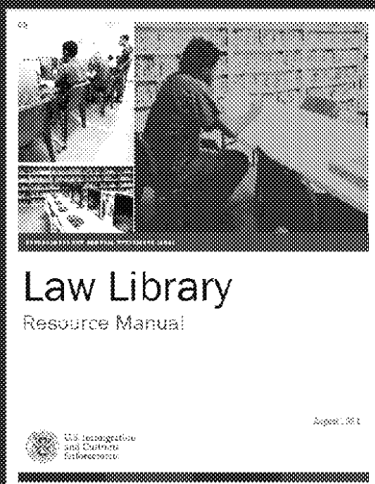




U.S. Immigration
and Customs
Enforcement

ICE | ERO



Law Library Manual: Overview of ICE Enforcement and Removal Operations (ERO) Resources

ICE HQ Legal Access Team
September 2021

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U.S. Immigration and Customs Enforcement (ICE) detention standards require certain legal reference materials to be provided to detainees to help ensure compliance with U.S. law and afford detainees due process with regard to access to courts, counsel and legal materials to prepare for their immigration cases.

ICE has developed the Law Library manual to assist Law Library Coordinators and other facility staff recognize what resources and tools are available from ICE and how best to utilize and share best practices.

Most of the required resources enumerated in the detention standards are provided via the LexisNexis database. For a full list of the materials required in your facility see: NDS 2019 6.3.II.C; PBNDS 2011 6.3, Appendix 6.3.A; PBNDS 2008 6.36, Attachment A; NDS 2000 Access to Legal Material, Attachment A.



Contents of the Law Library Manual

- Quick Contact Information
- Quick Reference Guide:
 - LexisNexis
 - Know Your Rights Material
 - Immigration Attorney Resources
 - Family and Parental Interests
 - Language Access Resources
 - Disability Accommodation Resources
- Additional ICE ERO Resources (not on Electronic Media: Law Library Materials)
- Suggested & Required Postings



U.S. Immigration and Customs Enforcement

Quick Contact Information (for Law Librarians)

LexisNexis <small>Questions for ICE Regarding Updates/External Hard Drive (EHD)/Training</small>	Contact the Contracting Officer's Representative (COR) for LexisNexis within ICE ERO HQ Detention Planning and Acquisition Unit (DPAU): LEXISNEXISmail@ice.dhs.gov
ICE ERO HQ Legal Access Team <small>Requesting DVD copies of the ABA Know Your Rights Video & Legal Orientation Program (LOP) materials in additional languages (including indigenous language LOP videos or audio files)</small>	Detention.LegalAccess@ice.dhs.gov
Facility and ERO Language Lines	Language assistance must be provided to LEP or illiterate detainees. Use bilingual staff or your facility's language line as detainees.* <small>* Contact the local ERO Field Office for access to ERO Language Lines only when your facility does not have its own language line or you cannot find an interpreter for a certain language via the facility's language line.</small>
ICE Language Access Resources <small>Questions regarding the translation of ICE documents, the language line, or available language identification tools</small>	Contact the local ERO Field Office
Executive Office for Immigration Review (EOIR) Automated Case Information	https://portal.eoir.justice.gov/InfoSystem/Form?Language=EN EOIR Hotline: 1-800-858-7180 or Speed Dial 111#

Quick Contact Information for Law Librarians

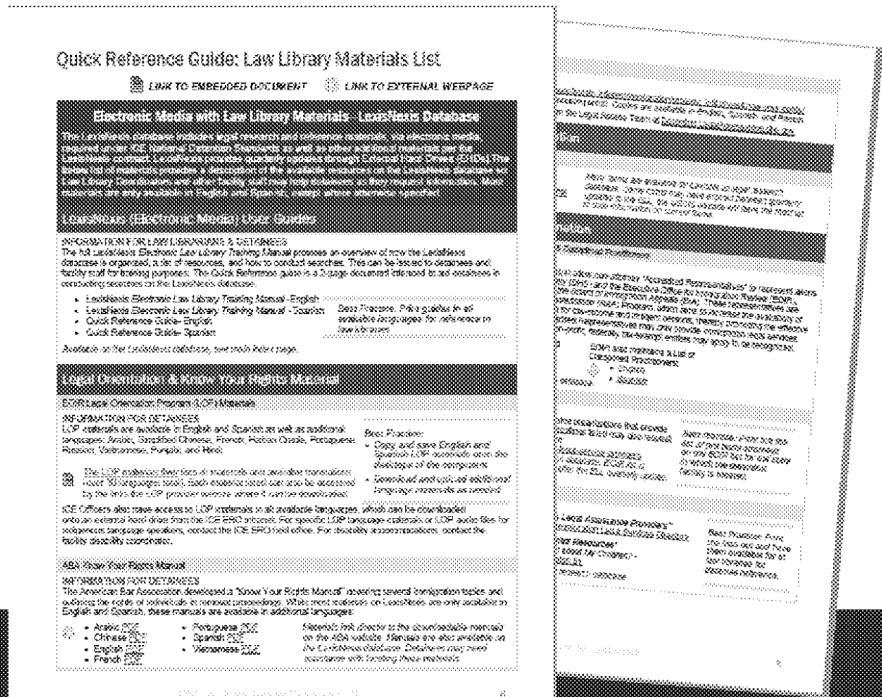


The Quick Contacts Information list serves to help direct you to individuals who can help you on a range of topics:

<p>LexisNexis: Questions for ICE regarding Updates/ Electronic Hard Drive (EHD)/ Trainings</p>	<p>Contact the Contracting Officer's Representative (COR) for LexisNexis within ICE ERO HQ Detention Planning and Acquisition Unit (DPAU): <input type="text" value="(b)(7)(E)"/>@ice.dhs.gov</p>
<p>ICE ERO HQ Legal Access Team: Requesting DVD copies of ABA KYR video and EOIR Legal Orientation Program (LOP) materials in different languages</p>	<p><input type="text" value="(b)(7)(E)"/>@ice.dhs.gov</p>
<p>Facility & ERO Language Lines</p>	<p>Language assistance must be provided to LEP or illiterate detainees. Use bilingual staff or your facility's language line as needed to communicate with such detainees.*</p> <p>* Contact the local ERO Field Office for access to ERO Language Lines only when your facility does not have its own language line or you cannot find an interpreter for a certain language via the facility's language line.</p>
<p>ICE Language Access Resources: questions regarding the translation of ICE documents or the language line</p>	<p>Contact the local ERO Field Office</p>
<p>Executive Office for Immigration Review (EOIR) Automated Case Information</p>	<p>EOIR's automated case information portal: <input type="text" value="(b)(7)(E)"/></p> <p>EOIR Hotline: 1-800-898-7180 or Speed Dial #111</p>



U.S. Immigration and Customs Enforcement



Quick Reference Resources: Information for Detainees & Law Library Coordinators

- Resources on Legal Access, Parental Interests, Language Access, and Disability Accommodations
- Links to External Websites & Manual Content
- Information Labeled for Intended Audience: Law Librarians or Detainees

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U.S. Immigration
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Electronic Media with Law Library Materials—LexisNexis Database

- LexisNexis Electronic Law Library Guides
- EOIR LOP Resources
- Know Your Rights Material
- Forms from USCIS & EOIR
- Immigration Attorney Resources
- Family and Parental Interests
- ICE ERO National Detainee Handbook

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What is on the LexisNexis Electronic Database (External Hard Drives)?

The **LexisNexis Electronic Law Library (ELL)** has all the required resources listed under PBNDS 2011 (Rev. 2016) Appendix 6.3.A as well as other additional content:

- **Immigration and criminal statutes and case law**
- **Country condition information and human rights reports**
- **Topical resources:** Criminal Convictions & Immigration Relief, Bond, Asylum, Violence Against Women Act (VAWA), Trafficking, and Victims of Crime (U-Visa), Citizenship & Naturalization, and Immigration Courts and Appellate procedure
- **Immigration Legal Service Provider information:** EOIR pro bono list, the Immigration Advocates Network, and other lists
- **Handbooks and practice guides** by federal agencies, UNHCR, and immigration legal service providers
- **Parental Interests information:** toolkit on child welfare and family court related matters, 50 state packet of Delegation of Parental Authority forms (to designate temporary custody), and a Supplement with useful contact information
- **Detention information** (ICE policies, privacy forms and other detention standards)
- **Immigration Forms**
- **Complaint information** (in multiple languages)

***Best Practice:
Familiarize yourself with the ELL and ask
for training from LexisNexis if needed***



LexisNexis Electronic Law Library (ELL) User Guides

Information for Law Librarians and Detainees

- The full LexisNexis Electronic Law Library Guide provides an **overview of the ELL LexisNexis database** organization, list of resources, and how to conduct searches
- The **Quick Reference** guide is a 2-page document intended to **aid detainees in conducting searches** on the LexisNexis ELL database
- Both are located on the **main index page of the ELL** and are available in English and Spanish

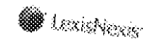
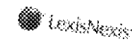


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LexisNexis® Electronic Law Library Training Manual

For
Immigration & Customs Enforcement

All information provided in this document is general in nature and is provided for educational purposes only. It should not be construed as legal advice. For legal advice applicable to the facts of your particular situation, you should obtain the services of a qualified attorney licensed to practice in your state.

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**Best Practice:
Print guides in all
available languages for reference
in law libraries**



What Is DOJ's EOIR Legal Orientation Program (LOP)?

Information for Law Librarians and Detainees

- Through the Legal Orientation Program (LOP), representatives from nonprofit organizations provide comprehensive explanations about immigration court procedures along with other basic legal information to large groups of detained individuals. The program is normally comprised of four components:
 - *Group Orientation*, which provide an interactive general overview of immigration removal proceedings, forms of relief, and is open to general questions
 - *Individual Orientation*, where unrepresented individuals can briefly discuss their cases with experienced LOP providers and pose more specific questions
 - *Self-help Workshops*, where those with potential relief or those who wish to voluntarily depart the country, are provided guidance on specific topics (such as how to complete an asylum application or prepare for a bond hearing), and given self-help legal materials
 - *Referral to Pro Bono Legal Services*, where available.



EOIR Legal Orientation Program (LOP) Materials:

Information for Detainees

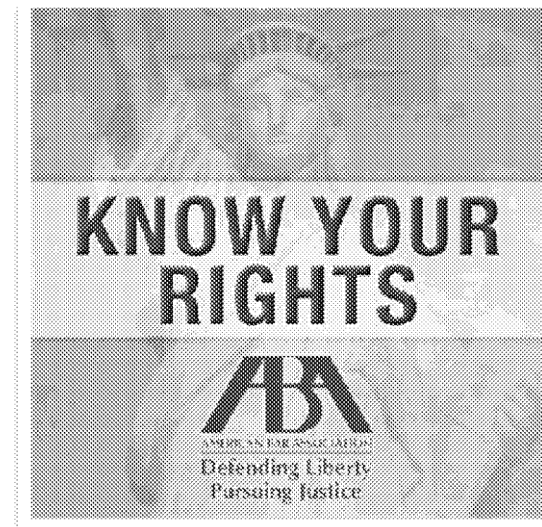
- LOP materials are available in **English and Spanish on the ELL.**
- **NEW! Additional languages added in February 2021: French, Portuguese, Russian, Haitian Creole, Chinese, Punjabi, Hindi, Arabic, and Vietnamese.**
- LOP materials have been translated in over 30 languages. If your **law library computers** do not have these resources on the desktops and a detainee is looking for legal information in their language, you can contact ICE Officers who can download the **LOP materials** through the ICE ERO intranet.
- **LOP disability accommodations:** EOIR has LOP sign language videos available. For disability accommodations, contact the facility disability coordinator.

