



## ***Standards Governing Performance of CAAVA Volunteers***

### **Duties of a CAAVA VOLUNTEER**

- A. Meet face-to-face and interview the client.**
- B. Conduct an independent investigation in order to ascertain the facts of the case.**
- C. Advise the client, in terms the client can understand, of the nature of all proceedings, the client's rights, the role and responsibilities of the CAAVA VOLUNTEER, the court process and**
- D. Participate, as appropriate, in pre-trial conferences, mediation and negotiations.**
- E. Ensure the client's attendance at all proceedings where the client's attendance would be appropriate and/or mandated.**
- F. Appear in Court on the dates and times scheduled for hearings prepared to fully and vigorously represent the client's interests.**
- G. Prepare the client to testify, when necessary and appropriate, in accord with the client's interest and welfare.**
- H. Provide the court sufficient information including specific recommendations for court action based on the findings of the interviews and independent investigation.**
- I. Communicate, coordinate and maintain a professional working relationship in so far as possible with all parties without sacrificing independence.**
- J. Advise the client, in terms the client can understand, of the court's decision and its consequences for the client and others in the client's life.**