile Department provides probation, court, detention and adoption services.

Our Mission is:

- ◎ To provide EQUAL JUSTICE for children appearing before the court
- ◎ To ADVOCATE for those who have no advocates
- ◎ To provide LEADERSHIP in Juvenile Corrections and Rehabilitation



Criteria for Volunteer Acceptance

A volunteer accepted into the Pierce County Juvenile Court:

- Shall have no criminal record involving child abuse, sexual assault or any record that would leave the ability to deal with children/youth in question. Volunteer must be able to pass a criminal background check.
- Shall have no pending criminal charge or open Child Protection Services (CPS/DSHS) investigation. No criminal history for which they are currently participating in any Court ordered services or supervision. Volunteers must be free of all court involvement for at least five years and have all outstanding fines paid off to be considered.
- Shall report all criminal history during the interview/application process. Dishonesty will not be tolerated.
- Shall have no record with DSHS/CPS that involves substantial or repeated charges of child abuse/neglect. No personal involvement in any currently pending dependency case that might compromise objectivity of the volunteer.
- Must have, when applicable, positive recommendations from references.
- Must have absence of extreme answers on questionnaire or during interview including any statement that might indicate prejudice against any race or religion.
- Must not display any obvious animosity toward any agency involved in the system (i.e. Court, Law Enforcement, CPS, Foster Care, etc.)
- Must not use illegal drugs or have a considerable time of sobriety.
- Must demonstrate skills to include:
 - Empathy/caring
 - Objective/open minded
 - Control in crisis situations
 - Diplomacy/tact
 - Assertiveness
 - Good listener
 - Observant
 - Good communicator
 - Patience/ability to tolerate frustration
 - Responsibility
 - Common sense
 - Concern for children/youth
 - Dependability
 - Honesty, integrity & stability.

Service at the Discretion of the Agency

The Pierce County Juvenile Court accepts the service of volunteers with the understanding that such service is at the sole discretion of the Juvenile Court. Volunteers agree that the agency may decide at any time, for whatever reason, to terminate the volunteer's relationship with the agency.

The volunteer may decide, at any time, for whatever reason, to sever the volunteer's relationship with the agency. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor and to the Volunteer Services Coordinator.

Volunteer Orientation


All volunteers are given training in the department that they are interested in volunteering in. This training/orientation is a continuation of the application process. If you or the program feel that the fit is not good you can be offered a different program anytime during the training process.

Generic topics are included in this manual; program specific materials are covered by the program trainers.

Once you are accepted into a program you will be required to sign the volunteer contract on the next page.


The Volunteer Services Coordinator is available for questions or additional support for new volunteer training. If you have questions, ask.

All volunteers must complete the Pierce County Attitudes Towards Differences in Diversity class within the first few months of service. The class is offered on Saturday mornings every other month from 8am to noon.



"Altruism, compassion and forgiveness are in our own best self-interest.

They help free us from our limitations and enhance our lives and the community around us. When you care for others and reach out to them, you care for yourself."



Pierce County Juvenile Court
VOLUNTEER CONTRACT

I, _____, understand and agree to the following:

1. I am responsible for my actions.
2. I will cooperate fully with Court staff and will exercise due care in performing volunteer services for the Pierce County Juvenile Court.
3. I agree to abide by the policies of the Pierce County Juvenile Court.
4. I am not an employee of the Pierce County Juvenile Court and I will receive no compensation for my volunteer service for the Juvenile Court.
5. I will attend all scheduled training sessions necessary for my volunteer services.
6. I will follow an agreed-upon work schedule and will record my volunteered time.
7. Juvenile Court staff may terminate my volunteer service at any time, for any reason.
8. Neither this agreement, nor my volunteer service, will create a promise of future employment by the Juvenile Court or Pierce County.
9. If I am arrested or charged with any crime during my tenure as a volunteer, I will report it to the Volunteer Services Coordinator and my supervisor within seven days of the arrest or the filing of any information charging me with any criminal offense.
10. I will not make contact with any child or family member who has come in contact with the Juvenile Court without permission of the Volunteer Services Coordinator.
11. I will not have contact with clients outside of the role of my volunteer service.
12. I am aware of the sensitive and confidential nature of the official documents, reports, case information and other materials which I will examine in my capacity as a volunteer. I will discuss these matters only with those persons authorized by the Juvenile Court. I will not disclose any information about clients that I gain as a result of my duties regardless of the source of information.
13. While volunteering, I will wear my badge when performing my job duties and will return the badge and all Pierce County property issued to me (i.e. files, manual, keys) on my last day of volunteer work.
14. I will not discriminate in the performance of my duties on the basis of race, color, gender, religion, marital status, national origin, sexual orientation, or any physical, mental or sensory disability.
15. I am free to terminate my volunteer service at any time. If possible, I will submit my written resignation to the Volunteer Services Coordinator two weeks before I terminate my volunteer service.
16. I will perform the following volunteer work as described in the Job Description Handout given to me.

