



RAICES Youth Volunteer Handbook

Dallas · Fort Worth · Austin · Houston · San Antonio · Corpus Christi

YOUTH VOLUNTEER HANDBOOK

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Cassidy Fritts - RAICES Youth Volunteer Coordinator

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Introduction:

Welcome to the Volunteer Program at RAICES. We appreciate your willingness to give your time and talents to support those in our communities dealing with an immigration system that breaks apart families and leaves millions without pathways to legal status. The time that you give will be a very rewarding experience.

As you review the Youth Volunteer Handbook, remember you can ask the RAICES Volunteer Team any questions you may have at volunteer@raicestexas.org.

The volunteer program at RAICES is designed to augment and complement the paid staff and the services to our clients. Volunteer Program members will adhere to the same policies and procedures as paid staff and interns. Policies and procedures can be obtained through the volunteer team.

This handbook has information about being a volunteer at RAICES. The handbook is organized by specific topic area. The volunteer activities vary depending on office location. With that said, the goals and expectations for each volunteer activity are the same.

This handbook also contains information regarding student groups that choose to volunteer with RAICES. The policies and procedures listed below apply to these groups and there are certain policies and procedures in place specifically for student groups.

Organizational Summary

Who are we?

Founded in 1987 as the Refugee Assistance Project by community activists in South Texas, RAICES has grown to be the largest immigration legal services provider in Texas. With offices all throughout Texas, RAICES is a front-line organization in the roiling debate about immigration and immigrants in the world.

In 2017, RAICES staff closed 51,000 cases at no cost to the client. Our advocacy and commitment to change are driven by the clients and families we serve everyday as our attorneys, legal assistants and supporting staff provide legal advocacy and representation in an immigration system that breaks apart families and leaves millions without pathways to legal status. Since 2018, RAICES has grown and accomplished many things thanks to the support of our communities and the dedication of our staff; this includes the creation of our Advocacy Department, the creation of our Social Programs Department, and the creation of our Legal Defense Fund. We also now have the largest bond fund in the U.S. and have been fortunate enough to bond out over 600 people from immigrant detention since July 2018.

Mission Statement

We defend the rights of immigrants and refugees, empower individuals, families and communities, and advocate for liberty and justice.

Vision Statement

We envision a compassionate society where all people have the right to migrate and human rights are guaranteed.

Chief Officers

Jonathan Ryan, CEO / President
San Antonio

Michelle Garza, Chief Legal Programs Officer
Dallas

Sara Fairley, Chief Social Programs Officer
Fort Worth

Julia Harvell, Chief Administration Officer
Bastrop, TX

Liz Dunn, Chief Development Officer
San Antonio, TX

Erika Andiola, Chief Advocacy Officer
Phoenix, AZ

Social Services Team

Sara Fairley, Chief Social Programs Officer
Fort Worth

Miriam Camero, Associate Vice President
Houston

Geovanie Ordonez, Volunteer Operations Manager
San Antonio

Spencer Baldacci, Community Volunteer Coordinator
San Antonio

Cassidy Fritts, Youth Volunteer Coordinator
San Antonio

Carla Gonzalez, Volunteer Data Specialist
San Antonio

Nate Roter, Bond Fund Program Director
San Antonio

Mariela Jasso, Post Release Program Manager
San Antonio

Einas Albadri, Refugee Resettlement Program Director
San Antonio

The Volunteer Team will be the youth volunteer's first line of communication; the Youth Volunteer Coordinator will be your main point of contact. The volunteer team is comprised of three positions. They are 1) Volunteer Operations Manager, 2) Community Volunteer Coordinator, and 3) Youth Volunteer Coordinator.

Reach out to the Volunteer Team if you...

- Have questions about the youth volunteer opportunities;
- Concerns about work you may be doing or may need more training;
- Have general feedback on the volunteer program.

The Volunteer Team is readily available for any questions you may have. Please depend on the volunteer team to answer any questions and address any concerns!

General Information

Volunteer Program staff members augment and complement the efforts of the RAICES team. Our volunteers provide direct and indirect support to our immigrant and refugee communities. Volunteers clock in hundreds of hours each month in the various RAICES programs.

