

## New Sanctuary Coalition's Guide to Phone Calls #FreeThemAll

**Calling jails** Find [detention centers](#). Ask to speak to wardens, sheriffs, or undersheriffs. Please complete this [form](#) if you speak to someone.

### — Community script for jails —

Hello, my name is [first and last name] and I am . . . . I am concerned about people locked up at your facility. Local, state, and federal officials warn us about the risks from the pandemic COVID 19 and advise us not to congregate. What are your plans to release individuals you are holding -- for their own safety and that of your officers and their families?

**No answer?** Leave a voicemail: My number is [NUMBER], I'll be waiting for your call.

**If you get through** to someone, try to ask one or more of these questions.

- What precautions are you taking for our members?
- What precautions are you taking for the officers? Are they in quarantine after they leave the detention or do they go straight to their families?
- Are those held given cleaning materials and disinfectant to be protected?
- Are they given gloves and masks?
- How is food handled - are the food preparers given gloves and masks?
- Do you have Covid 19 tests and if there is an infection what are the precautions?
- Who is responsible for making these decisions?
- Who is the medical officer/doctor in charge?
- What is the warden's/ sheriff's name?
- Can I speak to them?
- What is your name?
- How many detainees do you have in custody?

**Calling airlines** ICE may try to deport people who are released. Please complete this [form](#) if you speak to someone. No answer? Leave a voicemail: My number is [#], I'll be waiting for your call.

### — Community script for airlines —

Hello, I am calling from New Sanctuary (or other group you are affiliated with), a human rights faith-based organization. We are aware that people are being deported. Immigration and Customs Enforcement is holding people in detention centers which are under quarantine because of the coronavirus. ICE moves detainees across the country and across the world on commercial planes, possibly your planes. What is the airline's policy on this, and how does it ensure passengers' safety? We have a worldwide pandemic, it is dangerous, and many lives are at stake.

**Airline numbers.** Delta corporate headquarters: 404-715-2600; United\*, 800-864-8331; American, corporate headquarters: 817-963-1234; Avianca\*, 800-284-2622; Alaska\*, 800-854-5569; Aero Mexico\*, 800-237-6639; Copa\*, 305-537-1261 (\* customer service number)