

Officers' Handbook, (M-68)

A Guide for Proper Conduct And Relationships with Aliens And the General Public

Part I Laws and Regulations

Part II Service Standards

FOREWORD

The Immigration and Naturalization Service has a tradition of good public service. Everyone who is employed in our Service is, in a general sense, a representative of the Service. We are proud to be a part of it. This pride is reflected in the degree of efficiency with which we go about our daily work and in the courtesy and effectiveness with which we deal with each member of the public with whom we come into official contact, as well as with our associates in the Service.

It is our purpose in this handbook to set forth the more important guides to proper official conduct in order to reduce to an absolute minimum, occurrences of misconduct or impropriety on the part of members of the Service in their dealings with the public. It obviously is impracticable to attempt to gather in one small handbook all the laws, regulations and standards of conduct applicable to our daily contacts with the public and our associates while we are on duty. Everyone is presumed to know the law. Service regulations are, of course, readily available to all of us and should be frequently consulted. Civil Service regulations can be made available through supervisors or the various personnel offices of the Service.

Compliance with the rules set forth in the pages which follow, and the exercise of reasonably sound judgment, will assist you in the proper discharge of your official duties.

PART I. – LAWS AND REGULATIONS GENERAL STATEMENT

Non-responsive to the request

USE OF ALCOHOL & DRUGS

Non-responsive to the request

Non-responsive to the request



SOLICITATION OF SERVICES

An alien who is detained or an alien or other person who has official business with the Service may ask you whether it is necessary or desirable to seek the services of an attorney or other representative. In no case should he be informed that he should not obtain an attorney. The person making such inquiry should be informed that he has the right to be represented at his own expense by an attorney in proceedings before the Service. However, he should also be informed that the determination whether he should obtain an attorney is one that he must make himself and that Service employees may not make such determination for him. If such a person states he would like to be represented by an attorney but that he cannot afford the expense involved, he may be referred to a voluntary social agency or a legal aid organization or a Bar Association. Also you may be requested to suggest the name of an attorney or bonding company. A person requesting the name of an attorney should be referred to a Bar Association or to a telephone directory which lists the names and addresses of attorneys. A person requesting the name of a bonding company should be referred to a telephone directory which lists the names of bonding companies. In no instance should a person be referred to a specific attorney or firm.

DISCUSSION OF PERSONAL MATTERS WITH ALIENS

Non-responsive to the request



APPROVED TECHNIQUES FOR QUESTIONING ALIENS

An alien should always be fully informed of his rights. In the actual interrogation of the alien you should have a definite objective in mind and a purpose for every question. Such a procedure will save time, conserve energy, and inspire the respect of the alien and any other persons who may be present. Needless conversation wastes time, lessens respect for the officer, and may lead to serious antagonism and verbal controversy. Avoid following a routine line of questioning without taking into consideration the alien's age, intelligence, educational background and knowledge of the English language. As much privacy as possible should always be accorded an alien when he is being questioned in other than routine matters. It is poor procedure to question several offenders in the presence of each other. Avoid questioning of women on personal matters in the presence of others when it is likely to cause embarrassment, either to her or to anyone else present. When questioning a woman behind closed doors, a witness

should be present for the protection of the officer, the Government, and the woman. When interrogating an alien, especially a woman, concerning apparent marital misconduct, nothing should be assumed beyond what the facts at hand reasonably well establish. Ground work should be carefully planned to make the questions appear justified to the person concerned. Questions on sordid subjects should be couched in non offensive terms and phrased in such a way as to elicit the desired information. Such questions should not contain implications not supported by evidence. Before questioning an alien in such cases it is well to analyze carefully the facts and state the questions in such a manner that you yourself, if you were on the receiving end, would not be offended by their tenor.

**USE OF PHYSICAL FORCE AND
"THIRD DEGREE METHODS"**

Non-responsive to the request



ESCAPE OF AN ALIEN

Non-responsive to the request



RELATIONSHIPS WITH THE PUBLIC

Non-responsive to the request