The following are goals that volunteers should strive to achieve throughout the work being done.

As a team we want to...

GOAL 1: provide high quality, timely and cost-effective immigration legal services to immigrant and marginalized communities.

GOAL 2: hold local, state, and national leaders accountable for the just and equitable implementation and administration of laws, policies, and practices that impact the immigrants and marginalized communities that we serve.

GOAL 3: innovate collaborations between the legal community and community-based organizations implementing a broad and holistic vision of the role of legal services.

GOAL 4: lead in immigration-related law and advocacy through intentional development and mentorship of staff, interns, students, volunteers, and community members.

GOAL 5: RAICES generates and applies original knowledge developed through grassroots work to advocate for change through community activism, policy change, and litigation.

RAICES OFFICE LOCATIONS:

DALLAS- No volunteer staff available at this time.

FORT WORTH - No volunteer staff available at this time.

AUSTIN - No volunteer staff available at this time.

SAN ANTONIO - Cassidy Fritts, Carla Gonzalez, Spencer Baldacci, Geo Ordonez, 210-918-8677

HOUSTON - No volunteer staff available at this time.

CORPUS CHRISTI - No volunteer staff available at this time.

Volunteer Information

CANCELLATIONS

Individual Volunteers

Volunteers are required to let the RAICES staff know when they will not be able to fulfill any agreed upon obligation at least 24 hours in advance. If you need to cancel a shift, please cancel through your Better Impact profile. For more guidance on how to cancel click [here](#).

If you need to cancel and it is less than 24 hours, please send the volunteer team an email at volunteer@raicestexas.org

This includes but is not limited to:

- Family Emergency
- Sudden Illness
- Lack of transportation

Volunteer Groups

If you are an out-of-town/out-of-state student group scheduled to volunteer, you are required to let the RAICES staff know when you will not be able to fulfill any agreed upon obligation at least 3 weeks in advance. If you need to cancel a shift, please directly contact the Youth Volunteer Coordinator or email us at volunteer@raicestexas.org.

This includes but is not limited to:

- Lack of lodging
- Lack of participation
- Emergencies
- Lack of transportation

BACKGROUND CHECKS

At RAICES we prioritize the safety of our clients and the migrant community we serve. We want to ensure that we are protecting them of further hardship. All volunteer activities must have background checks when they become a member of the volunteer staff. **The exception for this rule are youth 17 or younger.**

If your student group is scheduled to volunteer with us and any of your group members are 18 or older, they are required to complete individual background checks.

The background check request will be sent through email to individuals who have registered to be a volunteer. Your information is secure and is handled directly by [Good Egg](#), our background check provider. If you have any questions or concerns, please email the volunteer team at volunteer@raicestexas.org or call Good Egg at (631) 557-0100.

CONFIDENTIALITY, PRIVACY, SECURITY OF MEMBERS

All volunteers are expected to hold in strict confidence information they may receive in any manner while volunteering at the RAICES. Further in this handbook a RAICES Confidentiality Agreement has been provided for volunteers to sign. This includes but is not limited to:

- Accessing information that is not within the scope of the volunteer’s duties;
- Misusing, disclosing without proper authorization, or altering confidential information;
- Disclosing to another person your sign-on code and/or password for accessing electronic or confidential information or for physical access to restricted areas;
- Using another person’s sign-on code and/or password for accessing electronic confidential information or for physical access to restricted areas;
- Leaving a secured application unattended while signed on;
- Disclosing information about anyone who seeks the assistance of RAICES;
- Identifying information about a client, including name, address or phone number;
- Information regarding a client’s immigration status;
- Information about the abuse experienced by a client and/or family members;
- Any other information about a client, including any quantitative data collected about a client;
- Any internal organizational information and documentation;
- Any internal organizational strategies and processes;
- Any internal organizational internal and external contact information (including contact information with external agency funders, donors, volunteers, community organizations, community leaders, etc.);
- Posting or sharing any identifying information about clients or staff on any social media platforms;
- Posting or sharing any organizational information on any social media platforms.

