

Officers' Handbook, (M-68)

A Guide for Proper Conduct And Relationships with Aliens And the General Public

Part I Laws and Regulations

Part II Service Standards

FOREWORD

The Immigration and Naturalization Service has a tradition of good public service. Everyone who is employed in our Service is, in a general sense, a representative of the Service. We are proud to be a part of it. This pride is reflected in the degree of efficiency with which we go about our daily work and in the courtesy and effectiveness with which we deal with each member of the public with whom we come into official contact, as well as with our associates in the Service.

It is our purpose in this handbook to set forth the more important guides to proper official conduct in order to reduce to an absolute minimum, occurrences of misconduct or impropriety on the part of members of the Service in their dealings with the public. It obviously is impracticable to attempt to gather in one small handbook all the laws, regulations and standards of conduct applicable to our daily contacts with the public and our associates while we are on duty. Everyone is presumed to know the law. Service regulations are, of course, readily available to all of us and should be frequently consulted. Civil Service regulations can be made available through supervisors or the various personnel offices of the Service.

Compliance with the rules set forth in the pages which follow, and the exercise of reasonably sound judgment, will assist you in the proper discharge of your official duties.

PART I. – LAWS AND REGULATIONS GENERAL STATEMENT

A brief summary of Federal laws and Service regulations is presented in this part.

USE OF ALCOHOL & DRUGS

As an employer, the Federal Government is concerned with the accomplishment of agency missions and the requisite need to maintain employee productivity. When an employee's use of drugs or alcohol interferes with the efficient and safe performance of his or her assigned duties, reduces his or her dependability or reflects discredit on the agency, Federal managers will take action in the form of (1) non-disciplinary procedures under which an employee with a drinking or drug problem is offered rehabilitative assistance, and (2) failing response which results in acceptable work performance, invoking regular disciplinary procedures for dealing with problem employees.

A full statement of agency policy regarding employee use of drugs or alcohol is found in DOJ, Order 1792.1 on the Employee Assistance Program. In brief, the following is stated: (1) Alcoholism and drug abuse are recognized as treatable health problems; (2) the agency is not concerned with the employee's use of alcohol except as it may affect job performance or the efficiency of the service; (3) an agency will not condone employee drug activity which is contrary to law; (4) employees who suspect an alcoholism or drug abuse problem are encouraged to voluntarily seek counseling; and (5) the counseling assistance will be handled in a confidential manner.

DISCLOSURE OF CONFIDENTIAL INFORMATION

Official business with this Service, so far as possible consistent with the limitations of available space, should be conducted in offices out of the hearing of other aliens and the general public. Discussions among officers involving points of law should be confined to groups composed only of officers and employees of this Service, never before outsiders. Official matters should never be discussed with anyone outside the office except under proper authorization. Information contained in official files is strictly confidential and must be used only as authorized. Aliens under examination should not be informed of the source of confidential information nor should they be permitted to see the files or records of the Service except as provided under existing rules and regulations. If you are in doubt in any instance, consult your supervisor.

ACCEPTANCE OF GRATUITIES

The acceptance of gratuities by officers of this Service or members of their families from any person or his agent who has any official matter before this Service is forbidden by Statute and by regulations. Acceptance of gratuities, however inconsequential, encourages requests for favors. It is easier to refuse an improper request when you are not obligated to the person who makes such a request. Refusal to accept gifts offered in good faith, however, must be done tactfully and courteously in order not to offend persons who offer such gratuities.

CONFLICT OF INTEREST

Officers of this Service shall avoid involvement in any conflict of interest situation, i.e., one in which a private interest (usually of an economic nature) conflicts or raises a reasonable question of conflict with official duties and responsibilities. The potential conflict is of concern whether it is real or apparent.

OUTSIDE EMPLOYMENT

An employee of this Service may not engage in any outside employment (including teaching, lecturing or writing), or in any business activity, without prior written approval. Authority will not be granted if the proposed employment or business activity might interfere with the employee's official duties, or involve or embarrass the Service in any way. Approval of such employment may be revoked at any time if circumstances warrant such action.

