



How to Use the New Access Procedures for ICE Detention Facilities

Lutheran Immigration and Refugee Service (LIRS) is pleased to provide the new procedures released from Immigration and Customs Enforcement (ICE). The new procedures represent a great victory for LIRS and colleague organizations who advocated for increased access.

The new procedures create a national standardized request process for tours and visitation at any ICE detention facility. Facilities will now post sign-up sheets provided by visitation groups, enabling individuals in detention to request a visit more easily and frequently.

Compassionate visits by volunteers, legal service providers and other stakeholders make a tremendous difference in the well-being of people detained. A listening ear brings humanity into one of the most isolating circumstances a person can face.

In this toolkit:

- Guidance on Procedures
- ICE Document: Stakeholder Procedures for Requesting a Detention Facility Tour and/or Visitation
- ICE Form 71-031: Stakeholder Visitor Tour/Visit Flyer
- ICE Form 71-032: Stakeholder Visitor Code of Conduct
- ICE Office of Enforcement and Removal Operations most recent list of NGO Points of Contact
- Sample request letter
- Sample consent form

Helpful Sources and Contacts

www.lirs.org/dignity

- Find the nearest ICE detention facility, extensive resources and information:

visitation@lirs.org

- Connect with other visitation volunteers and advocacy opportunities;
- Find the most recent Enforcement and Removal Operations (ERO) Field Office Director (FOD) and Office of State, Local and Tribal Coordination (OSLTC) contact information;
- Share how the procedures are working, report concerns, and help advocacy efforts.

Lindsey.Cole@dhs.gov or 202 732 3921

The current ICE Office of State, Local, and Tribal Coordination (OSLTC) division of Public Engagement contact information.

Guidance on Access Procedures

Allow Plenty of Time

If you are requesting a tour or visit in the near future, it is advised to send a letter well before the 14-day guideline. Err on the side of caution and be patient as the new procedures are implemented.

Be Thorough

Write a thorough access request letter and properly complete all attachments. Use the letterhead of your organization if available. Include every detail required and send all pieces of the request at once. Do not send parts separately.

Follow up

Confirm your initial request has been received. If you do not get a notice of receipt within one week of submission, follow up to ask if the request was received.

Share Your Experience

Tell LIRS how the new procedures are working. Let us know your successes, as well as any concerns. Your experience will encourage and inform other visitors. Your feedback is extremely helpful for ongoing advocacy.

Anna Campbell visitation@lirs.org

**U.S. IMMIGRATION AND CUSTOMS ENFORCEMENT
ENFORCEMENT AND REMOVAL OPERATIONS
OFFICE OF STATE, LOCAL, AND TRIBAL COORDINATION**

Stakeholder Procedures for Requesting a Detention Facility Tour and/or Visitation

When requesting a Detention Facility Tour, Visitation, or Tour with Visitation, you should provide a written request to the Enforcement and Removal Operations (ERO) Field Office Director (FOD) or his or her designee, or the ICE Office of State, Local, and Tribal Coordination (OSLTC), division of Public Engagement, at least fourteen (14) days in advance of the requested tour/visit.

The written request on your organization's letterhead may be received and responded to by electronic mail or regular mail. The request should include:

- (a) the type of request:
 - (i) Detention facility tour (tour);
 - (ii) Stakeholder visitation with detainees; or
 - (iii) Detention facility tour *and* visitation with detainees.
- (b) the purpose of the stakeholder: tour, visit, or tour and visitation;
- (c) at least three (3) proposed dates and desired times for the tour/visit;
- (d) the background information required by the ICE detention standards governing the facility;
- (e) a completed ICE Stakeholder Tour/Visit Notification Flyer;
- (f) an ICE Sign Up Sheet;
- (g) a signed ICE Stakeholder Visitor Code of Conduct form for each stakeholder participant; and
- (h) a copy of the stakeholder consent form for review by the field office (Note: It is your responsibility, not the facility or field office, to provide consent forms to detainees to inform them about how you may use or share information he/she provides.)

When requesting visitation or a tour with visitation, you may pre-identify any detainee with whom you may wish to speak by providing ICE with a list of specific detainees in advance. This pre-identification shall include: a) the detainee's full name and b) the last three (3) digits of the A-number (when available).

Please note you are not required to pre-identify a detainee(s) with whom you may wish to meet during your tour and/or visit.

In order to meet with detainees who have not been pre-identified, you must provide a sign-up sheet to the field office, which will be posted alongside the Stakeholder Visitation Notification Flyer at least 48 hours in advance of the visit.

