

# **New Orleans Field Office**

## ***Etowah County Detention Center***

### **Enforcement and Removal Operations Leadership**

Field Office Director: Philip Miller  
Deputy Field Office Director: Scott Sutterfield  
Assistant Field Office Director: Gerald Smith  
Facility Main Telephone Line: (256) 549-5410  
Field Office Main Telephone Line: (504) 599-7800

### **Facility Location**

#### **Street Address:**

827 Forrest Avenue  
Gadsden, AL 35901

#### **Parking:**

Free public parking is available at the facility

#### **Accessibility for Individuals with Special Needs:**

The facility is in compliance with the Americans with Disabilities Act (ADA).

#### **Hours of Visitation**

Unit 3: Sunday, Monday, Tuesday & Wednesday 9a.m. – 12 p.m.  
Unit 4: Sunday, Monday 9a.m. – 1p.m.; Tuesday & Wednesday 2p.m – 5p.m  
Unit 9: Sunday, Monday 2p.m. – 5p.m.; Tuesday & Wednesday 9a.m – 1p.m  
Unit 10: Sunday, Monday 2p.m. – 5p.m.; Tuesday & Wednesday 9a.m – 1p.m

To ensure adequate time to process visitors through security, all visitors must arrive 45 minutes prior to the scheduled visit time.

Visitors must present a valid verifiable government-issued identification card to enter the facility.

Visits shall not exceed 30 minutes.

Minors who are visiting the facility must be accompanied by an adult guardian (18 years or older). Minors must not be left unaccompanied in the waiting room, visiting room or any other area.

### **Attorney Visits**

Legal representatives of detainees are authorized to visit their clients during the following hours:

Daily, 8 a.m. - 7 p.m.

A list of pro bono (free) legal organizations will be posted in all detainee housing units and other appropriate areas. This list shall be updated quarterly. If a detainee wishes to see a representative or paralegal from that organization, it is the detainee's responsibility to contact them for an appointment.

### **Consular Visits**

Consular officials may meet with their detained nationals at any time. It is requested that prior arrangements be made with the ICE Supervisory Deportation Officer and that consular officials bring appropriate credentials when they come to the facility. The ICE Supervisory Deportation Officer in charge of the facility can be reached at (256) 543-8154.

### **Clergy Visits**

Clergy may visit detainees at any time, but must make prior arrangements with the Chaplain's Office at (256) 549-2194.

### **Visiting Restrictions**

1. All family or other social visits are non-contact.
2. No firearms or weapons of any kind are permitted in the facility.
3. If visitors are or appear to be intoxicated, visitation will not be allowed.
4. All visitors are subject to search while in the facility.
5. Visitors are not allowed to pass or attempt to pass any items to detainees.
6. Visitors are not allowed to carry any items into the visitation area.

### **Search Procedures (prior to or during all visitations)**

All individuals requesting admittance to the facility or the visitation area are subject to a pat-down search of their person, an inspection of their belongings, and a metal scan search. Individuals refusing to cooperate with a reasonable search will not be admitted. No firearms or weapons of any kind are permitted. No electronic devices (cell phones, pagers, radios, etc.) are permitted in the secure areas of this facility.

### **Contacting Us**

If you need information about a detainee that is housed at this facility, you may call (256) 549-5410 between the hours of 8 a.m. - 5 p.m. When you call, please have the individual's biographical information ready, including first, last and hyphenated names, any aliases he or she may use, date of birth and country of birth.

## **Freedom of Information Act (FOIA)**

All FOIA and Privacy Act requests must be submitted on form G-639 (Freedom of Information / Privacy Act Request) or in letter format. All requests must contain the original, notarized signature of the subject in question. Please complete the form G-639 thoroughly and if writing a letter, be sure to include the full name, any other names used, date of birth, place of birth, A-number of the alien you are seeking information about, as well as your full name, address, and telephone number, so that we may contact you if we have any questions.

*Mail your FOIA or Privacy Act request to:*

**U.S. Immigration and Customs Enforcement  
Freedom of Information Act Office 800  
North Capitol Street, NW, Room  
585 Washington, D.C. 20536  
Phone-1-866-633-1182  
E-mail - [ICE-FOIA@dhs.gov](mailto:ICE-FOIA@dhs.gov)**

## **Finding the status of a case**

For information about a matter before the immigration court, you may call 1-800-898-7180 to speak with them directly. Applications for relief from removal, and other applications requested by the immigration judge must be filed directly with the immigration court.

## **Board of Immigration Appeals (BIA)**

For information about a matter before the Board of Immigration Appeals (BIA), you may call (703) 605-1007 where you can obtain automated information or speak with a live representative during office hours.

## **Press/Media**

The Facility has a responsibility to protect the privacy and other rights of detainees and members of the staff. Therefore, interviews will be regulated to ensure the orderly and safe operation of the Facility. Ordinarily, live television or radio interviews will not be permitted in the facility. Press should contact William McCafferty at (504) 670-2000 for further information.

## **Personal Interviews**

A news media representative who desires to conduct an interview with a detainee must apply in writing to the New Orleans Field Office, Office of Enforcement and Removal Operations, indicating familiarity with and agreement to comply with the rules and regulations of the facility as provided to that person by staff.

