

STAY LINE SOP, Appendix K – Continuity of Operations (COOP) and Hazardous Weather Office Closure Emergency Stay Unit Procedures

A. COOP Emergency Stay Unit Procedures

In general, the following procedures are to be followed in the activation of the EOIR COOP Plan. The extent to which this will be possible will depend on the emergency, the amount of warning received, whether personnel are on duty or off duty, and the extent of damage to the affected facility and its occupants. This plan is designed to provide a flexible response to multiple events occurring within a broad spectrum of prevailing conditions. The degree to which this plan is implemented depends on the type and magnitude of the events or threats.

1. Notification Procedure and Alternate Facilities

A. On Duty

1. Director of EOIR, Chairman of the Board, or his designee determines if the COOP is to be implemented, if relocation is to be effected and to which alternate facility.
2. The EOIR HDQ public address system may be used to notify the personnel of the need to evacuate the building.
3. Emergency stay unit personnel will be contacted by handheld wire device and will be advised as to whether to travel to an alternate facility or return to Headquarters.
4. Disruption of normal operations, such as power outages or other occupant emergency, may result in temporary relocation to the first alternate facility, EOIR Library, Building 3, Twelfth floor, Skyline complex, 5201 Leesburg Pike.

B. Off Duty – COOP Alternate Facility

1. Director of EOIR, Chairman of the Board, or his designee determines if the COOP is to be implemented, if relocation is to be effected and to which alternate facility.
2. Emergency Stay Unit personnel will be contacted by phone tree to be advised as to which alternate location to report to duty.
3. Privately owned vehicles or public transportation are expected to transport essential stay personnel to alternate facility. Contact supervisor if unable to report to duty on time.

EOIR HQ ALTERNATE FACILITIES

Primary Alternate Facility: **Board of Immigration Appeals Law Library**
5201 Leesburg Pike (Skyline Three)
Suite 1200
Falls Church, VA 22041

Map/Floor plan attached

POCs: Karen Drumond, Librarian 703-605-1102
Kimberly Camp, Paralegal Specialist 703-605-1106

