



**FREEDOM
FOR IMMIGRANTS**

COVID-19 Detention Hotline Toolkit

#COVIDBehindBars #FreeThemAll

Launched in 2015, Freedom for Immigrants' National Immigration Detention Hotline was created to further our mission of abolishing immigration detention while supporting those currently suffering under this inhumane system. While the Hotline was briefly shut down by ICE over this past summer, we fought back in court and the Hotline was recently reinstated. With the onset of an unprecedented global pandemic, the Hotline is needed, now more than ever, to shine a light on the brutality of the immigration detention system.

In response to COVID-19, ICE issued a blanket ban on social visitation, cutting off access to loved ones as well as volunteer groups that monitor conditions and abuses. ICE's lengthy history of medical neglect proves that it is in no way capable of keeping the people in its custody safe from the pandemic.

In times of global pandemic, the risk of abuse with no oversight is at an all-time high. This is why Freedom for Immigrants has launched the COVID-19 Detention Hotline.

Information reported to the hotline will be collected and stored in an internal and secure database. Some of the information collected through the hotline will also be added to our [interactive map on U.S. immigration detention](#) so that we can publicly track and record ICE's response to COVID-19, including medical neglect, abuses, and confirmed cases of COVID-19 in immigrant jails and prisons. Our end goal is a centralized tool for loved ones, legal services providers, organizers, advocates, and detained people to report on ICE's response to COVID-19 in order to bolster calls for release. We will use collected data to generate periodic conditions reports for online publication, and share the data with policy makers to confront ICE's lies that the agency can guarantee the safety of everyone in its custody.

But we need your help. Because the Hotline was shut down for nearly six months, we need advocates, attorneys, media, and loved ones to share the number with their networks to get the word out. This toolkit contains text and graphics for social media and printable materials to aid in the dissemination of the Hotline number, followed by more information about how the hotline and map work as an integrated advocacy tool.

Social media language for Twitter, Instagram, & Facebook:

Today @migrantfreedom launched the #COVID-19 Detention Hotline. Advocates & loved ones can call to confidentially report conditions inside ICE jails & prisons. Dial 209-757-3733 to

connect with a Hotline volunteer. Let's hold @ICEgov accountable and #FreeThemAll #COVIDBehindBars

Immigrant jails and prisons were not constructed to serve as hospitals or clinics. In order to track @ICEgov response to #COVID-19, @MigrantFreedom has launched a COVID-19 Detention Hotline. Loved ones of people in detention can call the Hotline at 209-757-3733

After @MigrantFreedom's National Immigration Detention Hotline was featured on #OITNB, @ICEgov shut it down. 6 mo. later, the Hotline is up & running again but we need allies to share the # with their networks to get the word out #FreeThemAll

@MigrantFreedom launched a #COVID-19 Detention Hotline for advocates & loved ones to report on conditions in ICE jails & prisons. Data collected will be shared on an interactive map for organizers to hold @ICEgov accountable & help bolster calls to #FreeThemAll

<https://www.freedomforimmigrants.org/map>

The most reliable source of information regarding detention conditions come from those inside. @MigrantFreedom's restored hotline allows people to connect with advocates outside for a free, confidential and unmonitored call. Detained people can report COVID-19 related conditions by dialing 9233 from a facility phone

Sample text for SMS/WhatsApp organizing:

Freedom for Immigrants has a free, unmonitored hotline number, that is legally protected and secure, for people in detention - 9233. People detained can dial from the facility using whatever method they usually use (may be a * or a # before or after the number). FFI hotline has dedicated operators to collect information about how immigrant prisons are dealing with COVID19. People can call for anything coronavirus related, as well as to report abuses of any type inside, and for general support. Thank you for all your powerful work! [Attach flyer]

Freedom for Immigrants (Libertad para Inmigrantes) tiene una línea directa gratuita y sin supervisión para las personas detenidas. Las personas detenidas pueden marcar 9233 desde el centro de detención usando cualquier método que normalmente usan (tal vez hay * o un # antes o después del número). La línea directa tiene operadores dedicados a recopilar información acerca de cómo las cárceles de inmigrantes están funcionando con COVID19. Las personas pueden llamar para denunciar cualquier abuso relacionado con el coronavirus, así como para informar abusos de cualquier tipo en el interior, y para obtener apoyo general.

