

Response Hotline Training Guide

Purpose

This guide is designed for two groups:

1. **Community Reporters (Callers):** Citizens or community members who witness an ICE detention and call into a hotline.
 2. **Hotline Responders (Answerers/Dispatchers):** Volunteers or staff answering the hotline, who gather details, reassure callers, and decide on next steps (legal, family notification, or rapid response deployment).
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1. Caller (Community Reporter) Guidance

When witnessing an ICE detention, emotions can run high. Callers need a simple structure to provide essential facts.

Key Info to Share:

- **WHERE** – Exact location, including landmarks and cross-streets.
“South side of the transit center, near the bus terminal.”
- **WHAT** – What is happening right now.
“Agents are detaining a young man and leading him to a van.”
- **WHO** – Description of the individual(s) being detained.
“Male, 20s, green jacket, jeans.”
- **AGENTS/VEHICLE** – Description of ICE agents and vehicles.
“Two plainclothes, one uniformed ICE, white unmarked van with tinted windows.”
- **DIRECTION** – Movement or transport information.
“They’re heading west toward the van.”
- **IMPACT** – Family or community presence.
“Family is here, visibly upset, crowd filming.”

Tips for Callers:

- Stay calm, factual, and brief.
 - Avoid speculating — describe only what you see.
 - If safe, take photos/video but **do not interfere**.
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2. Hotline Responder Guidance

Hotline responders must extract essential details quickly, reassure callers, and decide on escalation.

Steps to Follow:

1. **Answer Calmly:** Thank caller for reporting. Assure them they did the right thing.
2. **Gather Priority Info (use structured questions):**
 - Where is this happening?
 - What is happening right now?
 - Who is being detained (description, if known)?
 - How many agents/vehicles, and what do they look like?
 - Direction of travel / vehicle plate (if visible).
 - Is family present? Are they safe?
3. **Repeat Back:** Restate the information to confirm accuracy.
4. **Decide on Next Action:**
 - Notify attorneys/legal teams.
 - Deploy rapid response observers (if available).
 - Alert family or community support network.
5. **Document the Call:** Record details in hotline log: time, location, agents, vehicles, person detained, caller info (if willing).

Tips for Responders:

- Keep a calm, supportive tone — callers may be distressed.
 - Prioritize clear facts over long narratives.
 - Use checklists or forms to avoid missing critical info.
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3. Example Scenario & Call Flow

Caller (Community Reporter):

“I’m at the south side of the transit center. ICE agents just detained a young man, green jacket and jeans. They’re leading him west toward a white unmarked van with tinted windows. Family is here and very upset. Crowd is recording.”

Hotline Responder:

“Thank you for calling. I hear you — south side transit center, ICE agents detaining a young man in a green jacket, heading west toward a white van. Family on scene, crowd recording. We’ll notify attorneys and send observers right away. You’ve done the right thing by reporting.”

4. Training Exercises

- **Roleplay:** Pair participants as caller and responder. Caller reports scenario, responder practices extracting details and repeating back.
 - **Compression Drill:** Practice condensing a long caller description into a 15-second clear report.
 - **Decision Tree:** Responders practice deciding whether to notify attorneys, send rapid responders, or log for follow-up.
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5. Key Reminders

- **For Callers:** Keep it factual, short, and calm.
 - **For Responders:** Confirm, document, and act.
 - **For Everyone:** Rapid, accurate information is critical for protecting community members and connecting families with legal support.
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Decision Tree for Hotline Responders

Step 1: Is someone being detained right now?

- **YES** → Proceed to Step 2.
- **NO** → Log information, no deployment needed.

Step 2: Is there a clear location and description of the incident?

- **YES** → Proceed to Step 3.
- **NO** → Ask clarifying questions before acting.

Step 3: Is the detainee's family present and in distress?

- **YES** → Prioritize family support. Alert attorneys/legal team.
- **NO** → Proceed to Step 4.

Step 4: Is the detainee being transported (into vehicle/away from scene)?

- **YES** → Try to obtain vehicle description, direction, and plate. Notify attorneys immediately. Deploy rapid responders if feasible.
- **NO** → If still at the scene, consider deploying rapid response team/observers.

Step 5: Is there risk of escalation (crowd tension, aggressive agents)?

- **YES** → Deploy de-escalators or observers if available. Notify community partners.
- **NO** → Continue monitoring and logging.

Final Step: Always log the call, notify legal contacts, and determine if a family support response is needed.

Call Log Example

Date/Time of Call: _____

Hotline Responder: _____

Caller Information

- Caller Name (if willing): _____
 - Phone Number (optional): _____
 - Relationship to Incident (bystander, family, etc.): _____
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Incident Information

- Location (address, cross streets, landmarks):

 - Time of Incident (if different from call): _____
 - What is Happening (brief description): _____
 - Person Being Detained (description): _____
 - Agents (number, uniform/plainclothes, markings):

 - Vehicle(s) (make/model, color, plates, markings):

 - Direction of Travel (if applicable): _____
 - Family Present? ☐ Yes ☐ No
 - Crowd Present? ☐ Yes ☐ No
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Actions Taken

- Attorneys Notified: ☐ Yes ☐ No ☐ N/A
- Family Support Contacted: ☐ Yes ☐ No ☐ N/A
- Rapid Response Team Deployed: ☐ Yes ☐ No ☐ N/A
- Observers/Media Alerted: ☐ Yes ☐ No ☐ N/A
- Other Action(s): _____

Dispatcher Notes

(Include caller demeanor, escalation potential, any follow-up needed.)

Example Filled-In Entry

Date/Time of Call: 08/28/2025 – 2:15 PM

Hotline Responder: J. Rivera

Caller Information:

- Caller Name: Maria (bystander)
- Phone Number: Declined
- Relationship: Witness at transit center

Incident Information:

- Location: South side transit center, near bus terminal parking lot
- Time: 2:10 PM
- What is Happening: ICE agents detaining young man
- Person Detained: Male, 20s, green jacket, jeans
- Agents: 2 plain clothes, 1 uniformed ICE officer
- Vehicle: White unmarked van, tinted windows, no visible plates
- Direction of Travel: West, toward van
- Family Present: Yes, visibly upset
- Crowd Present: Yes, filming on phones

Actions Taken:

- Attorneys Notified: Yes
- Family Support Contacted: Yes
- Rapid Response Deployed: Yes
- Observers Alerted: No
- Other: Logged video links provided by bystanders

Dispatcher Notes: Caller was calm but distressed by family's reaction. Crowd remained peaceful but tense. Attorneys will follow up directly with family.