

Guide to Monitoring ICE and CBP Facilities

Monitoring Customs and Border Protection (CBP) and Immigration and Customs Enforcement (ICE) facilities is crucial to better understanding the treatment and experiences of detained immigrant women, men, and children, as well as to ensuring much-needed increased transparency and oversight of Department of Homeland Security (DHS) detention practices. This document, developed by the Women's Refugee Commission (WRC),¹ includes guidance for interviewing adults and families, applicable primarily to DHS and ICE settings. Much of this guide can also extend to Office of Refugee Resettlement (ORR) facilities, although it should be noted that ORR usually does not permit interviews with children. In cases where there may be interaction with children on ORR facility tours, proceeding with extra sensitivity is recommended.

Preparation before the Visit

Ahead of any visit, we recommend:

- Researching any news about the facility/area you are visiting and **contacting local service providers** to better understand immigration and detention practices from experts and practitioners who directly interact with those detained at the facilities you are planning to visit, and to better understand local and the most up-to-date circumstances.
- Ensuring you will have **independent, confidential interpretation** available, if needed.
- Planning for **sufficient time** for the visit. Note that many detention facilities are located in rural areas that are not easily accessible. For the visit itself, ensure enough time to fully see the facility, meet with staff and government officials, and especially for meeting with detained individuals. It is important to **coordinate with ICE and CBP directly the amount of time you wish to take for interviews and finding a location that will permit confidential conversations.**

A Note on Interviews with Detained Individuals, Families, and Children

Interviews with detained individuals are typically the most important part of any trip to a detention facility. Speaking with a detained individual will provide the most accurate picture of what life in the detention center is like, as well as offer information on someone's treatment during other parts of their arrest and detention (e.g., someone who is in long-term custody may recount what happened at the border or how they were arrested in the interior). **The key elements of an interview are sensitivity, informed consent and confidentiality.**

Consent and Confidentiality

- It is crucial to be **sensitive with your questioning**, especially as it relates to the individual's circumstances entering the United States and any violence, abuse, or trauma he or she may have suffered along the way or while in custody.
- Interviews should always occur **in confidential settings**, away from facility and government

¹ For over a decade, the WRC's [Migrant Rights and Justice Program](#) has worked to reduce the detention of immigrants, ensure access to justice for women and children seeking protection in the United States, and ensure that the US Department of Homeland Security (DHS) institutionalize and enforce meaningful protections and review for those in detention. As an established fact-finding research organization, WRC was one of the few organizations Immigration and Customs Enforcement (ICE) permitted to enter their facilities to monitor the treatment of detained immigrants and identify gaps. Based on our advocacy and demonstration of the positive impact of monitoring, ICE worked with WRC to issue the Visitation Directive.



officials. Their presence may make it more difficult for individuals or families to speak openly about their experience.

- Interviews should be **one-on-one** where possible (plus interpreter), unless individuals consent to speaking in a small group about their experience.
- Interviews should start with an explanation of who you are, why you wish to speak to someone, and what you will do with the information they share. Individuals should give **informed consent** before the interview begins.
 - Interviewees should understand who is interviewing them, if that person is with the United States government, and specifically what their role in the US government is, if applicable. Interviewees should also understand the role of an interpreter, if applicable.
 - Interviewees should also understand **why they are being interviewed, and what may or may not happen as a result of agreeing to speak**. Below are examples of the type of information that should be covered, though these should be modified accordingly for the specific visit. At the beginning of the interview, interviewees should be informed that agreeing to speak:
 - » will have no negative impact on their immigration case;
 - » should not result in retaliation (but also offer safe contact information for the person in case it does);
 - » may/will not result in their receiving legal assistance, and may/will not result in any benefit to their particular immigration case (depending on the circumstances of the visit);
 - » helps to improve the understanding of the interviewer who works to improve immigration policies in the United States, or any other applicable information.
- Interviewees should understand **whether and how the information will be kept confidential and/or anonymous**, and should be asked explicitly what and how much information they are comfortable being shared and with whom. For example, someone may agree to have their experience recounted publicly but only anonymously, without any identifying information. Someone may also agree to have their full information shared with ICE/facility officials if there is a specific concern they wish to raise. Regardless, this should be established prior to the start of the interview, and re-visited as needed throughout.
- Interviewees should also understand that **they may decline to be interviewed** or tell you if they need a break or would rather not answer certain questions that may be difficult or uncomfortable.
- Provide contact information (e.g., a business card) to each individual/family who is interviewed and explain how they may follow up with you, if necessary.