Graphics:

THE MOST **RELIABLE SOURCE**
OF INFORMATION ON
DETENTION CONDITIONS
COMES FROM **PEOPLE INSIDE**
& THEIR **LOVED ONES**

CALL OUR **COVID-19**
DETENTION HOTLINE:



209-757-3733

#FREETHEMALL

#COVIDBEHINDBARS





CORRE LA VOZ!

LLAMANOS PARA **REPORTAR**
DENTRO DE **CARCELES Y**
PRISIONES DE ICE A TRAVES DE
UNA LINEA **CONFIDENCIAL**



209-757-3733

#FREETHEMALL

#COVIDBEHINDBARS



COVID DETENTION HOTLINE



209-757-3733

bit.ly/COVIDHOTLINETOOLKIT

#FREETHEMALL

#COVIDBEHINDBARS

COVID-19 DETENTION HOTLINE

ABOUT THE HOTLINE

In times of global pandemic, the risk of abuse occurring with zero oversight is at an all-time high.

The COVID-19 Detention Hotline allows advocates & loved ones of people in detention to confidentially report abuses and conditions in ICE jails & prisons.

Loved ones and advocates for people in detention can call our external hotline at [209-757-3733](tel:209-757-3733) at any time. For COVID-19 related reporting, press 3. The hours of operation are 10AM to 2pm PST. A voicemail will be set up after hours.

People in detention can contact us by dialing 9233. Callers should use whatever method they usually use to call pro bono extensions (may be a * or a # before or after the number).

HOW WE CAN HELP

Information reported to the hotline will be collected and stored in an internal and secure database.

Some of the information collected through the hotline will also be added to our interactive map on U.S. immigration detention so that we can easily track ICE's response to COVID-19, including medical neglect, abuses, and confirmed cases of COVID-19 in immigrant jails and prisons

GET IN TOUCH



COVID-19

LINEA DIRECTA

SOBRE LA LINEA DIRECTA

En tiempos de pandemia y sin supervisión comunitaria, el riesgo de abusos dentro de detención es más alto que nunca.

La línea directa de detención de COVID-19 permite que los seres queridos de las personas detenidas denuncien de manera confidencial los abusos y las condiciones en las cárceles y prisiones de ICE.

Los seres queridos de las personas detenidas pueden llamar a nuestra línea directa al [209-757-3733](tel:209-757-3733) en cualquier momento. Para preocupaciones sobre COVID-19, marque 3. Las horas de operación son de 10 AM PST a 2 PM PST.

Las personas detenidas pueden llamarnos al [9233](tel:9233). Las personas que llaman deben usar el método que suelen usar para llamar a las extensiones pro bono (puede ser un * o un # antes o después del número).

COMO PODEMOS AYUDAR

Parte de la información recopilada a través de la línea directa también se agregará a nuestro mapa interactivo sobre la detención de inmigrantes de EE. UU. para que podamos monitorear fácilmente la respuesta de ICE al COVID-19, incluyendo negligencia médica, abusos y casos confirmados de COVID-19 en cárceles de inmigrantes.

LLÁMANOS

FREEDOM FOR IMMIGRANTS' NATIONAL IMMIGRATION DETENTION HOTLINE



WHAT IS THE HOTLINE?

The National Immigration Detention Hotline is a safe, confidential service offered to people in U.S. immigration detention [at no cost to them](#).

It was created and is managed by Freedom for Immigrants, and staffed by a team of highly trained multilingual advocates across the country.

We receive over 14,000 calls per month from immigrant prisons and jails around the country. We have received calls from immigrants from 107 countries.

HOW CAN WE HELP?

It is the nation's largest immigration detention hotline, connecting immigrants in detention to their family, resources, and abuse documentation support.

Folks in ICE detention can submit complaints, request to be connected with visitor volunteers or pen pals, request community support (i.e. assistance finding a sponsor or with a letter of support), request help finding a loved one, share their stories and be connected to resources through our hotline.

GET IN TOUCH

The National Immigration Detention Hotline is available only to people who are currently in U.S. immigration detention, and is available Monday through Friday from 6 am to 8 pm PST.