ACTING AS AN ATTORNEY OR AGENT IN CLAIMS AGAINST THE UNITED STATES

No employee of the Immigration and Naturalization Service is permitted to act as an agent or attorney in prosecuting any claim against the United States by any means or manner other than in the discharge of his official duties, or to receive any gratuity or any share or interest in any claim from any claimant against the United States for any services rendered in the prosecution of such claim. No person who has been in the employ of this Service may take any action in the prosecution of any claim pending at the time he was an employee until he shall have been no longer connected with the government service for at least two years.

FALSE CLAIMS AGAINST THE UNITED STATES

Severe penalties are provided by the United States criminal code for willfully making or presenting a false, fictitious or fraudulent claim for the purpose of defrauding the government. False or inaccurate statements as to travel performed, work done, or amounts expended are grounds for dismissal from the Service and possible criminal prosecution.

FALSE STATEMENT OF AN OFFICER CONCERNING OATH TAKEN BEFORE HIM

Any officer of this Service authorized to administer oaths or to take and certify acknowledgments is liable to criminal prosecution for knowingly making any false acknowledgment, certificate, or statement concerning an appearance before him.

CONSPIRACY

The United States Criminal Code provides very severe penalties, upon conviction, when two or more persons conspire either to commit any offense against the United States or to defraud the United States in any manner or for any purpose and one or more of the parties do any act to effect the object of the conspiracy.

**CODE OF ETHICS FOR GOVERNMENT SERVICE
ANY PERSON IN GOVERNMENT SERVICE SHOULD:**

PUT loyalty to the highest moral principles and to country above loyalty to persons, party, or Government department.

UPHOLD the Constitution, laws and legal regulations of the United States and all governments therein and never be a party to their evasion.

GIVE a full day's labor for a full day's pay; giving to the performance of his duties his earnest effort and best thought.

SEEK to find and employ more efficient and economical ways of getting tasks accomplished.

NEVER discriminate unfairly by the dispensing of special favors or privileges to anyone, whether for remuneration or not; and never accept, for himself or his family, favors or benefits under circumstances which might be construed by reasonable persons as influencing the performance of his governmental duties.

MAKE no private promises of any kind binding upon the duties of office, since a Government employee has no private word which can be binding of public duty.

ENGAGE in no business with Government; either directly or indirectly, which is inconsistent with the conscientious performance of his governmental duties.

NEVER use any information coming to him confidentially in the performance of government duties as a means of making private profit.

EXPOSE corruption wherever discovered.

UPHOLD these principles, ever conscious that public office is a public trust.

**PART II. - SERVICE STANDARDS
GENERAL STATEMENT**

The following Service standards have been designed to assist you in avoiding pitfalls which others have found to lead to embarrassment and other more serious consequences. They provide criteria for objective, self analysis which will serve as a basis for constructive, planned self improvement. Even though a violation of these standards may appear to be less serious than a violation of law or regulation, it is an important factor in appraising an officer's performance.

Most reprimands become necessary, not as a result of any lack of skill or knowledge of duties, but because of conditions which never would have occurred if reasonably good judgment had been exercised. Personality traits and general conduct both on and off duty are too often underestimated and neglected factors in success.

PROPER IDENTIFICATION

Officers must identify themselves properly when conducting official business. In identifying themselves they should show their credentials and make it plain to those with whom they are dealing that they are members of the Immigration and Naturalization Service. If reference is merely made to the Department of Justice they may be confused with representatives of other branches of the Department. All officers are cautioned that they are not to conduct themselves in any manner, by word or deed, so as to give the impression that they are connected with any other government agency.

NEEDLESS DISPLAY OF OFFICIAL MEANS OF IDENTIFICATION

Indiscriminate use of official certificates or official titles for other than official purposes or the needless display of firearms is not authorized and may serve as a basis for disciplinary action against the offender.

