

Summary of the Hotline for Refugees and Migrants Ethics Policy

The Hotline for Refugees and Migrants is committed to the safety and well-being of all clients and others who seek our services. We strive to provide all beneficiaries with the safest possible environment and maximum privacy as circumstances allow. In this context, the Hotline works to create an environment free of harassment, unfair or unethical treatment, and sexual misconduct of any kind for our beneficiaries and employees alike.

The Hotline's core elements of ethical conduct:

Maintaining beneficiaries' dignity: All employees and volunteers will speak to beneficiaries in a respectful and dignified manner and will refrain from using cynical or degrading language.

Protection of beneficiaries' privacy: Use of personal information will only occur with the consent of the beneficiary, which must be given in writing. Information will be provided to the authorities only to assist the beneficiary, or when necessary to protect third parties from harm or in accordance with obligations set out in law. Beneficiaries may not be photographed without their knowledge and consent, and images may not be used for any purpose without the consent of the beneficiary.

Protection of the beneficiaries' right to choice and autonomy: The Hotline staff will fully explain the legal and practical options available to beneficiaries, including the risks involved and the extent of the Hotline involvement. With this information, clients will make informed and independent decisions regarding their course of legal, paralegal, or other action.

Protection of beneficiaries in sensitive cases: Before conducting any interview that includes sensitive content, the client will be given the option to choose if the door should be open or closed. When possible and according to clients' preferences, women will interview women and men will interview men. Applicants who are known to be LGBTQ+ and are therefore at risk by other beneficiaries will be, to the extent possible, interviewed at times when no other clients are in the office.

Minors: Consent in matters concerning minors will be given by a legal guardian in accordance with the law. Unaccompanied minors who have not been appointed a guardian and are over the age of 16 may give consent on their own. When possible, interviews with minors will be conducted in the presence of a parent or guardian. Employees and volunteers will use appropriate language adapted to the minor's age and understanding. If there is suspicion that a minor is being abused, the Hotline will report to welfare services as required by law.

Please note—we do not allow violence or aggressive behavior in the Hotline office: In the event that a hostile individual arrives at the Hotline office and there is concern that he may harm a person or property, Hotline personnel are obliged to call the police immediately. Additionally, we do not provide service to individuals who are under the influence of drugs or alcohol. In this case, we will ask the intoxicated individual to leave and return when they are sober.

Have you been harassed or treated unfairly?

You are welcome to file a complaint by contacting the Hotline's Officer in Charge of Ethical Conduct and Prevention of Sexual Harassment, Alexandra Roth. You can submit the complaint in writing to alex@hotline.org.il or verbally by contacting Ms. Roth directly.