[People in detention can reach out to us by dialing 9233#](#) in a facility phone.

If you have any questions, feel free to reach out to [Cynthia Galaz](mailto:cgalaz@freedomforimmigrants.org) at cgalaz@freedomforimmigrants.org.

ABOUT US

[Freedom for Immigrants](#) is devoted to abolishing immigration detention, while ending the isolation of people currently suffering in this profit-driven system. We visit and monitor 69 immigrant prisons and jails, and we run the largest national hotline for detained immigrants. Through these windows into the system, we gather data and stories to combat injustice at the individual level and push systemic change.

FREEDOM FOR IMMIGRANTS'

LINEA DIRECTA NACIONAL DE DETENCION DE INMIGRACION



QUE ES LA LINEA DIRECTA?

Nuestra línea directa es un servicio seguro, **confidencial y gratuito** para personas en detención de inmigración.

La línea fue creada y manejada por Freedom for Immigrants (Libertad para Inmigrantes) y es operada por un equipo de voluntarios multilingües y entrenados a través de todo el país.

Recibimos hasta 14,000 llamadas al mes de personas detenidas en cárceles de inmigración en todo el país.

COMO PODEMOS AYUDAR?

Esta línea es la más grande en todo el país, y conecta a personas detenidas con su familia, recursos y apoyo de documentación de abusos.

Personas en detención pueden llamarnos para procesar quejas, pedir ser conectados con voluntarios de visita o para corresponder, solicitar apoyo de la comunidad (ej. asistencia para pagar fianzas), pedir ayuda para encontrar a un ser querido, compartir sus historias y ser conectados a recursos.

CONOCEMOS

Nuestra línea directa está disponible para personas actualmente detenidas en centros de inmigración de ICE. Operamos de lunes a viernes de 6 am a 8 pm PST.

Personas detenidas nos pueden llamar marcando 9233# desde dentro de un centro de detención.

Contacta a **Cynthia Galaz** cgalaz@freedomforimmigrants.org si tiene preguntas sobre la línea directa

SOBRE NOSOTROS

Freedom for Immigrants (Libertad para Inmigrantes) tiene como misión abolir el sistema de detención de inmigración. Al mismo tiempo, buscamos disminuir el aislamiento de quienes sufren en este sistema motivado por dinero. Visitamos y monitoreamos 69 cárceles y prisiones de ICE y operamos la línea directa de detención más grande del país. Por medio de estos programas podemos experimentar las condiciones en centros de detención, recolectar información e historias para combatir injusticias a nivel individual y luchar por cambio sistémico.

How the COVID-19 Detention Hotline works: Loved ones and advocates for people in detention can call our external hotline at 209-757-3733 at any time. For COVID-19 related reporting, press 3. A trained Hotline volunteer will answer the phone between the hours of 10am-2pm PST Monday through Friday. Voicemails will be returned as soon as possible.

Detained people can also use the hotline to report abuses and conditions related to ICE's responses to COVID-19, as well as to reporting unrelated abuses and conditions. Calls made through our National Detention Hotline are free, confidential, and unmonitored. Hotline volunteers will conduct both a general intake for conditions and concerns and give callers the option of reporting COVID-19 specific issues. People in detention can contact us from 6am-8pm PST Monday through Friday by dialing 9233 from a facility phone. Dialing restrictions vary between ICE jails and prisons, so callers should use whatever method they usually use to call pro bono extensions (there may be a * or a # before or after the number).

How the map works:

In 2019, Freedom for Immigrants launched an interactive map on U.S. immigration detention. The map is intended to serve as a resource for policy makers, advocates, journalists, and concerned individuals interested in understanding the evolution of immigration detention and working towards its abolition. The map includes the name, location, operator, and cost of each detention center nationwide as well as historic data regarding the expansion of the detention system over time, among other resources.

In response to the COVID-19 pandemic, Freedom of Immigrants now integrates data reported through media reports and the COVID-19 Detention Hotline into the map. Data on the map includes confirmed cases of COVID-19, barriers to community access, shortages of hygiene products, medical neglect, and instances of retaliation in response to acts or protest or organizing.

Spread this toolkit:

bit.ly/covidhotlinetoolkit