



# Facilitating Visitation:

## *Parents in ICE Custody & Minor Children*

You can locate a parent in ICE custody by looking up their information in ICE's [Online Detainee Locator System \(ODLS\)](#). You can either do a search with the A# and Country of Birth OR the name and country of birth. The results will let you know if a parent is in CBP custody or in ICE custody, along with the location. If you do not find a positive result, then the parent may be in the custody of another federal or local/state agency.

Once you locate the parent, you can reach out directly to the ICE facility or ICE Field Office to arrange visitation whether in person or remotely. The following options are available:



- 1) Contact visits may be facilitated at all ICE detention facilities. You can reach out directly to the facility or the ERO Field Office to learn more. *If you plan on bringing toys, books, or other items for the visit, please obtain approval first.*



- 2) Video-communication can be arranged via the [GettingOut.com](#) application at facilities that have the ICE contracted Talton tablet program. View a list of facilities [here](#). There is a fee associated with the video-visits, which can be paid for by the program or agency arranging the visit or the parent(s) in custody.



- 3) Video-communication can also be arranged for *special* visitation between children and parents (border family separation cases or child welfare cases) via the ICE-funded Virtual Attorney Visitation (VAV) program. Visitation is subject to availability and priority is given to legal representatives. View a list of VAV program locations [here](#).



- 4) Video-communication may also be available at facilities who have their own tablet or kiosk program that facilitates virtual visits. There may be a fee associated with facilitating the visit. Learn more about the facilities and their specific video-visitation programs on each facility's page on ICE.gov [here](#).



- 5) Phone calls may be facilitated also by contacting the ICE Enforcement and Removal Office (ERO) Field Office directly.

### ***Contacting ICE Enforcement & Removal Operations (ERO)***

You can reach out directly to the ERO Field Office to set up communication, by emailing the [Field Office Outreach mailbox](#).

If you need to elevate an inquiry to ICE HQ or direct an inquiry to the ICE Field Office Parental Interests POC, use the confidential form on ICE.gov: [ERO Contact Form](#) and select "Parental Interests" as your inquiry type.