## **Detainee Consent**

A detainee has the right not to be interviewed, photographed, or recorded by the media. Before interviewing, photographing, or recording the voice of a detainee, a visiting

representative of the media must obtain written permission from that individual.

### **Feedback/ Complaints**

We strive to provide quality service to people in our custody, their family, friends, and to their official representatives. If you believe that we have not lived up to this commitment, we would like to know. If we have met or exceeded your expectations, please let us know that as well. To comment on the services provided at this office, please write to:

Contact the Field Office Director at:  
Field Office Director, Enforcement and Removal Operations  
U.S. Immigration and Customs Enforcement  
1250 Poydras Street, Suite 350  
New Orleans, LA 70113  
(504) 599-7800

If you feel that an ICE employee or contract services employee mistreated you and wish to make a complaint of misconduct, you may:

Contact the Field Office Director at:  
Field Office Director, Enforcement and Removal Operations  
U.S. Immigration and Customs Enforcement  
1250 Poydras Street, Suite 350  
New Orleans, LA 70113  
(504) 599-7800

Write the Office of Professional Responsibility:

Director, Office of Professional Responsibility  
U.S. Immigration and Customs Enforcement P.O. Box 14475 Pennsylvania  
Ave, NW Washington, D.C. 20044

Contact the Joint Intake Center:

Phone Number: 1-877-2INTAKE  
Email: [Joint.Intake@dhs.gov](mailto:Joint.Intake@dhs.gov)

You may also contact the Department of Homeland Security, Office of Inspector General:

245 Murray Drive, Building 410 Stop: 2600  
Washington, D.C. 20528

Phone Number: 1-800-323-8603  
Fax: 202-254-4292

### **To post a Departure or Delivery Bond**

These bonds are posted when a person has been placed into removal proceedings while in the United States. The person supplying the bond money must show proof of identity

and lawful immigration status. This person (the obligor) is responsible for ensuring that the alien presents himself before an officer or agent of this agency whenever a request is made. For bond information, please call (256) 543-8154 and ask to speak to the Deportation Officer handling the case. You must have the last name of the detainee and alien registration number before calling.

To post an immigration bond for an alien being detained by ICE, you must post the bond at 1250 Poydras, Suite 350, New Orleans, Mondays through Fridays (except public holidays) between the hours of 8 a.m. and 3 p.m. Acceptable bond forms of payment are Cashier's Check from a bank or Postal Money Order. These must be made payable to the "U.S. Department of Homeland Security".

For further questions about bonds, please contact the Debt Management Center:

Debt Management Center  
Attention: Bond Unit P.O.  
Box 5000 Williston, VT  
05495-5000 Telephone:  
(802) 288-7600  
**Fax: (802) 288-1226**

### **Sending Mail**

Letters sent to detainees must include the detainee's A-number (File Number), plus the sender's name and address. To enhance the safety of the facility, all incoming mail is subject to screening for contraband. The mail is not read upon opening, only inspected by the delivering officer. Detainees may send mail from the facility. Detainees may seal their outgoing letters and place them in the provided receptacle. All incoming mail will be delivered to the detainee, and outgoing mail will be routed to the proper postal office within 24 hours of receipt by facility staff. A mail pick-up and delivery schedule is posted in all housing units.

Detainees are allowed to purchase stamps for use. Generally, there is no limit to the amount of correspondence detainees may send at their own expense. Indigent detainees (those who have no means of financial support and no funds in their facility account) will be provided postage allowance at government expense.

When detainees depart the facility or are transferred to another facility, only their legal mail will be forwarded to them. General correspondence will be endorsed "Return to Sender" and returned to the post office.

### **Sending Money**

All new bookings will deposit all cash on their person into the kiosk located in booking (no coins). Any coins will be counted and placed in their property. Any checks they possess from another facility will be mailed to the "Pinnacle Public Services" address below.

Family and friends can deposit money on phone and/or commissary accounts by calling Talton Customer Service (1-866-348-6231) (credit card required). By

visiting the Talton website ([www.talton.net](http://www.talton.net)) (credit card required) or using the Talton kiosk in the lobby or visitation (cash or credit card is accepted).

Family and friends can deposit money on commissary accounts by mailing money orders and/or cashier's checks made payable to the detainee/inmate. The detainee/inmate name and pin number must appear on front of the money order or cashier's check (the pin number is the number given to the detainee/inmate when booked in for using the phone). All money orders and/or cashier's checks must be mailed to.

**Pinnacle Public Services, LLC**  
**1108 S. E. 6<sup>th</sup> Street**  
**Ontario, OR. 97914**  
**Attention: Inmate Funds**

There is no limit to the amount of money an inmate/detainee may receive. There will be no transfer of funds between inmates/detainees.

### **Sending Packages**

A detainee may receive items that are determined to be of necessity for the sole purpose of travel or release from agency custody with approval of the ICE Deportation Officer. Before sending packages to detainees, contact the office at the facility.

DHS/US ICE- ERO 827  
Forrest Avenue  
Gadsden, Al. 35901  
**(256) 543 8154**

### **Calling a Detainee**

Detainees cannot receive incoming calls. If you need to get in touch with a detainee to leave an urgent message, you must call (256) 549-5410 and leave the detainee's full name, alien registration number and your name and telephone number where you can be reached. The detainee will be given your message.