My signature below acknowledges that I have received and read a copy of the *Volunteer Handbook* and a description of my specific volunteer work duties. I have had an opportunity to ask questions and seek clarification regarding the information presented in the handbook, job description and contract.

TO

Beginning Date	Minimum End Date	Program
Volunteer Services Coordinator	Date	
Volunteer	Date	Schedule

Expectations/Guidelines for Volunteers

These are some guidelines to help you navigate the Juvenile Court and clearly define some of the professional standards that are a requirement of maintaining your status as a volunteer.

- Clock into one of the volunteer computers each time you are working in the building. It helps us to know who is here and also keeps track of your hours for future employment references.
- Dress appropriately for the position you are in. Refer to the dress code or ask the volunteer coordinator if you have questions.
- Respect the youth's physical boundaries. Avoid physical contact with the youth. Serious accusations can be made, so all efforts should be made to avoid the appearance of impropriety.
- Respect confidentiality. Only divulge information about a client with people fully authorized by the Court to receive this information.
- Avoid getting into a situation that could be misinterpreted or unsafe. Meet with youth in a public place or with another volunteer or staff member.
- Maintain very clear boundaries. Do not meet with a youth outside of your role. Do not meet with other youth that have not been assigned to you. Refer all questions to the volunteer services coordinator.
- Do not contact clients outside of your work hours. Good intentions can be misinterpreted.
- If you are familiar with a youth or family involved with the court let the volunteer coordinator know right away.
- Never give a youth or family your home address or phone number.
- Any contact with a youth after they leave the court must have approval in advance.
- Do not give gifts or money to clients, ever.
- Do not make promises to the youth.
- Use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism.
- Any type of abuse will not be tolerated and will be a case for immediate dismissal.
 - Physical abuse: strike, spank, shake, slap
 - Verbal abuse: humiliate, degrade, threaten

- Sexual abuse: inappropriate touch or images or verbal exchange
- Mental abuse: shaming, withholding care, cruelty
- Neglect: withholding food, water, basic care, etc.
- Respond to children with respect and consideration and treat all children equally regardless of gender, race, religion, culture, economic status or sexual orientation.
- Profanity, inappropriate jokes of any kind, sharing intimate details of one's personal life or any kind of harassment in the presence of children, parents or program staff is prohibited.
- Do not transport children in your vehicle.
- Report any criminal arrests/involvement to the Volunteer Services Coordinator within 7 days.
- It is immediate grounds for termination if there is unlawful possession or use of a controlled substance or where there is consumption of any alcoholic beverage during working hours, including lunch, or where a volunteer is under the influence of an alcoholic beverage while on site.

CONFIDENTIAL INFORMATION POLICY

It is the policy of the Pierce County Juvenile Court to hold confidential information in the strictest confidence.

Confidential information includes all confidential records as defined in RCW Chapter 13.50, the information contained in those confidential records, criminal investigatory information, client information, and all records and information obtained or derived from all computer databases, such as JCS, SCOMIS, LINX, JUDI, JIS, JABS, ACCESS/WACIC and other law enforcement/legal systems available through the workplace. Confidential information also includes information that has been designated as confidential by a supervisor.

All volunteers are to use the utmost discretion in preserving the confidential nature of information.

Individual criminal history information is to be obtained for Juvenile Court authorized purposes **ONLY**. Obtaining criminal history information or other court records for an unauthorized purpose or for personal use is strictly prohibited; this includes looking up or accessing information in any of the computer databases for personal use.

Volunteers may not observe, obtain, or ask another person to access or obtain confidential information including criminal history information for personal reasons or for any unauthorized purpose.

Volunteers shall not disclose information of a confidential nature. This prohibition includes not posting information or discussing cases on personal social media sites such as Facebook and Twitter.

Any violation of the above policy may result in disciplinary action up to and including discharge. In addition, a violation of the provisions of the Criminal History Privacy Act (RCW 10.97) shall constitute a misdemeanor and may result in criminal prosecution.

When in doubt of the applicability of this policy, a supervisor shall be consulted.

I have read and understand the above policy regarding confidential information and have received copy of same.