Violation of this statement may constitute grounds for corrective action up to and including dismissal and possible further action.

DISPUTE RESOLUTIONS / CONCERNS

General complaints and concerns by volunteers will be taken by the Community Volunteer Coordinator or Youth Volunteer Coordinator. If there is no resolution, complaints, and concerns will be taken to the Volunteer Operations Manager. If you would like to place a formal complaint about a volunteer activity, supervisor or training please email volunteer@raicestexas.org or call 210-446-4470.

Complaints about a volunteer’s behavior/performance will be handled first by the Community Volunteer Coordinator or Youth Volunteer Coordinator. If complaints about the volunteer cannot be resolved at this level, they will be sent to the Volunteer Operations Manager and ultimately reviewed by Chief Social Programs Officer, Associate Vice President Social Programs and Human Resources.

UPDATE VOLUNTEER CONTACT INFORMATION

It is the responsibility of every volunteer to update their personal contact information. We will be reviewing this information annually. Please watch the [following video](#) to see how you can take full advantage of Better Impact. The steps on how to update your profile information can be found below:

1. Login to your [Better Impact Volunteer Profile](#).
2. If you look to the top right of the screen, you will see a drop down that says **My Profile**.
3. Click on this drop down and select **Contact Information**.
4. Please double check the information we already have in our system and add in any additional information you would like us to have.
5. The **Contact Information Page** is also where you can sign up to receive email/calendar reminders about your volunteer shifts. These options are located on the right side under your profile picture and is titled **Subscriptions**.

EXPECTATIONS

RAICES has a long-time organizational climate where paid staff, volunteer staff and the Board work together to accomplish the mission of the organization. The following expectations are set to ensure all work toward the continuation of this organizational tradition.

Volunteers are expected to:

- Be reliable
- Dress appropriately, business casual
- Respect confidentiality
- Adhere to policies and procedures
- Carry out assigned tasks and commitments
- Act in a professional manner at all times
- Be accountable for completing tasks and commitments
- Undertake any orientation and training needed for their position
- Ask for help and support when needed
- Let the supervising staff member know as soon as possible if you are unable to fulfill their obligations
- Be courteous to clients, paid staff, other volunteer staff and interns
- Raise issues immediately (see dispute resolution concerns)
- Give notice before you leave your volunteer position
- Present feedback about the volunteer program in a constructive manner

In return the RAICES staff will:

- Engage and support volunteers in their assigned tasks

- Communicate to ensure understanding of expectations
- Ensure a volunteer's time is not wasted
- Treat volunteer staff as a respected member of the team, not just free help
- Ensure a work environment that is safe and comfortable
- Give sound guidance and direction by providing support as needed
- Recognize volunteer staff's contributions day-to-day expressions of appreciation
- Give assignments that takes into consideration personal preferences, life experiences, education, vocational background, and offers opportunities for continued growth and development
- Have ready all resources so the volunteer will be able to complete tasks
- Ensure volunteers are involved in process improvements

SCREENING AND PLACEMENT FOR INDIVIDUAL VOLUNTEERS

The following outline describes the volunteer screening and onboarding process.

Step 1 - Application

- Submit the application via our website [here](#).

Step 2 - On-site Orientation

Allow approximately 1.5 hours for this presentation.

- Schedule yourself through Better Impact for an in-person Volunteer Orientation if you live in San Antonio.
- Applicants must sign and submit to staff all documents before the first shift. Forms can be found below or on your Better Impact profile. If attending an in-person orientation, we can provide these forms. RAICES will not accept digital signatures; if uploading signed documents to your profile, please print, sign, scan, and upload. Volunteers 17 or younger will need a parent or guardian to sign for them.
- Topics we will cover through the orientation are a brief immigration overview, expectations of volunteers, and description of the work volunteers will be doing.
- Applicants must read the online volunteer handbook that can be found on you profile or website.

Step 3 - Background check submission

- Once completing an orientation, applicants will be sent a background check request via email through Good Egg. **You will be required to complete this if you are 18 or older.**
- Applicants will have 5 days to submit information. If applicant does not submit information within 5 days they must request staff to resend the information.

