



# VAV at Otero County Processing Center



## Overview

U.S. Immigrations and Customs Enforcement (ICE) detention standards require that detainees in ICE facilities be allowed confidential contact with legal representatives. In an effort to facilitate improved access to legal representatives, ICE has implemented VAV in various detention facilities nationwide. VAV, which facilitates confidential attorney-client conversations through virtual technology (Zoom), does not substitute for in-person meetings with clients, but it does provide a timely and efficient communication alternative.

## Procedures for virtual legal visits at Otero County Processing Center:

- As with in-person legal visitation:
  - The legal representative will be required to show appropriate identification, such as a bar card from any state or other available documentation demonstrating bar membership, prior to the scheduled meeting.
  - Only legal representatives, legal assistants, and interpreters will be allowed; no family or friends of the clients are permitted.
  - The legal representative may contact outside interpretation services during the call or session.
- A visitation officer will be stationed outside of the confidential room to maintain and ensure the safety and security for all detainees utilizing VAV.
- Video-visitation may be used for other confidential interviews (by USCIS or forensic medical evaluators) or other special visitation purposes (child welfare), contingent upon availability.



Legal representatives and their staff are not permitted to video or audio record during any virtual or in-person visit or any call with detainees at the facility. Any violation of these rules may result in suspension or a permanent revocation of VAV user privileges.

**For information on VAV available hours and scheduling, please see:**

<https://www.ice.gov/detain/detention-facilities/otero-county-processing-center>

**Legal Visits can be scheduled online with an ERO eFile account using ICE's Detention Facility Appointment Scheduler. To register for an ERO eFile account please go to <https://www.ice.gov/eroefile>**

Otero requests that all standard virtual appointments be made through **ERO eFile**. However, if there is an exigent circumstance legal representatives may request an appointment via email ([otero-legalaccess@ice.dhs.gov](mailto:otero-legalaccess@ice.dhs.gov)) or by calling the Otero County facility line at: (575) 824-0440 ext. 100.