Resources for Interviewees

There are many purposes for interviews. These may include:

- Ascertaining the treatment of the detained individuals and the conditions of where they are detained.
- How they entered immigration custody (i.e., were they apprehended at the border, arrested in the interior?), and how they were treated upon apprehension.
- Why they came to the United States, and whether they fear harm if returned to their home country.

It is also important and advisable to start by getting basic information from the individuals such as where they are from or how long they have been in the United States. Keep in mind that this may be



the first time the individual has been given the opportunity to share his or her story.

If possible, be ready to share materials and references that may assist the individual:

- Legal Relief
 - Determine if the individual has met with a legal services provider.
 - If not, ask whether the individual would like you to refer him or her to one, and whether you have consent to do so.
 - If possible, provide the individual with [contact information](#)² of local providers and immigration attorneys.
- Abuse and/or Exploitation at the Detention Center
 - Ask if the individual has filed a complaint and gone through the facility's grievance system.
 - Ask if the individual has filed a complaint with the Office of Civil Rights and Civil Liberties (OCRCL), or the Office of the Inspector General (OIG), or contacted ICE's PREA (Prison Rape Elimination Act) Hotline, if applicable.
 - If the individual has not received any results from that procedure or has not initiated it, ask if he or she would like you to speak to the staff about his or her case.
 - » Note: Be sure to get written consent in this case. You do not want the individual to fear retaliation by sharing information.
- Human Trafficking
 - If you have reason to believe the individual has been trafficked to the United States, then in addition to the above, notify the individual about DHS's [Blue Campaign](#).³ Help the individual contact DHS and/or a legal services provider.
 - » DHS toll-free Hotline: 1.866.347.2423
 - » National Human Trafficking Resources Center: 1.888.373.7888
- Parental Rights
 - » For a sample request for appointed counsel in family court along with information for various state child welfare agencies, visit [WRC's Resource Page on Parental Rights](#).⁴ Many facilities should have copies of the WRC Parental Rights Toolkit.

² <https://www.immigrationadvocates.org/nonprofit/legaldirectory/>

³ <http://www.dhs.gov/topic/human-trafficking>

⁴ <https://www.womensrefugeecommission.org/rights/resources/1409-resources-for-families-facing-deportation-separation>



Appendix A. Questions during the Tour (CBP)

Note: These questions are not meant to be comprehensive. Use them as a guide and focus questions on whatever your area of concern may be. For sample questions to ask of individuals detained in CBP custody, see the "Background and Arrival" questions in Appendices C and D.

Q&A with CBP Officials

Facility

- What is the capacity of the facility? How many men, women, and children do you have here today?
- What is the average length of stay? Are children always transferred from the border to ORR custody within 72 hours?
- What food is provided to detained individuals and children?
- Are the lights always on?
- What is the temperature in the facility? Can it be adjusted?
- If someone wanted to make a complaint, how could they do that? What steps would be taken?
- If someone reported an incident of sexual abuse, assault, or rape, what steps would CBP take? Are all officials and facility staff (if contractors) trained in PREA?
- Is there an interpreter line? Do you use it often?
 - Is there sufficient interpretation for indigenous or rarely spoken languages?

Metering /Turnbacks (at Ports of Entry)

- Are asylum seekers ever turned away or unable to make their asylum claim?
 - If so, why?
 - Does this include Mexican asylum seekers?
 - What is security and safety like on the Mexican side of the border?
- Are there space/capacity issues at this facility that prevent you from processing all asylum seekers?
 - If so, what steps are your port, the Office of Field Operations, and DHS taking to address space concerns?
 - Do you ever coordinate with Border Patrol or any other agency to help alleviate space issues?
- Do you coordinate with Mexican authorities in the processing of asylum seekers? If so, how?

