



[www.caircoalition.org](http://www.caircoalition.org)

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## CAIR COALITION VOLUNTEER AGREEMENT

### 1. All CAIR Coalition volunteers MUST:

- Be at least 18 years old.
- Not currently work for any media organization or law enforcement agency. Federal government employees are permitted to volunteer at CAIR Coalition on a case-by-case basis. (please see Item No. 8 for more details).
- Fully read and agree to the items in this document, including the section of the agreement (please see Item No. 3) not to disclose or misuse any confidential information about any person or other information learned through this volunteer opportunity.
- Provide consent to the background checks required for their specific volunteer opportunity. This may include submitting personally identifiable information, including social security information and date of birth, to CAIR Coalition staff. All information will be kept confidential and secure.
  - All volunteers must provide consent to allow CAIR Coalition to complete a background check through the National Sex Offender Public Website (NSOPW). Volunteers must complete and sign the [NSOPW Name Search Consent Form](#) and will be notified of their results within 7 days.
    - Once initial consent is provided, background checks through NSOPW will be conducted annually for all active volunteers.
  - Jail Visit Volunteers must consent to and complete several forms submitted through Acacia Center for Justice:
    - NCIC Data Collection for NCIC Background Check
    - DOJ Self-reporting Certification
    - DOJ Cybersecurity and Privacy Rules of Behavior
    - Non-disclosure agreement
    - Resume submittal
  - Jail Visit Volunteers who are attending a visit at Caroline Detention Facility must complete and submit a Background Check Information Release Form, as the detention facility conducts its own background checks on volunteers. These forms must be submitted to the Volunteer Manager at least 5 weeks ahead of a volunteer's first jail visit.
- Must be fully vaccinated against COVID-19 if volunteering in-person (please see Item No. 10 for more details).
- Act honestly and ethically while performing their volunteer duties and treat all CAIR Coalition clients, employees, volunteers, and partners with respect and courtesy.

### 2. Any individual volunteering with CAIR Coalition in any capacity (including jail visits, the detention hotline, translation/interpretation, and internships) agrees to:

- Attend a full training session before volunteering on the detention hotline or on a jail visit.
  - [Jail Visit Volunteers](#) must attend a jail visit training before their first jail visit.

- Detention Hotline Volunteers must attend a virtual one-hour hotline training before signing up for their first shift.
- Conduct themselves appropriately while assisting with translations or interpretations, on the hotline, and at jails.
  - For jail visits this includes complying with any jail rules, wearing jail-appropriate attire (no open-toe shoes, jeans, sleeveless tops, short skirts or short dresses, or any other tight or revealing attire) and being respectful to all detention officers.
- Bring any concerns about individuals, including medical issues, to CAIR Coalition staff, so that CAIR Coalition can address the issue with the jail and with ICE.

**3. ACCESS AND USE OF CONFIDENTIAL INFORMATION: Any individual volunteering with CAIR Coalition in any capacity (including jail visits, the detention hotline, translation/interpretation, and internships) acknowledges and agrees to the following regarding the access and use of confidential information obtained while volunteering at the organization:**

- Understands and acknowledges and understands that all information contained in CAIR Coalition’s databases, systems, and files is protected and considered confidential information.
- Not to distribute, share, or use any information associated with any person in immigration detention, or about the ICE detention process, for personal or professional purposes outside the scope of the CAIR Coalition volunteer opportunity. This applies to any CAIR Coalition volunteer engaged in work at private law firms or in any paid or unpaid work/advocacy at any other organization. Volunteers cannot report on their experiences volunteering with CAIR Coalition in any way for professional, school-related, extra-curricular opportunities, or other purposes without prior CAIR Coalition approval. CAIR Coalition understands that volunteering on detention visits may be a class curriculum component, and will consider approval of academic reporting requests on a case-by-case basis. Additionally, any volunteer with potential conflicts of interest should raise these with CAIR Coalition’s Volunteer Manager before participating in any volunteer opportunity.
- Not to disclose any confidential information, including any written or verbal information concerning a person in immigration detention given to the volunteer directly by that person or by a CAIR Coalition staff member or volunteer. Confidential information includes, but is not limited to, individual names and A numbers, any information provided during a hotline call, any information included on a written intake, copies of any immigration documents, as well as any medical concerns raised by a person in immigration detention.

