

Volunteer Code of Conduct and Confidentiality Agreement

By **typing my name below** I acknowledge that I have read each provision of Fear of Return's (hereafter FOR) code of conduct and confidentiality. I further agree that by **typing my name below**, I am agreeing to abide by the code of conduct and confidentiality of FOR. I understand that this code of conduct is for the physical safety and legal protection of the asylum seekers, refugees, and migrant people (hereafter Refugees) that FOR serves, as well as the legal protection and physical safety of FOR's staff and volunteers. _____

I agree to review all orientation materials provided to me in advance of my volunteer term. I understand that in order to provide high-quality and helpful services to Refugees, it is critical that I make the effort to understand the legal, political, and cultural context in which I will be volunteering. I understand that failure to properly prepare for this experience may result in me being prevented from volunteering. _____

I agree to follow all instructions of staff and team leads. ____

I agree to work collaboratively as a team with staff and other volunteers and acknowledge that no role is more important than any other role. I further understand that sometimes we must all fulfill different roles at different times. _

I understand that I will be performing unpaid work for FOR to the benefit of the organization and the communities that FOR serves. I understand that my role is that of a volunteer and that I am not a FOR employee. _____

I understand that if I engage in conduct which is disruptive to the work environment, including the refusal to follow staff instructions, that I may be asked to leave. ____

I agree that, should I be issued a FOR nametag, or asked to provide one for myself, that I will wear it inside any FOR presently owned or future owned buildings, and I agree that I will include in my nametag all of the required information: my name, and the languages that I speak, or yet to be decided information made known to me by FOR staff.

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I agree to not share information with persons outside of any FOR buildings regarding who is physically present in FOR buildings at a particular time, whether a staff member, fellow volunteer, refugee, known individual, or unknown individual without first speaking with a FOR staff member. _____

I agree to contact a FOR staff member immediately if I believe an individual has entered a FOR building without properly registering at the registration desk, or is attempting to access the space without express authorization. ____

I understand that as an organization that works to defend the legal right of Refugees at the US-México border and internationally, ensuring the security of all persons volunteering, working, or visiting a FOR building is of the utmost importance. I therefore agree to abide by all security protocols, and to report all security related incidents or concerns to a FOR staff member. I understand that I may be requested to complete an FOR incident report. ____

I understand that the US-México border is an environment impacted by many factors outside of my control and outside the control of the organization. I agree to follow all security-related instructions and to use good judgment. I further understand that FOR cannot guarantee my physical or emotional safety. _____

I agree to refrain from going to any migrant shelters unless I have obtained permission to do so, and I understand that visits which are not pre-approved will not be in my role as a FOR volunteer..

I agree not to engage in discussion or arguments with nationalists or other persons who hold anti-immigrant viewpoints both immediately outside a FOR building or at a port of entry, and to always practice principles of de- escalation and disengagement. ____

I agree that I will not speak with the media regarding my work with FOR, without prior approval by FOR, and to refer all media requests to a FOR staff member. _____

I understand that FOR does not encourage or endorse the involvement of volunteers in protests or civil disobedience. I acknowledge that such activities are beyond the scope of my FOR activity. I understand that the risks of participating in protests and civil disobedience for non-citizens include arrest and deportation. I understand that if I choose to participate in such activity, I do so as an individual, not as a FOR volunteer. I recognize that my participation in such activities jeopardizes FOR' existence as a 501(c)(3) non-profit organization and I will not make any representations to any individuals, agencies, or media that I am an FOR volunteer if I choose to engage in any activities not endorsed by FOR._

I agree that under no circumstances will I encourage Refugees to enter the United States without inspection, nor attempt to present false documents to border officials.____.

I agree to never transport an unaccompanied minor in a private vehicle, and that if I encounter an unaccompanied minor in need of services in a workshop, at the port of entry, or in the community that I will immediately notify a FOR staff member in order to receive further instructions. I understand that transporting an unaccompanied minor in a private vehicle may result in criminal charges against me in México, the United States and other foreign jurisdictions, and I agree not to do so. ____

I agree not to share the Wifi password, zoom links, or any communication links given to me by FOR with anyone who is not a FOR staff member, without express permission by a FOR staff member._____

I agree not to use volunteer computers for personal social media use, and I agree not to post to social media while I am in a FOR workspace. _____

I agree to only use the printer if I have been granted printer access. I understand I may not print or make copies unless I have been granted access due to the need to conserve limited resources. _____

I agree to return all electronic devices reserved for volunteer use to a designated FOR staff member at the end of the day. I agree to not remove FOR's electronic devices from a FOR office space without prior approval. If I obtain approval to remove electronic devices, I agree that I will not leave these devices unattended in any public space, including in an unattended vehicle. _____