Look at
Page 11 of
the Manual
for a full list
of all the
EOIR LOP
materials
available by
subject area
and
available
translations.



Information for Detainees

- **ABA Know Your Rights Manual**
 - The American Bar Association developed a “**Know Your Rights Manual**” covering a number of immigration topics and **outlining the rights of individuals** in removal proceedings. The manual **is available in 7 languages**: Arabic, Chinese, English, French, Portuguese, Spanish, and Vietnamese. All languages are available on the ELL in the *Introduction to U.S. Immigration Law* section.
- **ABA Know Your Rights Video**
 - DVDs include videos in English, Spanish, and French. (*Not available on the ELL*)
 - https://www.americanbar.org/groups/public_interest/immigration/projects_initiatives/know-your-rights/.
 - Copies of these DVDs can also be requested through the ERO Field Office.





Information for Detainees

• **Immigration Case Information**

- USCIS & EOIR forms are available on the ELL, forms may have expired between ELL updates. Detainees may need assistance with locating the forms. Note forms may have expired between updates.

- USCIS forms are available here:

- EOIR forms are available here:

• **Immigration Attorney Information**

- **EOIR List of Pro Bono Immigration Attorneys**

- On LexisNexis ELL under “Immigration Legal Assistance Providers”: **Immigration Advocates Network**: National Immigration Legal Services Directory
- **Supplement to *Detained or Deported: What About My Children?*-Appendix P** Also has additional attorney information (see the Parental Rights Resources section on ELL)

Best Practice:

The attorney lists can be printed out by state and made available for detainee reference in law libraries.



Information for Detainees

- Detained Parents Directive Fact Sheet

The ICE Detained Parents Directive Fact Sheet provides an overview of ICE’s policy directive, *The Detention and Removal of Alien Parents and Guardians* and outlines policies as it relates to detainees who have minor children or are involved in child welfare or family court.

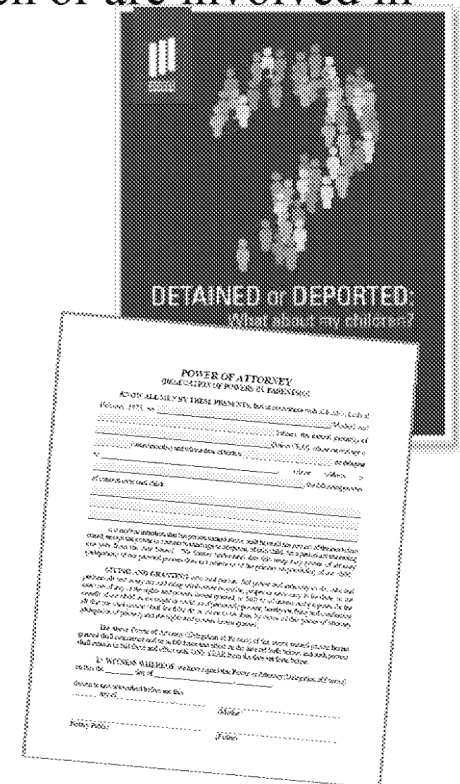
- Toolkit “Detained or Deported: What about My Children?” and Supplement (with updated appendices) by the Women’s Refugee Commission

This toolkit is for detained parents or legal guardians who have questions relating to state child welfare proceedings, family court, child custody, child support, and child welfare matters.

- Delegation of Parental Authority Forms (compiled packet of state forms and statutes from all 50 states). Updated June 2021.

- State Child Abuse and Neglect Reporting Numbers

https://www.childwelfare.gov/organizations/?CWIGFunctionsaction=rols:main.dspLi&rolType=Custom&RS_ID=%205