Step 4 - Sign up for your first shift!

- Once receiving a clearance from staff about your background check results you are free to sign up for a shift. For instructions on how to sign up for a shift click [here](#).

Vetting Process Cancellation Policy

- After your 1st "no show" to a scheduled orientation you will receive a follow up email asking you to re-register.
- If you do not re-register, your application will be placed on hold until you register for an orientation.
- Volunteer Operations require a WEEK cancellation/rescheduling notice prior to your scheduled appointment, please notify volunteer services via email at volunteer@raicetexas.org

SCREENING AND PLACEMENT FOR VOLUNTEER GROUPS

The following outline describes the volunteer screening and onboarding process.

Step 1 - Application

- First, your group leader or coordinator should submit the application via our website [here](#).
 - This group leader will need to be the main point of contact for the group and should also plan on attending any volunteer activities that they schedule their group members for.

Step 2 - Review Qualifications and Commit to Volunteer Activities

- After finishing your registration, the Youth Volunteer Coordinator will review your application and your group's qualifications to determine which volunteer activities your group could possibly be assigned to.
- Upon finishing reviewing your group's qualifications, the Youth Volunteer Coordinator will communicate with you about which activities your group can be assigned to.
- You are required to confirm commitment no less than 3 weeks before your planned volunteer shift.

Step 3 - Background Check and RAICES Forms Submission

- Once completing registration, confirming your group's commitment, and providing the Youth Volunteer Coordinator with the list of group members that are 18 or older, these group members will be sent a background check request via email through Good Egg, our background check software.

- Applicants will have 3 days to submit information. If applicant does not submit information within 3 days they must request staff to resend the information.
- All group members will be required to sign and submit the RAICES Volunteer Agreement, RAICES Confidentiality Agreement, RAICES Media Release Form, and RAICES Liability Waiver. If 17 or younger, a parent or legal guardian will be required to fill these out.

Step 4 - On-site or Remote Orientation

Allow approximately 1 hour for this presentation.

- If your group is from San Antonio, your group will receive an on-site orientation specific to the volunteer activity/activities you sign up for. This orientation will take place right before your volunteer shift.
- If your group is not from San Antonio, your group will work with the Youth Volunteer Coordinator to schedule a remote orientation specific to the volunteer activity/activities you sign up for. This orientation should take place within a week before your scheduled shift.

Vetting Process Cancellation Policy

- Groups that do not confirm their commitment to proposed volunteer activities no less than 3 weeks before the expected volunteer shift date will not be scheduled for the initial proposed activities and the group application will be placed on hold until there is a response.
- Group members that fail to submit their background checks in time will not be able to volunteer for the initial scheduled activities and activities will be rescheduled.
- Groups that fail to appear for their on-site or remote orientations will not be able to volunteer for the initial scheduled activities and activities will be rescheduled.

RECOGNITION AND AWARDS

We host coffee breaks, small parties, and other events throughout the year for volunteers. In addition to events, we give shoutouts to volunteers in our monthly newsletter and highlight volunteers on social media (with their permission). There is also a large celebration for Volunteer Appreciation Week in April.

Part of being a volunteer at RAICES is being a member of our community, which is why we want volunteers to have the opportunity to meet one another and form relationships.

With visiting volunteer groups, we aim to reserve part of their last day with us to celebrate their efforts with refreshments and a period of reflection.

TIME KEEPING

Volunteers are responsible for recording the hours by signing in with a staff member at each shift. If you are working remotely, your supervisor will request your hours.

If your supervisor forgets to sign you in or you forget to sign in, please contact the volunteer team at volunteer@raicestexas.org.

The Volunteer Team tracks your completed hours in Better Impact, which you can see in your Better Impact profile. For groups, your group leader will be able to see the total number of hours your group has completed via the profile they create.

VOLUNTEER ENGAGEMENT

Youth volunteers work in every facet at RAICES. Youth volunteer tasks include but are not limited to:

- Bus Station Volunteer Team
- Refugee Resettlement Team
- General Office Assistance

Activity descriptions for each volunteer program **begin on page 22**. Volunteers will find further details about each position listed above along with expectations and necessary skills for each.

