

# Oregon Family Support Network Policy

Policy Area:	Subject: Policy Manual
Title of Policy: ICE Encounter SOP	Contract Area:
Effective Date: 03/30/2026	Number:
Approved Date: 03/30/2026	See Also:
Revision Date:	
Approved By: Strategic Leadership	

## **Purpose**

To provide clear, consistent, and trauma-informed procedures for responding when U.S. Immigration and Customs Enforcement (ICE) agents appear at an organizational site, event, or community gathering.

## **Applies To**

All staff, volunteers, and contractors engaged in organizational activities or operating within organizational facilities.

## **1. Roles and Responsibilities**

### **1.1 Staff and Volunteers**

- Remain calm and follow internal direction during an incident
- Do not engage directly with ICE agents unless assigned to do so
- Maintain confidentiality and dignity of all participants
- Report any ICE presence immediately to leadership or a supervisor

### **1.2 Leadership / Supervisory Staff**

- Support staff and volunteers to implement critical incident/procedures
- Support coordinated communication and decision-making during an incident

## **2. Pre-Event / Site Preparation**

### **2.2 Training and Briefing**

- All staff and volunteers will be provided with annual training covering:
  - ICE encounter procedures
  - Trauma-informed response and de-escalation
  - Legal rights and limits of ICE entry
- Emergency procedures should be reviewed during pre-event or shift briefings

### **2.3 Access Control**

- Keep external doors secured
- Verify all visitors before granting access
- Maintain visitor sign-in records for accountability

## **3. Immediate Response if ICE Agents Appear**

### **Step 1: Stay Calm**

- Remain composed and avoid confrontation
- Do not obstruct or interfere with agents
- Continue ensuring safety and calm of participants
- Other personnel should focus on maintaining a calm environment and, if appropriate, relocating participants

### **Step 3: Verify Authority**

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1. Ask: "Do you have a warrant signed by a judge?"
2. Review any warrant presented:
  - Confirm it is signed by a judge (not an administrative ICE document)
  - Confirm it specifies the correct name, address, or individual
  - Do not take possession of the document unless offered
3. If possible, document warrant details (e.g., case number, judge's name)

#### **Step 4: Respond Appropriately**

- **If a valid judicial warrant is presented:**
  - Allow only the access explicitly authorized
  - Immediately notify supervisor or Director
- **If no valid warrant is presented:**
  - State clearly:  
"We do not consent to entry. This is a community service space. Please leave."
  - Do not provide access or information

#### **4. Documentation and Notification**

##### **4.1 Incident Documentation**

As soon as safely possible, complete critical incident reporting to include:

- Date, time, and location
- Names and badge numbers of agents (if available)
- Description of events
- Whether a warrant was presented (include details or photo if possible)
- Actions taken
- Any individual impacted

##### **4.2 Notification**

Immediately after the encounter:

1. Notify Executive Director or designee
2. Ensure relevant supervisory staff are informed

#### **5. Communication and Confidentiality**

- Do not share participant information or immigration status
- Do not provide documents or records without a valid judicial warrant
- Refer all media inquiries to leadership
- Do not post or discuss the incident on social media

#### **6. Post-Incident Procedures**

##### **6.1 Safety and Support**

- Provide emotional support to affected individuals

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- Offer access to mental health or counseling resources

## **6.2 Internal Reporting**

- Complete an incident report within 24 hours
- Submit to leadership for secure recordkeeping

## **6.3 Debrief**

- Conduct a debrief within five business days
- Identify lessons learned and potential improvements