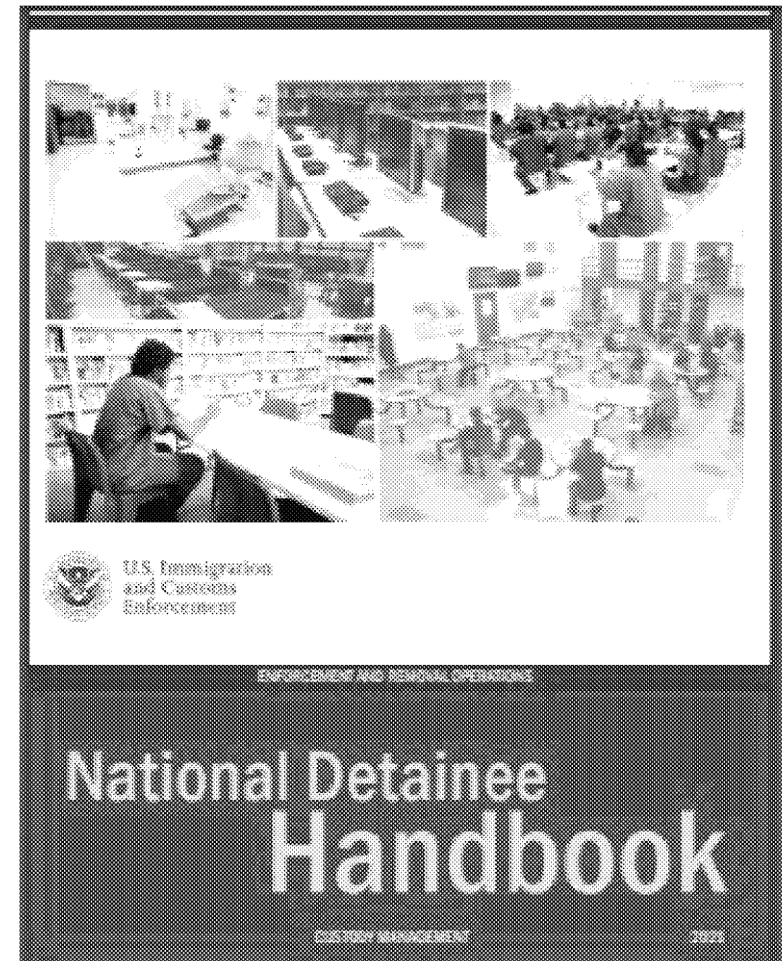




Information for Detainees

- **ERO National Detainee Handbook**

NEW on ELL! Available in: English, Arabic, Chinese, French, Haitian Creole, Hindi, Portuguese, Punjabi, Russian, Spanish, and Vietnamese. *Forthcoming: The 2021 version of the Detainee Handbook will be included on the Fall 2021 release with additional languages: Bengali, Romanian, and Turkish.*



Best Practice:
These translations are available as PDFs through the local ERO Field Office, ICE intranet or the ELL. They can be uploaded to law library computer desktops to ensure availability of information to detainees in various languages.



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Additional ICE ERO Resources in the Law Library Manual

- Language Access Resources
- Disability Accommodations

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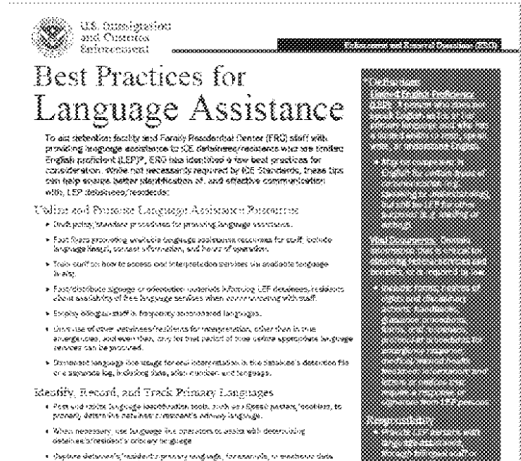
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Information for Law Librarians

- ERO Language Line Information
 - Contact ERO Field Office if languages cannot be accommodated through the facility language line.
- Language Access Protocols and Best Practices
 - Protocol for Identifying LEP Persons and Providing Language Services
 - ICE ERO Language Access Best Practices
- Tool to Determine Indigenous Languages
 - An audio/visual PowerPoint tool is available through the local ERO Field Office or ICE intranet.

Additional resources are in Suggested Postings



Information for Law Librarians & Detainees

Q'anjob'al

We need to identify your native language. Please raise your right hand if this is the language you speak at home with your family.

Chi jochey chi jab' tzet tihejal chala. A pavor ihaj a watx' q'ab' tatol a jun thiej ti chal yul a na' yetog a pamillia.

Countries: Guatemala and Mexico

Best Practice:
The tool can be uploaded to the law library computer desktops to help identify the indigenous language & dialect spoken by the detainee.

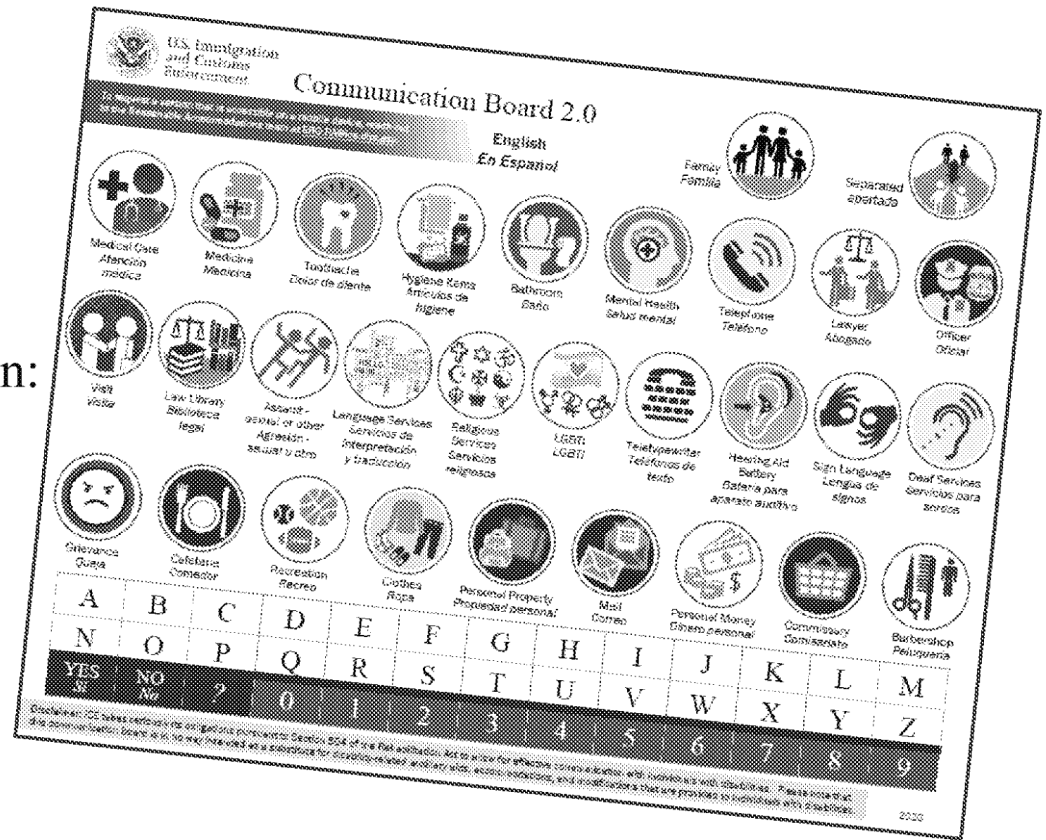


Information for Detainees

- **Communication Board**

The Communication Board is a tool for detainees with limited English proficiency (LEP) or illiterate detainees. It is available in:

- English/Spanish
- English/Mandarin
- English/Punjabi



Information for Law Librarians

- **ICE Information**

- **Overview ERO Policy: Accommodations for Detainees with Disabilities** provides a brief overview of federal obligations towards individuals with disabilities
- **A Guide to Interacting with People Who Have Disabilities** is an 8-page resource guide for ICE and contractors.