LOSS OF OFFICIAL BADGES OR CREDENTIALS

You are charged with the responsibility of maintaining official identification credentials in good condition, free from undue wear and mutilation. If you should lose your official badge, credentials or other government property with which you are charged, you shall immediately report the fact, in writing, to your official superior, stating the circumstances under which the loss occurred. If the facts reasonably establish that the loss occurred through negligence or carelessness, such disciplinary action will be taken as the facts and circumstances surrounding the loss may warrant. Failure to report such a loss may also result in disciplinary action.

PROPER USE OF GOVERNMENT PROPERTY AND GOVERNMENT TIME

The utmost care should be exercised by officers of this Service in the use of automobiles or other Government property. Carrying unauthorized passengers in official automobiles is generally prohibited. The hours of duty specified is time to be devoted to Government business. Personal affairs must not be conducted on Government time. Unauthorized use of Government property may serve as a basis for disciplinary action.

PROPER USE OF FIREARMS

Firearms shall be employed under the following conditions only: In self defense, in defense of another officer, or in the defense of an innocent third party. Firearms shall not be used to fire into the air or alongside an alien who is attempting to escape. A misaimed bullet may mean manslaughter. The firing of warning shots in any manner is prohibited.

RELATIONSHIPS WITH ALIENS

Aliens appear at Immigration and Naturalization Offices because they have problems. Those problems are real and important to them, no matter how insignificant they may appear to you. It is your duty to give them the same treatment you would like if your situations were reversed. An arrogant or unpleasant manner in official relationships will not be tolerated. Aliens are entitled to certain rights, among which is the right to courteous, considerate treatment by officers of this Service. No remarks of a sarcastic or “kidding” nature should ever be made to an alien about his name, his nationality, his race, his religion, his economic condition, his dress, etc. Such remarks may result in disciplinary action against the employee involved. A pleasant conversational tone of voice should be used in speaking unless the person addressed is hard of hearing. A loud voice does not make a situation more clear to a person who has a poor command of English; rather, it may cause him to become confused.

Any association, business, social or otherwise, which may obligate, or appeal to obligate, you to an alien in any way should be carefully avoided. Such obligation can become a serious barrier to the proper enforcement of the law and may bring criticism both to you and to the Service. You should never promise aliens immunity from deportation or prosecution for the purpose of obtaining information concerning other aliens or law violators. It is not good general practice to make promises of any kind to aliens, and certainly promises that cannot be fulfilled should not be made. Some practices which are not wrong in themselves should be avoided because of the improper impressions they create. For example: you should not authorize an alien to use your name as a business reference nor should you accept any kind of office, honorary or otherwise, in an organization whose membership is composed primarily of aliens and which might by implication place you in the position of being indebted to the group. You are likewise warned to avoid familiarity or personal relationships with aliens detained by the Service or who may possibly have business with the Service. Needless to say, “dates” should never be made with such aliens of the opposite sex.

Business dealings of any nature between you and an alien who is detained by this Service are forbidden. All dealings with alien merchants and other alien business people should be on a strictly business basis, and full value should be paid for goods received or services rendered. You should never buy property or personal effects from an alien who is under deportation proceedings or who has been excluded from admission to the United States. If, prior to your employment by this Service, you had business dealings with an alien who appears before you, the case should be referred to another officer.

HUMANIZING IMMIGRATION AND NATURALIZATION LAWS

Immigration laws may appear to work hardships on aliens. You can humanize these laws while at the same time carry out the intent of Congress and the will of the people. You should always keep in mind that your decisions may spell future happiness or sorrow for those affected by your decisions. If it becomes necessary to detain or exclude an alien, even this can be done in a considerate manner. At a port of entry the Immigration Inspector is usually the first representative of our Government whom the alien meets. An unfavorable impression gained at this time will likely be a lasting one. We owe it to ourselves, the Service, and to our country to make this impression as favorable as possible. Deportation should be effected with as much consideration and humane treatment as possible. In such cases, under proper safeguards, the deportee should be permitted to say goodbye to his relatives and to collect the wages due him, and should be given any other reasonable assistance. He should be permitted to collect his personal belongings and to take them with him, no matter how trivial the articles may seem to you. Property which seems to have little utility may have subjective value that an officer may not realize. Adequate care must always be taken to insure that property held in custody of this Service is properly safeguarded against loss, theft, etc., and that it is delivered to the alien when he is deported from the U.S., or released from custody.