VOLUNTEER PERSONNEL RECORDS

Volunteers must complete:

1. A volunteer application form before beginning to volunteer.
2. If applicable, volunteers 18 or older must be screened through a background check.
3. Volunteers must record all their hours by signing in at each shift.
4. Volunteers must sign (if volunteers are 17 years old or younger, a parent or legal guardian will need to sign these forms):
 - a. RAICES Confidentiality Agreement
 - b. RAICES Volunteer Agreement
 - c. RAICES Media Release Agreement
 - d. RAICES Liability Form

On the Volunteer Record Profile, it will be noted if a background check has been performed and dated, and what training(s) the volunteer has attended. Volunteer records are secured at all times.

If a volunteer is 17 years old or younger when registering with us, their records will also be tracked; upon turning 18 years old, we will have the volunteer update their volunteer profile and records with the above forms and documents.

For volunteer groups, the following must be completed:

1. A volunteer group application form via the group leader before beginning to volunteer.
2. If applicable, group members 18 or older must be screened through a background check.
3. Volunteer group members will sign in and record their hours by signing in at each shift.
4. Each group member must sign (if volunteers are 17 years old or younger, a parent or legal guardian will need to sign these forms):
 - a. RAICES Confidentiality Agreement
 - b. RAICES Volunteer Agreement
 - c. RAICES Media Release Agreement
 - d. RAICES Liability Form

VOLUNTEER STAFF DEVELOPMENT

Youth Volunteers will receive a Volunteer Handbook and training for specific volunteer opportunities before their first shift. Youth Volunteers will be trained by the appropriate volunteer or paid staff member for the duties they are to assume.

Along with trainings, the RAICES paid staff will provide monthly engagement events for volunteers and community members. The type of engagement event will depend on the local RAICES office. Below is a list of the monthly events based on city:

- **San Antonio & surrounding areas:** Tuesday @ RAICES every 1st Tuesday of the month
- **Fort Worth & surrounding areas:** RAICES Community Gathering/Junta Comunitaria every 1st Wednesday of the month
- **Austin & surrounding areas:** RAICES Monthly Trainings on need basis. Information dispersed through email.
- **Dallas & surrounding areas:** RAICES Monthly Trainings on need basis. Information dispersed through email.

VOLUNTEER FORMS

Volunteer Forms:

The following forms are to be completed by all ALL volunteers at the time of their training. This process is designed to help mitigate any risks associated with being a volunteer at RAICES.

Volunteers should have the following items submitted:

- Confidentiality form signed
- Volunteer agreement signed
- Media release form signed
- Liability waiver signed



**Refugee and Immigrant Center for Education and Legal Service
Volunteer Agreement to maintain Client Confidentiality**

I, _____, acknowledge and understand that as a volunteer of RAICES, I am bound by the duty RAICES has as a law firm to maintain in strict confidence all information relating to its clients and their cases.

I will not discuss or disclose any information relating to any RAICES client or client's case with any person, agency, organization or other party outside of the law firm, unless explicitly authorized and requested to do so by a RAICES attorney.

Confidential Information. Confidential client and non-client internal organization information should never be discussed in the presence of third parties. Confidential information includes but is not limited to the following:

1. Identifying information about a client, including name, address or phone number.
2. Information relating to a client's family, including children as well as abusive spouse.
3. Information regarding a client's immigration status.
4. Information about the abuse experienced by a client.
5. Any other information about a client, including any quantitative data collected about a client.
6. Any internal organizational information and documentation.
7. Any internal organizational strategies and processes.
8. Any internal organizational internal and external contact information (including contact information with external agency funders, donors, volunteers, community organizations, community leaders, etc.).