Signature: _____

Date: _____

Revised 05/15/2012

Safety and Security at Remann Hall

PCJC includes a secure detention center and serves youth of Pierce County that have been accused of sometimes violent crimes. Families visit PCJC during some of the most stressful times of their lives, be sympathetic but always security conscious. Always be aware of your surroundings. If a situation looks unsafe, leave the area. Trust your instincts about your safety.

Key control is an important part of keeping staff, clients and the public safe. Always keep your keys concealed or attached to you. Do not leave keys lying around. If you are working in the building you can check out a set of indoor keys at the reception desk in B-building/administration building lobby. The staff member that monitors the keys will require your car keys as collateral for the building keys. This is so that you do not leave at the end of your day with the keys.

Always close one door before opening the next at PCJC. This is especially true when passing through the sally ports. Don't hold the door for others or let anyone in behind you that does not have a PCJC ID badge. When escorting youth, do not let them hold the door for you. Make sure that you walk next to them or a step behind them. Do not let them walk behind you as you would be unable to see what they might be doing.

It is necessary for all volunteers to wear ID badges at all times when they are working for PCJC in or out of the building.

Supervision of Youth

Supervision of youth at Remann Hall is everyone's responsibility, regardless of your position. Any behavior of concern should be reported to the child's probation officer or detention officer. If you are unsure about who to report concerns to email them to the volunteer coordinator for the concerns to be forwarded.

As a volunteer, always be positive and firm with the youth. Consistency is very important to help teach kids positive social skills. Remann Hall staff use a variety of techniques to enhance and improve a child's behavior and conduct. The central approach is based on personal responsibility and behavior management. Role modeling of positive behaviors and teaching new skills are crucial elements of behavior management.

All youth must be treated in a fair and consistent manner while being held accountable for their behaviors. Do not assume a youth knows what the correct behavior is, assist youth by modeling or teaching the expected behavior.

Child Abuse/Neglect

Information from the DSHS website

What is Child Abuse and Neglect?

[RCW 26-44-020](#) defines abuse and neglect as injury, sexual abuse, sexual exploitation, negligent treatment or maltreatment of a child by any person under circumstances which indicate that the child's health, welfare, and safety is harmed. Abuse and neglect does NOT include the physical discipline of a child as defined in [RCW 9A.16.100](#).

Who is Required to Report Child Abuse and Neglect?

Any person who has cause to believe that a child has suffered abuse or neglect should report such incidents.

Those people legally required to report child abuse or neglect are:

Medical practitioners, Nurses, Dentists, Social service counselors/therapists, Psychologists, Medical examiners, Pharmacists, School personnel, Child care providers, Law enforcement, officers, Juvenile probation officers, Corrections employees, DSHS employees, Placement and liaison specialists, Responsible living skills program staff, HOPE center staff, State family and children's ombudsman, Any volunteer in the ombudsman's office, Adults residing with child suspected to have been severely abused

How to Report Child Abuse or Neglect

Children's Administration offers several ways to report abuse:

Daytime – 253-983-6201 for the Tacoma Regional Office

Nights & Weekends - call **1-800-562-5624** to report abuse during the evening or on weekends.

Hotline - call **1-866-ENDHARM** (1-866-363-4276), Washington State's toll-free, 24 hour, 7 day-a-week hotline that will connect you directly to the appropriate local office to report suspected child abuse or neglect.

TTY Callers - call **1-800-624-6186** to place a direct TTY call.

Transportation of Youth- Checking out County Cars



Important numbers

Fleet: (253) 798-6088

PCJC: (253) 798-7900

Control Room: (253) 798-0616

Volunteer Coordinator: (253) 798-3837

Starting Out:

Prior to being authorized to drive a county vehicle, Volunteer must obtain permission from the Volunteer Coordinator.

It is important for liability purposes for volunteers to use a county vehicle when performing any Juvenile Court Business. For the protection of staff, volunteers and youth do not transport a youth alone, unless you have prior approval.

Obtaining/Returning Car Keys:

- Between the hours of 8:15 am and 4:45 pm, cars are to be checked out in the reception area of the administration building with the front desk personnel.
- Cars checked out at any other time will have to be done in detention with the Supervisor or Lead.
- Volunteers **MUST** write their name on the business card of their Supervisor for the box; print their first and last name on the sign in/out sheet on clipboard and then initial upon return with the time noted.

In Transit:

Beware those individuals driving county vehicles are under scrutiny from people in the community. The public's perception of the driving skills of our employees is very important. Be sure to drive defensively, safely, and take all precautions.

The driver and passenger **MUST use seat belts at all times.**

When transporting a youth, volunteers **MUST** go directly to and from the destination. Stops for food or pleasure are not permissible unless specifically recommended and/or approved by a staff member. Parking fees **WILL NOT** be reimbursed. For parking at the County City Building, you can sign out a parking pass.

