

EHSD Desk Guide

for Staff Interactions with Federal Immigration Authorities

EHSD Staff

If someone presents a subpoena, search warrant, or other type of legal or court document at an EHSD facility – including Immigration & Customs Enforcement (ICE) agents requesting access to non-public areas, data, or other information – *immediately notify a Building Manager who will refer the individual(s) or the request to the Office of the Director.* Despite pressure to do so, do not take any further action, do not allow access to non-public areas, and do not release data or information (see Dept. Manual section 70-001).

- **DO remain calm.** Be polite and respectful.
- **DO say:** “Before we can respond to your request, I must first notify our Office of the Director.”
- **DO immediately notify** your building manager, who will notify the Office of the Director, which will then provide direction to the manager for how to respond.
- **DO NOT allow access** to any locked non-public areas.
- **DO NOT provide** any EHSD documents or records.
- **DO NOT physically interfere** with immigration authorities’ enforcement activities.
- **DO NOT advise clients** or the public about how to respond to federal agents. You may **provide clients with “Red Cards”** which advise them of their rights.
- **DO document** requests for information by immigration authorities to forward to your supervisor or manager.

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for Manager Interactions with Federal Immigration Authorities

Building Manager

1. **Ask** the federal agents to provide any documents, warrants, subpoenas, or written requests they have, or take careful notes to document the agent's request.
2. **Scan** the documents provided and send them to the Office of the Director at EHSDInfo@ehsd.cccounty.us and call (925) 608-4800.
3. **Inform** the immigration authorities, agent, or authority attempting to enforce immigration law that the Office of the Director has been contacted and will arrive/respond soon.
4. **Ask** immigration authorities or any other agent or authority attempting to enforce immigration laws, to **wait in a designated public area**.
5. **Engage** lobby security if necessary.
6. Implement directions from the Office of the Director.
7. When incident is complete, submit a final email summarizing the interaction. Include:
 - time of arrival, request,
 - time of request to Office of the Director,
 - time Office of the Director provided guidance,
 - time guidance provided to the authority,
 - action taken by the authority,
 - any other useful information.
8. Submit an incident report.

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for Office of the Director Process Related to Federal Immigration Authorities

Office of the Director

1. All secretaries in the Office of the Director continually scan EHSDInfo@ehsd.cccounty.us and ensure that all phone calls to (925) 608-4800 are answered.
2. When an email/call arrives, receiving secretary will immediately verbally notify the Director or the Chief Deputy Director (depending on who is in the office). Interrupt an in-progress meeting or phone call if necessary.
3. The receiving secretary will then email the information to the Director and Chief Deputy Directory confirming the notification conversation.
4. The Director or the Chief Deputy Director will email the document(s) to County Counsel and call for a consultation.
5. The Director will communicate action to the Building Manager.