Terms. By signing this Confidentiality Agreement, I agree to maintain the highest ethical standards and to abide by the following provisions:

1. All communications between RAICES staff, volunteers and clients are confidential.
2. The duty of confidentiality applies to all client or case information I receive at RAICES, regardless of whether the information pertains to a case I am assigned to work on or to any case.
3. The duty of confidentiality and my obligation to maintain it applies equally to information regarding: current clients; potential clients who apply to RAICES for services but whose cases are not accepted; and former clients.
4. I, as a volunteer/intern, shall not disclose confidential information to a third party without the client's or organization's expressed consent to release such information.
5. I, as a volunteer/intern, shall not disclose confidential information to a third party without RAICES' knowledge and consent.
6. I, as a volunteer/intern, shall not post any confidential information online, on any social media channels, or through any electronic means outside of RAICES.
7. I understand that as a volunteer/intern I have a duty to keep client and organization information confidential throughout my term as a volunteer as well as after my volunteer status ends.
8. I agree, as a volunteer/intern, that I will return all RAICES documents, notes, materials, items, technology, etc. upon

the end of my time with the organization.

- 9. I agree, as a volunteer/intern, that I will permanently delete any communication via email, phone, or text with RAICES clients or partners if done on my personal devices.
- 10. I understand that my failure to abide by the terms of this Confidentiality Agreement may result in the termination of my participation as a volunteer with RAICES.

I, _____ (print name of volunteer), have read the above RAICES Confidentiality Agreement and understand its terms and my responsibilities as a volunteer/intern.

Print name of Volunteer

Signature of Volunteer

Print name of parent or legal guardian
(if under 18 years of age)

Signature of parent or legal guardian
(if under 18 years of age)

Date



**Refugee and Immigrant Center for Education and Legal Service
Volunteer Agreement**

Thank you so much for your time and dedication to RAICES, the Refugee and Immigrant Center for Education and Legal Services. Because volunteers act as extended representatives of our organization, we expect you to conduct yourself in a manner that is in the best interest of RAICES and our clients. Therefore, we ask that you complete the volunteer agreement prior to working with us.

As a RAICES volunteer, I agree to ...

Cooperate with and support RAICES staff to jointly further the mission of providing education and legal services to immigrants, refugees, and asylum seekers. This means accepting supervision and guidance from RAICES staff and/or designated volunteer managers and recognizing that the volunteer’s role is one of assistance;

Communicate. Ask questions, share ideas, get to know staff and other volunteers. The volunteer coordinators are there to help – don’t hesitate to call, email, or ask for a meeting to discuss any problems or concerns that may arise. Every problem is solvable with respectful, honest communication;

Be confidential and protect the privacy of RAICES staff and clients;

If working with clients, **be respectful and courteous** in all my interactions with them;

Immediately **notify** the volunteer coordinator of any changes with my schedule (e.g. contact information, criminal arrest, charge or conviction history, etc.);

and **will not use the volunteer position or title for purposes of private or personal gain.**

Print name of Volunteer

Signature of Volunteer

Print name of parent or legal guardian
(if under 18 years of age)

Signature of parent or legal guardian
(if under 18 years of age)

Date



**Refugee and Immigrant Center for Education and Legal Service
Media Release Form**

I grant permission to RAICES to use my image (photographs and/or video) for use in *RAICES* publications including videos, email blasts, recruiting brochures, newsletters, promotional materials, social media and magazines and to use my image in electronic versions of the same publications or on the *RAICES* website or other electronic forms of media.

I hereby waive any right to inspect or approve the finished photographs or electronic matter that may be used in conjunction with them now or in the future, whether that use is known to me or unknown, and I waive any right to royalties or other compensation arising from or related to the use of the image, voice recording or likeness by RAICES, its partners or advertisers. I understand RAICES will retain rights to this footage, imagery, and/or recordings from now until these rights expire under United States and International Copyright Law.

Please check the paragraph below which is applicable to your present situation:

_____ I am 18 years of age or older and I am competent to contract in my own name. I have read this release before signing below, and I fully understand the contents, meaning and impact of this release. I understand that I am free to address any specific questions regarding this release by submitting those questions in writing or verbally addressing concerns with RAICES staff prior to signing, and I agree that my failure to do so will be interpreted as a free and knowledgeable acceptance of the terms of this release.

