



## ORGANIZATIONAL PROTOCOL FOR RESPONDING TO IMMIGRATION ENFORCEMENT AGENTS PRESENCE AT PROGRAM SITES

### *How to respond to Immigrations Custom Enforcement (ICE) Officers at our Program Sites?*

#### **GENERAL RESPONSE PROTOCOL**

There are three possible ways ICE Officers could try to gain entry into our facilities:

1. Consent to Gain Entry
  - a. This is their preferred means of gaining entry and they may try to intimidate or trick staff to allow them entry.
  - b. Our policy is to strictly deny them entry and maintain to the best of our ability a locked door between them and the facility.
  - c. Staff are instructed to tell them “You are not allowed on our premises,” and “We do not consent to your searching our premises,” and notify other staff and program participants of their presence.
2. Arrest Warrant (common)
  - a. ICE has the ability to issue their own arrest warrant naming a *specific* individual.
  - b. However, we are not legally required to give them access to our program sites nor give them any information about the person named on the warrant. It is our policy *not* to allow them in or give them *any* information.
  - c. Staff are instructed to tell them they are not allowed on our premises, and notify other staff and the program participant of their presence.
3. Search Warrant (rare)
  - a. Search Warrants *must* list the date, time, address, specifics of what and where they can search, and *must* be signed by a judge.
  - b. If any of this information is inaccurate or missing, the warrant is invalid and can be ignored.
  - c. If the warrant is valid, you *must* honor it and allow them to enter the building.
  - d. You can follow the agent and advise any program participants of their rights:
    - i. To remain silent
    - ii. To not open their doors (for housing programs)
    - iii. To not sign anything
    - iv. To ask for an attorney
    - v. To *walk*, not run away if they are not being detained

Please be advised that ICE Officers are known to break the law and lie/try to intimidate people into cooperating; however, if you follow the above instructions you are not breaking any laws yourself.

Should ICE show up, please follow the instructions above and notify your supervisor as soon as possible. If they are detained you can contact one of our attorneys at the main office.



## CARECEN SPECIFIC ORGANIZATIONAL PROTOCOLS FOR RAPID RESPONSE AND EMERGENCY EVACUATION

### CARECEN Main Office 3101 Mission St.

Response Lead Staff:

**Lariza Dugan Cuadra, Executive Director** [REDACTED]

**Ronald Muñoz, Deputy Director** [REDACTED]

**Laura Sanchez, Immigration Legal Program Director** [REDACTED]

### Kali K iin 3134 Mission St.

Response Lead Staff:

**Vanessa Bohm, Family Wellness & Health Promotion Director** [REDACTED]

**Instituto Familiar de la Raza Designee**

### CARECEN RAPID RESPONSE COORDINATOR MUST ALWAYS BE CONTACTED

**Maria Villalta, Immigration Legal Program Paralegal** [REDACTED]

RR Coordinator will activate community response system and will direct staff on messaging and community engagement for any given situation, be it an emergency or visit by ICE to CARECEN program sites, in the community, clients homes, workplaces, etc.

**SF RAPID RESPONSE NETWORK: 1 (415) 200-1548 24hr**

**ICE OUT OF CA: 1 (844) 878-7801 from 9am-5pm**

In the event of a disaster, emergency or ICE presence: ALL STAFF on site are required to immediately contact the listed “response lead” staff members, as well as their direct program manager/director and/or immediate supervisor.

- Interns and volunteer must report immediately to their direct supervisor, as well as to “Response Lead” staff members. Interns and volunteers are not to engage, respond or take any form of action other than contacting their supervisor and following organizational protocols.
- Staff are not to share any information on social media, with friends and other organizational/community partners, unless instructed to do so by agency response leads. It is important to minimize fear, and prevent the spread of misinformation in the community.
- Call to greater community members and partner CBO’s through social media, text, etc. will be led by Rapid Response Coordinator, and response Lead Staff to ensure messaging and information shared with community is correct, useful and timely.



- All staff must have a copy of Phone Tree easily available at work and home - In case ICE comes and/or for any other emergency. Phone Tree will be reviewed and updated on a bi-monthly basis.
- Staff must ensure they have phone tree (SF Rapid Response number, direct supervisor, program team members and response lead staff) numbers recorded in their phones.
- Executive Director, Deputy Director or Program Directors are the only staff members that can activate the phone tree.
- Other staff members must contact their respective program directors, Executive Director and Deputy Director (in that order) to inform of possible situations (ICE, Emergency, Natural Disaster, Accidents, etc.), then “Lead Staff” will activate the phone tree and everyone must make their respective assigned call. Staff must confirm that they have received information (text message or call). If a staff member does not respond, we must confirm that all staff are aware of situation, and make provisions for those who may not, and could possibly walk into, or aggravate the situation.
- CARECEN will develop a text message communication system for staff, so we can notify everyone at once of an emergency or particular situation. Despite this, everyone must still follow phone tree and internal communication guidelines, to ensure everyone is aware of situation.
- CARECEN Executive Director will notify Board of Directors and will document any major incident, such as a natural disaster, emergency and/or presence of ICE at program locations.

### OTHER IMPORTANT INFORMATION

- NEW POLICY: 8:30am is new “door” Opening time, Make sure no one is outside waiting (If you are the first person in office let people in and wait with them at the front desk, do not leave clients unattended)
- **CLIENTS DO NOT OPEN DOOR** Signs need to be posted
- Regularly check to make sure intercom is working
- Bernal Gate Sign- They will be fixing the signs and gates so that when one door open the other door does not. Coordination with our co-location partners will be lead by



Executive Director, and/or assigned staff member. \*This is only relevant to CARECEN Main Office (3101 Mission St.)

- Establish a Code word if ICE is at any of our program sites-How to use and what that word is will be decided collectively.
- Escape Routes from program sites must be reviewed and emergency drills and rapid response protocols must be provided and reviewed by all staff members upon hire.
- Upon notification of ICE agents at a program site, all staff must store all case files, lock file cabinets, and office doors.
- Upon determination and guidance from Lead Staff, staff and program participants may be asked to activate evacuation protocols. Staff must guide program participants through evacuation, and proceed to leave the building through established routes and gather at the agreed upon space.
- Staff MUST remain with program participants and ensure they arrive at home or their safe space. The safety of all program participants and staff must be confirmed.
- All-Staff review of these protocols and emergency evacuation procedures will occur on bi-monthly basis to ensure all information is up to date and remains relevant.

**NOTE: Protocols for response for Main Office, Kali Kiin and Parque Niños Unidos must be reviewed and agreed upon with co-location partners: Instituto Familiar de la Raza, SF Recreation and Park Department, Lutheran Family Services and The Family School.**

**Staff Name:** \_\_\_\_\_

**Cell Phone Number:** \_\_\_\_\_

**Emergency Contact Name and Number and Relationship:**

\_\_\_\_\_

**Name of Direct Supervisor/Program Director or Manager:**

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