Prosecution, Asylum, and Transfer/Release

- What happens to asylum seekers who cross between ports of entry? What is the current implementation of the Zero-Tolerance policy? Are all adults referred for prosecution? Who makes that decision?
- What steps are taken if someone expresses a fear of return or makes a request of asylum?
- Are all individuals asked about a fear of return, regardless of whether they affirmatively express it to you?
 - If so, in what setting does that occur? Are there private settings for these interviews? Does



anyone ever feel uncomfortable talking about a fear of return in front of other officers or detained individuals?

- Where are children, adults, and families transferred? Who makes the decision whether to detain or release them? Are most transferred to a detention facility, or are some released?
 - Who is responsible for transport? Does this process work well?
- Are familial relationships noted or tracked in CBP's system? If so, how? Is that information always shared with other agencies, including the Office of Refugee Resettlement (ORR)?



Appendix B. Questions during the Tour (ICE)

Below are a checklist and sample questions for the tour and conversations with facility staff and government officials, as well as sample questions to ask detained individuals. It is important to see as much of the facility as possible, including all areas that are used by or for the detained individuals (such as recreational spaces, dormitories or cells, solitary confinement, etc.). In addition to observing the physical arrangements of the facility, it's important to ask staff about training, treatment of detained individuals, grievance procedures, material conditions, communication and activities, and medical services.

Note: These questions are not meant to be comprehensive. Use them as a guide and focus questions on whatever your area of concern may be.

Upon arrival: If applicable, ask how many individuals/families have signed up to speak with your group. If the number is low, ask if you can solicit individuals to speak to during your tour. Anyone touring under the ICE Access Directive has the right to ask this, though do coordinate with ICE on what to tell detained individuals regarding logistics, e.g., time and place of the interviews.

Handbook: Ask for a copy of the facility's orientation materials. You may not be allowed to keep a copy but may be able to review the handbook and take key notes. This will be useful as you ask ICE and detained individuals questions about facilities procedures and their understanding of their rights and responsibilities per the handbook.

Q&A with ICE and Facility Officials

- How many people are detained? How does ICE determine which individuals are placed into detention, as compared to placement on an alternative to detention or release?
- Are most detained families/individuals at the facilities apprehended at/near the border, or in the interior?
- What is the bond/release policy? What is the average bond amount? How does it compare to others detained in ICE custody in that area of responsibility? Does ICE set bond, or only the immigration judge? Does ICE ever release individuals/families on recognizance, parole, orders of supervision, or "alternatives"?
- What countries are represented and in what percentages?
- What is the average length of stay? What are the longest stays?
- How many people have received credible fear interviews (CFIs)? What is the grant rate for CFIs? How many people who passed their CFIs have been released on parole, bond, or alternatives to detention?
- How many people have received reasonable fear interviews (RFIs)? What is the grant rate for RFIs? Has anyone who has passed an RFI been released?
- What is the policy and practice on the detention of pregnant women? How long are they detained? Are there pregnant women there now?
- If someone in detention has been separated from their family member, what steps does ICE take to locate the separated family member(s), facilitate communication, and ensure reunification?
- If someone needs to access a family court or local criminal court proceeding, what steps would ICE take to facilitate that?



Issue Areas during the Tour

Legal Process and Know Your Rights Information

- If attorneys are present at the facility and willing and able to speak with you, feel free to reach out to ask them for their impressions of conditions and access to the legal process at the family detention facility. Attorneys can often provide insight on systematic problems with the facility and legal access.
- Look for what signs are posted, and note which signs are posted where. Are they easily located and readable? Signs to look for include a legal services providers list, Prison Rape Elimination Act (PREA) standards, the ICE Detainee Hotline, the DHS Office of Inspector General, and the ABA and UNHCR phone numbers—all of these should be posted, per ICE detention standards. They should be easily visible, ideally in English and Spanish, and easy to find in all housing units.
- Ask what forms individuals must or may sign, and whether these forms are also available in Spanish or other languages. Often, detained individuals do not understand the forms they were signing, which were all in English, including a negative determination of credible fear.
- Test the phone numbers using the phones used by detained individuals to make sure the numbers work (see below for more information about the phones).
- Ask how much notice is provided to respondents in advance of a credible fear interview or a hearing, and how the facility ensures that attorneys receive sufficient notice of interview and hearing dates and times. Ask if and how an individual may request a postponement of a CFI or court date in order to obtain legal services.