Smoking by the children is prohibited. If a volunteer acquires cigarettes or any contraband, it MUST be properly confiscated.

Upon Return:

All county vehicles MUST be taken from and returned to the staff parking lot. Park in the areas reserved for County vehicles.

Each vehicle MUST be locked with the windows rolled up every time it is returned or parked, regardless of whether or not it is scheduled for further use.

- Keys MUST be returned to the check out person immediately upon returning to the building.
- Volunteers MUST initial the clipboard sheet indicating the vehicle has been returned in good condition, the windows rolled up, the doors locked, all garbage removed , and at least ½ tank of gas remaining
- In the event the vehicle is not in good condition or needs to be serviced, it is the responsibility of the volunteer to write down the problem on the clipboard.

Re-fueling:

No vehicle should be returned with less than ½ a tank of gas. **When filling a county vehicle with gas, it is required to fill the tank with regular unleaded gas.** Each vehicle has a Credit Card assigned to it that is attached to the key ring via the leather cardholder.

These cards will only process gasoline purchases. Please follow the following process.

1. Swipe the card through the pump card reader.
2. Enter the PIN # using the key pad. (The pin # is the car number. Put the entire number in even if it begins with Zero, i.e. 31209 or 06154.)
3. Enter the vehicle mileage using the key pad.
4. Fuel the car.
5. Return the card to the leather pouch.

If the station does not have pump card readers process the transaction with the attendant.

Problems a volunteer may encounter:

If a vehicle breakdown occurs, the volunteer should notify the County garage at (253) 798-6088 and Remann Hall at (253) 798-7900.

If a child runs away, DO NOT try to physically restrain him/her. If verbal restraints are not effective, the Supervising Probation Counselor, the control room (253) 798-0616 and/or the Volunteer Services Manager (253) 798-3837 should be called immediately. A description of the child's clothing, the direction of his/her flight, and other relevant information should also be reported. The police will be notified by a staff member at Remann Hall.

In order to obtain a vehicle after the regular hours of 8:30 am to 4:30 pm Mon-Fri and on the weekends, it is necessary to contact the Detention Shift Supervisor on duty.

Accident reporting:

All accidents MUST be reported immediately to Law Enforcement, the supervisor, and Risk Management, no matter how minor. Complete directions of the procedure are noted on page 11 of the Motor Pool Operating Policies Manual located in the glove box of each County vehicle. Fault should not be discussed with anyone.

Overnight use:

County vehicles are not to be kept overnight without prior approval from the Juvenile Court Administrator. Please contact your direct supervisor.

After Hours Use:

All vehicles MUST be signed in and out, even after regular hours.

Emergencies

PCJC has emergency evacuation plans for each building. In detention you will go to the courtyards in each unit (A through H) and follow directions given to staff via radio. In the administration building/B building evacuation is out the front doors and C building evacuates out the side entrance. For all areas, follow directions of staff.

If you are in the building after hours and get locked into an area and or lost call 798-7900 or 798-0616 and speak to detention staff. Call the last four digits from any phone in the building to get through. It has happened to most of us one time or another so staff is sympathetic.

Remember that we are not an emergency response department of the county, if there is a medical emergency call 911, If a crime is or has occurred call 911, if a child is being abused or neglected call the CPS # above, if someone is being injured call 911. Otherwise you should be able to talk to your supervisor during business hours.

An Emergency Evacuation Procedures Manual is posted throughout the building and is available upon request.

Numbers to remember are:

Volunteer Coordinator 253-798-3837

Switchboard during business hours 253-798-7900

Detention center all hours 253-798-0616

Prison Rape Elimination Act

The Prison Rape Elimination Act (PREA) was passed in 2003 with unanimous support from both parties in Congress. The purpose of the act was to "provide for the analysis of the incidence and effects of prison rape in Federal, State, and local institutions and to provide information, resources, recommendations and funding to protect individuals from prison rape." (Prison Rape Elimination Act, 2003). In addition to creating a mandate for significant research from the Bureau of Justice Statistics and through the National Institute of Justice, funding through the Bureau of Justice Assistance and the National Institute of Corrections supported major efforts in many state correctional, juvenile detention, community corrections, and jail systems.