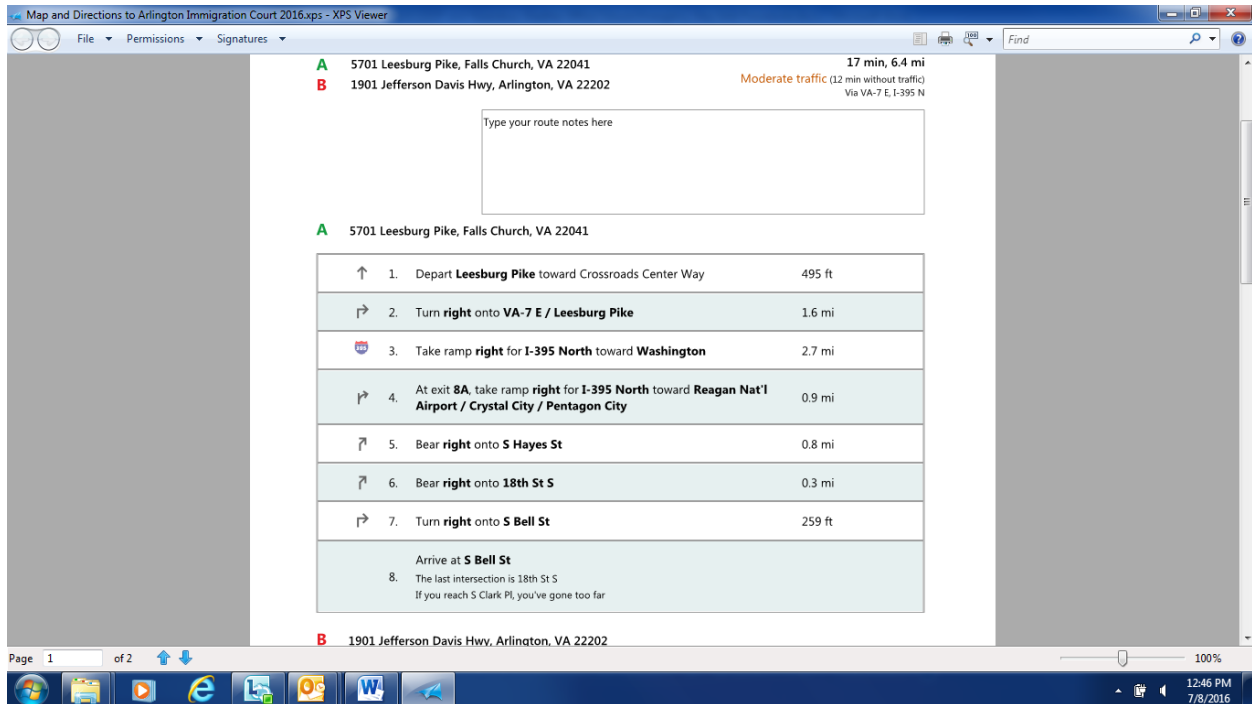
Fax 703-605-1108

Secondary Alternate Facility: **Arlington Immigration Court at Crystal City**
1901 South Bell Street
Arlington, VA 22202

Map/Floor plan attached

POCs: Joe Egozcue, Court Administrator
Yasir Taj, Alternate
Office 703-603-1351
Fax 703-235-2372

Public Phone Number: 703-603-1300



Tertiary Alternate Facility:

Baltimore Immigration Court
George Fallon Federal Building
31 Hopkins Plaza
Room 440
Baltimore, MD 21201

