



Welcome the stranger.
Protect the refugee.

HIAS Volunteer Handbook

Policies and Procedures

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Dear Volunteer,

Welcome to HIAS in New York!

On behalf of our clients and all staff, thank you for choosing HIAS as a recipient of your valuable time and skills as we welcome the stranger and protect the refugee.

Volunteers are vital in providing a comprehensive community welcome to recent arrivals as they begin their lives as new Americans. Your generous commitment to share your time, energy, knowledge, and skills will help refugees build a new life, achieve their goals, and feel at home in their new country.

This handbook will provide you with, policies, guidelines, and best practices to help you become an effective volunteer. If you have any questions or concerns, please reach out to HIAS' volunteer coordinators in New York.

We hope that your volunteer experience with us will be as rewarding for you as it is beneficial for our clients, HIAS, and the community. We look forward to working with you.

Sincerely,

Jada Keyser & SJ Renfroe

Volunteer Coordinators, HIAS in New York

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HIAS in the United States

Guided by our Jewish values and history, HIAS protects those whose lives are in danger for being who they are. During our 139-year history, we've helped more than 4.5 million refugees. Today, violence and persecution have forced more than 65 million people around the world to flee their homes, the highest number of displaced persons since World War II. HIAS, formerly known as Hebrew Immigrant Aid Society, and its US-based affiliates help resettle vulnerable refugees and provide legal protection, humanitarian assistance, and services to help them face the physical, emotional, and spiritual wounds of persecution.

Vision HIAS stands for a world in which refugees find welcome, safety, and freedom.

Mission HIAS rescues people whose lives are in danger for being who they are.
We protect the most vulnerable refugees, helping them build new lives and reunite them with their families in safety and freedom.
We advocate for the protection of refugees and assure that displaced people are treated with the dignity they deserve.

HIAS used to resettle refugees because they were Jewish and needed assistance. Today, HIAS resettles refugees from all different backgrounds and identities because it aligns with the values and history of the Jewish community. Coming from a place of compassion and understanding for those who are escaping persecution, HIAS operates in the hope that others might find a better life and new beginning. We continue to provide all refugees with what each of us wants for ourselves—the ability to control our lives, to educate the next generation, to raise our families without fear—and to advocate for America's historic and honored status as a welcoming, humanitarian nation.

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Volunteer Engagement Mission

HIAS in New York is a place for individuals and groups to serve the New York Community through enriching and meaningful service projects. Professional staff are eager to engage new volunteer talent in order to extend the reach of current programs and enhance the client's experience. We are dedicated to cultivating volunteerism by providing the opportunity for volunteers to share their specialized skills that align with our mission.

Volunteer Engagement Philosophy

Volunteer involvement has made it possible for HIAS to achieve its mission from its beginning. The purpose of HIAS' Volunteer Services Program in New York is to support the agency's mission through the committed and skilled utilization of volunteer talent, knowledge, and passions to advocate for and welcome refugees.

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Becoming an Effective Volunteer

Guidelines

HIAS volunteers are representatives of the agency and its programs in the local community.

It is our hope that **HIAS volunteers** will:

- Understand and have a sincere interest in the mission, goals, and philosophy of HIAS and its programs.
- Respect the nature of the volunteer assignments related to: time, confidentiality of client information, tasks and responsibilities according to the specifics of the volunteer job description and assignment.
- Keep the HIAS New York staff advised of any changes in the situation of the volunteer which might affect the volunteer assignment.
- Track and log accurate time records regarding time spent on each volunteer assignment.
- Be sensitive and aware when entering the life of a client. Honesty, reliability, respecting privacy of clients, and maintaining confidentiality are crucial in the refugee resettlement process.

HIAS will:

- Place each volunteer in a suitable assignment, with consideration for personal preference, life experience, education, employment background, and the needs of the client.
- Present an effective and thoughtfully planned volunteer training to volunteers.
- Provide sound and ongoing guidance and direction to all volunteers.
- Show our continued appreciation to our volunteers and the invaluable support they provide.