STAKEHOLDER TOUR/VISIT NOTIFICATION FLYER

Please be advised that: _____

will be visiting the facility and they may wish to speak with immigration detainees during their time at the facility. The visiting group is not a representative of the U.S. government and the group's visit is not to solicit legal representation. Specific details about the group are below.

Please put your name on the sign up sheet if you wish to speak and meet with the group. **If you do not sign up ahead of time the facility cannot guarantee your ability to meet with the visiting group.**

Please Note:

- Talking with the visiting group is **voluntary**; no visitor can force you to speak with them if you do not want to, or if you are uncomfortable by any question asked.
- Facility staff may keep a physical presence in the meeting room to maintain safety and security.
- ICE and the facility staff may not retaliate against you for speaking with the group.
- If you are represented by an attorney, you may wish to talk to your attorney before talking to the group.
- The visiting group will provide you with a consent form for your signature prior to any conversation.
- Please let ICE or facility know if you have any additional questions.

DETAILS ABOUT DETENTION FACILITY VISITORS

1. Name of organization: _____
2. Brief description of organization or group: _____

3. Purpose of tour or visit: _____
4. Issues to be discussed with detainees: _____

5. Languages spoken by group: _____

DATE AND TIME OF VISIT: _____

LOCATION OF MEETING: _____

DEPARTMENT OF HOMELAND SECURITY
U.S. Immigration and Customs Enforcement

SIGN UP SHEET

Please include your information below if you would like to meet with the individuals described above who will be touring the facility.

| | |
|-----------------|---|
| 1. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 2. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 3. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 4. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 5. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 6. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 7. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 8. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 9. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 10. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 11. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 12. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 13. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 14. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 15. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 16. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 17. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 18. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 19. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 20. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 21. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 22. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 23. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 24. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 25. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 26. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 27. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 28. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 29. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 30. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 31. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 32. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 33. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 34. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 35. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 36. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 37. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |
| 38. Name: _____ | Alien Number (<i>last three digits only</i>): _____ |

If additional space is needed, please attach additional pages to this form.

DEPARTMENT OF HOMELAND SECURITY
U.S. Immigration and Customs Enforcement

**STAKEHOLDER VISITOR
CODE OF CONDUCT**

U.S. Immigration and Customs Enforcement (ICE) is committed to maintaining safe and secure detention facilities. To ensure security and avoid any disruptions in daily operations, all agency stakeholders¹ touring and/or conducting visitation with detainees shall maintain proper and appropriate decorum, adhere to applicable ICE and facility standards, and abide by this Stakeholder Visitor Code of Conduct (Code).

Any person or group that violates any part of the Code set forth below may be subject to immediate removal from the facility and may be denied future access to ICE detention facilities.

Stakeholders entering the facility to participate in a tour or conduct a visit with an ICE detainee(s) are subject to a standard search of their person and belongings for security reasons. ICE or the Facility Administrator have the discretion to cancel, reschedule or terminate a tour or visit if: 1) an emergency arises; 2) the safety, security, and orderly operations of the facility are potentially jeopardized; or 3) any violations of this Code or ICE and facility standards are observed.

Stakeholders **shall**:

- Follow all applicable facility rules, standards, and policies.
- Behave in a respectful and courteous manner towards detainees, staff, and other visitors at all times.
- Comply with instructions given by facility and ICE staff.
- Follow the facility's Dress Code.
- Sign a waiver of liability, if required.

Stakeholders **shall not**:

- Bring any electronic/recording devices, cell phones, laptops, or smart phone/wireless communication devices into the secure areas of the facility.
- Engage in any activity for the purpose of financial gain.
- Solicit legal clients in violation of applicable attorney Rules of Professional Conduct.
- Distribute legal solicitation materials, to include business cards and/or marketing materials, in violation of applicable attorney Rules of Professional Conduct.
- Coerce or intimidate any ICE detainee.

¹ "Stakeholders" shall include, but are not limited to, non-governmental organizations, community service organizations, intergovernmental entities (e.g. United Nations High Commissioner for Refugees), faith-based organizations, members of academia, and legal representative/associations/groups (e.g. pro bono legal service provider groups). This guidance does not apply to (1) Legal Orientation Program or Know Your Rights presentation providers; (2) law firms, organizations, or sole attorney practitioners providing or seeking to provide legal representation; (3) family members or friends of detainees; (4) religious service providers and, (5) physicians with a request from a detainee's counsel to conduct an examination relevant to the detainee's case.