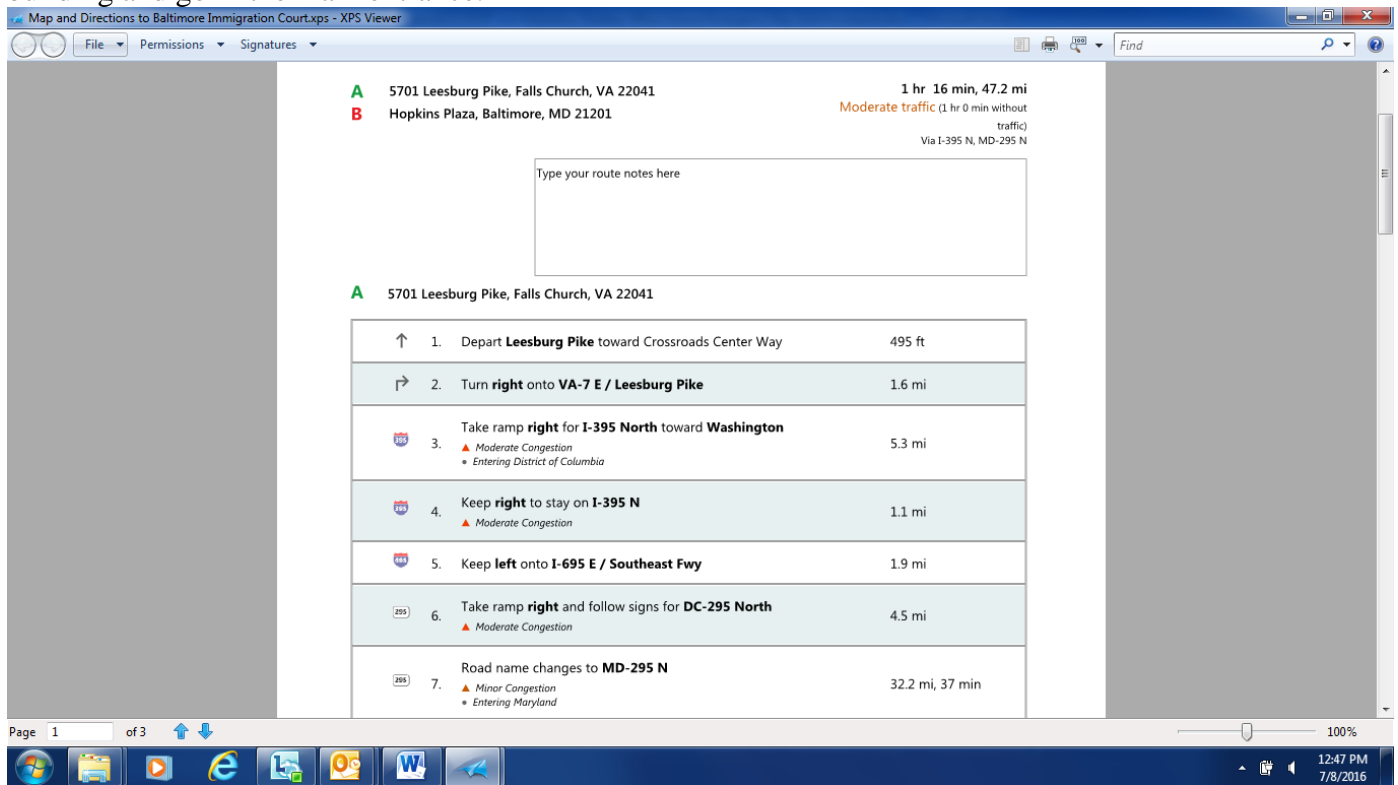
Map/Floor plan attached

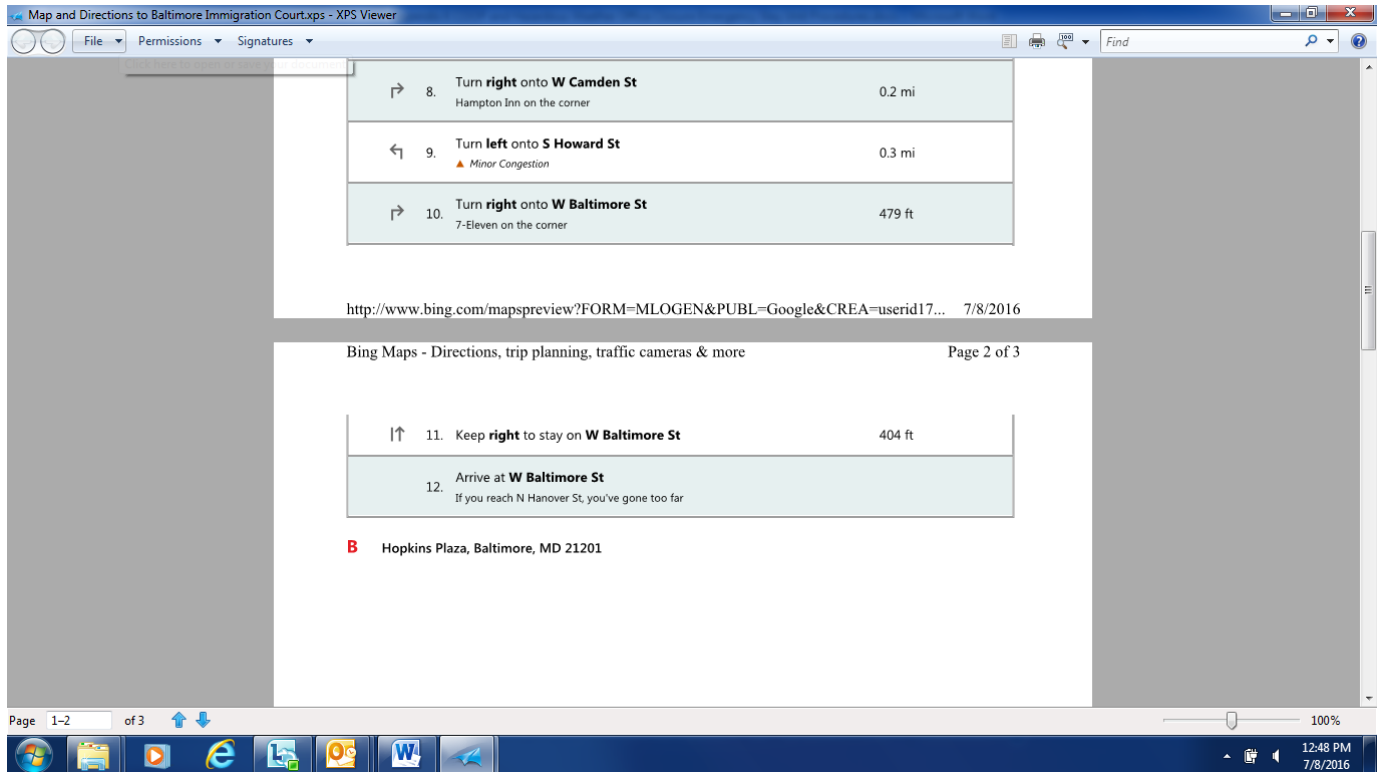
POCs:

Brenda Cook, Court Administrator
Office 1-410-736-5601
Personal cell 443-745-1909
Jeff Claggett, Supervisory Legal Assistant
1-410-736-5602; Fax 1-410-962-9021

Public Phone Number: 410-962-3092

Parking: Commercial parking is available under the building. The garage is open 7 days a week. People parking under the building should exit the garage and walk around to the front of the building and go in the main entrance.





