



ADMINISTRATION FOR **CHILDREN & FAMILIES**

What You Need to Know If You Were Separated from Your Child(ren) at the United States Border

You are receiving this information because immigration officers from U.S. Customs and Border Protection (CBP) separated you from your child(ren) and sent (or will send) your child(ren) to the temporary care of another U.S. government agency called the Office of Refugee Resettlement (ORR). CBP is only authorized to separate you from your child(ren) for certain limited reasons, such as if you need to be hospitalized, provide information on someone else's case (called a "material witness"), there are concerns that you may present a risk of harm to your child(ren), or you may have been involved in a crime. You should be given a reason for the separation that includes facts specific to you, and that is given to you in writing, and communicated in the language you best understand, using a translator or interpreter if necessary. If you do not know the reason for the separation, please ask a CBP agent or officer to provide you with the reason. If you already have a lawyer or are able to speak with a lawyer, you can ask them to review this document with you.

This document provides information about your child(ren)'s placement with an ORR program and how you are able to speak with your child(ren) and learn more about their care. Your child(ren)'s stay at ORR is expected to be temporary. If the reason for the separation is resolved, your child(ren) will be reunified with you as soon as possible. If the reason for the separation is not resolved, you can tell ORR if there is another trusted adult, who could be a family member or family friend, in the United States to whom your child(ren) can be released. This person would be referred to as your child(ren)'s "sponsor" and would be responsible for taking care of your child(ren).

What is the Office of Refugee Resettlement (ORR)?

ORR is an agency that cares for children who: are under the age of 18, do not have a lawful immigration status in the U.S., and do not have a parent or legal guardian in the U.S. who is available to provide care and physical custody. ORR will care for your child(ren) until they can reunify with you or until ORR can release them to a sponsor, if available.

ORR is not police nor is it part of the CBP or another immigration enforcement agency. ORR is a separate federal agency that is responsible for child welfare and is part of the Department of Health and Human Services. ORR staff are specially trained to care for children. There are different types of ORR programs where your child(ren) may stay. Your child(ren) may stay with other children at a program called a shelter, or they may stay with another family called a "foster family." While your child(ren) may be placed in an ORR program nearby, it is possible that your child(ren) will be transported by bus or airplane or both to a program that has space and is best suited to care for your child(ren).

What happens once your child is at the ORR Program?

At the ORR program, your child(ren) will have their own bed, clothing, and regular opportunities to bathe with hygiene products. Your child(ren) will receive at least three meals, snacks, and drinks every day. Your child(ren) will also be referred for the appointment of a child advocate and, within 10 business days of arrival to ORR, will receive a presentation on their rights (called a Know Your Rights or KYR) and an opportunity to discuss their immigration case with a lawyer (called a legal screening). Your child(ren) will also be provided with the following services, including an opportunity to:

- Learn subjects like English in a classroom
- Engage in sports, crafts, and other recreational activities
- Receive medical care and speak with a counselor
- Make regular phone calls to you, a potential sponsor, and others in your family

How do you contact your child or someone at the ORR Program?

There are several ways that you should be informed of your child(ren)'s location and how to communicate with them or ORR program staff caring for your child(ren). First, CBP has a separate document that should provide you some information. Second, if you are in the custody of Immigration and Customs Enforcement (ICE) or the U.S. Marshals Service (USMS), officials in those agencies will help you contact your child. Third, you can call ORR's National Call Center (1-800-203-7001) at any time of the day or night. The ORR Call Center will not be able to immediately connect you with your child(ren) or the ORR program where your child(ren) is (are) located. They will take your message and share it with the ORR program. The ORR program and the ICE or USMS officers will coordinate to help you contact your child. When you call the ORR National Call Center, please provide the name of your child(ren), their date of birth, and their A Number, which is a 9-digit number assigned to immigrants, if you know it. Also, please provide your name, A Number, and the name of the detention facility, jail, or hospital where you are currently being held. If you are hospitalized and you do not know the hospital's phone number or how ORR could reach you, you should ask hospital staff or a social worker at the hospital for this information.

ORR provides your child(ren) opportunities to call you and other loved ones every week. Knowing how to reach you is also important so that ORR program staff can consult with you regarding the care of your child(ren) and receive information from you regarding trusted adults in the U.S. who may be willing to sponsor your child, if necessary. If you are in the custody of ICE, ICE and ORR will coordinate to put you in touch with your child within 48 hours of the child arriving to ORR care. If you are in USMS custody, that agency and ORR will coordinate to put you in touch with your child upon your arrival to USMS' custody.

Is there anything else that I need to know or that I can do?

Yes! Please contact ORR to share important information that it needs to know, such as:

- Names and other information on all your child(ren) who were separated from you so that ORR can connect them
- Whether your child(ren) are hurt, have health conditions, are taking or should be taking any medication
- Whether your child(ren) were hurt or made to feel unsafe by anyone before coming to ORR
- Whether your child has an attorney or if you have an attorney that will be contacting ORR on your behalf
- The name and telephone number of a family member or family friend in the U.S. who you would like ICE and HHS to update if either you or your child are ever moved to another location.

ORR programs have telephones that already have numbers programmed to call people that can help your child(ren). Your child(ren) will learn more about these phones when they arrive at the ORR program. Here are some telephone numbers that you can call if you need help:

- *To locate your child at an ORR program:* **ORR's National Call Center and Sexual Abuse Hotline (1-800-203-7001)**
Available 24/7 in English and Spanish. Interpretation is available for other languages.
- *To report child abuse:* **Childhelp National Child Abuse Hotline (1-800-422- 4453)**
The appropriate child abuse hotline depends on where you are located in the United States. The Childhelp Hotline will help to connect you with the correct hotline based on your location.
- *If you are experiencing a mental health crisis:* **Suicide and Crisis Hotline (988)**
Available 24/7 in English and Spanish.
- *If you were the victim of a crime and would like help:* **National Center for Victims of Crime (1-855-484-2846)**
Available Monday through Friday, daytime hours in English and Spanish. Interpretation is available for other languages.
- *To report human trafficking or potential human trafficking:* **Office of Trafficking in Persons (1-888-373-7888)**
Available 24/7 in over 200 languages.
- *To make a complaint about your treatment while in the custody of immigration officials:*
Department of Homeland Security Office of the Inspector General (1-800-323-8603)
CBP Joint Intake Center (1-877-246-8253)
DHS Office of Civil Rights and Civil Liberties (1-866-644-8360)