I agree not to allow unauthorized persons to access electronic devices of FOR. I understand that all electronic devices must be properly checked out and only for use by FOR volunteers. _____

I agree to not discuss Refugees' individual cases with non-FOR staff to prevent the unintentional disclosure of confidential information to other Refugees awaiting service. _

I agree to not discuss the cases of Refugees with non-FOR staff in order to prevent disclosure of confidential information. I understand that publicly discussing the names of Refugees or their case details can place Refugees' legal cases and physical safety at serious risk, and I agree not to do so. _

I agree to maintain confidential all information that is provided to me, both written and oral, including client information and attorney work product. I understand that the Rules

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of Professional Conduct for attorneys provide that a lawyer shall not reveal information relating to the representation of an individual without their consent. I agree to take all measures to ensure that all information received and transmitted remains confidential, so as to not violate this agreement, and the trust placed in FOR by Refugees and the public at large.

that we serve. I understand that any breach of confidentiality could subject Al Otro Lado attorneys to State Bar disciplinary action. Thus, volunteers are only authorized to share confidential information with Al Otro Lado attorneys and legal workers, or as otherwise directed in connection with the completion of case-related tasks ____

I agree to never remove client-related documents from the office without prior authorization, and to make all efforts to protect the confidentiality of those documents while they are in my possession, including never leaving them in an unattended vehicle or giving them to an unauthorized person.._____

I agree that I will not photograph or record asylum seekers inside the building or immediately outside of the office building or at the port of entry, especially with regard to children.._____

I agree to obtain consent from other volunteers and/or staff before taking photos or videos of them, or posting the same to social media. _____

I agree to refrain from engaging in investigative interviews with asylum seekers outside the context of the intake interview or credible fear interview preparation. I understand that if I am an academic, journalist, or author investigating or writing on matters that relate to human beings, I must obtain informed consent of all participants and notify Al Otro Lado of my role and plans to interview migrants receiving services. I understand that it is unethical to combine my roles as a volunteer and my role as an academic, journalist. or author without obtaining informed consent of both the migrants and Al Otro Lado. If I am unclear about how this provision may apply to me, I agree to speak with a staff member. ._____

I agree to read and sign the Media Guidance provided to me by Al Otro Lado, and to abide by its provisions____

I agree to not use my cell phone or laptop while participating in the Workshop or during volunteer trainings or meetings.__

I agree to refrain from interrupting staff or other volunteers while they are conducting a consult or know-your-rights presentation, unless it is an emergency, and I agree to avoid having side conversations in spaces where consults or the know-your-rights presentation are taking place. _____

I agree to not eat in spaces where consultations or the know-your-rights presentation are taking place.

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I agree to limit intake interviews (if I am to conduct such an interview) to one interviewer and one asylum seeker. I understand intakes may be conducted with three people *only* when a specific need arises, such as the need for an interpreter, psychologist, medical professional, or for the intake form to be reviewed by a lead attorney. ____

I agree to be on time and present at my work station prior to the start of Workshop on each day that I am scheduled to volunteer. ____

I agree to communicate in advance with a staff member if I am unable to participate in Workshop, and to not leave my assigned work station without first communicating with a staff member. _____

I agree that I will not accompany young children into the restroom, but will instead request that parents accompany their young children to the bathroom. I also agree not to remove any child to a different floor of the building for any reason from where their parent is receiving services without prior consent of the parent and an Al Otro Lado staff member. _____

I agree to refrain from pointing at other people during Workshop, and to use my words to describe the person to whom I am referring. I understand that pointing at individuals may unnecessarily cause fear or embarrassment to asylum seekers receiving our services, even if not directed at them. _____

I agree to speak Spanish whenever possible in front of Spanish-speaking asylum seekers, and if I do not speak Spanish (or the language that the person speaks), I agree to make every effort to ensure all conversations are translated. ____

I agree to speak with a staff member immediately in cases where an asylum seeker discloses that they are at immediate risk of harm, or if I feel that I am facing a situation of elevated risk at the port of entry or in the Workshop space. I agree to not attempt to resolve the issue by myself to request help from a staff member.

I agree to refrain from asking personal questions which risk retraumatizing the asylum seekers that we serve if I am not conducting an intake with that person. I understand that asylum seekers are defined by more than the circumstances which led them to flee their country of origin, and that asking questions about one's motivation to flee, outside the context of an intake interview, can be deeply traumatizing for the asylum seeker. ____

I agree to not initiate new projects, make changes to the Workshop or make changes to

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the filing system without prior approval by a staff member. __

I agree to not attend MPP court hearings or engage in port of entry monitoring unless I have completed the training and I have been assigned to do so. I understand that acting outside of these bounds puts AI Otro Lado's ability to observe court proceedings at risk. I further understand that my presence as an observer at the port of entry, without prior training, may put the human rights monitoring work of AI Otro Lado at risk.

