



RAICES VOLUNTEER CODE OF CONDUCT

RAICES developed a set of principles and expectations to provide guidance on volunteer relationships, behaviors and communications in an effort to establish governing policies for volunteer activities.

The volunteer code is a tool for understanding and upholding culturally acceptable, safe and respectful standards across communities. We believe having a code protects you as a volunteer and safeguards RAICES clients and beneficiaries.

RAICES Mission

We defend, empower and advocate for the rights of immigrants.

RAICES Vision Statement

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

RAICES Commitment to Volunteers

- We welcome volunteers and supporters from all backgrounds.
- We commit to providing volunteers a service-learning experience that enhances the understanding of the immigration system.

Volunteer's commitment to RAICES

- Becoming a RAICES volunteer means being an ally of the immigrant community.
- Volunteers represent RAICES and your actions reflect each of us.

Volunteer Principles

Respect

- Promote a respectful community.
- Treat all volunteers, employees, clients and community members with respect, courtesy, and dignity.
- Follow all rules and policies set forth by a staff member or supervisors.
- Using offensive language or behavior may be grounds for disciplinary action.

A Zero-Tolerance Approach

- The purchase or possession of alcohol, illegal drugs or weapons is strictly prohibited on RAICES property and volunteer sites.

Model Respectful Behavior

- Model behavior that respects the human rights of all people.
- Avoid inappropriate physical or sexual relationships with other volunteers, staff, and clients.

Communication with clients

- We discourage completely the socialization and dating between volunteers and clients outside of RAICES. If volunteers violate this policy, they will be asked to leave the volunteer program.
- Do not provide personal contact information to clients. If they ask please refer them over to the staff.
- Avoid using derogatory terms such as “illegal alien,” “illegals,” etc.

Follow Gift-Giving Guidance

- Please do not exchange gifts with RAICES clients, staff or community members without first consulting with RAICES staff.
- This helps avoid potential misunderstandings, embarrassment, injures feelings or jealousy.
- Our staff is happy to suggest gifts that will benefit the entire community.

Protect & Safeguard Assets

- Use reasonable care to protect and safeguard RAICES assets.
- Stealing, misappropriation or diversion of RAICES funds, property, or other assets for personal benefit is not permitted.

Maintain Confidentiality

- Maintain and respect the confidentiality of volunteers, staff, RAICES clients and community members.

Interactions with ICE, Law enforcement

- Stand Your Ground.
- Stay polite.
- Stay present.
- Remain Calm.
- Please contact RAICES immediately.

Signing the code indicates you have read, understood and agree to be guided by it. All minor volunteers must also have their code signed by a parent or guardian.

The RAICES Volunteer Program has the right to release or dismiss volunteers at its discretion. Volunteers are responsible for any costs that may be incurred due to a violation of the code of conduct.

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