

## ADDITIONAL RESOURCES

- ▶ Most City services are available to all New Yorkers, regardless of immigration status. Call 311 or visit [www1.nyc.gov/immigrants](http://www1.nyc.gov/immigrants) for information from the Mayor's Office of Immigrant Affairs.
- ▶ **ActionNYC** is a program that offers free, safe immigration legal help from trusted community organizations in your language.
  - To make an appointment, call (800) 354-0365 between 9 a.m. and 6 p.m., Monday through Friday, or call 311 and say "ActionNYC." Find out more online at: [www1.nyc.gov/site/actionnyc/index.page](http://www1.nyc.gov/site/actionnyc/index.page).
- ▶ If you're feeling anxious, stressed, or depressed, help is available. You are not alone. **ThriveNYC** will give you access to mental health support services in your language.
  - Call (888) NYC-WELL or text "WELL" to 65173. Find out more online at: [nycwell.cityofnewyork.us](http://nycwell.cityofnewyork.us).



## Protections for Immigrant Families

Regardless of your immigration status, the New York City Department of Education (DOE) is committed to protecting the rights of all our students and families.

T&I-29742 Immigration Families (English)  
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## KNOW YOUR RIGHTS

**CONFIDENTIALITY:** The DOE does not ask about or track the immigration status of students or family members. Our personnel will not keep any documentation related to immigration status that you may give them. Unless absolutely required by law, DOE staff will not share student information.

**LANGUAGE ACCESS:** To help you learn important information and communicate with your child's school, the DOE provides **free** translation services in Spanish, Chinese, Bengali, Arabic, Russian, Urdu, Haitian Creole, French, and Korean, as well as interpretation in over 200 languages.

For additional information, visit: [www.schools.nyc.gov/school-life/support/in-your-language](http://www.schools.nyc.gov/school-life/support/in-your-language)

**SAFE SCHOOLS:** To maintain a safe environment for all students, non-local law enforcement officers, including Immigration and Customs Enforcement (ICE) personnel, are not allowed to enter DOE schools except when required by law, and only after the school has consulted with DOE lawyers.

### ***What happens if an ICE officer shows up at school?***

- The School Safety Agent will call the principal, who will meet the officer at the safety desk. The principal will tell the officer that he or she must wait outside of the school building while the principal talks with DOE lawyers.
- The principal will speak with DOE lawyers and notify the parent or guardian. ICE officers will only be allowed to enter if they have a valid judicial warrant or if certain types of emergencies occur that require urgent action.

For additional information, visit: [schools.nyc.gov/SupportingAllStudents](http://schools.nyc.gov/SupportingAllStudents)

## PROTECT YOUR FAMILY

**UPDATE YOUR INFORMATION:** Provide emergency contact information to your child's school that includes names and telephone numbers of adults (for example: family members, friends, babysitters, neighbors, or other school parents) who can pick up your child in your absence. That includes any pre-K, childcare, or after-school program that your child attends.

Parents and legal guardians can apply to have a court appoint a **standby guardian** in case a child's caregiver is detained or deported by ICE. To learn more, call 311 and say "ActionNYC" to connect with free and safe immigration legal help.

### **RESPECT FOR ALL:**

No child should feel unsafe at school, which is why DOE is committed to maintaining a safe and supportive learning environment that is free from harassment, intimidation, bullying, and discrimination. If your child tells you of feeling bullied or harassed, please report it immediately to school staff. For more information about the several ways to report bullying, visit: [schools.nyc.gov/RespectforAll](http://schools.nyc.gov/RespectforAll).

### **Can I visit my child's school if I am undocumented?**

Yes. To visit a DOE school, you need to have an official form of photo identification. The DOE accepts IDNYC, the free municipal ID card issued by NYC to all New Yorkers. IDNYC does not collect immigration status information. You can sign up for a free IDNYC card at: [www.nyc.gov/IDNYC](http://www.nyc.gov/IDNYC).