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Ways to Serve

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Mentorship Opportunities

- **English Language Conversation Partner**

English Language Conversation Partners help refugees, asylees and asylum seekers with an intermediate or advanced level of English practice English conversation to communicate with their neighbors, employers, and service providers by offering a partnership in language and cultural exchange. English Language Conversation Partners help partners determine their English-specific goals and bring patience, empathy, and creativity to their partnership.

*English Language Conversation Partners meet one on one with their language partner for **two hours per week** for a duration of **5 months**.

- **ENL (English as a New Language) Tutor**

ENL Volunteer Tutors help refugees, asylees and asylum seekers with a beginner's level of English gain English language skills in speaking, reading and writing. ENL Volunteer Tutors must have professional experience teaching English to adult non-native English speakers. ENL Volunteers will meet with their partners one on one or in small group of 5 to 6 students.

*ENL Volunteers meet with their students for **two hours per week** for a duration of **5 months**.

Career Mentor

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Career mentors assist their partners with job placement and career development, according to the partner's skill-set, experience, interests, and specific timeline. Career mentors support their partners by providing or identifying workforce development training opportunities, one-on-one guidance, and/or by helping partners foster professional connections in their desired fields. Mentors build and review resumes and cover letters, conduct mock interviews, introduce appropriate vocabulary and language, develop online profiles and portfolios, assist with job applications, and connect partners to appropriate professional networks.

*Career Mentors meet with their students for **two hours per week** for a duration of **5 months**

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Foreign Language Volunteer Opportunities

Volunteer Translation & Interpretation

Under the direction of HIAS staff, the primary responsibility of the Volunteer Interpreter is to facilitate accurate, culturally competent, and sensitive communication between non-English speaking clients and HIAS staff. This role directly impacts the lives, resettlement and legal processes of our clients as they navigate the U.S. refugee resettlement, asylum, and integration process.

Volunteer Interpreters provide language support when prepping asylum seekers for their upcoming asylum hearing, immigration court date, Volunteer Translators help draft client affidavits and review legal documents, crucial to the success of our clients' asylum cases.

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*Translators and Interpreters spend, on average, **2 hours per week** volunteering their time and language expertise to HIAS and HIAS' asylum seeking clients in person, over the phone, or through remote written translation.

HOME: Host Organization Model of Engagement

HIAS New York uses a collaborative model that pairs refugee resettlement services directly with community outreach efforts. Our model builds on HIAS' extensive experience in resettlement and integration, together with a deeply engaged volunteer network that offers financial and human capital. Host Organizations – which can be a single congregation or a cluster of congregations, organizations, and/or institutions working together – assume the responsibility to raise funds to cover many of the direct needs of refugee families until they become self-sufficient. Host organizations commit to supporting refugee families throughout the first 3-12 months after arrival.

An organization or group can apply to be a host organization through a Letter of Intent (LOI), submitted to HIAS New York. The LOI explains the host organization's resources and capacities while identifying roles and responsibilities for each component of the resettlement process, including housing, employment, health, and advocacy. If selected, host organizations agree to a one-year commitment with HIAS New York and a fundraising goal of \$40,000 - \$50,000 (in the form of both cash and in-kind donations). Host organizations also receive orientation and training from HIAS New York, adequately preparing volunteers to assist refugees with their initial needs and longer-term integration.

Volunteers can work within the HOME model in a range of roles and capacities to support refugees as they transition to life in the U.S. The model focuses around topic specific interactive instruction that includes:

- Housing and Home Orientation
- Transportation/Public Transit Navigation

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- Interpretation/Translation
- ENL Instruction
- Civic Engagement
- Job Skills Training/Career Development
- Community and Cultural Integration
- Youth & Adult Education & Tutoring
- Money & Financial Literacy

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HOME for Asylum Seekers

In New York City, asylum seekers bear a wide range of support needs. Some require little support, speak English and find resources to adapt to life in the United States, however many have considerable support needs, especially when traumatized by their experiences in their first country or when fleeing to another. In order to minimize the risk of housing insecurity and to ensure that our clients can exist in an environment that enables growth and empowerment, HIAS has adapted the Host Organization model for asylum seekers. The goal of these organizations is to create a new network of support that assists asylum seekers in their transition to sustainable life in New York City, providing them both the foundation and opportunity to work, achieve goals, and support their families while rebuilding their lives.

