

Emergency Stay Unit (ESU) Email Protocol/Guidelines

1. The email account should be treated just like the phone line:
 - a. “Open” during regular office hours- 9:00am to 5:30pm
 - b. Emails received by 5:30pm should be responded to on the same day.
 - c. We only assist DHS with stay related matters – for other issues regarding pending cases, DHS should be referred to the Clerk’s Office.
2. The ESU email address should not be given out to the general public. The e-mail is for intra-government use only.
3. To ensure consistency and avoid miscommunication, the current Lead answering phone calls should answer emails. During lunch breaks, and when the scheduled Lead for the day needs assistance, the backup will answer phones and emails.
4. All ESU related email should be sent from the ESU email account and include the confidentiality notice:

WARNING: The information contained in this transmission is the property of the United States Government. It is intended only for the use of the individual(s) or organization(s) named. If the reader of this communication is not the intended recipient, you are hereby notified that any disclosure, distribution, reproduction, or other use of this information is strictly prohibited. Please notify the sender immediately at 703-306-0093 to arrange for proper disposition. Please note this e-mail account is not available for service of official, case-related or legal documents and is not monitored for such submissions.

5. All emails and replies sent out from the ESU email should include a “cc” to the ESU so that we retain a copy of all outgoing email.
6. Emails that are pending (where we are still waiting for information from someone, for example), should stay in the inbox.
7. Emails that are completed (no longer pending and not waiting on a reply from anyone) should be filed in the one of eight folders in the ESU mailbox:
 - a. **Board Correspondence**: Messages to and from attorneys that have cases with stays pending, messages to and from Board Members, etc.

- b. **DO Correspondence**: Messages to and from deportation officers regarding stays, removal dates, etc.
- c. **Removal info requests**: Completed requests from Board attorneys and staff and Appellate Counsel responses regarding removal information.
- d. **Stay Line Information Backup**: Backup of stay line information and forms.
- e. **Stay Line Policy**: Contains information on specific stay line practice policies.
- f. **Stay Line Scheduling**: Contains the current stay line and Board Member Schedule.
- g. **Stay Pending Backup**: Contains a copy of the currently pending stays at the end of each day.
- h. **Voice Mail**: Contains the current voice mail pin for checking messages and remote access.