Jail Visits: Volunteers must return all intakes, notes and other documents with confidential information to CAIR Coalition staff at the end of a jail visit.

Hotline: Volunteers must log all calls in the Hotline Activity Log, as well as Salesforce, and destroy any handwritten notes.

Translation & Interpretation: Volunteers must not share any information they receive from a translation or interpretation commitment outside of their capacity as a CAIR Coalition volunteer. This includes deleting any documents after the end of a translation commitment, and taking reasonable precautions to ensure the confidentiality of documents (e.g. using a password-protected computer to conduct translations).

- To completely delete (from computer folders, recycling bin, and emails) any digital trail of information stored in their personal email, computer, or other devices used in providing translation requests.
- Understands and acknowledges that **any disclosure and/or misuse of this information, purposefully or negligently, may result in termination of the volunteer role and possible referral to appropriate law enforcement agencies.**

**4. ATTENDANCE POLICY:**

- Volunteers play an essential role in CAIR Coalition’s work, allowing CAIR Coalition to maintain contact with the thousands of adults in immigration detention across the Capital region at any given time. Without the dedicated, reliable, and compassionate individuals that make up CAIR Coalition’s volunteer community, it would be impossible to provide free legal services to the same number of individuals at risk of detention and deportation.
- Because volunteers are important to CAIR Coalition’s ability to provide consistent, high-quality services to individuals in immigration detention – and because the nature of this work makes it very difficult to “over-book” volunteers – it is important that volunteers follow through on their commitments. A volunteer’s attendance can have concrete impacts on the legal status and lives of the individuals CAIR Coalition works with.
- With the understanding that everyone experiences emergencies or unexpected situations that may prevent them from volunteering, CAIR Coalition asks that volunteers do their best to participate in any volunteer opportunity they commit to, and notify the Volunteer Manager as quickly as possible if an unavoidable situation requires them to miss an upcoming volunteer commitment. Additionally, CAIR Coalition asks that volunteers be punctual, arriving at the CAIR Coalition office at the start of the hotline volunteer shift and before the scheduled departure time for a jail visit, and submitting any translations or other tasks by the specified deadline.
- Wherever possible, CAIR Coalition encourages volunteers to remember that a carefully thought-out “no” is always preferable to a hasty “yes.” Volunteers are encouraged to consider other commitments and scheduling conflicts before saying “yes” to a volunteer opportunity. This allows CAIR Coalition to continue providing uninterrupted services to clients and potential clients.
- CAIR Coalition asks that volunteers contact the Volunteer Manager as soon as possible if they are no longer able to participate in a scheduled volunteer opportunity, considering the following consequences of last-minute cancellations on the various facets of CAIR Coalition’s work.

Jail Visits: Many jails require volunteers to receive prior clearance through a background check, which typically takes place **two weeks before the visit**. If a volunteer cancels within two weeks of a scheduled jail visit, CAIR Coalition may not be able to clear another volunteer to participate before the visit. This means there may not be enough staff and volunteers to speak with every person CAIR Coalition has planned to meet on the visit.

Hotline: Without a minimum of two volunteers on any hotline shift, it is highly likely that individuals attempting to contact their attorneys, receive updates on their case, or ask questions about immigration detention will not be able to connect with CAIR Coalition. Most hotline volunteers sign up for volunteer shifts at least two days in advance. For this reason, CAIR Coalition asks that volunteers cancel **no less than two days in advance**, in order to provide the notice needed to find backup hotline coverage.

Translation & Interpretation: Translation and interpretation deadlines are typically set around a client’s filing deadlines and/or court dates, meaning that a person’s case can be negatively affected by an incomplete or inaccurate translation. For this reason, CAIR Coalition asks that volunteers provide notice **at least two days in advance**, if they will not be able to complete a translation or interpretation.

Other: If a volunteer participating in another volunteer opportunity (e.g. accompaniment, administrative) cannot participate in their scheduled commitment, CAIR Coalition asks that they notify the volunteer coordinator and any other point of contact indicated for the opportunity as soon as possible.

- CAIR Coalition reserves the right to terminate an individual’s volunteer position following more than one failure to notify the Volunteer Manager of inability to attend a scheduled hotline shift or jail visit, or to complete a translation or interpretation.