_____ I am the parent or legal guardian of the below named child. I have read this release before signing below, and I fully understand the contents, meaning and impact of this release. I understand that I am free to address any specific questions regarding this release by submitting those questions in writing or verbally addressing concerns with RAICES staff, and I agree that my failure to do so will be interpreted as a free and knowledgeable acceptance of the terms of this release.

 Print name of Volunteer

 Signature of Volunteer

 Print name of parent or legal guardian
 (if under 18 years of age)

 Signature of parent or legal guardian
 (if under 18 years of age)

 Date

WWW.RAICESTEXAS.ORG



RELEASE AND WAIVER OF LIABILITY

This Release and Waiver of Liability (the “release”) executed on _____ (date) by _____ (“Volunteer/Intern”) releases RAICES, a nonprofit corporation organized and existing under the laws of the State of Texas and each of its directors, employees, clients.

(“Volunteer/Intern”) understands that the scope of (“Volunteer/Intern”) relationship with Nonprofit is limited to a (“Volunteer/Intern”) position and that no compensation is expected in return for services provided by (“Volunteer/Intern”); that Nonprofit will not provide any benefits traditionally associated with employment to (“Volunteer/Intern”); and that (“Volunteer/Intern”) is responsible for his/her own insurance coverage in the event of personal injury or illness as a result of (“Volunteer/Intern”) services to Nonprofit.

RAICES and it’s employees will not be held responsible or liable by me in any way whatsoever as a result of any incident which might be construed to adversely affect me or my health, safety or welfare.

I have fully disclosed to the appropriate RAICES staff information about my physical and mental health which might affect my performance as an (“Volunteer/Intern”), and I acknowledge full responsibility for any consequences of my failure to disclose that information.

By signing below, I express my understanding and intent to enter into this Release & Waiver of Liability knowingly and willingly.

Print name of Volunteer

Signature of Volunteer

Print name of parent or legal guardian
(if under 18 years of age)

Signature of parent or legal guardian
(if under 18 years of age)

Date

ACTIVITY DESCRIPTIONS

Task title	<i>San Antonio Bus Station Data Entry</i>
Reports to	<i>Youth Volunteer Coordinator</i>

Job purpose

The San Antonio Bus Station Project provides aid, resources, and information to asylum-seeking families and individuals who arrive at the downtown San Antonio Greyhound station. As part of this project, we complete intake forms to track information about these families and individuals that is useful to understand the current state of immigrant detention and the asylum process; this includes information regarding where they're coming from, where they may have been detained, if they've been separated from family members, and more. We ask for volunteer support to input these intakes into an online database to continue to help us track this information

Duties and responsibilities

- Keep all information confidential;
- Input collected intake data into online database;
- Be communicative with staff (i.e. if you're inputting data and notice something confusing or unclear, please notify a staff member immediately).

Qualifications

- Must complete a background check if you are 18 or older;
- Must sign RAICES Volunteer forms prior to beginning your first volunteer shift;
- Must be punctual;
- Must be reliable;
- Must be able to work on a computer for an extended amount of time;
- Must be a high school or college student.

Working conditions

Bus Station Data Entry takes place at the RAICES Kentucky House. Volunteers doing this opportunity will be required to sit and focus on a computer screen for a few hours.

Approved by:	
Date approved:	
Reviewed:	

Task title	<i>San Antonio Donation Center Organizing</i>
Reports to	<i>Youth Volunteer Coordinator</i>

Job purpose

RAICES has a large donation storage space in San Antonio. This space currently has many donated clothes, toys, and more that need to be organized.

Duties and responsibilities

- Organize donations;
- Restock clothing and shoes;
- Dispose of expired items.

Qualifications

- Must complete a background check if you are 18 or older;
- Must sign RAICES Volunteer forms prior to beginning your first volunteer shift;
- Must be punctual;
- Must be reliable;
- Must be able to lift slightly heavy objects;
- Must be comfortable working in slightly warm and cluttered spaces;
- Must be comfortable working in groups;
- Must be a middle school, high school, or college student.

Working conditions

Donation Center Organizing takes place in a storage space RAICES has at the Blue Star Arts Complex. This space is very warm and cluttered. Volunteers must be able to use the stairs and be ready to lift and move boxes, clothing, and other donations. Water and snacks will be provided.

