



Employee Protocol for Interactions with Federal Agents

Immigration Enforcement is a Federal Government responsibility. The City's role is very limited and is subject to both State and Federal requirements. We value our diverse community and are committed to providing a Community for All.

The guidance below will help staff comply with Federal, State, and Local Laws. It provides steps for how to respond if Federal law Enforcement Agents on City property approach you. The back page of this guide includes a summary of immigration resources.



- **DO NOT impede, obstruct or interfere with a Federal Law Enforcement agents' operation. Doing so may be charged as a federal crime.**
- **Remember that Federal Law Enforcement Officers are allowed to be present in spaces open to the public.**

If Federal Law Enforcement Agents contact staff or arrive at a City facility or park, event, program, we ask staff to remain calm and professional, and follow the steps outlined below:

1. Ask the agents what law enforcement agency they are with and seek their contact information.
2. Confirm if they have a request directed towards the City, (this could include allowing access to non-public areas, providing information, or checking security camera footage, etc.) and whether there is any documentation they can provide.*
3. Inform them that the City will coordinate a response and actively work to address their request, but state "I must contact a Manager before proceeding."
4. Front-line staff will notify the Manager on-site in their Department of the situation.
5. Manager will call Mountain View Police Department Dispatch ext. 6395 (for internal), provide details about the situation, and remain on standby for guidance and instructions.
6. Mountain View Police Department Dispatch will message Command staff, who will triage the situation and inform the following as appropriate: Police Chief Mike Canfield, Assistant City Managers Audrey D. Seymour or Arn Andrews, or Deputy City Manager Kimberly Thomas. The City Manager will be informed in all cases.
7. The Police Department and/or the City Manager's Office will provide guidance on a response.

***If the agent provides legal documents, such as a warrant, the Manager on-site will inform them that we are to send a copy of that document to our City Manager's Office and the City Attorney's Office for further instructions. The City Attorney's Office can be contacted at cityattorney@mountainview.gov or 650-903-6303, with a request for Senior Assistant City Attorney Dave Wilgus or another immediately available attorney to provide assistance. If agents demand access to non-public areas before the City can verify their authority, staff should ask them to wait but not block access or impede them.**



Immigration Resources

City of Mountain View

The City has a website for Immigrant Resources to provide a list of programs, resources, and services to assist immigrant residents of Mountain View. A list of organizations is provided that specialize in different areas, including housing assistance, adult learning, employment, health and wellness, and legal services relating to immigration. View the website at MountainView.gov/CommunityForAll.

For Mountain View Police Department, please refer to the [Mountain View Police Department's Policy 427 on Immigration Violations](#) for guidance.

County of Santa Clara

The County of Santa Clara's Office of Immigrant Relations focuses on immigrant integration and belonging, addressing issues and needs. The County shares information and resources prepared by the Immigrant Legal Resource Center (ILRC), which includes handouts explaining community members' legal rights when encountering immigration authorities. Additional information and resources are available at <https://www.santaclaracounty.gov/one-county-one-future>.

Rapid Response Network

The Rapid Response Network (RRN) in Santa Clara County is a community-led project developed to make residents aware of their rights in interactions with ICE and to provide accompaniment support during and after a community member's arrest or detention. Anyone can call the 24/7 HOTLINE at 408-290-1144 and receive real-time help. Additional information is available at <https://www.amigoscenter.com/rapid-respon>.