

## Amica Center for Immigrant Rights Volunteer Agreement

### 1. All Amica Center volunteers MUST:

- Be at least 18 years old.
- Not currently work for any media organization or law enforcement agency, and not be a candidate running for local, state, or federal office. Local, State, and Federal government employees are permitted to volunteer at Amica Center 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 Amica Center staff. All information will be kept confidential and secure.
  - All volunteers must provide consent to allow Amica Center to complete a background check through the National Sex Offender Public Website (NSOPW). Volunteers must complete and sign the NSOPW Name Search Consent Form. Volunteers who do not pass the NSOPW name search will be notified of their results.
    - Once initial consent is provided, background checks through NSOPW will be conducted annually for all active volunteers.
  - 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.
  - Certain types of administrative volunteers and project-based volunteers who have access to client data must consent to a comprehensive background check through Sterling Volunteers.
- 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 Amica Center clients, employees, volunteers, and partners with respect and courtesy.

### 2. Any individual volunteering with Amica Center 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 virtual 75-minute 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.
  - Client support volunteers must attend a virtual one-hour client support training before signing up for their first client support opportunity.

- Volunteer interpreters who are interested in interpreting for mental health evaluations must attend a self-paced virtual training before their first mental health evaluation interpreting session, unless they are a certified medical interpreter.
- Administrative volunteers and project-based volunteers must attend virtual or in-person trainings with the Volunteer Manager as required by their project.
- Conduct themselves appropriately while assisting with translations or interpretations, on the hotline, and on jail visits.
  - 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 Amica Center staff, so that Amica Center can address the issue with the jail and with ICE. Volunteers are prohibited from speaking to jail staff or ICE directly.

**3. ACCESS AND USE OF CONFIDENTIAL INFORMATION: Any individual volunteering with Amica Center 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 Amica Center'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 Amica Center volunteer opportunity. This applies to any Amica Center 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 Amica Center in any way for professional, school-related, extra-curricular opportunities, or other purposes without prior Amica Center approval. Amica Center 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 Amica Center'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 Amica Center 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 Amica Center 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 Amica Center 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 Amica Center’s work, allowing Amica Center 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 Amica Center’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 Amica Center’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 Amica Center works with.
- With the understanding that everyone experiences emergencies or unexpected situations that may prevent them from volunteering, Amica Center 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, Amica Center asks that volunteers be punctual, arriving at the Amica Center 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, Amica Center 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 Amica Center to continue providing uninterrupted services to clients and potential clients.
- Amica Center 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 Amica Center’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, Amica Center 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 Amica Center 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 Amica Center. Most hotline volunteers sign up for volunteer shifts at least two days in advance. For this reason, Amica Center 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, Amica Center 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, Amica Center asks that they notify the volunteer coordinator and any other point of contact indicated for the opportunity as soon as possible.

- Amica Center 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 Amica Center 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 Amica Center’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 Amica Center 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 Amica Center'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 Amica Center 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 Amica Center clients.
- Amica Center 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 Amica Center staff and/or the Volunteer Manager.

## 6. Immigration status restrictions on jail visits:

- Out of an abundance of caution and care for volunteers, Amica Center asks that any person interested in participating in a Amica Center jail visit be fully confident of their immigration status before volunteering. In order to prioritize the safety of Amica Center volunteers, only US citizens may volunteer on Amica Center jail visits. Additionally, jail visit volunteers must have a valid social security number to volunteer, as a SSN is required for the background check clearance process.
- 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 Amica Center's work through other volunteer opportunities, such as hotline volunteering.

## 7. Client-volunteer relationship expectations:

- Amica Center understands that a volunteer may form a relationship or continue contact with individuals they meet through a volunteering experience. Amica Center 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 Amica Center volunteer commitment outside of the volunteer opportunity, even if they later form a relationship with a Amica Center client beyond the context of their volunteer interaction.
- Amica Center 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 Amica Center volunteers can be *currently* working (including contract work, volunteer work, and/or internships) with the Department of Homeland Security, the 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 Amica Center Volunteer Manager immediately in order to be removed from the active volunteer list.

- **Media volunteers:** No Amica Center 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. Amica Center will determine if volunteering is appropriate given confidentiality restrictions. Any volunteer who accepts a position with any media organization must notify the Amica Center Volunteer Manager immediately to be removed from the active volunteer list.
- **Local, State, & Federal government volunteers:** No Amica Center volunteers can be *currently* working (including contract work, volunteer work, and/or internships) with the Office of Refugee Resettlement, the Department of State, Congress, or the White House. If you work for any other local, state or federal government agency, you must disclose this in your volunteer sign-up form. Local, state, and federal officials may be allowed to volunteer at Amica Center on a case-by-case basis at the discretion of the volunteer manager given confidentiality restrictions, conflicts, and bars on federal law enforcement volunteers.
- **Candidates for local, state, or federal office:** No Amica Center volunteers can be a candidate running for local, state, or federal office.

## 9. Risks to volunteering at ice jails:

- Amica Center 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. Amica Center immediately ceases in-person jail visits upon learning of any facility-wide quarantine.
- In certain circumstances, Amica Center may learn that a certain dormitory is under quarantine due to potential exposure to COVID-19 or another communicable disease. Under these circumstances, Amica Center 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, Amica Center 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.
- Amica Center asks that volunteers notify the Volunteer Manager – or, if on a jail visit, a Amica Center 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, Amica Center 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 Amica Center volunteers, staff and clients, all individuals volunteering in-person at a Amica Center office, outreach event or jail visit must be fully vaccinated and boosted against COVID-19, unless they have received a medical or religious exemption. Medical or religious exemptions are not accepted for jail visits.
- If volunteering in-person in any capacity, the volunteer must sign and submit a COVID-19 vaccine certification form to the Volunteer Manager.
- Masks are required to be worn at all times for volunteers and staff attending a jail visit.

- All in-person volunteers must review Amica Center'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 an annual 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 Amica Center to complete the background check on your behalf. Volunteers who do not pass the name search 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 Amica Center, they must notify the Volunteer Manager immediately.

#### **12. Anti-harassment: Amica Center is committed to a workplace & volunteer environment that is free from discrimination, harassment, and bullying.**

- Volunteers are expected to uphold an environment free from discrimination, harassment, and bullying. Any volunteer who fails to abide by our Anti-Harassment Policy will be subject to appropriate discipline, including volunteer role termination.
- Amica Center promises to investigate all reports of harassment, discrimination, or bullying promptly and thoroughly. If you believe an employee, intern, or volunteer is violating (1) any law impacting our safety or work or (2) any Amica Center policy, please let Amica Center's People Operations Director know immediately.
  - Jasmin Finley, People Operations Director, 202-870-5441, [jasmin@amicacenter.org](mailto:jasmin@amicacenter.org)

#### **13. Amica Center 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 Amica Center 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 Amica Center
  - ii) Outside the scope of agreed to volunteer activities
  - iii) taken in bad faith or in willful disregard of Amica Center policies

#### **14. Volunteer dismissal**

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

By signing Amica Center’s Volunteer Agreement, I acknowledge that I read and understood this agreement and agree to adhere to Amica Center’s rules and policies outlined above. I, the “volunteer” do hereby release and forever discharge and hold harmless Amica Center from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from volunteering with Amica Center.

\_\_\_\_\_  
*Volunteer Name*

\_\_\_\_\_  
*Volunteer Signature*

\_\_\_\_\_  
*Date*