- Have any physical contact with ICE detainees.
- Counsel or assist any ICE detainee(s) in conduct that
 - o is illegal, criminal or fraudulent;
 - o disrupts the daily and orderly operations of the facility; or
 - o appears to endanger the security and safety of the detainee, other detainees, staff, and visitors.
- Distribute any item to an ICE detainee unless the item has been pre-approved by ICE or the Facility Administrator. ICE will seize as contraband any unapproved items provided to an ICE detainee.
- Distribute material that depicts, describes, encourages, or promotes activities that could lead to physical violence or group disruptions.²
- Enter, move about the facility or leave without being properly escorted by ICE or facility staff.

I acknowledge and accept responsibility for adhering to this Code and I understand that any violation or suspected violation may result in immediate termination of the scheduled tour or visit or tour, removal of visitor(s) from the facility, and the denial of future tour or visitation requests.

PRINTED NAME:

SIGNATURE:

DATE:

ORGANIZATION:

CONTACT NUMBER AND EMAIL:

² Reports and/or materials that have been pre-approved by the facility administrator or ICE staff are acceptable for distribution.

**Office of Enforcement and Removal Operations
Congressional / Public Affairs Liaison / NGO Outreach Points of Contact**

| Field Office | ERO Point of Contact | OFFICE ADDRESS | DIRECT OFFICE | MAIN OFFICE | FAX | EMAIL ADDRESS |
|--------------|-------------------------------|--|-----------------------|--------------------|--------------|---------------------------------|
| ATL | William McCafferty, AFOD | 180 Spring Street SW, Atlanta, GA 30303 | 404-893-1214 | 404-893-1210 | 404-893-1227 | William.mccafferty@dhs.gov |
| BAL | Hugh J. Spafford, AFOD | 31 Hopkins Plaza Suite 700, Baltimore, MD 21201 | 410-637-3650 | 410-637-4000 | 410-637-4011 | Hugh.Spafford@dhs.gov |
| BOS | Todd Thurlow, AFOD | 10 New England Executive Park, Burlington, MA 01803 | 781-359-7514 | 781-359-7500 | 781-221-3118 | Todd.Thurlow@dhs.gov |
| BUF | Juanita Hester, AFOD | 130 Delaware Ave. Buffalo, NY 14202 | 716 843-7602 | 716-551-4741 x2500 | 716-551-5628 | Juanita.Hester@dhs.gov |
| CHI | Sylvia Bonaccorsi-Manno, AFOD | 101 W. Congress Parkway, 4th floor, Chicago, IL 60605 | 312-347-2474 | 312-347-2400 | 312-356-4709 | Sylvia.Bonaccorsi-manno@dhs.gov |
| DAL | Gary Gilbert, AFOD | 8101 N. Stemmons Fwy, Dallas, TX 75247 | 214-424-7859 | 214-424-7800 | 214-424-8755 | Gary.Gilbert@dhs.gov |
| DEN | Homero Mendoza, AFOD | 12445 East Caley Avenue, Centennial, CO 80111 | 720-875-2055 | 720-873-2899 | 720-873-3710 | Homero.Mendoza@dhs.gov |
| DET | James Jacobs, AFOD | 333 Mt. Elliott, Detroit, MI 48207 | 313-568-6049 x4443 | 313-568-6049 | 313-568-6052 | James.Jacobs1@dhs.gov |
| ELP | Frances Jackson, AFOD | 1545 Hawkins Blvd, El Paso, TX 79925 | 915-225-1866 | 915-225-0885 | 915-225-1809 | Frances.Jackson@dhs.gov |
| HOU | Matthew W. Baker, AFOD | 126 Northpoint Drive, Houston, TX 77060 | 281-774-4681 | 281-774-4968 | 281-774-5993 | Matthew.W.Baker@dhs.gov |
| LOS | Robert Naranjo, AFOD | 300 N. Los Angeles Street, Rm. 7631, Los Angeles, CA 90012 | 213-830-7949 | 213-830-7911 | 213-830-7972 | Robert.Naranjo@dhs.gov |
| LOS | James Pilkington, AFOD | 300 N. Los Angeles Street, Rm. 7631, Los Angeles, CA 90012 | 213-830-7929 | 213-830-7911 | 213-830-7972 | |
| MIA | John F. Stevenson, AFOD | 865 SW 78th Avenue, # A101, Plantation, FL 33324 | 954-236-4907 | 954-236-4900 | 954-236-4926 | John.Stevenson@dhs.gov |
| NEW | Mark Vogler, AFOD | 614 Freilinghuysen Avenue, Newark, NJ 07114 | 973-776-3328 | 973-645-3666 | 973-645-2185 | Mark.Vogler@dhs.gov |
| NOL | Brian Acuna, AFOD | 1250 Poydras, Suite 350, New Orleans, LA 70113 | 504-599-7868 | 504-599-7800 | 504-599-2489 | Brian.Acuna@dhs.gov |
| NYC | Scott Mechkowski, AFOD | 26 Federal Plaza, New York, NY 10278 | 212-264-0565 | 212-264-4213 | 212-264-5722 | Scott.Mechkowski@dhs.gov |
| NYC | Jacob Antoninis, AFOD | 26 Federal Plaza, New York, NY 10278 | 212-264-5534 | 212-264-5085 | 212-264-1276 | Jacob.Antoninis@dhs.gov |
| PHI | Michael Ramella, AFOD | 1600 Callowhill Street, 6th Floor Philadelphia, PA 19130 | 215-656-7140 x7260 | 215-656-7162 | 215-656-7200 | Michael.Ramella@dhs.gov |
| PHO | Eduardo Preciado, AFOD | 2035 N. Central Ave. Phoenix, AZ 85004 | 602-766-7003 | 602-766-7030 | 602-379-4236 | Eduardo.Preciado@dhs.gov |
| SEA | Jack Bennett, AFOD | 12500 Tukwila International Blvd, Seattle, WA 98168 | 206-835-0056 | 206-835-0650 | 206-835-0088 | Jack.Bennett@dhs.gov |
| SFR | Craig Meyer, AFOD | 630 Sansome Street, Rm 590 SF, CA 94111 | 415-844-5690 | 415-844-5512 | 415-844-5511 | Craig.Meyer@dhs.gov |
| SLC | Shannon McCall, AFOD | 5272 S. College Dr., Suite 100, SLC, UT 84123 | 801-313-4291 | 801-313-4260 | 801-265-8677 | Shannon.Desantis@dhs.gov |
| SNA | Jace Calderas, DFOD | 1777 NE Loop 410, Suite 1400, San Antonio, TX 78217 | 210-283-4717 | 210-283-4750 | 210-283-4733 | Julian.Calderas@dhs.gov |
| SNA | Norma E. Lacy, (ALT) | 1777 NE Loop 410, Suite 1400, San Antonio, TX 78217 | 210-283-4711 | 210-283-4750 | 210-283-4733 | Norma.Lacy@dhs.gov |
| SND | Miguel M. Munoz, AFOD | 880 Front Street, Suite 2232, San Diego, CA 92101 | 619-550-5102 | 619-557-6343 | 619-557-6373 | Miguel.Munoz@dhs.gov |
| SPM | Jason B. Sieving, AFOD | 2901 Metro Dr., STE 100, Bloomington, MN 55425 | 952-853-5922 | 952-853-2550 | 952-853-2534 | Jason.Sieving@dhs.gov |
| WAS | Francisco Madrigal, AFOD | 2675 Prosperity Ave., Fairfax, VA 22031 | 703-285-6230 | 703-285-6230 | 703-285-6250 | Fmadrigal@dhs.gov |

