



Business of Pediatrics

Pediatric **Health** Network





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Strengthening Safety in Pediatric Practices: ICE Preparedness, Domestic Disputes, and Violence De-Escalation

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“How should I engage with ICE Officers?”

Be calm, professional, courteous

Limit conversation and do not answer questions regarding someone's presence

- Ask if they have a warrant
- If you have legal representation – inform you want them to review

Instruct best location for them to wait while being reviewed

Inform them you will get back to them ASAP



With a Judicial Warrant or Subpoena

- The warrant must specify the names of the individuals ICE is seeking
 - If you have access to a legal representative have them review
- A Judicial Warrant is not an ICE Warrant
 - Judicial Warrants include:
 - The specific address to be searched
 - The time in which the search must take place
 - A detailed description of the place or person, or both, to be searched and the things to be seized
 - It is issued by a court and signed by a Judge or magistrate
 - The document may also include a statement of probable cause, descriptions of the place to be searched, justification for special procedures, etc.



Without a Judicial Warrant or Subpoena

- ICE agents cannot compel you to answer questions or provide identification
- You should politely decline to answer and state “I want to remain silent”
- Contact Security and/or Law Enforcement for assistance
 - If you have legal representation – consider contacting for assistance



Untruthful Responses to ICE Agents

- Federal Law prohibits knowingly hiding, sheltering, or assisting unauthorized individuals in evading detection
- Providing false information or documentation to ICE can have legal consequences
- You should not knowingly conceal, harbor, or shield unauthorized individuals from detection



“What if ICE Agents Demand Entry into Restricted Areas?”

- Inform them they are not permitted to access nonpublic areas without authorization
- If they enter without your permission, reinstate that you are not giving consent to their entry and ask them to leave
- Do not attempt to physically block or engage them in anyway to include a verbal altercation
- Do not permit a visitor to intervene
- Contact Security and/or Law Enforcement



An Interaction with an ICE Agent

- “Officer, I am required to see your identification. Would you show me your ID?”
- “Officer, do you have a Judicial Warrant or a Subpoena?”
- “Officer, can you wait in our common area or outside while we review this document. Due to HIPAA, EMTALA, and organizational policy ICE or other Law Enforcement may not enter patient care/nonpublic areas until this documentation has been reviewed”
- “I will get back with you as soon as possible; can I document your name and badge number”



Remember:

- You Should Always:
 - Document the agent's name and badge number
 - Ask for a "Judicial Warrant"
 - Be polite and professional
- You should Never:
 - Physically interfere or permit a visitor to do so
 - Provide false information
 - Enter into a verbal altercation



Domestic Violence, in the Pediatric Environment

Activate Emergency Protocols:

- Use panic buttons or emergency codes if available.
- Alert security discreetly and/or call 911 if there is imminent danger.
- Remove Children and Staff from Danger
- Move the child and non-threatening caregiver to a secure area
- Lock doors if possible and avoid confrontation with the aggressor.

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Domestic Violence, in the Pediatric Environment

Maintain Calm and De-escalate

- Stay calm and use a low, steady voice.
- Avoid arguing or making statements that could escalate aggression.
- If safe, acknowledge the aggressor's emotions without agreeing to harmful behavior (e.g., "I understand you're upset; let's make sure everyone stays safe.")



Domestic Violence, in the Pediatric Environment

After the Incident

- Document everything: Time, location, behaviors, threats, injuries, and actions taken.
- Mandatory reporting: If a child is at risk, contact Child Protective Services as required by law.
- Warm handoff: Connect the caregiver to IPV advocacy resources



Domestic Violence, in the Pediatric Environment

Safety Planning for Future Visits

- Schedule appointments when the aggressor is unlikely to be present.
- Offer telehealth or discreet follow-up options.
- Provide safety cards and hotline numbers in private spaces like restrooms



Violence in Pediatric Healthcare

- Violence toward pediatric healthcare workers is common but **underreported**. Incidents included verbal abuse, intimidation, physical assault, and sexual harassment, often from patients or visitors
- 81.6% of nurses surveyed in pediatric behavioral health settings reported experiencing at least one incident of workplace violence in the past year
- Highest rates occur in: Emergency Departments, pediatric inpatient units, pediatric psychiatric facilities



Forms of Violence

- Verbal abuse and threats are most common, followed by physical assaults (hitting, biting, spitting) and property destruction.
- Perpetrators include patients (children/adolescents) and family members/caregivers

Contributing Factors

- Patient-related: Mental health diagnoses, developmental disorders, emotional dysregulation.
- Family-related: Domestic stress, abuse, neglect, socioeconomic challenges.
- System-related: Staffing shortages, long wait times, overcrowded EDs, underreporting of incidents.



Risk & Vulnerability Assessment

The process of assessing and understanding the vulnerabilities of your organization/office and how prepared you are to handle any threat that would exploit those vulnerabilities.

- Step 1: Identify the hazards.
- Step 2: Decide who might be harmed and how.
- Step 3: Evaluate the risks and decide on precautions.
- Step 4: Record your findings and implement them.
- Step 5: Review your risk assessment and update if necessary.



De-escalation Techniques

10 de-escalation tips and techniques to help you respond to difficult behavior in the safest, most effective way possible.

- Be empathetic and nonjudgmental
- Respect personal space
- Allow time for decisions
- Use nonthreatening nonverbals
- Set limits
- Focus on feelings
- Ignore challenging questions
- Avoid overreacting
- Choose what you insist upon wisely
- Allow silence for reflection



Resources

Design of your Physical Environment

- Doors, Lights, Mirrors, Phones, Desks, Intercom Systems
- Cameras, Badge Readers, Duress buttons, Alarm Systems

Staffing

- Security Staff, Admin Staff, Staff Presence

Local Emergency Response

- Emergency contact information immediate access
- Duress or Alarms System Termination Point

Training

- De-escalation and Emergency Response Training

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