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Suggested & Required Postings

- Law Library & LOP flyers
- DRIL & OIG posters
- ABA LOP Line
- Language Access Tools

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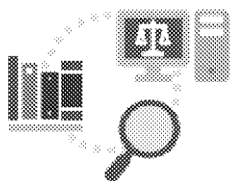
Suggested Posting: Housing Units & Law Libraries

ICE Detention Standards require that detainees be notified of the facility's rules on law libraries and legal material through the detainee handbook, including:

1. When the Law library is available for detainee use;
2. The scheduled hours of access to the law library;
3. The procedure for requesting access to the law library;
4. The procedure for requesting additional time in the law library (beyond the five-hours-per-week minimum).

This flyer includes translations in: Spanish, French, Russian, Portuguese, Haitian Creole, Arabic, Chinese, and Vietnamese.

Law Library Information



Información de la Biblioteca de Derecho
Informação da Biblioteca de Direito
Информация о Юридической Библиотеке
Thông tin thư viện pháp lý
Enfomasyon ou Bibliyoték Jindik La
法律图书馆信息
Informations sur la bibliothèque de droit
معلومات مكتبة القانون

HOURS:
 Horas / Hours / Horas
 ساعات / 0507 / 0507
 開放時間 /
 ساعات

DAYS:
 Dias / Days /
 Faltinas / 0507 /
 / 0507 / 開放日
 日 / hours / 0507

To request language assistance, disability accommodations, assistance or orientation on the electronic legal research database, or additional library hours, contact facility staff or you may call the DRIL at 1-855-351-4024 or 9116#.

Para solicitar asistencia con el idioma, servicios especiales para discapacitados, ayuda u orientación con la base de datos electrónica de investigación jurídica, o horarios adicionales de la biblioteca, póngase en contacto con el personal de la instalación o puede llamar a DRIL en 1-855-351-4024 o al 9116#.

Para solicitar asistencia lingüística, acomodación para discapacitados, asistencia u orientación en bases de datos electrónicas de pesquisa jurídica, ou horas adicionais de biblioteca, contate o pessoal do estabelecimento ou pode telefonar para o DRIL no número 1-855-351-4024 ou 9116#.

Получить языковую помощь, услуги по адаптации инвалидов, помощь и ориентацию по базе электронных юридических исследований, а также дополнительные часы работы библиотеки можно получить, обратившись к персоналу учреждения или позвонив по телефону 1-855-351-4024 или 9116#.

Để yêu cầu trợ giúp ngôn ngữ, các dịch vụ đặc biệt dành cho người khuyết tật, sự giúp đỡ định hướng và dữ liệu tìm kiếm pháp lý điện tử, bạn có thể gọi cho nhân viên của Trung tâm hoặc liên hệ bằng văn bản với nhân viên của DRIL tại 1-855-351-4024 hoặc 9116#.

Pou demande pou asistans langaj, akomodasyon pou defòsyon, pou asistans pou oryantasyon sou baz de donnen elektwonik de rechèch legal, ou pou ajoute ètò bibliyotèk la, kontakte pwèsònèl establisman ou ou ka kontakte DRIL la sou 1-855-351-4024 oswa 9116#.

要索取語言協助或特殊服務、殘障人士服務、幫助或指導，或關於法律研究數據庫的問題，請聯繫設施工作人員，或可撥電話9116#，電話1-855-351-4024或9116#。

Pour demander de l'aide linguistique, des accommodations pour handicapés, de l'aide ou une orientation pour pouvoir faire une recherche dans la base de données légale électronique ou des heures de bibliothèque supplémentaires, contactez le personnel de l'établissement ou appelez le DRIL au 1-855-351-4024 ou 9116#.

اكتب رسالة لعميل في مكتب المحاماة أو اتصل بالخدمة القانونية الإلكترونية أو يمكنك طلب مساعدة من الموظفين في المكتبة أو يمكنك الاتصال بالخدمة القانونية على الرقم 1-855-351-4024 أو 9116#.

ADDITIONAL FACILITY INFORMATION:
INFORMACIÓN ADICIONAL DEL ESTABLECIMIENTO (BIBLIOTECA DE DERECHO)
INFORMAÇÃO ADICIONAL DO ESTABELECIMENTO (BIBLIOTECA DE DIREITO)
ИНФОРМАЦИЯ ДОПОЛНИТЕЛЬНАЯ К УСТАНОВЛЕНИЮ (ЮРИДИЧЕСКАЯ БИБЛИОТЕКА)
THÔNG TIN THÊM VỀ VIỆC LÀM VIỆC TẠI THƯ VIỆN PHÁP LÝ
ENFOMASYON ADISYONÈL SOBYEN EN BIBLIYOTEK JINDIK LA
法律图书馆的更多信息
Informations supplémentaires sur l'établissement (bibliothèque de droit)
معلومات إضافية حول مكتبة القانون

YOU CAN ALSO LOOK IN THE FACILITY HANDBOOK FOR ADDITIONAL LAW LIBRARY INFORMATION.