Phones

- As stated above, ask to use the phones (if possible, try using multiple phones) and check whether key hotlines outlined above (OIG, CRCL, ICE Helpline, etc.) work.
- Ask about access to phones, the ratio of phones to detained individuals. Ask and observe whether private phone calls are possible (e.g., are there, at minimum, privacy walls), and ask what the rates for using the phones are and how detained individuals can access funds. In addition, ask whether phone access would ever be restricted as a disciplinary measure.

Law Library

- Note what materials individuals can access, whether these are electronic or hard copies, and in what languages they are available. If only electronic versions are available, ask whether individuals receive training in computer proficiency if needed. Note what forms are available, and whether there is any kind of know your rights information (in English or Spanish) in the law library.

Meals and Food

- Ask ICE officials about the type of menu offered, meal times, and how much time per meal is offered, whether accommodations are made for particular diets, and whether they have noticed any complaints or concerns regarding food available at the facility. Are individuals allowed to have food outside the dining area? What is the policy if an individual has to miss a meal due to a court proceeding or other conflict.
- For family detention, ask mothers whether they have noticed changes in their children's appetite since being detained. Ask them about the facility's policies regarding missed meals. Do they receive boxed lunches if they miss a meal due to a court hearing?



Discipline, Grievance, and Segregation

- **Discipline:** Ask how individuals are disciplined. (In family detention, ask to what extent a parent is able to be involved in disciplining a child.) Are privileges ever restricted as a punitive measure? Also ask if there have been any disciplinary incidents since the facility has been operating, and what happened in each of these incidents.
- **Grievances:** Ask both ICE officers and detainees to explain the procedure to file a grievance, including what orientation a detained individual may receive in the grievance process. Compare the explanation ICE relays with what the detained individuals understand the process to be. Ask individuals whether they might ever fear retaliation for complaining or stating concerns to an ICE officer.
- **Segregation:** Ask to see segregation areas, including medical, administrative, and disciplinary. Ask under what circumstances an individual may be segregated, how frequently segregation is used in the facility and for what duration. Ask whether anyone is ever placed in segregations for reasons other than administrative and disciplinary reasons, e.g., overflow.
- **PREA:** Ask what would happen if there was an allegation of sexual abuse, sexual assault, or rape. What is the facility's process and ICE's process of responding to an allegation? Is local law enforcement notified? What steps are taken to protect the person making the allegation? What is the process to explain PREA and rights related to PREA to detained individuals?

Recreation, Child Care, and Freedom of Movement

- Ask about the hours and type of recreation offered to individuals. Is there both indoor and outdoor recreation space, and if so, what does it look like? Are either available depending on preference? Are there physical fitness opportunities?
- Ask about count—how often does it occur, what is the process, and how long does it take each time? Is there a population count at night?
- In facilities with both men and women and/or with populations classified in different levels, is there a difference in freedom of movement for different populations?
- For family detention, are children allowed their own toys?
- For family detention, what would happen if a mother needed to be away from her child? What are the reasons for which this would be permitted, and who would watch the child?
- For family detention, ask about the availability of child care. Under what circumstances is it available, what is the scope of the care provided (e.g., would the staff change a diaper?), and is there a maximum time of child care?

Mental Health and Medical Care

- Ask what type of mental and medical health care is available to detained individuals. Are they contracted or government providers? What is their range of experience, including degrees, specialties, and languages spoken? Are they full time or part time? What is the medical intake process? How can detained individuals access medical or mental health care? Are walk-ins an option?
- Ask to speak with the psychiatrist/psychologist/mental health care provider during the tour. Ask for his or her experiences with regard to the type of the issues they have seen and the systems in place to access health care. Does the system work well? Do they speak Spanish, and if not, do they use an interpreter line?
- Ask ICE and health officials about pregnant women who have been detained at the facility, (or if hypothetically pregnant women arrived at the facility) at what stage of pregnancy they were while in detention, availability of ob/gyn care, and how long pregnant women are kept in ICE



custody. Ask what would happen if someone requested access to an abortion. Ask if there have ever been cases of miscarriage or a birth while someone was at the facility?

Housing Units

- Are there any books, TVs, or other recreation materials? Observe how detained individuals are spending their time.
- Are individuals allowed to have food in the housing areas? Are microwaves or refrigerators available?
- Look at the bathrooms and shower areas. Are there curtains or other privacy measures?
- In units with women, look for the presence of female officers.
- Ask about the provision of hygiene products, especially feminine hygiene products, and the frequency or amount given at any time.
- Look for walls or bulletin boards with information, including important phone numbers and legal information.

