1. Submit to Appropriate Federal Agency:

Office of the General Counsel U.S. Department of Homeland Security Washington, DC 20528

U.S. Customs and Border Protection Office of the Chief Counsel 1300 Pennsylvania Ave., N.W. Washington, DC 20229

McAllen Border Patrol Station 3000 West Military Highway McAllen, TX 78503

U.S. Customs and Border Protection

Office of the Principal Legal Advisor Immigration and Customs Enforcement U.S. Department of Homeland Security 500 12th Street, SW Washington, DC 20024

2. Claimant's Personal Representatives:

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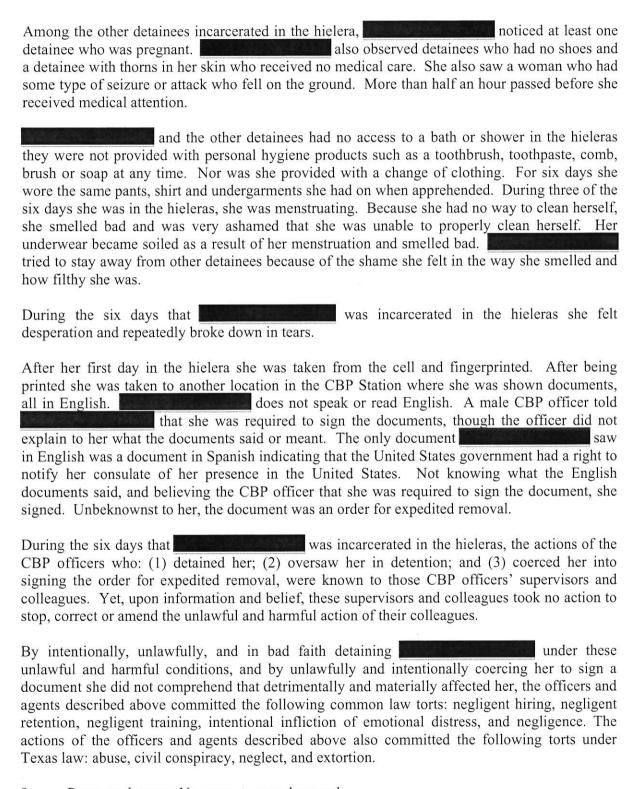
6. Date and Day of Accident:

On and about 2013.

8. Basis of Claim:

On or about 2013,	was taken into custody by United States
Customs and Border Protection (CBP), in McAllen, Tex	as. is a thirty year-
old woman and mother of three children, ages four, elev	en and twelve. Taken into custody at the
same time were her sisters	's five-
year old child and's brother,	663.
was told by a CBP officer that s	she and her family members were being
taken to a "hielera," translated in English to mean the "	freezer," "icebox" or "refrigerator." She
was then transported, upon information and belief, to th	e CBP McAllen Station, in the CBP Rio
Grande Valley Sector. There, she was placed in what t	the CBP agent had meant by "hielera": a

small, freezing cold cell where many detainees were crowded together. She later heard other officers also refer to the cell as the "hielera" and realized that this was their nickname for it. She would later be moved to two other hieleras.
was in the first hielera to which she taken for a period of three days. Her sister was also in the first hielera for three days. Her sister and her child were removed from the first hielera after one day. and her sister were transported to a second hielera where they spent an additional day and night. They were then transported to another hielera where they spent another day before they were transported to the Hidalgo County Jail where she was incarcerated for eleven days before being transported to the Broward Transitional Center in Florida.
The conditions in the three hieleras were almost identical. The hieleras had no beds, no chairs and a single toilet and sink, both of these in plain view. A large window in the door of the cells provided CBP officers a view of the entirety of the cell, including the toilet and anyone using it. As many as forty women were detained in the first hielera with all sharing the one toilet. When using the toilet in the hieleras, felt bad and ashamed. She felt humiliated having to expose herself to the other detainees while urinating and defecating. And she found it difficult to actually relieve herself because of this embarrassment. She would try and "hold it" as long as possible before going because of the shame and discomfort she felt.
The temperature in the hieleras was so cold that the lips and fingertips turned blue. Her lips eventually chapped and split. The lips and fingers of her two sisters and her sister's child also turned blue. Because of the cold, she and her sisters and her sister's child would huddle together on the floor for warmth. The cold temperature made it very difficult to sleep. There were no mattresses or blankets, and and the other women had to try and sleep on the concrete floor. The cramped quarters also made it impossible for all of the women to lie down all at one time. CBP officers would disturb the detainees anytime they appeared to be trying to sleep. There were three large air conditioner vents in the middle of the ceiling of the hieleras from which could feel a steady flow of cold air. She repeatedly pleaded with the CBP officers to turn off the air conditioning but it remained on.
While in the hieleras, and the other detainees were fed once or twice a day. Due to transfers from one hielera to another hielera, she also missed meals. She was not fed on those occasions when she missed the meal. Every meal she did received consisted of no more than a single sandwich made of an unidentified, processed meat product and white bread. This meager food left her hungry every day and caused her to feel light headed and to suffer headaches. The only water available to was provided in a single thermos shared by all the detainees. There were no cups to drink the water. and the other detainees poured water into their hands in order to drink it. The water smelled like bleach and burned



9. Property damage: No property was damaged.

10. Nature and Extent of injury: As a result of the unlawful treatment of she suffered severe, substantial and continuing emotional distress and, potentially, lasting psychological harm.

11. Witnesses:













- (g) Current and/or former employees or agents of CBP or the Department of Homeland Security whose identities are presently unknown, including agents assigned to the CBP Stations in the Rio Grande Valley Sector in Texas.
- 12. (d) Total: \$500,000.00
- 15-19. does not carry any insurance responsive to these requests.