PREJUDICIAL INFLUENCE IN ADMINISTERING THE IMMIGRATION AND NATURALIZATION LAWS

Another abuse of authority of which no officer should ever be guilty is the use of unfair discrimination in the administration of the Immigration and Naturalization Laws. Any suggestion by an officer to an outsider or concerned persons that he can influence the decision in any case will be cause for disciplinary action. Certain rights and privileges to which aliens are entitled are provided by law. It is the duty of each officer individually to insure that these rights and privileges are administered with justice and equality. Discretionary action permitted under the Immigration and Naturalization Laws is intended to be nondiscriminatory. The intended purpose of such discretionary action is defeated if Service officers are guided by their own biases and prejudices. In all cases, care must be taken not to discriminate in favor of or against any alien or class of aliens.

PREMATURE DECISIONS

You should take care to avoid giving inaccurate information to the public or to render opinions when not in possession of all of the facts. The premature expression of decisions is likely to prove a source of disappointment and embarrassment to all concerned and if wrong, may impel you to resort to undesirable face saving devices. (Example: Advising an alien under deportation proceedings to dispose of household goods or personal effects in anticipation of possible deportation may prove embarrassing to you and cause needless difficulties to the alien should deportation not be ordered.) Premature decisions, whether verbally expressed or held in abeyance, are barriers to the unbiased investigation and consideration of evidence. A preconceived notion of guilt or

innocence in any case introduces a conditioning and selective factor in the mind of the officer which may go far to preclude the true administration of justice. Inform aliens under proceedings as to decisions in their cases when all the facts are in, and after they have been duly considered, in such manner as to satisfy the aliens, if possible, that their cases have been decided only after fair consideration of all the available facts.

SOLICITATION OF SERVICES

An alien who is detained or an alien or other person who has official business with the Service may ask you whether it is necessary or desirable to seek the services of an attorney or other representative. In no case should he be informed that he should not obtain an attorney. The person making such inquiry should be informed that he has the right to be represented at his own expense by an attorney in proceedings before the Service. However, he should also be informed that the determination whether he should obtain an attorney is one that he must make himself and that Service employees may not make such determination for him. If such a person states he would like to be represented by an attorney but that he cannot afford the expense involved, he may be referred to a voluntary social agency or a legal aid organization or a Bar Association.

Also you may be requested to suggest the name of an attorney or bonding company. A person requesting the name of an attorney should be referred to a Bar Association or to a telephone directory which lists the names and addresses of attorneys. A person requesting the name of a bonding company should be referred to a telephone directory which lists the names of bonding companies. In no instance should a person be referred to a specific attorney or firm.

DISCUSSION OF PERSONAL MATTERS WITH ALIENS

Discussion of matters personal to an alien or to an officer is out of order in official business relationships unless such personal matters are pertinent to the case. Such is usually a waste of time and frequently leads to objectionable discussion and consequent embarrassment.

APPROVED TECHNIQUES FOR QUESTIONING ALIENS

An alien should always be fully informed of his rights. In the actual interrogation of the alien you should have a definite objective in mind and a purpose for every question. Such a procedure will save time, conserve energy, and inspire the respect of the alien and any other persons who may be present. Needless conversation wastes time, lessens respect for the officer, and may lead to serious antagonism and verbal controversy. Avoid following a routine line of questioning without taking into consideration the alien's age, intelligence, educational background and knowledge of the English language. As much privacy as possible should always be accorded an alien when he is being questioned in other than routine matters. It is poor procedure to question several offenders in the presence of each other. Avoid questioning of women on personal matters in the presence of others when it is likely to cause embarrassment, either to her or to anyone else present. When questioning a woman behind closed doors, a witness

should be present for the protection of the officer, the Government, and the woman. When interrogating an alien, especially a woman, concerning apparent marital misconduct, nothing should be assumed beyond what the facts at hand reasonably well establish. Ground work should be carefully planned to make the questions appear justified to the person concerned. Questions on sordid subjects should be couched in non offensive terms and phrased in such a way as to elicit the desired information. Such questions should not contain implications not supported by evidence. Before questioning an alien in such cases it is well to analyze carefully the facts and state the questions in such a manner that you yourself, if you were on the receiving end, would not be offended by their tenor.