PREA training is provided to staff and volunteers that have contact with youth in detention. If you are volunteering in a position that requires contact with detained youth please ask about upcoming PREA training opportunities

Dress Code Policy for PC Juvenile Court

Pierce County Juvenile Court expects volunteers to dress appropriately in business attire. The dress code pertains to all volunteers; excluding detention. Volunteers shall present a neat, clean, and professional appearance in their performance of duties. Volunteers are expected to demonstrate good judgment and professional taste. Courtesy to peers and a professional image to clients should be the factors that are used to assess whether you are dressing in appropriate business attire. Volunteers are expected to abide by the following standards:

Men's Court Attire:

Long sleeve dress shirt with tie, dress slacks, dress socks, and dress shoes
(Jacket is preferred)

Men's Daily Attire:

Pants: Dress slacks or 'Dockers' type pants pressed and in good repair

Shirts: Long or short sleeve dress shirt (tucked in); Polo type shirt (tucked in without collegiate/professional sports logos)

Shoes: Dress shoes worn with dress socks

Women's Court Attire:

Pants: Dress slacks (full length)

Skirts and Dresses: Length should be no more than 2" above the knee when standing and no shorter than mid thigh when sitting. Dresses must have sleeves or be covered by a sweater or jacket.

Tops: Sweater; dress shirt or blouse, with sleeves or sweater
(Jacket is preferred)

Shoes: Dress shoes or dress sandals

Women's Daily Attire:

Pants: Dress slacks below calf or longer (slacks that resemble jeans are excluded); 'Dockers' type pants pressed and in good repair

Skirts and Dresses: Length should be no more than 2" above the knee when standing and no shorter than mid thigh when sitting.

Shirts: Dress shirts; sweaters; sleeveless blouses professional in appearance; Professional looking tank tops ok if covered by a jacket or sweater

Shoes: Dress shoes or dress sandals

Prohibited Attire:

- T-shirts, unless worn under a dress shirt or sweater
- Pants with stitching or rivets on the back pockets, unless worn on casual Friday
- Casual and/or athletic shoes or sandals (Birkenstock, flip flops, vans, etc. Canvas flats are appropriate on casual Fridays only.)
- Athletic or work-out style attire, sweatshirts or hoodies
- Leggings or footless tights
- Casual tank tops, halter tops, shirts/dresses with spaghetti straps
- Mini-skirts or dresses/skirts with high slits (mid-thigh or shorter)
- Excessively tight clothing
- Revealing clothing, visible cleavage or undergarments
- Casual jackets with collegiate/professional sports logos worn around the building
- Denim looking clothing (pants, skirts, shirts, coats)

Pierce County Administrative Guidelines

The Pierce County Administrative Guidelines are available at <https://www.co.pierce.wa.us/DocumentCenter/View/2201> or will be made available to volunteers upon request to the Volunteer Services Coordinator.

Pierce County's Code of Ethics, Domestic Violence Policy, Workplace Safety and Violence Prevention Policy, among others are included in this document and is followed by Pierce County Juvenile Court.

GENERAL COUNTY POLICIES

- **are included in the Pierce County Employee Handbook at:**
<https://www.co.pierce.wa.us/DocumentCenter/View/2191>

Some of the policies included in the handbook are as follows: The (*and volunteer) was added to the handbook language for purposes of this manual only.

SEXUAL HARASSMENT

It is the policy of Pierce County that employees (*and volunteers) have the right to work in an environment free from sexual harassment or inappropriate behavior of a sexual nature on the job. Pierce County has further declared that sexual harassment is illegal and it is a violation of County Policy for any employee (*and volunteer), male or female, co-worker, supervisor or manager to sexually harass another worker. Sexual harassment is prohibited by state and federal anti-discrimination laws where: (1) the conduct is unwelcome and; (2) the conduct is because of sex or gender and; (3) the conduct unreasonably interferes with an employee's work performance; or, (4) the conduct creates an intimidating, hostile or offensive working environment.

ALL EMPLOYEES (*and volunteers) ARE PROHIBITED FROM ENGAGING IN SEXUAL HARASSMENT OF ANY EMPLOYEE OR PERSON UTILIZING COUNTY SERVICES.

Employees/volunteers who commit acts of sexual harassment or inappropriate behavior of a sexual nature are subject to disciplinary action up to and including discharge.

If you believe you are the victim of sexual harassment, first, tell the offending person to STOP. Then, immediately notify your supervisor, or your department head. You may also notify either the Human Resources Director or the EEO/ADA Specialist in the Human Resources Department at 253-798-7480.

