



Welcome the stranger.
Protect the refugee.

Language Volunteer Confidentiality Agreement

Name of Interpreter/Translator: _____

I am aware that in the course of any assignment by HIAS (formerly, Hebrew Immigrant Aid Society) to me as a translator of documents in a foreign language, I may encounter, view, or have access to certain personal and confidential information of HIAS clients, their family members, and other individuals including, but not limited to Protected Health Information ("PHI") within the meaning of the Health Insurance Portability and Accountability Act ("HIPAA") of 1996, as amended, and the privacy and security standards promulgated pursuant thereto, and any such information must be kept in confidence by me and used only in connection with the work assigned to me by HIAS.

Therefore in consideration of my engagement as a translator from time to time by HIAS, I agree to the following:

1. I will hold in strict confidence, and will not use, assist others to use, or disclose to anyone, without the prior express written authorization of HIAS, any such personal information regarding clients of HIAS, their family members, or other individuals to whom reference is made in the documents which I translate.
2. The documents which are assigned to me for the purposes of translation remain the property of the owner or holder of the original documents and HIAS at all times, copies of which may only be maintained by me temporarily during the course of the translation assignment, and must be discarded from my personal computer or any other computing devices (iPhone, iPad, etc.) upon the completion of the assignment.
3. Personal information concerning the clients of HIAS, their family members, and/or other individuals to whom reference is made in the documents which I translate includes all personal information, not limited to name, birth date, social security number, criminal history, PHI, which may, in any manner, identify the individual.
4. I understand that my relationship with HIAS as a translator is not that of a professional translator and/or interpreter and that this Language Volunteer Confidentiality Agreement is not intended, nor shall it be construed as, changing, in any way, my status as a volunteer for any past or future translation work assigned to me by HIAS.
5. The obligations of confidentiality, non-use, and non-disclosure under this Language Volunteer Confidentiality Agreement may be modified or amended only with the written consent of both the volunteer and HIAS.
6. No waiver of any provision of this Language Volunteer Confidentiality Agreement, including this paragraph, shall be effective unless the waiver is in writing and signed by the party making the waiver.

I certify that I have read and understand the foregoing Language Volunteer Confidentiality Agreement.

Signature

Date



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Volunteer Code of Conduct

As a volunteer with HIAS, I, _____, agree to:

- Complete necessary training as arranged by staff;
- Submit to a background check (once per year), if required by the agency Fulfill the commitment agreed upon at the time of a match/project or provide adequate notice for any absence and early withdrawal from my volunteer service;
- Give at least 24 hours' notice if I am not able to fulfill any specific commitment whenever possible;
- Treat HIAS staff, clients, and volunteers with respect, loyalty, patience, integrity, courtesy, dignity and consideration;
- Adhere to volunteer confidentiality agreement;
- Contact HIAS staff if there is an emergency involving a client;
- Refrain from inappropriate or unwanted communication with HIAS clients throughout the duration of my time as a volunteer;
- Submit my volunteer hours via MyImpactPage.com on a regular basis;
- Refrain from in-person activities if I am physically ill or have tested positive for Covid-19, or any other infectious disease, within the last 10 days;
- Never be alone with HIAS-affiliated children and/or youth outside of HIAS activities and avoid supervising children in isolated areas during HIAS volunteer activities. I will contact HIAS staff if I am asked to provide unsupervised childcare to a client's child;
 - If approved to provide unsupervised childcare to a client's child, I will sign the appropriate paperwork and follow additional guidelines set out therein;
- If providing supervised or unsupervised childcare to a HIAS-affiliated child or youth, I will:
 - Use positive reinforcement rather than criticism, competition or comparison when working with children and/or youth;
 - Notify my HIAS Volunteer Coordinator immediately in case of any concerns about the physical or emotional wellbeing of a child or youth, including sign of illness, injury, significant medical or behavioral issues, or any indication of physical or emotional abuse by any adult or caregiver;
 - Cooperate fully in any investigation of abuse of children and/or youth;
 - Place the rights of the child at the center of the HIAS' activities and seek to ensure the best interests of children;
- Maintain appropriate physical boundaries at all times. If I must touch clients, I will do so only in ways that are appropriate, public, and non-sexual;
- Perform my personal duties and conduct myself in a manner that avoids any real or perceived conflicts with the interests of HIAS.
- When volunteering in HIAS offices, if asked to do so, I will wear a HIAS-issued identification badges.

As a HIAS volunteer I will not:

- Touch or speak to a client in a sexual or other inappropriate manner;
- Engage in a romantic or sexual relationship with a client;
- Inflict any physical or emotional abuse such as striking, spanking, shaking, slapping, humiliating, ridiculing, threatening, or degrading clients. This includes the use of any form of “physical discipline or punishment;”
- Smoke or use tobacco products, or possess, or be under the influence of alcohol or illegal drugs during any HIAS activity. I will not be in possession of illegal substances on HIAS premises or work sites;
- Transport a HIAS affiliated child alone in my personal vehicle;
- Provide personal financial support to a client;
- Spend time with or supervise a client who is a minor or child of a client unless their parent/guardian is present or I have reported the request to HIAS staff, received approval, and signed a HIAS Childcare Agreement;
- Solicit any gift or remuneration for myself personally in connection with my relationship with HIAS, including from HIAS clients;
- Use profanity in the presence of children and/or youth at any time;
- Make unsolicited, personal contact or engage privately with children who are or were program clients via any means, including social media;
- Take photographs of clients, or children who are or were program clients, without the client or child’s consent or assent (depending upon age and developmental level) and that of their parent or guardian. I will not publicize these for professional or personal reasons without the written consent of the client or the child’s parent or guardian;
- Engage in the practice of immigration law, in support of a HIAS client;
- Retaliate against anyone who reports a violation of an applicable law, rule, regulation, HIAS policy, or this Code of Conduct, per the HIAS Whistleblowing Policy and other policies;
- Proselytize clients;
- Expect HIAS staff to complete ideas, tasks, or client services that I have initiated without their knowledge or consent.

I understand that:

- Clients have the right to privacy, and I may not be informed of a client’s medical conditions;
- It is more important for a client to be able to do something on their own than for me to do it for them. I will actively practice empowerment and will not do for the client what they can do for themselves;
- It is critical that I actively maintain healthy boundaries within my service work and in every interaction with clients and with HIAS;
- An orientation and background check are required for direct service with HIAS clients.

Volunteer Signature

Date