TAMBIÉN PUEDE BUSCAR INFORMACIÓN ADICIONAL SOBRE LA BIBLIOTECA DE DERECHO EN EL MANUAL DE LA INSTALACIÓN.

PODE TAMÉM PROCURAR NO MANUAL DO ESTABELECIMENTO INFORMAÇÕES ADICIONAIS SOBRE A BIBLIOTECA JURÍDICA.

ВЫ МОЖЕТЕ НАЙТИ ДОПОЛНИТЕЛЬНУЮ ИНФОРМАЦИЮ О ЮРИДИЧЕСКОЙ БИБЛИОТЕКЕ В СПРАВОЧНИКЕ УСТАНОВЛЕНИЯ. ОБО ВСЕХ ВОПРОСАХ:

QUY VÉ CŨNG CŒ THẺM TRONG CẨM NANG CƠ SỞ CHO THÔNG TIN THƯ VIỆN PHÁP LÝ SỬ DỤNG

OU KA CHACHE ENFOMASYON ADISYONÈL FOY SOU BIBLIYOTEK JINDIK LA NAN MANÈL ETABLISSMAN AN.

您也可以透過設施手冊中查找更多有關法律圖書館的信息。

VOUS POUVEZ ÉGALEMENT CONSULTER LE MANUEL DE L'ÉTABLISSEMENT POUR TROUVER DES INFORMATIONS SUPPLÉMENTAIRES SUR LA BIBLIOTHÈQUE DE DROIT.

يمكنك أيضًا التمسك في كتاب المنشأة للحصول على معلومات إضافية حول مكتبة القانون.



EOIR Legal Orientation Program (LOP) Information

LOP materials are available in **over 30 languages**.

The LOP flyer is translated into **8 languages** and provides a notice of LOP presentation information, materials, and the ABA LOP Line.

For specific LOP language materials or LOP audio files, contact **ICE Field Office** or **Legal Access HQ mailbox**.

This flyer includes translations in: Spanish, French, Russian, Portuguese, Haitian Creole, Arabic, Chinese, and Vietnamese.

Legal Orientation Program (LOP)



Programa de Orientación Legal (LOP, por sus siglas en inglés)
 Programa de Orientação Jurídica (LOP)
 Программа по юридической ориентации (LOP)
 Chương Trình Định Hướng Pháp Lý (LOP)
 Program Orientasyon Juridik (LOP)
 法律定向计划 (Legal Orientation Program, LOP)
 Programme d'orientation légale (LOP)
 برنامج التوجيه القانوني (LOP)


LOP PROVIDER(S) PROVEEDORES DE LOP / FORNECEDORES DE LOP / KORPUSNYCH ORIENTATOROV DOPISNICH POKAZH / (Cao hoi ki cong cap) COUNSELORS / KAN HAI HUC HOANG PHAP LY / FOURNISSE LOP / LOPIER DE SE / FORNITORE LOP / لوجان كالتوني برامج التوجيه القانوني		American Bar Association's Detention & LOP Information Line
PHONE NUMBER(S) NUMEROS DE TELEFONO (S) NUMEROS DE TELEFONO (S) / NOMEFPA TELEFONABRE / 202-442-3363 / RANGSI TELEFON / 42 29 33 / NUMEROS DE TELEFONO / رقم (رقم) الهاتف		202-442-3363
SPEED DIAL MARCAÇÃO RAPIDA/DIGASSAR RUMPA / SACOPPAI RASOR / 346 55 66 ONARA / KOMENTASTER ABRA / 17 33 2E / NUMERALS APREZADO / التعداد السريع		2150#
HOURS HORAS / HORA FASOR / 24 24 / 24 / 24 / 24 / 24 / 24		DAYS DAYS / DIES / DIES / DIES / DIES / DIES 24 / 24 / 24 / 24 / 24 / 24 Monday-Friday
<p>Legal Orientation Program materials are also available on law library computers at several languages. For assistance, ask your Law Library Coordinator. You may also request disability accommodations from facility staff or call the DRI at 1-800-351-4024 or 2150. You can also call the DRI to request LOP materials in other available languages (over 30).</p> <p>Los materiales del Programa de Orientación Legal también están disponibles en varias idiomas en los computadores de las bibliotecas de derecho. Para obtener ayuda, póngase en contacto con el Coordinador de la Biblioteca de Derecho. También puede solicitar acomodaciones para discapacitados al personal de la biblioteca o llamar al DRI al 1-800-351-4024 o 2150. También puede llamar al DRI para solicitar materiales LOP en otros idiomas disponibles (más de 30 idiomas).</p> <p>Os materiais do Programa de Orientação Jurídica também estão disponíveis em vários idiomas nos computadores das bibliotecas de direito. Para assistência, pergunte ao Coordenador da Biblioteca de Direito. Você também pode solicitar acomodações para pessoas com deficiência ao pessoal da biblioteca ou ligar para o DRI, em 1-800-351-4024 ou 2150. Os materiais LOP também estão disponíveis em outros idiomas disponíveis (mais de 30 idiomas).</p> <p>Les matériaux du Programme d'Orientation Légale sont également disponibles dans plusieurs langues sur les ordinateurs des bibliothèques de droit. Pour obtenir de l'aide, contactez votre responsable de la bibliothèque. Vous pouvez également demander des aménagements pour les personnes handicapées au personnel de la bibliothèque ou appeler le DRI au 1-800-351-4024 ou 2150. Vous pouvez également appeler le DRI pour demander des matériaux LOP dans d'autres langues disponibles (plus de 30 langues).</p> <p>Los materiales del Programa Orientasyon Juridik también están disponibles en varios idiomas en los computadores de las bibliotecas de derecho. Para asistencia, pregunte al Coordinador de la Biblioteca de Derecho. También puede solicitar acomodaciones para personas con discapacidad al personal de la biblioteca o llamar al DRI, en 1-800-351-4024 o 2150. Los materiales LOP también están disponibles en otros idiomas disponibles (más de 30 idiomas).</p> <p>法律定向计划的材料也在多种语言的图书馆电脑上提供。如需帮助，请咨询您的法律图书馆协调员。您也可以向馆员请求残疾便利设施，或拨打DRI电话1-800-351-4024或2150。您还可以拨打DRI电话请求其他可用语言（超过30种语言）的法律定向计划材料。</p> <p>Os materiais do Programa de Orientação Jurídica também estão disponíveis em vários idiomas nos computadores das bibliotecas de direito. Para assistência, pergunte ao Coordenador da Biblioteca de Direito. Você também pode solicitar acomodações para pessoas com deficiência ao pessoal da biblioteca ou ligar para o DRI, em 1-800-351-4024 ou 2150. Os materiais LOP também estão disponíveis em outros idiomas disponíveis (mais de 30 idiomas).</p> <p>法律定向计划的材料也在多种语言的图书馆电脑上提供。如需帮助，请咨询您的法律图书馆协调员。您也可以向馆员请求残疾便利设施，或拨打DRI电话1-800-351-4024或2150。您还可以拨打DRI电话请求其他可用语言（超过30种语言）的法律定向计划材料。</p> <p>برامج التوجيه القانوني المواد متوفرة أيضا على أجهزة حواسيب مكتبات القانون في عدة لغات. للحصول على المساعدة، اسأل مسؤول مكتبة القانون. يمكنك أيضا طلب ترتيبات إحتياجات ذوي الإحتياجات الخاصة من موظفي المكتبة أو الاتصال بالخط الساخن للدعم القانوني (DRI) على 1-800-351-4024 أو 2150. يمكنك أيضا الاتصال بالخط الساخن للدعم القانوني (DRI) لطلب برامج التوجيه القانوني في اللغات الأخرى المتاحة (أكثر من 30 لغة).</p>		
ADDITIONAL FACILITY INFORMATION ADICIONALES INFORMACION ADDITIONAL INFORMATION / INFORMATION ADDITIONAL INFORMATION / INFORMATION ADDITIONAL INFORMATION / INFORMATION ADDITIONAL INFORMATION / INFORMATION		