UNLAWFUL DRUGS IN THE WORKPLACE

In order to provide a workplace free from unlawful use, possession, distribution, manufacture or dispensing of illegal drugs and controlled substances, and further to help ensure a safe place for employees (*and volunteers) to work, Pierce County has established a drug free workplace policy. For purposes of this policy, the "workplace" includes any County facility, County premises, County vehicle, and private vehicle while on County business, County office, or other location while on County business. The

policy provides that the unlawful manufacture, distribution, dispensing, possession or use of an illegal drug or controlled substance in the workplace is strictly prohibited. County facilities or vehicles include those owned, rented or leased for use in the conduct of Pierce County operations and programs. In addition, the possession or use of controlled substances, unlawful drugs, or alcohol in County offices or being at work under the effects of the same are causes for disciplinary action up to and including termination of service.

CODE OF ETHICS

All County employees are governed by a Code of Ethics which has been adopted by the County Council and is found as Chapter 3.12 of the Pierce County Code. In adopting the Ethics Code, the Pierce County Council recognized the need for integrity in government and recognized that the people of Pierce County consider governmental service to be a public trust. Accordingly, the Ethics Code establishes ethical standards of conduct for all officials and employees of the County, and for all people dealing with Pierce County government. The Code of Ethics is administered by a voluntary Ethics Commission. The full text of the Ethics Code can be found in the Pierce County Code or in the Administrative Guidelines for the Career Service.

WORKPLACE VIOLENCE

The safety and security of the employees (*and volunteers) and customers of Pierce County is of the utmost importance. Pierce County is committed to creating and maintaining a workplace free of violence. Therefore, acts of violence including, threats of violence, intimidation or intimidating acts, threatening acts or other acts of violence by employees, co-workers, (*and volunteers), supervisors, managers or members of the public will not be tolerated and will not be ignored.

Any act of violence committed by employees, (*and volunteers) or members of the public while on premises owned or leased or worksites otherwise occupied by Pierce County will be prosecuted as appropriate and/or will cause the use of any appropriate managerial, administrative or disciplinary measures in order to provide a workplace free from violence. No County officer or employee (*or volunteer) shall commit any act of violence. Each shall be required to report any act of violence, whether or not physical injury occurs. Officers or employees (*or volunteers) who believe an act of violence has occurred, observe an act of violence, or are informed of an act of violence shall immediately notify their supervisor, department director or management representative.

USE OF COUNTY EQUIPMENT

County supplies and equipment (except limited telephone/email use) may not be used for personal purposes or gain. The use of County property is regulated by the Code of Ethics which is found as Chapter 3.12 of the Pierce County Code and/or Departmental policies. Use of County equipment or supplies for personal use is subject to disciplinary action up to and including termination of service.

USE OF TELEPHONES AND TELEPHONE CALLS

As a County volunteer you may be required to perform some of your work by telephone. Telephone calls should always be answered promptly and courteously. You are expected to identify yourself to the calling party and to identify your department. While you are a volunteer of the County you are expected to eliminate non-work related interruptions. Personal phone calls are discouraged and excessive interruptions for personal matters can result in disciplinary action. Personal phone calls should be made during a break. It is a violation of County policy to make personal long distance phone calls on County equipment unless appropriate payment arrangements are made with your supervisor in advance.

SAFETY

Safety on the job is important. Not only may industrial accidents cause pain and suffering to the injured employee (*and volunteer), they cause emotional distress and hardship for the family. They also cause a loss of departmental productivity, may damage County property, and of course, can be expensive. Sound safety practices on the job are important and must be stressed at all times. You are encouraged to actively participate in safety meetings, to be aware of your surroundings at all times, to be watchful for potential hazards or unsafe conditions, and at all times to exercise safe work habits. All accidents or unsafe practices/conditions must be immediately reported to your supervisor.

SMOKING

County facilities are non-smoking facilities.

EMAIL POLICY

The County's Electronic Mail system is to be used only for County business and as such, messages may be inspected by County officials at any time. Every E-Mail user will have a username unique in the e-mail system. All employees (*and volunteers) have the responsibility to check their mailbox once per day and to delete all old E-Mail envelopes in a timely manner.

Community Accountability Board (CAB) Member

SUMMARY: Participate as a member of a three-person Board which meets with juvenile offenders and their guardians for the purpose of explaining and offering Diversion as an alternative to Court proceedings. In those cases where families desire Diversion, the referring offense and circumstances surrounding it will be discussed. The Community Accountability Board (CAB) will then determine consequences designed to hold the youth responsible for his/her actions and provide accountability to the community and to the victim.

RESPONSIBILITIES:

- Attend scheduled CAB meetings twice a month.
- Interview youth and guardian(s) in regard to the offense.
- Determine (with other CAB members) the consequences of the offense.
- Present consequences to the youth and guardian(s) in the form of a Diversion Agreement.
- Fill out the necessary forms and informational data sheets, which are pertinent to cases.