Religious Services

- Speak with the chaplain and any other religious services providers. Be sure to ask directly if they have any concerns about the facility and what they are seeing and hearing from the detained families.
- Observe the space that is set aside for religious services. How big is it, and what is its availability?
- Ask the chaplain what his or her experience is in ministering to detained individuals or those who are survivors of trauma or torture.
- Ask about the availability of non-Catholic/Christian religious services.

Education

- Ask officials about the education available, including adult classes or, for family detention, education for children, and observe the spaces used for education. Speak to teachers directly if possible. How many different classes are there, and how are they divided (e.g., grouped by age)? How much time is allotted for schooling?
- Is the educational programming licensed? By what standards?



Appendix C: Sample Interview Questions—Short (Detained Individuals/Families)

Note: These questions are not meant to be comprehensive, and many of these questions overlap or are parallel to the questions in Appendix A and Appendix B of what to look out for during your tour. Use this guide as a basic overview; more detailed suggested questions are in Appendix D.

Background and Arrival in United States (including CBP or ICE arrest)

- Where are you from?
- Is this your first time in the United States?
- Where were you apprehended? By whom?
- What happened after you were apprehended?
 - If requesting asylum, did officials ask you if you are afraid of returning, or what happened when you told them you don't want to go back?
- Why did you come to the United States?
- Do you have children in the United States outside of the detention facility?
 - Do you know where they are?
 - Do you know who is taking care of them?
- If you were separated from your family member(s), have you been given any information about how to locate and contact them? Have you spoken to them since being separated?

Asylum Process

- Have you had a credible or reasonable fear interview?
- Did you feel you had a chance to explain your story and why you fear returning?
- If needed, did the interviewer use an interpreter? Do you think the interpreter did a good job?

Release/Bond

- Has ICE talked to you about when you might be released from detention?
- Do you know if others have been released from this facility, and under what circumstances?

Facility

- Can you talk about what it's like at this facility?
 - How are you being treated?
 - What are your most urgent concerns?
- How is the medical and mental health care?
 - Have you or anyone you known not gotten attention for a medical need?
 - Are you or do you know anyone here who is pregnant? If so, what is the medical care like?
 - Have you ever been asked to or wanted to speak to a psychologist? If so, what was that like?
- *(If at a family detention facility):* How are your children doing here?
 - Has their behavior changed since being in detention?



- Are you able to use the phones? If so, how much does it cost?
- Have you ever filed a complaint? If so, what happened?
- Have you had a chance to speak to a lawyer about your case, like through a know your rights presentation?
- If you could make a recommendation to the US government on how immigrants who are in detention should be treated, what would it be?



Appendix D: Sample Interview Questions—Long (Detained Individuals/Families)

Note: These questions are not meant to be comprehensive, and many of these questions overlap or are parallel to the questions in Appendix A and Appendix B of what to look out for during your tour. This guide offers more detailed questions, though you will likely not be able to cover all issues.

Background and Arrival in United States

- Where are you from?
- Is this your first time in the United States?
 - If not, when were you last here? How and when did you go home/were you deported?
- Where were you apprehended? By whom?
 - If at the border, try to clarify if at an official port of entry, like a “bridge,” or between ports.
- What happened after you were apprehended?
 - When you were arrested, were you alone? If not, who were you with? Did you get separated? If so, do you know where they are now?
 - If you have been separated from family members, has anyone explained to you how to locate and contact your family members?
 - If requesting asylum, did officials ask you if you are afraid of returning, or what happened when you told them you don't want to go back?
- Do you know if you were taken to a court for criminal prosecution?
- How long were you at the border (or the point of arrest) before being transferred here?
- How long have you been at this facility?
- Have you been transferred here from any other detention facilities?
- Why did you come to the United States?
- Do you have children in the United States outside of the detention facility?
 - Do you know where they are?
 - Do you know who is taking care of them?

