OFFICE OF THE PRESIDENT AND CEO

Kerry L. Heinrich

November 9, 2026

The Honorable María Elena Durazo
California State Senator, 26th District; Los Angeles County Supervisor-elect, First District

The Honorable Mark González
California State Assemblymember, 54th District

The Honorable Nithya Raman
Mayor-Elect, City of Los Angeles; Los Angeles City Councilmember, 4th District

The Honorable Ysabel Jurado
Los Angeles City Councilmember, 14th District

Organizational signatories to the November 7, 2026 letter

Re: Federal Immigration Enforcement Activity at Adventist Health White Memorial

Dear Senator Durazo, Assemblymember González, Mayor-Elect Raman, Councilmember Jurado, and community leaders:

Thank you for your November 7 letter. We share its central conviction: hospitals must be places of healing, not fear. No one should hesitate to seek medical care because of immigration status or concern about immigration enforcement. We also share the pain and fear our neighbors felt that night. Many of our caregivers are part of this community, and they felt it too. We understand why you and our community are asking these questions. They are fair questions, and you deserve clear answers.

Caring for patients is our first and last call. On November 7, White Memorial issued a public statement, and Daniel Fontoura issued a message to the Boyle Heights community in English and Spanish. Both are enclosed, and we fully reaffirm them. As Daniel said, White Memorial does not participate in immigration enforcement, does not facilitate immigration operations, and will not allow immigration enforcement activities to compromise our commitment to patient care and safety. White Memorial does not have, and would never agree to, any arrangement to participate in immigration enforcement activity.

From time to time, federal agents bring people in their custody to our emergency department, as other law enforcement agencies do. When any person is brought to our emergency department, including a person in government custody, White Memorial fulfills its legal and ethical obligation to provide appropriate care. Some have suggested that we stop caring for patients brought to us by federal agents. We cannot, and we would not. A person in custody who needs emergency care is among the most vulnerable patients we serve, and caring for the most vulnerable is why White Memorial exists. White Memorial must be, and will remain, a safe place for every patient.

The events of November 6 and 7 took place outside our doors, in circumstances White Memorial did not create and could not control. We are a hospital, not a law enforcement agency. We do not have the authority or the means to direct federal officers on public streets or at our entrances. Our security team called the Los Angeles Police Department for help that night. Officers responded, but federal agents remained at our ambulance entrance. Our teams followed established protocols and remained focused on patient safety and care. But no hospital policy or procedure can fully control what outside agencies choose to do beyond our authority. Ensuring safe access to the hospital from outside its walls depends on state and local authorities, and we rely on them to do so.

What we can control is what happens inside our hospital, and there, the commitments we made in November 2025 held. The policies, training, and escalation processes we put in place last year were in effect and were followed. Patient privacy was protected, medical decisions stayed between patients and their care teams, and our caregivers had the support they needed. Throughout the night, our emergency department remained open. When ambulance access was affected, our team diverted ambulances so every patient received timely care.

The night also showed us a challenge we cannot solve alone: protecting safe access to the hospital when activity outside our doors makes it unsafe. Hospital administration has already reached out to LAPD Chief Jim McDonnell to request a meeting to strengthen the relationship and protocols that protect our community's access to the hospital. We are reviewing the night carefully for lessons learned and will share them with you. We ask for your help as well. Specifically, we ask what state and local agencies will do going forward so that White Memorial remains safely accessible during any future federal enforcement activity. White Memorial can protect what happens within our walls; we need our government partners to protect the environment around them, so that the path to our emergency department stays open to everyone who needs it. We propose that our meeting be used to build that plan together, among White Memorial, elected officials, law enforcement, and community organizations.

Enclosed are responses to each of the five matters in your letter, including the steps we have taken since November 2025. We will provide a detailed account of November 6 and 7 by November 21. We gladly accept your request to meet within two weeks, and Daniel Fontoura and Kerry Heinrich will both attend. We would also welcome you to visit White Memorial and hear directly from our physicians and nurses about their experiences when patients are brought to us in custody.