TRAINING, EDUCATION AND EXPERIENCE:

- Must be objective.
- Must be able to communicate with people and work in a group process.
- Must conduct oneself in a professional manner.
- Must maintain confidentiality of cases.
- Must be able to acquire a working knowledge of the legal aspects of Diversion.
- Must treat each case individually, without prejudice.
- Must complete a thorough study of the training manual prior to training.

PERSONAL TRAITS:

- It is imperative that volunteers in this capacity be objective, dependable and patient.
- Possess the ability to establish a good rapport with at-risk youth, while maintaining appropriate boundaries.

REQUIREMENTS:

- Must be at least entering as a high school junior or be an adult.
- Dress must be business-casual attire.
- If in high school, must have at least a 3.0 GPA or submit a written recommendation from school personnel.
- Must pass a thorough background check.
- Must attend a four-hour Cultural Diversity Training.
- Must attend the Diversion training session.

RELATIONSHIP:

- Supervised by a Community Accountability Board Consultant and Diversion Supervisor.
- Responsible to the Volunteer Services Coordinator.

TIME COMMITMENT: Two evenings per month from 6 to 9pm for a minimum of 6 months.

Court Appointed Special Advocate (CASA)

SUMMARY: A Court Appointed Special Advocate (CASA) is a volunteer appointed by the Court to advocate for the best interest of a child who is alleged to have been abused or neglected. In order to do this, the CASA/GAL must investigate the facts of the case, recommend a course of action to the Court, explain the Court's findings to the child, facilitate the resolution of the presenting problems, and monitor progress.

RESPONSIBILITIES:

- Challenges the system to do what it should be doing for the child.
- Provide follow-up on the case progress and the parties' compliance with Court orders.
- Be a full party to the Court proceedings and have access to all Court documents.
- Review case documents, maintain complete records, and speak with relevant individuals.
- Focus not on the guilt/innocence issues, but rather on the information that relates to the child.
- Bring significant changes in the family situation to the Court's attention.
- Advocate for the child's best interest, including permanency planning.
- Conduct an independent assessment of the case facts/issues from the prospective of a third party.
- Question social workers about the appropriateness of case plans.
- Develop recommendations for the Court, which are included in a written report.
- Participate in all hearings and settlements.
- Attend ongoing training workshops (at least 12 hours per year.)

PERSONAL TRAITS:

- Interest in youth, their rights, and special needs.
- Ability to work with a child, family members, and professionals, using tact, concern and basic human relations skills.
- Must possess excellent written and oral communication skills.
- Must possess professional attributes of diplomacy, objectivity, decision-making ability, appearance, demeanor, and the ability to function in an adversarial situation.
- Possess the ability to establish a rapport with at-risk youth, while maintaining appropriate boundaries.

REPORTS TO:

- Supervised by the GAL/CASA Coordinator and responsible to the Dependency Supervisor.

REQUIREMENTS:

- Must be 21 years of age and have a high school diploma (post high school education preferred).
- Must attend Court hearings on assigned case and adhere to deadlines and timetables.
- Maintain an up-to-date and complete file on each case assigned.
- Must turn in all reports on time or early.
- Must make physical contact with children in their placement homes monthly.
- Must have a telephone and be available and responsive by email.
- Must have valid driver's license, proof of insurance, and a good driving record.
- Must pass a thorough background check, a complete a screening and interview process.
- Must attend a four-hour Cultural Diversity Training and successfully complete a four-day CASA Training Course.

TIME COMMITMENT:

- Must be willing to commit to a chosen case for the duration of that assignment (Average duration of a case is 18 months to 2 years).
- Monitor court orders and prepare for twice-yearly review hearings: average 5-10 hours per month.

VOLUNTEER OPPORTUNITY CHEMICAL DEPENDENCY DISPOSITION ALTERNATIVE (CDDA)

Drug and Alcohol Counselor Aide

SUMMARY: Assist Drug and Alcohol Counselors in clinical counseling, testing, and educational activities with youth on probation.

RESPONSIBILITIES:

- Work directly under the supervision of a qualified chemical dependency (CD) counselor.
- Administer, score and record screening test(s).
- Assist CD Specialists in history intakes, assessments, and treatment.
- Participate in drug/alcohol education and group therapy.
- Facilitate group therapy, individual counseling, educational class sessions, aftercare, and follow-up groups, depending upon education and experience.
- Perform referral services as deemed appropriate by the supervisor.
- Help maintain the area in a clean and professional manner.
- Prepare progress reports for attorneys, court, probation department, and others.
- Prepare and maintain patient's case files.
- Perform various duties as assigned by the supervisor.