Approved by:	
Date approved:	
Reviewed:	

Task title	<i>San Antonio Refugee Family Apartment Setup</i>
Reports to	<i>Youth Volunteer Coordinator</i>

Job purpose

Our Refugee Resettlement Team welcomes and assists refugee families from all over the world. When refugees relocate to San Antonio, our team assists them with preparing their new apartment for them before they arrive. This activity’s schedule is dependent on when refugee families are scheduled to arrive; typically it will take place on a day Monday through Friday 3:30PM-5:00PM.

Duties and responsibilities

- Meet RAICES staff at the RAICES Kentucky House to pick up donations, then follow us to a store to pick up furniture, then continue to the apartment for set up at 3:30PM;
- Be able to assist with moving and building furniture;
- Be able to assist with cleaning spaces.

Qualifications

- Must complete a background check if you are 18 or older;
- Must sign RAICES Volunteer forms prior to beginning your first volunteer shift;
- Must be punctual;
- Must be reliable;
- Must be kind and ready to interact with clients of different cultural backgrounds if they are present;
- Must be able to provide your own transportation to and from the RAICES Kentucky House (you will **not** be transporting clients);
- Must be able to provide your own transportation to either be brought to the RAICES Kentucky House and to the assigned apartment to set up OR be able to provide your own transportation only to the assigned apartment to set up (you will **not** be transporting clients);
- Must be a high school or college student.

Working conditions

Apartment prep takes place at the apartment that refugee families will be living in. This activity may require volunteers to use stairs or elevators. This activity will require volunteers to be able to move furniture, lift objects, assemble furniture, and possibly clean spaces.

Approved by:	
Date approved:	
Reviewed:	

Task title	<i>San Antonio Refugee Family Donation Pack Prep</i>
Reports to	<i>Youth Volunteer Coordinator</i>

Job purpose

Our Refugee Resettlement Program welcomes refugee families arriving in San Antonio from various parts of the world. These families often arrive in San Antonio with little to nothing, so it is important for RAICES to prepare packs of donations to give the refugee families when they arrive. Help us restock our donation pack boxes for incoming clients. Donation Pack Prep takes place at the RAICES Donation Center located at 243 Blue Star, then packs are transported to the RAICES Kentucky House. At times, we will also receive donation requests from other legal or social service programs and we will create additional packs.

Duties and responsibilities

- Meet RAICES staff at the RAICES Donation Center (243 Blue Star);
- Be able to move, count, and organize donations.

Qualifications

- Must complete a background check if you are 18 or older;
- Must sign RAICES Volunteer forms prior to beginning your first volunteer shift;
- Must be punctual;
- Must be reliable;
- Must be kind and ready to interact with clients of different cultural backgrounds if they are present;
- Must be able to provide your own transportation to the RAICES Donation Center (243 Blue Star);
- Must be a middle school, high school, or college student.

Working conditions

Donation Pack Prep takes place at the RAICES Donation Center located at 243 Blue Star. The facility requires you to use stairs in different parts of the building. Volunteers doing this opportunity will be required to stand or sit while organizing donations and creating the donation packs.

Approved by:	
Date approved:	
Reviewed:	

RESOURCES

RAICES RESOURCES

- Check out our website's [News page](#) to learn more about how RAICES has been involved with the fight for immigrant justice.
- Follow us on social media to keep up with updates in immigration and what we're getting involved with.
 - [Twitter](#)
 - [Instagram](#)
 - [Facebook](#)
- Listen to the first two episodes of our podcast, Roots of Hope, to learn more about the asylum process and hear personal testimonies from a client, staff, and a community member:
 - [Episode 1](#)
 - [Episode 2](#)
- [General info web page](#)

OTHER RESOURCES

- [Detention Watch Network](#)
- [This Week in Immigration podcast](#)
- [Immigrant Legal Resource Center](#)
- [Border Network for Human Rights](#)
- [Grassroots Leadership](#)
- [American Civil Liberties Union \(ACLU\)](#)
- [Mijente](#)
- [Center for Migration Studies](#)
- [Freedom for Immigrants](#)