If I am assigned to observe court proceedings, I agree to, under no circumstances, intervene in the proceedings. I agree to contact a staff member immediately if I believe that any intervention or follow up with the asylum seeker is necessary. I understand that if I intervene in the proceedings, I will be prevented from observing proceedings in the future in my capacity as an AI Otro Lado volunteer, and that the organization may send a letter to the clerk of court indicating that I am no longer associated with the courtroom observer program. _____

I agree to not enter agreements, negotiations, collaborations or schedule or attend meetings with other nonprofit organizations or government officials on behalf of AI Otro Lado unless specifically authorized.

I agree to not make representations to any government agent, official, or officer regarding the work of AI Otro Lado, other than that I am a volunteer for the organization. I agree to refer all inquiries made by government officials to an AI Otro Lado staff member. _____

I agree to refrain from promising services or support to asylum seekers that AI Otro Lado does not provide. If I am in doubt about the services that AI Otro Lado does offer, I agree to first consult with a staff member.

I understand that if I am inclined to provide financial support or direct aid to an asylum seeker, that I am doing so as an individual and not as a representative of AI Otro Lado. Before giving direct aid, I agree to check in with a staff member. ____

I agree to be mindful of emotional boundaries and power dynamics between myself as a volunteer and asylum seekers receiving AI Otro Lado services. I agree to be conscious of my position of power, including that which attaches to my profession, migration status, race, gender, physical ability, or socioeconomic status. I agree to maintain professional boundaries with all migrants receiving AI Otro Lado's services.

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I understand that many of the asylum seekers receiving Al Otro Lado's services come from cultures where people may dress more conservatively. I agree to be respectful of the diverse cultures that we serve and take this into account when working in the Al Otro Lado space. _____

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I agree to be mindful that this is a place where we provide legal services and humanitarian aid, and to refrain from engaging in behavior and conversations that would be inappropriate in other office settings.

I agree to be mindful that while this is a collegiate environment, this is still a place where staff must complete their work and to refrain from unnecessary interruptions or socializing during work hours.

I agree to be mindful of the language that I use in the space, and to not assume that asylum seekers do not understand English, particularly profanity. _

I agree to make every effort to understand my time and positionality as a volunteer. I agree to refrain from assuming that all asylum seekers come from a particular socioeconomic class or educational background, or that they are helpless without my intervention. _____

I agree to treat all persons in this space with respect, and to refrain from gossiping about others in the workspace, or making statements which diminish or objectify the personhood of other individuals in this space. _____

I understand that Al Otro Lado does not tolerate racism, homophobia, transphobia, sexism, ageism, or ableism, whether overt or unintentional. I agree to remain open to feedback and learning. _____

I agree to refrain from asking personal questions about the citizenship or immigration history of other volunteers or staff unless they voluntarily share that information. I understand that Al Otro Lado's staff and volunteers come from diverse backgrounds, and that it is an individual's personal choice to share their migration history with me. __

I agree to be mindful of the pronouns that other individuals in the workspace use, and to refer to the nametags of volunteers and staff if I am unsure, or to inquire of the individual which pronouns that they use.

I agree to refrain from presuming that my romantic interest in another volunteer or staff member is returned, and respect others who indicate that they do not share my interest. I understand that respect for others and informed consent at all levels guides Al Otro Lado's ethos as an organization. _____

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I agree to maintain professional interactions while in the workspace if I am involved in a romantic relationship or friendship with a fellow volunteer.

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I understand that human touch is not universally accepted by all persons, and that for some people, unsolicited human touch can be upsetting or triggering. I agree to refrain from touching another person in the workspace without their consent, including if I am doing so to console or give comfort to another person. _____

If a fellow volunteer has said or done something which makes me feel uncomfortable, I will try to address the issue with that individual first, but if I feel unable to resolve the issue, or feel uncomfortable or unsafe approaching the individual directly, that I will report the incident to a staff member immediately. _____

I agree to not bring recreational drugs into the workspace, and refrain from drinking alcohol in the workspace at any time or off-site during work hours. _____

I understand that Al Otro Lado works with migrants who may have suffered physical, emotional, or sexual abuse, and I agree to disclose any charges or convictions in my criminal history involving physical, emotional, or sexual harm or abuse against another person. _____

I agree to respect the space and to refrain from leaving trash, cigarette butts, or unwashed dishes on the floor, tables, or patio so that we may provide a clean and friendly space for those who are receiving our services. I understand at the end of the day, I will be asked (along with all other volunteers), to ensure that the space is tidied.

I agree that this Agreement is retroactive to the date that I first had discussions with Al Otro Lado regarding any volunteer activities. __

NAME (Please Print): _____

SIGNATURE: _____

DATE: _____