To achieve this, each Host Organization is asked to raise funds to support an asylum seeker or asylum seeking family for a duration of 8 months. Funds raised provide important financial and material resources to assist asylum seekers in having a secure platform to launch from. With safe, secure, and affordable housing being one of the biggest factors of instability for asylum seekers, gathered funds are intended to decrease the financial burden by providing rental support and supplies to ease their

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transition and alleviate time and space for achieved goals. Donors work with HIAS staff to provide resources to strategically further integration, economic independence, and self-sufficiency.

Additionally, each Host Organization nominates 5 individual volunteers from within their organization to participate in HIAS' mentorship based volunteer program. Mentors take deep responsibility for supporting asylum seekers to take significant steps towards self-sufficiency. Each mentor walks alongside the asylum seeker along one aspect of integration: Housing, Health, Education, Employment, or Community Connections. **This portion of the HOME commitment is 8 months for the selected HOME volunteers.**

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Corporate/Group Volunteer Opportunities

Employment Workshops

HIAS New York provides direct services to refugees, asylum seekers, and other vulnerable immigrants to help them meet basic needs, integrate into their new communities and achieve self-sufficiency. As part of this work, HIAS NY is organizing a series of virtual employment workshops for refugees and asylum seekers who are work authorized. These workshops help clients prepare for job interviews through mock interviewing and resume reviews with volunteers, which will be critical to help them get back on their feet as the economy recovers from COVID-19. These workshops are ideal ways for corporations or groups to engage in direct service volunteering with HIAS.

Employment workshops are made up of three main parts:

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A presentation by HIAS staff on how to get a job, interviewing, negotiating, and more

One-on-one mock interview practice

One-on-one resume reviews

For the latter two parts, this is where volunteers share their specialized knowledge and skills to help HIAS clients prepare their resumes and practice interviewing for jobs in their field.

Typically, Employment Workshops occur from 5:30-8 pm ET on a weekday. The workshops can include from 10-12 volunteers. There is a budget requirement to cover HIAS staff time for the planning and implementation of these workshops.

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Other Volunteer Opportunities

Cultural Orientation Volunteer

Refugees, upon arrival to the United States, are confronted with systems and information that they need to learn to succeed and thrive in their new communities. Cultural Orientation Volunteers train refugees on subjects such as U.S. laws, home hygiene, education systems, financial literacy, and transportation to ensure that new arrivals are confident in their new homes and are able to navigate systems in their new community.

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Cultural Orientation Volunteers teach one or more Cultural Orientation classes (currently via Zoom) per cycle (every 6 weeks) with the assistance of an interpreter.

Pro Bono Mental Health Provider Referral Program

Refugees, upon arrival to the United States, are confronted with systems and information that they need to learn to succeed and thrive in their new communities. Cultural Orientation Volunteers train refugees on subjects

In order to assist additional refugees and other displaced persons of all ages, races, cultures, and creeds, HIAS NY is seeking additional support from mental health professionals with the cultural competencies and ability to form therapeutic connections with a variety of clients. Many of our clients here at HIAS New York are seeking out assistance from a mental health professional, however have been unable to obtain one due to a lack of health insurance, limitations on their coverage and other related reasons.

The goal of our Pro Bono Mental Health Provider Program is to provide each of our clients seeking an MHP with the access and opportunity to speak to one. In order to provide this, the HIAS NY Pro Bono Mental Health Provider Referral Program is designed as follows:

Each MPH is expected to commit to a minimum of three (3) sessions; after the third session, HIAS staff will confer with the MPH and the client, and if both parties are amenable, they will continue to meet on a weekly basis for up to five months or until

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the therapeutic goals have been achieved. HIAS NY staff will conduct brief check-ins with the client and MPH on a monthly basis or as needed.