Border Conditions and Treatment (CBP)

- How did you get to the United States? Where did you cross the border?
- How did you get caught by the border officials?
- Do you know the location of the first facility you were taken to?
- Can you describe the place where you were first taken after being caught crossing the border?
 - What was the place like? Clean? Dirty?
 - Was it cold?
 - Who were you placed with? Men, women, other children?
 - Were there beds? Blankets?
 - Was there a bathroom?
- Was there food? What did they give you for food and drink?
 - What did they give the children to eat and drink?



- How long were you held there?
- Have you been shackled or handcuffed? When?
- Where were you taken after the first facility? Were you transferred straight here?

Asylum Process (USCIS, in ICE custody)

- Have you had a credible or reasonable fear interview?
 - If so, was it by phone or in person?
- Did you feel you had a chance to explain your story and why you fear returning?
- If needed, did the interviewer use an interpreter? Do you think the interpreter did a good job?
- Did you get a positive or negative decision?

Release/Bond

- Has ICE talked to you about when you might be released from detention?
 - Were you told about any options for release, like on a bond?
- Do you know if others have been released from this facility, and under what circumstances?
- Would you be able to pay a bond if you were offered one? Do you have a sense of how much people usually have to pay to be released on bond, if that is an option?

Facility Conditions (ICE)

- **General**
 - How large is your room/cell?
 - Do you share it with anyone? If yes, how many people? Who are they?
 - Do you get along with your roommates?
 - Is it very hot or very cold here?
 - Has the facility given you clothing or can you wear your own clothes?
 - » If you have been given clothing,
 - What items have they provided you with?
 - Do they fit you?
 - Are they used?
 - Are they warm enough when it is cold?
 - Are they comfortable in hot weather?
 - Has the facility given you sheets, towels, and blankets?
 - » How often do they change/clean these items?
 - Do you have access to laundry machines?
 - If the staff does laundry, how are clean clothes distributed?
 - » Do you get the same inner and outer clothes back from the laundry?
 - Are you allowed to keep your personal belongings with you in the facility?
 - » Do you have a secure location to store those items?
 - Are there any personal belongings you are not allowed to keep with you?



- » If the staff took any of your items, do you know what they did with them?
- Are you allowed to receive and send uncensored mail?
- Are there work opportunities in the detention center?
 - » If yes, what types of jobs are available?
 - » How much do you earn?
 - » Are you ever required to work, including required to work a minimum amount of time?
 - » What happens if you no longer want to work?
- Are you able to have alone time?
 - » If no, do you wish you did?
- Do you ever need to use an interpreter? Does the facility help with that?

- **Women**

- If you have been searched, was it conducted by female officers?
- Were you provided with an initial medical intake screening which could indicate the possibility of pregnancy, recent sexual assault, or history of mental illness?
- Do you receive routine gynecological and obstetrical health care?
- Do you have access to preventative services such as breast examinations, pap smears, STD testing, and mammograms?
- Have you requested birth control? If so, was it provided to you?
- Have you been provided with sanitary pads or tampons?
- What is the process for requesting additional sanitary items? Do you have to ask male officers?
- If requested, do you have access to counseling services to address issues of sexual or physical abuse?
- *For pregnant or recently pregnant individuals:*
 - » Do you have access to pregnancy services such as prenatal care?
 - » Are you provided with pregnancy counseling and assistance?
 - » Have you ever been restrained by handcuffs or other means?
 - » If you requested it, were you provided with abortion counseling and services?
 - » Have you been provided with post-pregnancy services such as postpartum care and lactation services?
- Do you have children in the detention facility?
 - » If yes, are they allowed to stay with you?

- **Food and Water**

- Tell me about the food here.
- How many meals are you given a day?
- Can you access food outside of your meals?
- Are you given food that complies with any dietary or religious restrictions you may have?
- Do you have access to water at all times?
- Do you have access to a kitchen?



- Are you able to purchase food from a canteen or shop?
- Are visitors allowed to bring you food?

- **Hygiene and Sanitation**

- Do you have privacy when using toilets and showers?
- Are the bathrooms regularly cleaned?
- Do you have access to a bathroom all hours of the day?
- Are soap, tooth brushes, and other personal hygiene materials provided to you?
- What is the process for getting new items?