- **DRIL Posters:** Detention Reporting Information Line for detainees to report concerns of abuse or denial of rights (English/Spanish).
- **DHS OIG Complaint Poster:** informs detainees that they can file complaints with the Office of the Inspector General (OIG).



• ABA LOP Hotline:



WHAT ARE MY RIGHTS?


¿Cuáles Son Mis Derechos?
 Quels sont mes droits?
 ما هي حقوقتي?
 Ki dwa mwen genyen?
 Каковы мои права?
 我有什么权利?

ABA
AMERICAN BAR ASSOCIATION
Comisión de Inmigración

Detention and LOP Information Line

- **Who are we?**
 The American Bar Association's Commission on Immigration receives calls from detainees to **provide legal information & resources**
- **How can we help?**
 Explain types of relief such as: **Asylum, U-Visa, Bond**
 Provide lists of **Pro Bono Legal Organizations**
 Offer reports on **Country Conditions & Human Rights**
- **How do you call?**
 1) Follow the instructions on your posted **Pro Bono Speed Dial List** to access the Pro Bono System
 2) Next, enter **2150#** when prompted to enter the speed dial number

We can receive calls in **SPANISH & ENGLISH** and occasionally **OTHER LANGUAGES**



¿CUÁLES SON MIS DERECHOS?

What are my rights?
 Quels sont mes droits?
 ما هي حقوقتي?
 Ki dwa mwen genyen?
 Каковы мои права?
 我有什么权利?

ABA
AMERICAN BAR ASSOCIATION
Comisión de Inmigración

LÍNEA DIRECTA DE AYUDA PARA DETENIDOS

- **¿Quiénes somos?**
 La American Bar Association Comisión de Inmigración Recibe llamadas de detenidos para **Proporcionarles información y materiales legales**
- **¿Cómo ayudamos?**
 Explicamos diferentes formas de remedio de inmigración, tales como **el asilo, la visa U y las fianzas**
 Preparamos listas de **organizaciones legales pro bono**
 Ofrecemos reportes de **derechos humanos en su país**
- **¿Cómo llamarnos?**
 1) Siga las instrucciones publicadas en su lista de **Pro Bono Speed Dial** para acceder al Sistema Pro Bono
 2) **Siguente, marca 2150#** cuando se solicite marcar el número del Speed Dial

Podemos recibir llamadas en **español e inglés** y a veces en **otros idiomas**.



• Detainee Notice of Language Services

• I Speak...

- I Speak Language Identification Guide (Poster)

• Indigenous Languages

- I Speak- Indigenous Language Identification Poster

U.S. Immigration and Customs Enforcement

If you don't understand, please ask for assistance.

If you don't understand, please ask for assistance. If you don't understand, please ask for assistance.

