Welcome to Hope For Neighbors!

Thank you for choosing to volunteer with Hope For Neighbors (H4N). Our volunteers play an important role in supporting our neighbors who are detained, their families, and one another.

Whether you visit at North Lake, write letters, help families, provide transportation, assist with commissary, help with fundraising, or support H4N behind the scenes, **you are part of a community committed to treating every person with dignity, compassion, and respect.**

This orientation will help you understand who we are, what we do, what is expected of volunteers, and where to find help when you have questions.

> **As you read, remember: you do not have to know everything. You do need to know your role, your boundaries, and when to ask for help.**

1. Who We Are

Hope For Neighbors is a volunteer community that supports people affected by immigration detention.

Our work may include:

- Visiting people in detention
- Writing letters and offering friendship
- Assisting with commissary needs
- Connecting people with legal resources
- Raising funds for urgent needs such as bond
- Connecting families with community resources
- Providing practical and emotional support
- Advocating for the dignity and well-being of our neighbors

We recognize that detention affects much more than the person who is detained. **Families, spouses, children, parents, and entire communities are affected.**

Our goal is to make sure that people know they are not forgotten or alone.

2. Our Values

DIGNITY	Every person deserves to be treated with dignity, regardless of immigration status, nationality, language, background, or circumstances.
COMPASSION	We listen before we act. We seek to understand what someone is experiencing rather than making assumptions about their situation.
RESPECT	We respect the people we serve, their families, other volunteers, facility staff, attorneys, community organizations, and one another.
CONFIDENTIALITY	People often share deeply personal information with H4N. We take that trust seriously and protect private information.
INTEGRITY	We are honest about what we can and cannot do. We do not make promises we cannot keep.
TEAMWORK	H4N is a community effort. Volunteers should ask for help when they need it and communicate with the appropriate team leaders.

3. Your Role as an H4N Volunteer

You do not have to know everything.

LISTEN. SUPPORT. CONNECT. COMMUNICATE. FOLLOW THROUGH.

You may be the person who notices that someone needs legal help, that a family needs food, or that a detained neighbor hasn't heard from their family.

You don't have to solve every problem yourself. Instead, learn to recognize:

> **What can I handle myself?**
> **What should I refer to someone else?**
> **When do I need to involve a team leader?**

When you're unsure, ask.

4. Know Your Boundaries

H4N volunteers are not automatically attorneys, social workers, medical professionals, or immigration experts.

Unless you have the appropriate professional credentials and are specifically acting in that professional capacity, volunteers should not:

- Give legal advice
- Interpret immigration law for someone
- Promise that someone will receive bond or be released
- Promise a particular immigration outcome
- Provide medical advice
- Represent someone in court
- Promise that H4N can provide financial assistance

- Promise that H4N can find someone an attorney
- Make commitments on behalf of H4N without authorization

Instead, you can say:

> **"I don't want to give you incorrect information. Let me connect you with someone who can help."**

> **"I'm not able to answer that legal question, but I can make sure your question gets to the appropriate person."**

Knowing when to ask for help is an important part of being a good volunteer.

5. Confidentiality

People may tell you things they have not shared with anyone else. This can include:

- Immigration information
- A-numbers and other identifying information
- Legal information
- Medical information
- Family situations
- Financial circumstances
- Addresses and phone numbers
- Personal histories
- Information about children
- Details about someone's detention or case

Do not share private information simply because it is interesting or because someone asks.

Do not post confidential information in:

- Public social media
- Public Circle spaces
- General group chats
- Personal social media accounts
- Unsecured documents

> **If you are unsure whether information can be shared, ask a team leader first.**

6. Social Media and Photos

Social media can be an important way for H4N to educate the community, raise funds, and tell people's stories. However, a person's story belongs to them.

Do not post someone's:

- Name
- Photograph
- Story
- Immigration situation
- Legal information
- Family information
- Location
- Documents

without appropriate permission and following H4N's procedures.

Never assume that because someone told you something privately, you have permission to share it publicly.

If you think someone's story could help with fundraising or advocacy, contact the appropriate H4N leader rather than posting it yourself.

7. When Someone Asks You for Help

People may ask you questions that are outside your role. They may ask:

- “Can you find me a lawyer?”
- “Will I get bond?”
- “Should I sign this?”
- “When will I be released?”
- “Can you pay for this?”
- “Can you contact my family?”
- “Can you help me get out?”
- “What should I do about my immigration case?”

You don't need to have the answer. Your job is to listen, document the concern appropriately, and connect the person with the right H4N team or resource.

Circle contains separate spaces for legal triage, family support, commissary, and other resources. Learn where these resources are located so you can find help quickly.

8. Asking for Help

H4N is a team. If you encounter something you're unsure about:

1. Stop and think before making a commitment.
2. Check the appropriate Circle resource.
3. Ask your team leader.
4. Escalate the situation when appropriate.
5. Document information according to H4N procedures.

9. Your First Steps as a Volunteer

Before beginning certain volunteer activities, you may be asked to complete specific training.

Start by:

- ☐ Read this orientation.
- ☐ Review the Volunteer Code of Conduct.
- ☐ Familiarize yourself with Circle.
- ☐ Learn where important resources are located.
- ☐ Ask questions.
- ☐ If you are a visit volunteer, attend an online visitation training before your first visit.

> **Thank you for being part of Hope For Neighbors. Your presence, consistency, and willingness to serve matter.**