

If Something Happens: A Quick-Reference Card for Your Family

The Treviño Law Firm, PLLC

Keep this where a family member can find it quickly. If your loved one is detained by ICE, or something urgent and unexpected happens in the case, here is exactly what to do.

Call us right away

- **Laredo: 956.763.7870**
- **San Antonio: 210.227.3200**

If it's outside office hours, call anyway and leave a detailed message — see the Telephone Policy document for our callback commitment. If you have the CampLegal app, you can also message us directly from your phone.

Have this ready when you call

- The client's full legal name and date of birth
- Their A-number (Alien Registration Number), if known — it's on any prior immigration paperwork
- The name of the detention facility, if known, and when and where the detention happened
- Any paperwork ICE gave the client or the family at the time of detention

What to do

1. Stay calm and gather the information above as completely as you can.
2. Call our office as soon as possible — the sooner we know, the sooner we can act.
3. If the client is allowed a phone call, tell them to ask for our office by name and to avoid discussing the details of their case over a detention facility phone line.

What not to do

- Don't sign anything from ICE — including a form that says "voluntary departure" or a stipulated removal order — without calling us first, even if you're told it's the fastest way to be released or to resolve things.
- Don't wire money or make payments to anyone claiming they can guarantee a faster release or a better outcome — this is a common scam targeting immigrant families, and we will never ask you to do this.
- Don't assume no news is bad news — detention processing can take time, and a delay in hearing back from the facility doesn't necessarily mean something has gone wrong.

We know this is a frightening moment. Call us — this is exactly the kind of situation we're here for.