## 5. RE-TRAINING INACTIVE VOLUNTEERS:

- To ensure that all CAIR Coalition volunteers are prepared for their volunteer opportunity, any individual who has not actively volunteered in recent months may be asked to attend another training session. Because of changing

rules and processes in CAIR Coalition's work, it is important for all volunteers to be up-to-date and informed through re-training sessions. Volunteers who become inactive will also be asked to consent to another NSOPW name search.

Jail Visit Training: Any person who does not volunteer on a CAIR Coalition jail visit at least once in a one-year period must attend a new jail visit training before volunteering on an upcoming visit. Once jail visits begin post-COVID, all former and new jail volunteers must be retrained.

Hotline Training: Any person who does not volunteer on CAIR Coalition's detention hotline at least once in a six-month period must attend a new detention hotline training before volunteering on an upcoming hotline shift.

Translation & Interpretation Reviews: The accuracy of written document translations and of in-person or over-the-phone interpretation is often essential to a client's case. If a CAIR Coalition staff member or client notices inconsistencies or inaccuracies in a translation, the Volunteer Manager may ask to review these concerns with the volunteer.

- Any volunteer may be asked to review training materials with the Volunteer Manager, based on staff feedback, to ensure that every volunteer has the information and understanding necessary to provide the highest quality of services to CAIR Coalition clients.
- CAIR Coalition reserves the right to terminate an individual's volunteer position if the volunteer declines requests to review training materials, or does not address retraining concerns raised by CAIR Coalition staff and/or the Volunteer Manager.

## **6. IMMIGRATION STATUS RESTRICTIONS ON JAIL VISITS:**

- Out of an abundance of caution and care for volunteers, CAIR Coalition asks that any person interested in participating in a CAIR Coalition jail visit be fully confident of their immigration status before volunteering. In order to prioritize the safety of CAIR Coalition volunteers, only US citizens, green card-holders, and individuals with valid visas may volunteer on CAIR Coalition jail visits.
- A volunteer with any concern or doubt about their immigration status should not participate in a jail visit, due to the potential risk associated with entering an ICE jail. All volunteers, regardless of immigration status, are encouraged to support CAIR Coalition's work through other volunteer opportunities, such as hotline volunteering.
- DACA recipients are not prohibited from volunteering on jail visits but are strongly encouraged to double-check their immigration status before participating and to communicate any concerns to CAIR Coalition's volunteer manager.

## **7. CLIENT-VOLUNTEER RELATIONSHIP EXPECTATIONS:**

- CAIR Coalition understands that a volunteer may form a relationship or continue contact with individuals they meet through a volunteering experience. CAIR Coalition does not restrict the contact that a volunteer may have with any individual outside of a designated volunteer opportunity, but is not responsible for any aspect of that contact or for facilitating or moderating any relationship that may form between a client and volunteer.
- Volunteers are prohibited from using any information that they access during their CAIR Coalition volunteer commitment outside of the volunteer opportunity, even if they later form a relationship with a CAIR Coalition client beyond the context of their volunteer interaction.
- CAIR Coalition will not facilitate jail visitation, the delivery of messages, or any other sort of personal contact with an individual in immigration detention and a volunteer, unless the volunteer in question is an attorney representing that person in immigration court.

## 8. PROHIBITION OF VOLUNTEERS CURRENTLY WORKING FOR ANY MEDIA ORGANIZATION OR LAW ENFORCEMENT AGENCY, AND RESTRICTIONS ON VOLUNTEERS WORKING FOR THE FEDERAL GOVERNMENT:

- **Law enforcement volunteers:** No CAIR Coalition volunteers can be *currently* working (including contract work, volunteer work, and/or internships) with the Department of Homeland Security, Department of Justice, or any other federal or local law enforcement agency. Any volunteer who accepts a position with any law enforcement agency must notify the CAIR Coalition Volunteer Manager immediately in order to be removed from the active volunteer list.
- **Media volunteers:** No CAIR Coalition volunteers can be *currently* employed by any media organization (print, radio, television, internet, or other). Any person who formerly worked for a media organization must notify the Volunteer Manager before signing up as a volunteer. CAIR Coalition will determine if volunteering is appropriate given confidentiality restrictions. Any volunteer who accepts a position with any media organization must notify the CAIR Coalition Volunteer Manager immediately to be removed from the active volunteer list.
- **Federal government volunteers:** Federal government employees are permitted to volunteer at CAIR Coalition on a case-by-case basis. Please notify the CAIR Coalition Volunteer Manager before signing up as a volunteer, and CAIR Coalition will determine if volunteering is appropriate given confidentiality restrictions, conflicts, and bars on federal law enforcement volunteers.