To join us in this program you must meet the following criteria:

Be a Licensed Master of Social Work (LMSW), a Licensed Clinical Social Worker (LCSW), a Licensed Mental Health Counselor (LMHC), Psychologist, or other qualified mental health professional

Have a valid license verifiable via the New York State Department of Education

Have active medical malpractice insurance and general liability coverage

Be willing to obtain a standard background check (cost is approximately \$25)

Understand and be willing to sign necessary documents stating that HIAS is in no form directly providing these services

In-Kind Donor

In-kind donors are individuals who provide material donations to HIAS clients. These can include furniture and other household items, clothing, metro cards, gift cards, groceries, and more. In-kind donors often learn of and are connected to opportunities through HIAS New York's weekly Volunteer Program newsletter.

Accompaniment Volunteer

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Accompaniment Volunteers provide transportation, emotional, and logistical support before, during, and after appointments for HIAS' refugee and asylum seeker clients. These appointments can be part of clients' initial resettlement to the U.S. or pertaining to their legal cases. Accompaniment volunteering benefits HIAS clients in four overarching ways: logistical support, emotional support, solidarity, and bridging language and cultural barriers.

Volunteer Driver

Volunteer Drivers have a valid driver's license and are willing to drive around New York City. Volunteer Drivers will never carry a client passenger, but instead will make deliveries for HIAS clients when necessary (including helping to pick up furniture, deliver essential items, etc).

Best Practices for all Volunteers

Encourage Self-Sufficiency

In any service, interaction, or appointment, always encourage self-sufficiency, it might feel helpful or more efficient to do tasks *for* the partner, but it is always better to do tasks *with* the partner. Your efforts should educate and empower the partner, not create dependency. It is alright and encouraged to draw healthy boundaries. The partner should learn how to do things independently so they can take control of their own life, because a volunteer will not be able to provide support indefinitely. Help establish a lifestyle for the partner that can be maintained without your assistance after your volunteer service ends.

Using a Strengths-Based Perspective

Your partner is the best person to make decisions that affect their lives. Be careful not to interpret a lack of English language skills as a lack of experience or capability. Always try to

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think about refugees through a strength-based lens, instead of focusing on roadblocks or challenges. Create tangible goals with the refugee that tap into their strengths, and work towards their short-term goals and long-term aspirations.

Be Aware: Trauma-Informed Care

Refugees come from a range of educational and employment backgrounds and experiences. Not all refugees have experienced violent trauma as a product of war or violence, but all refugees have experienced some degree of trauma due to their displacement as refugees. Stress and anxiety due to trauma can manifest itself in many different ways. Perhaps the refugee is reluctant to trust you, after years of living in a volatile environment where they always had to be on guard. Maybe the refugee is reluctant to become independent and exhibits low confidence after being marginalized for an extended period of time. In some cases, trauma can lead to depression, thoughts of suicide, or abuse. If you are concerned about a particular partner, please contact a HIAS volunteer coordinator.

Find Balance Between Cultural Environments

Refugees come from a variety of cultures, traditions, legal systems, family structures and living conditions that may conflict with their new environment in the United States. Sometimes families need to make considerable modifications to their ways of life in new and unexpected ways. It is important to respect their culture and tradition, while still ensuring that they understand their new environment and the set of standards that they must adhere to: laws, leases, contracts, bill payments, child protection, and safety.

Manage Expectations

Both you and the partner will approach the first year of resettlement with a set of expectations. Your partner has been trying to resettle in a new country for years, and has come to view America as the answer to displacement. During this time, family members have heard about America from a variety of sources with varying degrees of reliability, and formed a set of hopes, expectations, and opinions about America before arriving. Remember to meet the partner where they are, and to not expect a certain type of relationship to be formed. Be patient with the partner and approach your relationship with humility, openness, and understanding.

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Be Aware of Power Dynamics

Although partners should always be viewed as capable and independent, you are ultimately the guide and volunteer, and can accidentally fall into an unhealthy power with the partner. Avoid situations where the refugee may feel compelled to do something outside of their comfort zone due to a need to please yourself or other volunteers. For example, do not imply that the partner should attend certain social events if they are not genuinely interested. Consider the purpose and goal of the function and how it would benefit your partner before proposing. Furthermore, in order to reduce the effects of power dynamics, HIAS volunteers are asked to **refrain from purchasing any items** for their partner including buying coffees or snacks during meetings. If clients request in-kind donations, volunteers can (with the client's permission) share this with the HIAS Volunteer Coordinators.