Our patients, caregivers, neighbors, and hospital were all affected by events we did not create, invite, or control. As an immediate step, we invite the signatories to your letter and our community partners to stand together with us in a bilingual statement that reassures every family in Boyle Heights they can seek care at White Memorial without fear, and that sets out what we and our government partners will do, together, to protect patients, caregivers and access to care.

For more than a century, White Memorial has cared for Boyle Heights. That history carries a commitment we take seriously and a relationship we want to strengthen with you.

With hope,

Kerry L. Heinrich
President and Chief Executive Officer
Adventist Health

Daniel Fontoura
President
Adventist Health White Memorial and Montebello

Enclosures:
A. Responses to matters raised in the November 7, 2026 letter
B. Statement from Adventist Health White Memorial, November 7, 2026
C. Message to the Boyle Heights community from Daniel Fontoura, English and Spanish, November 7, 2026

cc: Governor Gavin Newsom; Attorney General Rob Bonta; Supervisor Hilda Solis

ENCLOSURE A

Responses to Matters Raised in the November 7, 2026 Letter

1. The November 6 and 7 incident

A detailed, verified account of November 6 and 7 will be provided by November 21, 2026.

In summary, and as stated in our November 7 public statement, Adventist Health White Memorial (AHWM) kept its emergency department open throughout the night. When ambulances could not safely reach the ambulance entrance, AHWM diverted them to nearby hospitals for approximately two hours, beginning at 3:13 a.m., to ensure every patient arriving by ambulance received timely care. Walk-in emergency patients continued to be accepted throughout.

2. Procedures concerning immigration agents and hospital access

AHWM maintains an In-Custody Patient Policy addressing patients in law enforcement custody and interactions among law enforcement personnel, patients, and caregivers. The policy establishes clinical, security, administrative, risk management, and legal escalation channels.

AHWM also maintains procedures limiting law enforcement access inside the hospital. Consistent with SB 81, notices posted in English and Spanish require any law enforcement officer or agent, including immigration enforcement officers, to identify themselves and register. Without exigent circumstances or a judicial warrant or court order, access may be denied. Staff involved include hospital leadership, Security, Risk Management, or the Administrator on Duty, with legal review when appropriate. These policies and procedures remain in place and were observed during the November 6 and 7 incident.

These protections apply within areas AHWM controls. AHWM cannot compel federal officers to leave public streets or rights-of-way, and it relies on state and local authorities to protect exterior access when activity outside the hospital creates unsafe conditions. During the night of November 6 and 7, AHWM security called the Los Angeles Police Department for assistance. AHWM administration has since requested a meeting with LAPD Chief Jim McDonnell to strengthen protocols that protect community access to the hospital. AHWM is also reviewing its own procedures for situations in which activity outside its doors affects emergency access, and it asks state and local partners to join in a plan that keeps the hospital safely accessible during any future federal enforcement activity, as proposed in the accompanying letter.

3. Role of federal immigration agents in patient care

AHWM does not participate in immigration enforcement, and it does not have, and would never agree to, any arrangement to participate in immigration enforcement activity. When any person is brought to our emergency department, including a person in government custody, AHWM fulfills its legal and ethical obligation to provide appropriate care. Federal immigration agents play no role in treatment decisions at AHWM. Medical decisions are made by patients and their care teams.

AHWM protects patient privacy under federal and California law, regardless of immigration or custodial status. AHWM does not share patients' medical information, including immigration status, for immigration enforcement purposes. Care teams routinely ask agents to step out of the room so patients can speak privately with their physicians. AHWM policies address bedside privacy, communications, security and the escalation of concerns involving custodial officers.