Spanish	Si no entiende, por favor pida ayuda. Si usted habla o entiende inglés, o no puede leer o escribir inglés, se le proporcionará un intérprete en caso alguno para cuestiones médicas y del ICE o relacionadas con la detención.
Chinese	如果您听不懂，請尋求幫助。如果您會說或理解英語，或不能讀或寫英語，則將免費為您提供口譯服務。如果您有困難，請尋求幫助。如果您會說或理解英語，或不能讀或寫英語，則將免費為您提供口譯服務。
Russian	Если Вы не понимаете в ситуации, пожалуйста, попросите помощи. Если Вы говорите или понимаете русский язык, или не можете читать или писать по-английски, Вам будет предоставлен переводчик в случае необходимости.
Portuguese	Caso não compreenda, peça ajuda. Se você fala ou entende inglês, ou não sabe ler ou escrever inglês, será fornecido um intérprete em caso de necessidade.
Arabic	إذا كنت لا تفهم، يرجى طلب المساعدة. إذا كنت تتحدث أو تفهم اللغة الإنجليزية، أو لا يمكنك القراءة أو الكتابة بالإنجليزية، سيتم توفير مترجم في حالة الحاجة.
Punjabi	ਜੇ ਤੁਸੀਂ ਸਮਝ ਨਹੀਂ ਕਰ ਸਕਦੇ ਹੋ, ਤੁਹਾਨੂੰ ਮਦਦ ਚਾਹੀਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਅੰਗਰੇਜ਼ੀ ਬੋਲਦੇ ਹੋ ਜਾਂ ਅੰਗਰੇਜ਼ੀ ਸਮਝਦੇ ਹੋ, ਜਾਂ ਅੰਗਰੇਜ਼ੀ ਪੜ੍ਹਨ ਜਾਂ ਲਿਖਣ ਵਿੱਚ ਮੁਸ਼ਕਲ ਦਾ ਸਾਹਮਣਾ ਕਰਦੇ ਹੋ, ਤੁਹਾਨੂੰ ਇੱਕ ਅੰਗਰੇਜ਼ੀ-ਬੋਲਦਾਰ ਪ੍ਰਦਾਨ ਕੀਤਾ ਜਾਵੇਗਾ ਜੇਕਰ ਲੋੜ ਹੋਵੇ।
Greek	Si ou pa komprian, eskouze afant man lang anglis, so pa si ouka te komprende anglis ki eskri anglis, poui vous sera fourni.
French	Si vous ne comprenez pas, vous pouvez demander de l'aide. Si vous parlez ou entendez l'anglais, ou si vous ne pouvez pas lire ou écrire en anglais, un interprète sera fourni en cas de besoin.
Hindi	यदि आपको समझ में नहीं आती, तो आपकी मदद चाहिए। यदि आप अंग्रेजी बोलते हैं या अंग्रेजी समझते हैं, या अंग्रेजी पढ़ने या लिखने में मुश्किल का सामना करते हैं, तो आपको एक अंग्रेजी-भाषी प्रदाता प्रदान किया जाएगा यदि आवश्यक हो।
Tagalog	Kung hindi mo alam, mag-ayon sa pagtutulong. Kung hindi mo alam, mag-ayon sa pagtutulong.
Vietnamese	Nếu quý vị không hiểu, xin quý vị đừng ngại yêu cầu được hỗ trợ. Nếu quý vị nói hoặc hiểu tiếng Anh, hoặc không thể đọc hoặc viết tiếng Anh, quý vị sẽ được cung cấp dịch vụ phiên dịch nếu cần thiết.
Tamil	உமக்குத் தெரியவில்லை என்றால், உதவி கேளுங்கள். உமக்குத் தெரியவில்லை என்றால், உதவி கேளுங்கள்.
Romanian	Dacă nu înțelegeți, cereți ajutor. Dacă nu înțelegeți, cereți ajutor.
Sinhala	Alho ne rasavjetet, moloni pitatse kaja se tilla Vabag.
Korean	이해하는 데에 어려움이 있으면 도움을 요청하십시오. 이해하는 데에 어려움이 있으면 도움을 요청하십시오.

I Speak...

Language Identification

Indigenous Language Identification Poster

I Speak...

Indigenous Language Identification Poster

¿Habla?

- ¿Habla K'iche' (Guatemala)
- ¿Habla Mam? (Guatemala)
- ¿Habla Awateko? (Guatemala)
- ¿Habla Q'eqchi' (Guatemala)
- ¿Habla K'akchikel? (Guatemala)
- ¿Habla Pocomam? (Guatemala)
- ¿Habla Q'anjob'al? (Guatemala)
- ¿Habla Achi? (Guatemala)
- ¿Habla Ixil? (Guatemala)
- ¿Habla Pocomchi? (Guatemala)
- ¿Habla Jakalteko (Poq'it)? (Guatemala)
- ¿Habla Chuj? (Guatemala)
- ¿Habla Akateko (Arateko)? (Guatemala)
- ¿Habla Garifuna? (Honduras, Guatemala, Other)
- ¿Habla Cora? (Mexico)
- ¿Habla Zapotec? (Mexico)
- ¿Habla Chatino? (Mexico)
- ¿Habla Tepehuan? (Mexico)
- ¿Habla Quechua? (Peru, Ecuador, Others)

This poster assists DHS personnel in identifying the primary language of an individual from Central or South America who is not proficient in English or Spanish. This poster is intended to be used with or in addition to Component protocols for identifying indigenous language speakers.

Homeland Security | I Speak materials are provided by the U.S. Department of Homeland Security, Office for Civil Rights and Civil Liberties, 2022-2023-2024-2025

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U.S. Immigration
and Customs
Enforcement

Guidance for LexisNexis Electronic Hard Drive (EHDs) Distribution

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U.S. Immigration
and Customs
Enforcement

Q&A

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Guidance for LexisNexis EHDs:

- ICE ERO Field Legal Access POCs are responsible for providing updated mailing addresses and detention facility POCs for the receipt of the EHDs to ICE ERO Legal Access HQ.
- Ensure that all law library computers' LexisNexis programs are updated quarterly with the EHDs.
- Mail back EHDs immediately after the updates are completed. This ensures there are enough EHDs for the next quarterly distribution.