- **Medical and Counseling**

- Did you receive medical and dental screening exams when you first arrived?
- Did you receive any psychological screening exam when you first arrived?
- Did a counselor talk with you?
- Have you received any medical and dental checkups since you have arrived?
- Does the facility make primary medical care available? Emergency care?
 - » If yes, please explain the services that are available.
- Have you required medical care outside the facility while you have been here?
 - » If yes, have you received it? How long did you have to wait for it?
- Are there any health services that you have asked for and not received?

- **Education**

- Are you provided with any educational classes?
 - » If yes, what subjects? What languages are they offered in?
- Are any English as a Second Language (ESL) classes offered?
- Have you taken any vocational classes?
- How many hours a day do you have class? How many days per week?
- Are you required to attend classes?
- Who are your teachers?

- **Recreation**

- How much time a day do you spend outside for recreational activities like playing sports?
- How many times per week?
- What is the procedure for going outside?
- What activities do you do for recreation? For how long?
- Is there any sports equipment available?
- Is there any shade available?
- Do you have access to a library?
 - » If so, what types of books are available? Are they in your language?



- Do you have access to a television?
 - » If so, how much recreational time is spent watching television?
- Do you have access to the internet?
 - » If so, are there limits on sites you can visit? How much time are you allowed to spend on the computer?
- Is there anyone in charge of the facility's recreation program?

- **Religion**

- Are you a member of a religious or faith-based group?
- Does the facility allow you to practice your religion?
- Do you have any difficulty practicing your religious beliefs here?
- Is attendance at any religious activities required by the facility?
- Does the facility have chaplains affiliated with the center?
- Has the facility given you access to outside religious leaders of your faith?
- Have you been permitted to wear clothing required by your religion?
- Do you have any religious dietary requirements/restrictions?
 - » If so, has the facility given you foods you can eat?

- **Telephone Access**

- Do you have access to telephones?
 - » If yes, are you only allowed to use telephones at certain times? When?
- Have you ever had to pay to make a phone call?
- Have you been able to use the phone when you have requested to use it?
- Is there anyone that you have needed to call and not been permitted to do so?
- Do you talk to your attorney on the phone?
 - » If so, does the facility restrict how long you can talk to your attorney?
 - » Does the facility restrict the number of calls you can make to your attorney?
- Has anyone tried to call you here and not been permitted to leave a message?
- Does the facility listen in on your phone calls?
 - » If so, all of them? Only with your family? With your attorney?
- Have you ever lost phone privileges? What happened?

- **Visitation Policies**

- Are you allowed to have visitors?
 - » If so, how often? How long are they allowed to stay for?
- Can you meet with them in private?
- Is there anyone that you are not permitted to see?
- Has the facility explained its visitation policies to you?
 - » If yes, how did it do that?



- Are you allowed to have contact with the visitors? Or are you separated by Plexiglas or other barriers?
- Do you have other family members in this facility?
 - » If yes, are you allowed to see them?

- **Discipline Policy**

- Have you ever been/have you ever seen anyone else be punished at this facility? If yes, how and for what were you punished?
 - » Has any staff member ever hit you or deprived you of food, sleep, or exercise?
 - » If yes, please explain.
- Have you ever been punished by being deprived of the right to contact your attorney or others?
 - » If yes, please explain.
- Please give examples of discipline that you thought was fair, or that you thought was unfair.

- **Solitary Confinement**

- Have you ever been segregated from the rest of the residents in the facility?
 - » If so, what happened?
- How long were you in segregation for?
- Were you allowed to go outside at least once a day?
- Were you provided with regular medical checkups while in segregation?
- Were you given access to any recreational/leisure activities?

- **Grievance Policy**

- Do you feel safe here?
- Is there anyone you can complain to if you have any problems with the facility, for example, the medical treatment or the food or the beds or anything else we've talked about today? What is the process you have to go through to complain?
- Have you complained about anything before? What was it? Did the problem get resolved?
- If not, why have you not complained?
- Did anyone ever retaliate against you for complaining?
- Were you ever told about how to complain about the facility or the staff when you first arrived?
- Is there another resident here that you are afraid of? Why? Has another resident threatened you or taken your belongings away from you?
 - » If so, have you made a staff member aware of this? If yes, did they do anything about it?

Closing

- Do you have an expectation as to when you will get out of detention?
- If you could make a recommendation to the US government on how immigrants who are in detention should be treated, what would it be?
- Is there anything else you would like to tell me or that I haven't asked about?