

~~District 23~~
Waiting Room Policy

This policy will pertain to ALL Field Office waiting rooms located in the jurisdiction of District 23 with one noted exception regarding cell phones with cameras in the Santa Ana Field Office.

InfoPass – Customers will be seen by scheduled appointment only.

Identification – Government issued identification is mandatory for presentation to USCIS staff upon request.

Emergencies - Customers with an emergent need for assistance must begin at the Information Services waiting room.

Kiosks - Customers shall have access to the kiosks located in the Information Services waiting rooms during normal business hours as posted in the Field Offices.

Refreshments - Bottled water is allowed. Nourishment for small children, the elderly, the disabled as well as anyone with a stated medical condition will be allowed.

Computers/Laptops and Blackberries- These items will be allowed.

Cameras- Stand alone and video cameras are not allowed.

Cell Phones- Limited use of cell phones will be allowed. An exception exists in the Santa Ana Field Office because cell phones with a camera function are not allowed entry to the federal building by decision of their Building Security Committee. Cell phones with cameras are allowed in all other District 23 locations.

Supervisory Referrals – Supervisory referrals will be given through an InfoPass appointment for expedite requests, Service Motions to Re-open cases and complaints.

Hallway Waiting – Waiting in the hallways is never allowed.

Waiting Rooms: The only family members who will be allowed to enter the waiting rooms with applicants are unaccompanied minors, those acting as interpreters and those who are required to be part of the interview. All other guests and family members will not be permitted to enter the waiting room due to limited space.