Record Volunteer Time and Donations

Throughout your time as a volunteer, it is important to track your volunteer hours and donations as directed and trained by HIAS staff. Please note that all materials donations are tax deductible, and HIAS staff can upon request provide tax receipts.

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Volunteer Policies and Procedures

Volunteer Onboarding Process

- Step 1) Attend HIAS' volunteer information session webinar
- Step 2) Complete HIAS' online volunteer application (full version)
- Step 3) Be interviewed by a HIAS volunteer coordinator
- Step 4) Attend mandatory volunteer general training
- Step 5) If matched with a partner, volunteers must complete an online background check (*We ask all volunteers to help cover the cost of their background checks, which are approximately \$25)

Volunteer Assignments

Volunteers are assigned to activities and/or roles, which reflect the volunteers' skills, background, interests and client needs, as specified by HIAS staff. Matches between volunteers and volunteer assignments are carefully determined using all available information. Every volunteer is given a written job description of responsibilities and requirements.

Volunteer Training

Each volunteer is required to attend a volunteer information session and volunteer general training which are conducted by HIAS staff. Volunteers are encouraged to ask questions about all aspects of their responsibilities so that they feel prepared and confident to perform the task(s) requested of them.

Teamwork

Each volunteer is an integral part of the refugee resettlement and integration process. Under the supervision and guidance of HIAS staff, the volunteer is expected to work cooperatively with staff and fellow volunteers.

Support

Regular support maintains a high level of service in order to meet the needs of our clients and encourages continued learning and growth for the volunteer. HIAS's volunteer coordinator(s) will be designated as the volunteer's point of contact for ongoing support. Regularly



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scheduled volunteer support groups serve a time for volunteer to share challenges and resources.]

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Volunteer Hours

It is the responsibility of each volunteer to keep track of all service hours and donations, as directed by HIAS staff.

Exit interview

Once your service with HIAS New York is complete, we will request your valuable feedback during an exit interview and/or an exit survey.

Dress Code

Your appearance reflects the professional nature of your volunteer role. Appropriate examples of dress include: modest clothing covering the shoulder, no shorts or flip-flops. Personal hygiene is also important. Inappropriate examples of dress include: short shorts, tops that expose the chest area, and see-through fabrics.

Communication

HIAS volunteer coordinators will have on-going, direct communication with volunteers. Any concerns, suggestions, or problems regarding the volunteer's role should be shared immediately with the HIAS volunteer coordinators. Confidential information about clients will be shared with volunteers on a case by case and as needed basis to protect the privacy of the clients.

Reassignment and Termination

Volunteer role reassignment or termination of the volunteer's participation in HIAS' volunteer program will be up to the discretion of HIAS staff and can occur at any time and for any reason. Volunteers may terminate their relationship with HIAS at any time, for any reason. However, we would appreciate as much advance notice as possible to ensure client services are not interrupted. Termination automatically results if the volunteer violates confidentiality, changes or leaves an assignment without due notice to the agency, or violates any other code of conduct, as outlined in this handbook.



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HIAS Volunteer Code of Conduct

In keeping with its vision and values, HIAS is committed to maintaining the highest degree of ethical conduct amongst all its staff and volunteers. To help increase understanding, this Code of Conduct details HIAS' expectations of volunteers in key areas.

Scope and purpose

This Code of Conduct applies to all employees, board members, consultants, contractors, fellows, interns or volunteers or others working on behalf of HIAS in any HIAS global location or on behalf of HIAS in a non HIAS locations. Adapted Codes of Conduct are applicable to partners and suppliers.