September 20, 2011

Sample Request Letter

Field Officer or Contact Name
 Facility Name
 Address
 City, State Zip

Date

Dear [contact] OR To Whom It May Concern,

[Church, organization] respectfully requests a facility tour and visitation meeting with immigrant detainees housed in [facility name].

A friendly visitor can help detained immigrants cope with the anxiety and isolation of being separated from family members and their community. Visitation can to be beneficial for facility officers as well. Morale and communication improve among individuals detained. Time with attorneys and detention center employees is made more efficient. These improvements may also assist local sheriffs in meeting ICE detention standards in their facility.

Ideally, we would like to visit on [plug in at least 3 proposed dates and times]. We do not have any identifying information for persons currently detained in this facility, but would like the opportunity to talk with anyone willing to meet with us.

Below is the personal information for the proposed visitors, as required by this facility. Also attached are copies of each individual's driver's license.

| Name | Date of Birth | Affiliation | Driver's License | Immigration Status |
|-----------------------|---------------|---------------------|------------------|--------------------|
| Last name, First name | MM/DD/YYYY | Church/organization | # | LPR, citizen, etc |
| | | | | |

Attached you will find a signed/completed copy of:

- 1) ICE Standard Stakeholder Tour/Visit Notification Flyer and Sign-Up Sheet;
- 2) ICE Standard Stakeholder Visitor Code of Conduct for each participant;
- 3) Our detainee consent form for review by the field office.

If you need any additional information, or have questions or concerns regarding this request please feel free to contact [person /org] at [email] or [phone].

Sincerely,

Name

Title

Sample Visitation Consent Form

Visitation Consent Form

I grant [insert name of individual visitor or organization] to visit with me in ICE detention. I understand that my personally identifying information will not be shared with anyone beyond the authorized visitor(s) and kept confidential, including no inclusion in any print, electronic or video media, current and future educational, editorial or promotional publications.

Print Name

Signature