USE OF PHYSICAL FORCE AND “THIRD DEGREE METHODS”

The use of physical force or violence in handling detained aliens or other persons with whom official business is being conducted is permissible only in self defense in defense of another person, or to such an extent as is absolutely necessary in making an arrest or preventing an escape. The use of force and “third degree methods” to obtain information and to force confessions will not be tolerated. Abuse of aliens is not permitted. There are times when aliens must be handcuffed, but in such cases the aliens should not be exposed to the public view any more than is necessary. Every effort should be made to spare an alien unnecessary embarrassment in his relations with the Service.

ESCAPE OF AN ALIEN

Officers charged with the responsibility of escorting aliens in the custody of the Service are expected to take every reasonable precaution to prevent their escape. When an escape does occur a complete report should be made immediately thereafter. Appraisal of the facts and circumstances surrounding the escape will be made and disciplinary action taken when the facts justify it.

RELATIONSHIPS WITH THE PUBLIC

The standing of the Immigration and Naturalization Service is largely dependent upon the service it renders, its effectiveness in enforcing the laws it is charged with administering and the general impression its employees make on the public. As an employee of the Government and the Immigration and Naturalization Service it is your duty to serve the public in a fair and impartial manner. We are dependent upon the law abiding public for a constant flow of valuable information to assist us in the discharge of our functions. Officers of this Service must keep in mind that they are specialists; that what is common knowledge to them is not equally known to all, and that it is their duty to endeavor to acquaint persons thoroughly with laws and regulations about which they inquire and to direct them to such other sources of information as they may request and to which they have a right. Every member of the public is entitled, as an absolute right, to courteous, fair, impartial, and sympathetic treatment from every employee of this Service

ADMINISTRATION OF OATHS

Where an oath is required, it should be administered in such a way as to impress the person taking it with its seriousness. It should never be administered in a perfunctory manner. Oaths should never be administered over the telephone, or to a person while he is seated.

POISE AND DIGNITY IN PERFORMANCE OF OFFICIAL DUTIES

The importance of poise, dignity, sympathy, honest simplicity, and self control even under the most severe provocation cannot be overemphasized. The technique of reversing the situation to determine how it looks from the other man's point of view should be used extensively. An officer should be sure of himself but should never try to unduly impress others with his knowledge. He should be businesslike and considerate but never condescending or officious in this demeanor. He should cultivate the use of good English. He should never use profanity or vulgarity.

COURTESY

The Service takes the realistic view that courtesy is necessary in our activities and is almost as much a job requirement as any other. It is your duty to be considerate and polite to the public at all times.

BE PATIENT

It is often difficult to be patient and to exercise self restraint in the face of verbal criticism or threatened physical violence, but such restraint and patience usually will enlist the support of witnesses and pay dividends in increased respect for the individual and the Service. Officers of this Service have the difficult problem of dealing with persons of a wide range of intelligence, mood, temperament and cultural backgrounds. No matter how exasperating the circumstances become, you must bear in mind that you are a representative of our Government and you must conduct yourself in a worthy manner.

BE FIRM

There always are people who will insist on special favors and privileges not accorded by the law. To such people you must be firm and uncompromising. But remember that a "no" can be said courteously. A reasonable person will accept a reasonable answer and explanation. The few who may be momentarily offended usually will in the end come to understand that you were performing your duty as required by the law.