TRAINING, EDUCATION AND EXPERIENCE:

- College education and/or experience in the drug and alcohol field preferred, including family history awareness.
- Have obtained nine quarters/six semester credits from accredited college, with a minimum of three quarters/two semester credits in each of the following courses to receive maximum responsibilities: Survey of chemical dependency, Physiological actions of alcohol and other drugs, Chemical dependency counseling techniques.

PERSONAL TRAITS:

- Exercise wide latitude for mature decision making.
- Maintain strict confidentiality and professional demeanor with staff/clients.
- Have a genuine concern for drug and alcohol related youth.
- Maintain a high standard of professional ethics.
- Have the ability to work well with multi-ethnic clientele and Court staff.
- Possess the ability to establish a rapport with at-risk youth, while maintaining boundaries.

REQUIREMENTS:

- Must be 21 years of age or older.
- Must have no history of alcohol or other drug misuse for a period of at least three years.
- Must pass a thorough background check.
- Must attend a four-hour Cultural Diversity Training.

RELATIONSHIP:

- Supervised by a certified Drug and Alcohol Counselor or Supervisor.
- Responsible to the Volunteer Services Coordinator.

TIME COMMITMENT:

- 15-20 hours per week, for a minimum of six months.

Juvenile Detention Officer (JDO) Intern

SUMMARY: To learn and assist in the custodial and therapeutic functions of a Juvenile Detention Officer.

RESPONSIBILITIES:

- Assist in the duties of a Detention Officer.
- Assist in addressing juvenile needs.
- Assist in performing basic routine care.
- Intervene and assist in detainee problem solving.
- Assist in leading or directing groups of youth.

TRAINING, EDUCATION AND EXPERIENCE:

- Experience leading or directing groups preferred.
- Interest in a Juvenile Justice career.
- Knowledge of the Juvenile Justice System.
- Experience with at-risk youth.

PERSONAL TRAITS:

- Able to communicate and relate well with youth from different backgrounds and cultures.
- Possess a balanced and inventive disciplinary style.
- Possess the ability to establish a rapport with at-risk youth, while maintaining appropriate boundaries.
- Able to maintain confidentiality.
- Must be mature, responsible, and able to handle stress well.

REQUIREMENTS:

- Must be 21 years of age or older.
- Complete volunteer application and release for background check forms.
- Enrolled in a Criminal Justice educational program preferred.
- Must pass a thorough background check.
- Must attendance a four-hour Cultural Diversity Training.

RELATIONSHIP:

- Assigned to a Juvenile Detention Officer and supervised by the Detention Supervisors.
- Responsible to the Volunteer Services Coordinator.

TIME COMMITMENT:

- Regularly scheduled shift work at least twice a week – weekends or weekdays.
- Must be willing to commit to at least three months of service.

Probation Case Aide

SUMMARY: Assist a Probation Officer in monitoring juvenile offenders and verifying compliance with court orders.

RESPONSIBILITIES:

- Work directly with the Probation Officers.
- Provide good, positive role modeling, while maintaining a professional demeanor.
- Maintain contact with youth, parents, outside agencies and schools, via telephone or in person, and report back to the Probation Officer.
- Keep accurate and appropriate written documentation; file documents in case files and assist in monitoring case plans.
- Keep the Probation Officer informed of all contacts and activities with the youth, family, school and other community agencies.
- Perform other duties as assigned by the Probation Officer.

TRAINING, EDUCATION AND EXPERIENCE:

- Have some knowledge of the Juvenile Justice System.
- Must possess competent oral and written communication skills.
- Able to work with difficult, troubled youth from various socioeconomic and diverse backgrounds.

PERSONAL TRAITS:

- Must be able to maintain confidentiality, care, and concern for at-risk youth.
- Must be mature, responsible, and able to handle stress well.
- Professional Appearance.
- Ability to work independently when instructed to do so by the Probation Officer.
- Possess good writing skills.
- Ability to maintain clear and organized information.
- Possess the ability to establish a rapport with at-risk youth, while maintaining appropriate boundaries.

REQUIREMENTS:

- Must be 21 years of age or older.
- Must have valid driver's license, proof of insurance, and a good driving record.
- Must pass a thorough background check.
- Must attend a four-hour Cultural Diversity Training.
- Must attend Probation Orientation to include viewing the PREA video.

RELATIONSHIP:

- Supervised by a Probation Officer.
- Responsible to the Volunteer Services Coordinator.

TIME COMMITMENT:

- A minimum of 5-10 hours a week, to be arranged weekdays between 8:00 a.m. and 5:00 p.m., for a minimum of six months.