4. Support for physicians, nurses and other caregivers

AHWM supports caregivers who raise good-faith concerns about patient care, rights or privacy. Caregivers may ask custodial officers to leave a patient's room when needed for privacy or confidential clinical communication, subject to immediate safety considerations. Since November 2025, AHWM has:

- Posted Notice to Authorities signage in English and Spanish, consistent with SB 81.
- Updated its In-Custody Patient Policy, approved in November 2025, to protect patient privacy and informed consent and to make clear that law enforcement may not interfere with patient care.
- Issued a Physician's Quick Reference Guide for In-Custody Patient Care in December 2025, with clear steps to protect privacy, contact families when medically needed and escalate any interference with care.
- Launched a 24-hour Navigator resource on December 17, 2025, to support care teams and to help patients who request Know Your Rights information or legal resources.
- Made Know Your Rights cards available to patients in English and Spanish.
- Affirmed in writing that no physician, nurse or staff member will be disciplined for asking agents to step out of a patient's room or for speaking up for a patient.
- Met at the hospital on November 5, 2025, with more than 20 representatives of the Boyle Heights Immigrant Rights Network to listen and answer questions, and committed to continuing those conversations.

- Met with residency directors, residents, physicians and nurses, and increased leadership rounding across the hospital, to hear their concerns and strengthen support following November 6 and 7.

AHWM will continue to strengthen these protocols, training and supports with its care teams.

5. Public statement in English and Spanish

On November 7, 2026, AHWM issued a public statement (Enclosure B), and Daniel Fontoura issued a message to the Boyle Heights community in English and Spanish (Enclosure C). Together, they reaffirm White Memorial's commitment to caring for all patients, regardless of immigration status, and make clear that White Memorial does not participate in immigration enforcement. AHWM also invites the signatories and community partners to join in a shared statement in English and Spanish.

ENCLOSURE B

Statement from Adventist Health White Memorial

Issued November 7, 2026

Caring for patients is our first and last call, and that is what our team did last night. Federal agents brought a person in their custody to our emergency department, and we cared for that patient with dignity and privacy, as we do for every patient. When agents formed a line across our ambulance entrance, which we did not request nor authorize, we diverted ambulances to nearby hospitals for about two hours to ensure every patient received timely care. White Memorial does not participate in immigration enforcement. We know last night frightened our neighbors. No matter what happens outside our doors, everyone who comes inside is our patient, and our focus will only be on that patient, and it will not change.

ENCLOSURE C

A message to our Boyle Heights neighbors

From Daniel Fontoura, President, Adventist Health White Memorial

Issued November 7, 2026

Caring for patients is our first and last call. White Memorial is a place of healing and safety for everyone, regardless of immigration status.

I want to be clear: White Memorial does not participate in immigration enforcement, does not facilitate immigration operations, and will not allow immigration enforcement activities to compromise our commitment to patient care and safety. Our role is care. Every patient brought to our hospital receives timely, respectful, and culturally sensitive care, and we protect their medical information, including immigration status.

I know many of you are afraid. Every family in Boyle Heights should know they can come to us for care without fear. For more than 100 years, White Memorial has been your hospital, and that will not change.

As we have in the past, we will continue to meet with community leaders, our longtime partners, to work together and ensure that every family in Boyle Heights knows White Memorial is here for them.

Un mensaje para nuestros vecinos de Boyle Heights

De Daniel Fontoura, presidente de Adventist Health White Memorial

Publicado el 7 de noviembre de 2026

El cuidado de nuestros pacientes es nuestra prioridad fundamental; White Memorial es un lugar de cuidado y seguridad para todos, sin importar su estatus migratorio.

Quiero que quede claro: White Memorial no participa en la aplicación de leyes migratorias, no facilita operaciones de inmigración y no permitirá que actividades relacionadas con dichas leyes pongan en riesgo nuestro compromiso con la atención y la seguridad de nuestros pacientes. Nuestra función es el cuidado médico. Cada paciente que llega a nuestro hospital recibe atención a tiempo, con respeto, consideración cultural y protegemos sus datos médicos, incluyendo su estatus migratorio.

Sé que muchos de ustedes sienten miedo. Todas las familias de Boyle Heights deben saber que pueden acudir a nosotros para recibir atención médica sin temor alguno. Durante más de 100 años, White Memorial ha sido su hospital, y eso no ha cambiado y no cambiará.

Tal como hemos hecho en el pasado, seguiremos reuniéndonos con los líderes de la comunidad, y con nuestros colaboradores de siempre para trabajar juntos y asegurarnos que cada familia de Boyle Heights sepa que puede contar con White Memorial.