BE FRANK

Caution should be exercised not to misinform anyone or to leave grounds for a wrong impression in any case; but should this occur, it is no sign of weakness to acknowledge the mistake. Not nearly so much prestige and self respect will be lost in that way as by attempting to cover up an error.

ACKNOWLEDGE APPRECIATION FOR ASSISTANCE GIVEN

Employees of this Service often will be assisted by members of the public or other agencies in a spirit of cooperation and helpfulness. You should never fail to acknowledge such assistance, even though it may prove to be of no value to the Service.

COOPERATIVE SPIRIT AND LOYALTY TO THE SERVICE

Every employee of this Service has reason to be proud that he is so employed. The expected attitude of every employee is that of loyalty and helpful cooperation. There should exist a spirit of mutual helpfulness among all employees. Every possible aid should be given associates, especially information which may be of assistance to them. This policy of cooperative endeavor should also govern the relationship between employees of the Immigration and Naturalization Service and employees of other agencies upon whom this Service is often dependent for information and assistance. Rumors about other employees should never be repeated. Critical or personal remarks should be avoided which might tend to cause ill feeling or rumors about other employees, the Service, our Government, the President of the United States, or the recognized political parties. Officers must refrain from criticizing, to the public, the laws which they are required to enforce but about which they may have personal contrary opinion.

ABUSE OF AUTHORITY

Unfortunately there are some officers who erroneously think that their official position provides an immunity against the necessary requirement to conform with local laws. Such an attitude is undesirable and regrettable. The authority an officer may exercise is specified by law and the regulations of this Service. These bounds should not be transgressed, because it places an officer in a position where he has no legal rights and lays him and the Service open to serious criticism. Furthermore, it makes the offender subject to disciplinary action. Officers of this Service are members of the local community and as such are expected to conduct themselves as any other respectable citizen. They should never deviate from strict observance of city speed or parking laws except as absolutely required in the performance of their official duties. They must provide themselves with drivers' licenses in compliance with State and local laws.

USE OF OFFICIAL POSITION FOR PERSONAL GAIN

The use of one's official position for personal gains such as free tickets, passes, etc. is reprehensible and, when known, will serve as the basis for disciplinary action against the offender.

PERSONAL CONDUCT ON AND OFF DUTY

Although this Service has little control over the conduct of its employees when off duty, such conduct may become of direct and immediate concern to the Service. You are expected to obey the laws of our country and so far as possible, consistent with your official position, you should respect and endeavor to follow the customs of the community in which you are stationed. It behooves all Government employees, therefore, to behave themselves in such a manner that their conduct will be above reproach. Those who wish to be most respected in their own communities and who wish to progress in the Service will, as a guide to their conduct, ask themselves two questions, (1) "Will what I am about to do subject myself or the Service to adverse criticism?" and (2) "Will my conduct make me less able to do my job well when I return to duty?". Elements of personal conduct on and off duty which might affect your performance of duty or the functioning of the Service are, of course, subject to Service regulations.

INDEBTEDNESS

As a part of your obligation to conduct yourself so as to reflect favorably on the Service, you are expected to attend properly and promptly to your personal obligations.

ASSOCIATIONS OF A QUESTIONABLE NATURE

Officers of this Service should conduct themselves at all times in such a manner as will reflect credit upon the Service, illegal establishments and places held in disrepute should be entered only when official business requires it. Government officers, known as such to the public, who are seen to frequent such establishments degrade themselves and the Service in the popular esteem. Consorting with or being habitually seen in the company of questionable characters is considered improper conduct for officers of this Service. Officers should never enter public saloons for the purpose of drinking while in uniform, even at the end of the day's work. In other words, officers of this Service should avoid all associations or places which may degrade them or their positions in the eyes of the public.

DEVOTION TO DUTY

The acid test of devotion to duty is found in what an employee does toward career advancement and sustained good work in addition to what is required of him to hold his job. Officers who are genuinely interested in their work strive to become more skilled and efficient in the performance of their duties. Self improvement usually involves a sacrifice of time and extra effort. Keep well informed on changes in laws, rules and

regulations applicable to Immigration and Naturalization matters. Officers should keep themselves informed as to current affairs. It is helpful to know the geography, history, and customs of countries from which aliens come to the United States, and from foreign countries to which they (the officers) may be assigned or detailed to perform their duties.