The purpose of this Code of Conduct is to set out the conduct expected of HIAS employees, board members, consultants, contractors, fellows, volunteers or others working on behalf of HIAS, while under contract to the organization or with a binding relationship, and forms part of all contracts of employment or agreements. The Code of Conduct is applicable at all times. Breaches of the Code of Conduct are grounds for disciplinary action, up to and including termination of employment, contract, agreement or relationship with HIAS. While recognizing that local laws and cultures differ considerably from one country to another, HIAS is an International Non-Governmental Organization, and therefore the Code of Conduct is developed from international and UN standards. HIAS staff are expected to uphold the Code of Conduct at all times in addition to abiding by local laws and regulations.

Code of Conduct Standards

In light of our commitments, especially those relating to safety, protection, dignity and respect, in my HIAS work, I will:

Uphold the integrity and reputation of HIAS by ensuring that my professional and personal conduct is consistent with HIAS' values and standards:

- I will treat all people fairly with respect and dignity irrespective of race, color, gender, religion, language, sexual orientation, class, cast, creed, political or religious conviction, veteran status, personal appearance, medical condition, including HIV positive status, disability, age, education, wealth, nationality or ethnicity or any other requirements by local law.



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- When working in an international context or travelling internationally on behalf of HIAS, I will be observant of all local laws and be sensitive to local customs
- I will seek to ensure that my conduct does not bring HIAS into disrepute and does not impact on or undermine my ability to undertake the role for which I am employed
- I will not work under the influence of alcohol or use, or be in possession of, illegal substances on HIAS premises or accommodation.

Not engage in abusive or exploitative conduct (on or off duty):

- I will not exchange money, employment, goods or services for sex, sexual favors or other forms of humiliating, degrading or exploitative behavior. This also includes any exchange of assistance that is due to beneficiaries or clients of assistance
- I will not engage in sexual relationships with beneficiaries or clients of assistance, since any such relationship cannot be construed as consensual because of inherently unequal power dynamics
- I will not engage in any activities that commercially exploit others including child labor or trafficking
- I will not physically assault others
- I will not emotionally or psychologically abuse others
- I will not take photographs of beneficiaries or clients without their written consent and will not publicize these without permission of the beneficiary or client, including for personal use
- I will not engage or take part in any intentional or unintentional forms of discrimination or harassment

Avoid engaging in discrimination or harassment:

- I will support equal opportunities and promote a work environment that respects the dignity and worth of each individual
- I will not engage in any intentional or unintentional forms of discrimination or harassment in accordance with HIAS' Discrimination and Harassment Policy

Safeguard children:

- I will not engage in sexual activity with children (persons under the age of 18). Mistaken belief in the age of a child is not a defense.



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- I will always place the rights of the child at the center of the organization's work and activities, and ensure all activities are in the best interests of children
- I will not cause harm to children through sexual or physical abuse, exploitation or neglect
- I will not make unsolicited, personal contact with children via any means, including social media
- I will not take photographs of children without the consent of children, parents or guardians, and will not publicize these without the written consent of parents or guardians including for personal use

Ensure the health, safety, security and welfare of all HIAS clients, staff members, and associated personnel (consultants, contractors, interns, fellows, volunteers, partners, suppliers and contractors):

- I will adhere to all legal and organizational health and safety requirements in force at my location of work or anytime traveling on behalf of the organization
- I will comply with all global and country or location specific security policies and procedures and be pro-active in informing management of any necessary changes to such guidelines
- I will behave in a manner such as to avoid any unnecessary risk to the safety, health and welfare of myself and others, including partner organizations and communities with whom we work
- I will ensure all relationships with co-workers are respectful and appropriate and are not in any way harassing, intimidating or offensive

Be responsible for the use of information, assets and resources to which I have access by reason of my employment with HIAS:

- I will ensure that I use HIAS assets and resources entrusted to me in a responsible manner and will account for all money and property
- I will not use HIAS IT equipment, software or e-mail and social media platforms to engage in activity that is illegal under local or international law or that encourages conduct that would constitute a criminal offence. This includes any material that intimidates or harasses any group based on protected characteristics, or encourages extremism
- I will not use HIAS IT equipment to view, download, create, distribute or save in any format inappropriate or abusive material including but not limited to pornography or depictions of child abuse