## 9. RISKS TO VOLUNTEERING AT ICE JAILS:

- CAIR Coalition takes many steps and precautions to maintain the health and safety of staff, volunteers, and clients on jail visits, including through regular contact with government and jail stakeholders and by promptly following up on any report of an incident at a jail.
- These precautions notwithstanding, there are health risks inherent to visiting any immigration jail, including outbreaks of COVID-19 and other contagious or communicable diseases. CAIR Coalition immediately ceases in-person jail visits upon learning of any facility-wide quarantine.
- In certain circumstances, CAIR Coalition may learn that a certain dormitory is under quarantine due to potential exposure to COVID-19 or another communicable disease. Under these circumstances, CAIR Coalition may continue to visit the facility – without visiting the dormitory or dormitories potentially exposed to the disease – and will promptly notify volunteers so that they have the option to decline participation in the visit if they so choose.
- Due to the potential risk of exposure to COVID-19 and other communicable diseases in any jail, CAIR Coalition requires volunteers to be fully vaccinated and boosted against COVID-19 and encourages volunteers to ensure they are up-to-date on other vaccinations before participating in a visit. Volunteers should discuss any concerns with their doctor if they have medical conditions that may put them at a higher risk of contracting COVID-19 or other communicable diseases.
- CAIR Coalition asks that volunteers notify the Volunteer Manager – or, if on a jail visit, a CAIR Coalition attorney – as soon as possible if they experience or witness any inappropriate contact with any person over the course of a volunteer opportunity. While rare, CAIR Coalition takes any concern raised by a volunteer seriously and will take steps to address those concerns.

## 10. COVID-19 GUIDELINES FOR IN-PERSON VOLUNTEERS:

- To maintain the health and wellbeing of CAIR Coalition volunteers, staff and clients, all individuals volunteering in-person at a CAIR Coalition office, outreach event or jail visit must be fully vaccinated and boosted against COVID-19, unless they have received a medical or religious exemption.

- If volunteering in-person in any capacity, the volunteer must submit a photo of their COVID-19 vaccine card to the Volunteer Manager.
- At all CAIR Coalition offices and Detention Facilities, masks are required to be worn at all times for volunteers, staff, clients, and guests.
- All in-person volunteers must review CAIR Coalition's Volunteer COVID-19 Health and Safety Guidelines, which will be provided before their first in-person volunteer opportunity.

#### **11. NATIONAL SEX OFFENDER NAME SEARCH CONSENT:**

- To maintain the safety of our staff, clients, and volunteers, and ensure compliance with our updated Abuse and Molestation Policy insurance, we require all Detention Hotline, Jail Visit, and Translation & Interpretation volunteers provide consent to a name search background check via the National Sex Offender Public Website (NSOPW).
- All volunteers must complete and sign the NSOPW Name Search Consent Form to allow CAIR Coalition to complete the background check on your behalf. Volunteers will be notified of their results within 7 days, and results will remain confidential.
- Should individuals choose not to provide consent, they will not be able to participate as a volunteer. Individuals will also be prohibited from volunteering if they have been convicted of any crimes that place them in the NSOPW database.
- If volunteers are convicted of any offenses that place them on a sex offender registry during their tenure with CAIR Coalition, they must notify the Volunteer Manager immediately.

#### **12. CAIR Coalition will indemnify, defend, and hold harmless Volunteer from any liability, claims, losses, expenses, or costs arising from or out of the acts, failures to act, or negligence of volunteer in connection with their work volunteering within the scope as agreed to between CAIR Coalition and volunteer.**

- This includes all payment of any attorney's fees, and all costs and other expenses arising there from or incurred in connection therewith.
- This indemnity does not extend to any actions:
  - i) Taken by volunteer without permission of CAIR Coalition
  - ii) Outside the scope of agreed to volunteer activities
  - iii) taken in bad faith or in willful disregard of CAIR Coalition policies

#### **13. VOLUNTEER DISMISSAL**

- Volunteers who do not follow the above policies will be dismissed from their volunteer position with CAIR Coalition.

**By e-signing on Vome Volunteer, CAIR Coalition's volunteer management platform, I acknowledge that I read and understood this agreement and agree to adhere to CAIR Coalition's rules and policies outlined above.**