PUNCTUALITY

Punctuality is important enough to be an absolute requirement. In addition, it is an excellent indication of an officer's devotion to duty. When an officer finds that he will not be able to report for duty, he should immediately report the fact and the reason, as provided by local rules.

PERSONAL APPEARANCE

Employees who meet the public should be careful of their personal appearance. A good personal appearance adds to their prestige and is just as essential to an officer of this Service as tools are to a craftsman. Where a uniform is required, it should be complete in all details and devoid of ornaments which are not a part of the uniform. If the uniform is worn in public when off duty, it should be worn in its entirety. It hardly need be said that clothes or uniforms worn on duty should be kept clean, neat and well-pressed. Extremes and fads in personal appearance and attire are prohibited in order to maintain the highest standards of propriety, decorum, and good taste, and to create the most favorable impression on the public.

The following grooming standards shall apply to all INS, officers wearing a uniform, as required by Service regulation, except Contact Representatives, Port Receptionists and Immigration Judges. The officers shall be subject to these standards whether on regular or overtime duty, regardless of the activity he or she is performing. Wearing the uniform in all instances makes compliance with the following standards compulsory.

1. Hair.

Hair will be kept in a neat, clean, and commonly acceptable style with the following restrictions, to be considered with the head held erect:

For males, the hair, when groomed for intended appearance, will not cover any portion of the ear, nor touch the shirt collar, nor cover any portion of the eyebrows. "Greasing" or "slicking" of the hair for the expressed purpose of accommodating these restrictions will not be acceptable. Moderate "natural" type haircuts are permitted if they qualify within the limits described above, provided they do not interfere with the wearing of required uniform headgear.

For females, the hair shall be worn in acceptable fashion, so that it does not extend below the outer portion of the shirt collar, nor completely cover the ear on the side, nor cover any portion of the eyebrows to the front. While barrettes, pins, and combs may be worn, they may not be of a type which could reasonably be called "conspicuous" or dangerous

to the wearer, or to other persons in the locality. For safety reasons, earrings, other than “button” or “post” type shall not be worn. Makeup or nail polish, if worn, shall be in accord with standards of “good taste”, as opposed to “garish”.

2. Sideburns

Sideburns will not extend below the bottom of the ear lobe and will end with a clean shaven horizontal line. The maximum allowable width at the bottom of the sideburns shall be 1 1/2 inches. Sideburns shall be neatly trimmed and the maximum extension of the hair in the sideburns shall not exceed 1/2 inch.

3. Mustaches

Mustaches shall not extend more than 1/4 inch below a horizontal line through the corners of the mouth, nor below the vermilion border of the upper lip. Mustaches may not be heavily waxed or twisted and must be neatly trimmed.

4. Beards

Beards shall not be permitted except in cases where an employee, or applicant for employment, is a bona fide and practicing member of a religious group which specifically prohibits the removal of hair from the face. Personnel with a medical condition which precludes shaving shall be required to present a written statement from a doctor verifying that such condition exists.

Grooming standards pertaining to employees who wear civilian attire will be set on a local basis by the appropriate District Director or Chief Patrol Agent.

Uniform articles will conform with published specifications and manufacturers recommendations as to cut, shape, and patterns. Civilian apparel will be limited to conservative business attire and shoes in keeping with such clothing, except for assignments that necessitate the wearing of other clothing to serve a specific purpose. The hair shall not interfere with the wearing of the required uniform headgear.

OFFICER'S STATEMENT

Date_____

I have carefully read and studied the Officers' Handbook and will make its contents the basis for my conduct while a member of the Immigration and Naturalization Service.

Signature

Title of Position

Official Station

(Please tear out this page and after filling out the information called for, return it to your supervisor. It will be kept in the Regional Office file in the case of a field employee and in the Central Office file in the case of a Central Office employee.)