2. COOP Emergency Stay Procedures

- Designated Emergency Stay Unit personnel will be provided an emergency kit to allow them to process emergency stay requests from their home or a remote location in the event EOIR is operating under a COOP or other emergency results in closure of headquarters. The SLP must have at a minimum: access to a computer, remote access to EOIR databases, land-line telephone, printer, and FAX machine. The emergency stay kit includes:
 - List of Emergency Stay procedures.
 - Call Forwarding Instructions.
 - List of DHS and EOIR phone numbers.
 - Token to enable remote access to the website.
 - Supplies: Red file folders, black marker, pens, paper, stapler, date-stamp, tape, Stay Log-In Sheets, Stay Request Phone Log Sheets, Stay Request Worksheets, Temporary Stay Orders (TSO) (hard-copies) and TSO Inventory Sheet, FAX Transmittal Sheet (modified with home/remote location FAX number).
- How to process an emergency stay from a remote government facility:
 - Bring emergency stay kit.
 - Forward Emergency Stay Unit calls from (703) 306-0093 to the temporary COOP or remote location.

- Call Forwarding Instructions:
 - 1. Open the web browser.
 - 2. In the address bar, enter <http://eoir-phonesetup>
 - 3. Login with the following information:
 - User Name: **10 digit private line number** (NOT THE STAY LINE)
 - Password: **12349876**
 - Select User Options in the upper left corner.
 - Select Device.
 - Select Line Settings.
 - Under the Line Settings go under the section titled “**Line Information**” scroll to locate the Stay Line number: 7033060093 and click - screen will then switch to the Stay Line account.
 - Under the section titled “**Incoming Call Forwarding**” - click the box in front of “**forward all calls to.**”
 - Check the box in front of “**This Number**” and type the temporary COOP phone number. Remember to place the number 9 before the area code - example: 97035551234.
 - Press **SAVE**.

- How to process a stay from home via teleworking:
 - Set up emergency stay materials.
 - Follow above call forwarding procedures.
 - Use *67 to block any calls sent from home phone line.

Calls will now be forward to the temporary COOP number - to return the line back follow all above steps and un-click all boxes and press SAVE.

In the event you are unable to forward the calls, contact your supervisor.

- Instructions on how to process an emergency stay request
 - If CASE and Word Perfect are accessible:
 - Obtain Alien number; verify that the alien is in custody through CASE or by contacting the DO. If the alien is not detained, do not proceed further with the stay request.
 - Check CASE to see if an appeal of an Immigration Judge’s denial of a motion to reopen or a motion is pending before the Board.
 - If it is pending:
 - Complete the Stay Request Worksheet, by obtaining the necessary information from the caller such as name, telephone, fax number, etc.
 - Issue a Temporary Stay Order through auto-order function.

If it is not pending:

- Check CASE to see if a final order denying a motion to reopen or reconsider has been issued by the Immigration Judge or a final order has been issued by the Board either on appeal or on a prior motion.

If **YES**:

§ Issue a Temporary Stay Order through auto-order.

If **not**:

Inform the party that there is no final removal order and the stay request will not be entertained.

- If CASE and/or Word Perfect and/or printer are not accessible or not functioning properly :
 - Contact EOIR Helpdesk at 703-305-7347. If unable to remedy the problem use best efforts to verify that alien has a final order and filed an appeal or motion before the Board. Such efforts may include calling the ASQ system at 1-800- 898-7180, speaking to the deportation officer, or contacting other EOIR offices, such as designated immigration courts.
- If you determine that removal is imminent, follow instructions above with regard to issuing a hard-copy Temporary Stay Order if Microsoft Word is not accessible or you are unable to print an auto order.
- Create a Temporary (Temp) File (using Red Folder).
 - Label the Temp File with Alien Number (using Black Marker).
 - Fill in Fax sheets (modify to reflect home/remote location FAX number).
 - Fax both parties (DHS & Alien/Attorney) the Temporary Stay Order.
 - Place all forms in Temp File.
 - Complete Stay Log-in sheet.
 - Complete Temporary Stay Order Inventory sheet.
 - Return Temp File to EOIR headquarters upon termination of the COOP.
- Process Upon Return to EOIR headquarters:
 - The record of proceedings should be requested or obtained.
 - The Temp File should be processed according to the procedures outlined at 9.0 et seq., with the transmittal letter modified:
 - To reflect the date of issuance of the temporary stay,
 - To verify the appeal or motion has been filed, and the lifting or continuation of the stay.
 - The Stay Coordinator and a supervisor should review the Temporary Stay Order Inventory log for accuracy and inventory the supplies in the emergency kit.

