



*Working to ensure all immigrants are treated with fairness, dignity and respect for their human and civil rights.*

[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 (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.

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

- Attend a full training session before volunteering on the detention hotline or on a detention center visit.
- Conduct themselves appropriately while assisting on the hotline and at detention centers, complying with any detention center rules. This includes 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.
- Submit personal identifying information, including social security information and date of birth, to CAIR Coalition staff in order to volunteer at detention centers that require background checks.
- Bring any humanitarian concerns (such as medical issues) to CAIR Coalition staff, so that CAIR Coalition can address the issue with the jail and with ICE.
- Uphold CAIR Coalition's mission to ensure equal justice for all immigrant adults and children at risk of detention and deportation in the Capital region and beyond.

### 3. **ACCESS AND USE OF CONFIDENTIAL INFORMATION: Any individual volunteering with CAIR Coalition in any capacity (including detention center 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. Any volunteer with potential conflicts of

interest should raise these with CAIR Coalition's volunteer coordinator 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.

Detention Center Visits: Volunteers must give all intakes, notes and other documents with confidential information to CAIR Coalition staff at the end of a detention center visit.

Hotline: Volunteers must log all calls in the Hotline Activity Log, as well as Salesforce, place any phone intakes in the designated folders, and not remove any handwritten notes from the office.

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).

- **Not to distribute, share, or use any information received from or associated with the ICE detention process or a detainee** for personal or professional purposes outside the scope of the CAIR Coalition volunteer opportunity, **including for any other advocacy or legal work in which they may be involved.** 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.
- To delete completely (from computer folders, recycling bin, and emails) any information stored in their personal email or 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. NO-SHOW 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 so 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 coordinator 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 detention center 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 better allows CAIR Coalition to continue providing uninterrupted services to clients and potential clients.
- **CAIR Coalition asks that volunteers contact the volunteer coordinator as soon as possible if they are no longer able to participate in a scheduled volunteer opportunity**, taking into account the following consequences of last-minute cancellations on the various facets of CAIR Coalition’s work.

Detention Center Visits: Many detention centers 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 detention center 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 coordinator** of inability to attend a scheduled hotline shift or detention center visit, or to complete a translation or interpretation.

## 5. RE-TRAINING INACTIVE VOLUNTEERS:

- In order 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.

Detention Center Training: Any person who does not volunteer on a CAIR Coalition detention center visit **at least once in a one-year period** must attend a new detention center visit training before volunteering on an upcoming visit.

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 coordinator may ask to review these concerns with the volunteer.

- **Any volunteer may be asked to review training materials with the volunteer coordinator**, based on staff feedback, in order to ensure that every volunteer has the information and understanding necessary to provide the highest quality of services to the individuals whom CAIR Coalition works with.
- 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 coordinator.

## 6. IMMIGRATION STATUS RESTRICTIONS ON DETENTION CENTER VISITS:

- **Out of an abundance of caution and care for volunteers**, CAIR Coalition asks that any person interested in participating in a CAIR Coalition detention center 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 detention center visits.
- A volunteer with any concern or doubt about their immigration status should not participate in a detention center visit, due to the potential risk associated with entering an ICE detention center. **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 detention center visits but are strongly encouraged to double-check their immigration status before participating and to communicate any concerns to CAIR Coalition's volunteer coordinator.

## 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 volunteering.
- **CAIR Coalition will not facilitate detention center 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 coordinator immediately in order to be removed from the active volunteer list.
- **Media volunteers**: No CAIR Coalition volunteers can be currently working for any media organization (print, radio, television, internet, or other). Any person who formerly worked for a media organization must notify the volunteer coordinator before signing up as a volunteer, and 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 coordinator immediately in order to be removed from the active volunteer list.

- **Federal government volunteers:** Federal government employees may be permitted to volunteer at CAIR Coalition on a case-by-case basis. Please notify the CAIR Coalition volunteer coordinator 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 DETENTION CENTERS:**

- CAIR Coalition takes many steps and precautions to maintain the health and safety of staff, volunteers, and clients on detention center visits, including through regular contact with government and detention center stakeholders and by promptly following up on any report of an incident at a detention center.
- These precautions notwithstanding, **there are risks inherent to visiting any immigration detention center, including outbreaks of contagious or communicable diseases.** CAIR Coalition immediately ceases in-person detention center 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 a 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 communicable diseases in any detention center, CAIR Coalition encourages volunteers to ensure they are up-to-date on vaccinations before participating in a visit, and to discuss any concerns with their doctor if they have medical conditions that may put them at a higher risk of contracting a communicable disease.
- CAIR Coalition asks that volunteers notify the volunteer coordinator – or, if on a detention center 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.

**By signing the section below – and/or by selecting “Signed Volunteer Agreement” on CAIR Coalition’s online volunteer signup form – I acknowledge that I read and understood this agreement and agree to adhere to CAIR Coalition’s rules and policies outlined above.**

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**Signature of Volunteer**

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**Date**