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Perform my personal duties and conduct in a manner that avoids any potential or act of conflicts of interest with that of HIAS:

- I will declare any real or apparent financial, personal or familiar (or close intimate relationship) conflicts of interest in matters of official business either financial or nonfinancial which may reflect negatively on the work of HIAS and its mission and values in accordance with HIAS' Conflict of Interest Policy
- I will notify HIAS immediately if I have knowingly committed an offence against a child, been involved in any incident of child abuse or any incident or action now or in the future that might affect, my suitability to work for HIAS that would render me disqualified from working for HIAS and/or having contact with children in the course of my duties
- I will not accept any gift or item of value, for myself or for HIAS or for any other entity, from any current HIAS beneficiary or client.
- I will not be involved in awarding benefits, contracts for goods or services, employment or promotion within HIAS, to any person with whom I have a financial, personal, family (or close intimate relationship) interests
- I will not solicit any gift for myself personally as a result of my employment or relationship with HIAS. I will not accept cash or significant gifts, gratuities, favors, or anything of significant monetary value from contractors, partners, supporters, parties of contractors, governments, communities with whom we work, donors, suppliers and other persons which have been offered to me personally as a result of my employment or relationship with HIAS
- I will not take part in any form of Fraud which is an intentional act of deception, misrepresentation, impropriety, or concealment to gain something of value. Fraudulent acts can include forgery or alteration of any document or policy; falsifying time sheet or documents; abuse of sick time; theft; billing for services not performed and other irregular billing practices; inflating charges for services or products; false claims or any other improprieties. Further information can be found in HIAS' Anti-Fraud and Corruption Policy
- I understand that I will not provide or receive any monetary assistance or engage in a relationship with any known individual or entity that is a known terrorist or terrorism group, or any individual or entity that is found in all applicable sanction lists checked by HIAS

Uphold confidentiality:

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- I will exercise due care in all matters of official business, and not divulge any confidential information relating to colleagues, work-related matters or any sensitive information unless legally required to do so in accordance with HIAS' Confidentiality Policy

Questions, Complaints and Reports

HIAS staff, employees, consultants, contractors, fellows, interns, and volunteers are (1) strongly encouraged to ask their supervisor, agency contact, or HIAS human resources about this policy and its application to any actual, potential or hypothetical acts; and (2) are required to bring to the attention of/report any potential or known incident, abuse or concern that they witness, are made aware of, or suspect which appears to breach the Standards contained in this Code of Conduct by following the HIAS reporting and complaints policies and Whistleblower Policy or any other policy or procedure that includes reporting instructions. HIAS staff reporting concerns in good faith are protected by retaliation in the Employee Handbook and Whistleblower Policy and other applicable HIAS policies or procedures.

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Sexual Harassment Policy

HIAS NY is committed to providing a workplace free of sexual harassment as well as harassment based on such factors as age, race, color, creed, religion, national origin, ancestry, medical condition, marital status, sexual orientation, physical or mental disability, military/veteran status or any other characteristic protected by law. HIAS strongly disapproves of and will not tolerate harassment of employees/volunteers by managers, supervisors, or co-workers. The Agency will also attempt to protect employees/volunteers from harassment by non-employees/volunteers in the workplace. It will also not tolerate employees/volunteers harassing persons served or other persons or groups with whom they have contact as representatives of the organization.

Definition of Sexual Harassment

Although it is impossible to provide a definition that would cover every form of harassment under the law, harassment is defined by federal and state regulations to include the conduct described below. Sexual harassment prohibited by this policy includes any unwanted sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when:

Other Types of Harassment

HIAS NY also prohibits harassment on the basis of other protected characteristics. Such prohibited harassment includes, but is not limited to, the following examples of offensive conduct:

- Verbal conduct such as threats, epithets, derogatory comments or slurs, or offensive jokes.
- Visual conduct such as derogatory posters, photographs, cartoons, drawings or gestures.
- Written communications containing statements which may be offensive to individuals in a particular protected group, such as a racial or ethnic stereotypes or caricatures.
- Physical conduct such as assault, unwanted touching or blocking normal movement.