B. Hazardous Weather Office Closure or Delayed Opening Emergency Stay Unit Procedures

The following procedures apply when the Office of Personnel Management (OPM) closes or delays the opening of the federal government in the Washington, DC area due to a weather emergency but COOP procedures have not been implemented.¹ These procedures presume that the necessary remotely located equipment and personnel have electrical power.² Personnel should follow Office of Personnel Management (OPM) for reports as to the status of government operations. The EOIR Toll-Free Information Line provides updates on emergency situations affecting EOIR facilities and personnel - (866) 844-6618.

- A document with contact information for all Emergency Stay Unit (ESU) personnel will be distributed to and maintained by all Board ESU personnel.
- When local forecasters predict snow/hazardous weather several days in advance, the Emergency Stay Unit Supervisor will notify the BIA Chairman, Vice Chairman, and the Director of Operations that the ESU is processing all pending stay requests with removal dates scheduled within the next 7-10 days (depending on the severity of the forecast).
- When the OPM's website confirms closure, the Emergency Stay Unit Supervisor does two things. He or she:
 1. Remotely records and activates the alternate Stay Line telephone message from home (see Annex A for remote access procedures); the alternate message advises callers:
 - The Federal Government is closed (or will have a delayed opening) in the Washington, DC area today (insert the specific date) due to winter weather advisories and, as a result, the Board's Emergency Stay Line is also closed (will have a delayed opening); If removal is imminent; meaning scheduled for today or tomorrow, and it cannot be postponed, please include that information in your message. **The Board of Immigration Appeals requests that Deportation Officers postpone any imminent removals until the Board reopens.** Please leave your:

¹It is the policy of the United States and the Department of Justice (DOJ) to have in place comprehensive and effective programs to ensure continuity of essential Federal functions under all circumstances and hazards. In alignment with this policy, the procedures that follow are intended to enable the Board of Immigration Appeals (BIA) Emergency Stay Unit (ESU) to continue operating even when Washington D.C. area federal government offices are closed or have delayed openings due to hazardous weather. U.S. Department of Justice, Executive Office for Immigration Review, Continuity of Operations Plan, August 2007. Appendix A, "Essential Functions and Personnel," paragraph 3, "BIA Emergency Stay Program."

² Designated Emergency Stay Unit personnel should contact their supervisor if at all possible if they do not have power so an alternate person (with power) can be chosen to handle the Stay Line.

- name,
- telephone number,
- email address
- the alien registration number of the case you are calling about,
- the scheduled removal date,
- and a brief description of the situation.
 - Also, if you are the individual scheduled for removal or the representing attorney, in addition to your name, telephone number and email address, please provide:
 - the Deportation Officer’s name
 - the Deportation Officer’s telephone number,
 - the name and state of the Deportation Office,
 - and the scheduled removal date.
 - A member of the Stay Line Unit will return your call when the Board reopens.
 - The Stay Line’s normal hours of operations are Mon-Fri, 9am-5:30pm, Eastern Standard Time (EST).

2. The ESU Supervisor also remotely activates an auto-reply (“out-of-office”) e-mail notifying individuals, who are sending e-mails to the ESL’s mailbox, that the Board is closed (echoing the telephone message above). **The ESL’s auto-reply e-mail also requests that Deportation Officers postpone any imminent removals until the Board reopens.** If a remote laptop connection is not available, the ESU Supervisor will monitor incoming email inquiries with the ESU smartphone.

- The ESU Supervisor emails the Chairman, Vice Chairman, and the Director of Operations to confirm that 1 and 2, above, have been completed.
- The ESU Supervisor monitors the Stay Line telephone messages and incoming e-mails during the Stay Line’s normal hours (9 am to 5:30 pm, EST) to prepare the ESU staff to efficiently handle any imminent matters when the Federal Government reopens, or prepares to handle the matter that day (see “B”, below).
- If DHS will not postpone an imminent removal, the ESU supervisor may contact the Chairman, Vice Chairman, or another Board Member to discuss the situation. If the Board Member(s) deem it necessary, the ESU supervisor will coordinate sending a written stay order to the deportation officer in whatever form is most practicable and acceptable to all parties. See COOP procedures, Section A, above.