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- Retaliation for making or threatening to make harassment reports to HIAS NY, or for participating in an investigation into harassment allegations. The above is not a complete list of what may be deemed sexual or discriminatory harassment prohibited by law. As a general guideline, problems in this area can be avoided if employees/volunteers act professionally and treat each other with dignity and respect.

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Reporting and Complaint Procedure

All HIAS employees/volunteers have the lawful right to work in an environment free from harassment. If any employee/volunteer encounters conduct inconsistent with this policy, HIAS NY encourages the employee/volunteer to report the conduct using the internal procedures developed by HIAS NY. Any incident of harassment, including work-related harassment by any Agency personnel or any other person, should be reported promptly to the supervisor, Director, or other appropriate HIAS NY staff member.

Whenever HIAS NY is made aware of a situation which may violate this policy, HIAS NY will conduct an immediate, thorough and objective investigation of any harassment claims. If HIAS NY determines that prohibited harassment has occurred, it will take appropriate action against a person found to have engaged in prohibited harassment to ensure that the conduct will not reoccur. A determination regarding the harassment alleged will be made and communicated to the person claiming harassment as soon as is practical.

Discipline

In the case of an Agency employee/volunteer, if harassment is established, the Agency will discipline the offender, take any other appropriate corrective action, and advise the victim that corrective action is being taken. Disciplinary action for a violation of this policy can range from verbal or written warnings up to and including immediate termination, depending upon the circumstances. With regard to acts of harassment by clients or vendors, corrective action within the reasonable control of the Agency will be taken after consultation with the appropriate management personnel.

Retaliation

HIAS NY strictly prohibits retaliation against any person by another employee or by HIAS NY for using this complaint procedure, reporting harassment, or for filing, assisting or participating in any manner in any investigation, proceeding or hearing conducted by HIAS NY or a governmental enforcement agency. Prohibited retaliation includes, but is not limited to, termination, demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make employment recommendations impartially, adversely affecting working conditions or otherwise denying any employment benefit.



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Inter-agency Standing Committee Task Force on protection From Sexual Exploitation and Abuse in Humanitarian Crisis

Humanitarian agencies have a duty of care to beneficiaries and a responsibility to ensure that beneficiaries are treated with dignity and respect and that certain minimum standards of behavior are observed. In order to prevent sexual exploitation and abuse, the following core principles must be incorporated into agency codes of conduct:

- Sexual exploitation and abuse by humanitarian workers constitutes acts of gross misconduct and therefore grounds of termination of employment.
- Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.
- Exchange of money, employment, goods, or services of sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries.
- Sexual relationships between humanitarian workers and beneficiaries are strongly discouraged since they are based in inherently unequal power dynamics. Such relationships undermine the credibility and integrity of humanitarian aid work.
- Where a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.
- Humanitarian workers are obligated to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct. Managers at all levels have particular responsibilities to support and develop systems which maintain this environment.



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Drug-Free Workplace

HIAS NY is a drug-free workplace. Maintaining a drug-free workplace helps us provide a safe, healthful and productive workplace and is a condition of federal, state, city and county funding. Staff who violate this policy are subject to disciplinary action, up to and including termination of employment. Interns, volunteers, and contracted staff who violate this policy are subject to dismissal.

All staff, interns, volunteers and any other members of the agency workforce are required to adhere to the following:

- The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in all HIAS NY workplaces.
- No employee, volunteer or other member of the workforce shall be in any way impaired in his or her job performance because of being under the influence of alcohol or a drug, including illegal, prescription, or over-the-counter drugs.
- While performing work pursuant to a federally, or state funded grant, contract or other agreement, no employee, volunteer or other member of the workforce shall sell, offer or provide alcohol or an illegal drug to another person. An employee, volunteer or other member of the workforce who as part of the performance of normal job duties and responsibilities prescribes or administers medically prescribed drugs is proved an exception for that activity.



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We have made every attempt to be accurate, but policies and procedures can change. If you become aware of any information in this handbook that should be updated, please contact the Volunteer Coordinator.

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