

According to the article 50 paragraph 9 of the Law on Asylum and Temporary Protection
("Official gazette RS", Number 24/18),

Commissioner of the Commissariat for Refugees and Migration brings

Rulebook of House Rules in Asylum Centers and other Objects for Accommodation of Asylum Seekers

*Rulebook is published in "Official gazette RS", number 96/2018 from 11.12th..2018 year,
yet become effective on 19.12th.2018*

Article 1.

With this rulebook house rules have been arranged in the asylum centers and other objects for accommodation of asylum seekers and registered foreigners whom have applied for asylum (hereinafter Center)

House rules includes code of conducts of the asylum seekers and registered foreigners whom have applied for asylum and are accommodated in centers (hereinafter beneficiaries) civilly with Law of asylum and subsidiary protection (hereinafter The Law)

House rules are displayed on the bulletin board of the Center and they are available to every beneficiary. House rules are translated in English, French and Arabic language, and if it is necessary in other languages.

If the beneficiary is illiterate ,deaf or if he/she belongs to the commonalty to whom the house rules haven't been translated in , if it is necessary ,about the house rules in the Centre he /she has been informed orally in the language that he/she understands with the help of an interpreter.

Article 2.

Center include:

- 1) Storage facilities (rooms for sleeping and living rooms, halls, sanitary block, kitchens, laundry rooms etc.);
- 2) Common rooms (living rooms, dining room, kitchen, playing room for children, sanitary blocks, room for different activities etc.);
- 3) Official part (rooms for employees only and for the needs of the Ministry of interior business and other organs, organizations and facilities);
- 4) Special part (boiler room, storage space, laundry room etc.);
- 5) Backyard and parking lot)

By the rules all the premises, including the accommodation rooms, has two keys each, where one of the keys is all the time in the possession of the security or in for that intended space.

Article 3.

Reception in Center is based on the registration certificate issued by the authorized police officer in accordance with the Law, which beneficiary shows for the checking of its valid date and ascertain of the center in which beneficiary has been sent to.

After the reception, on the registration certificate the facts for the receptions are written, after that the registration certificate is given back to its beneficiary.

During the reception in Center the belongings and the baggage of the beneficiary are being checked. If the things that are not allowed are being found, in accordance with the paragraph 18 of this Rulebook, are being confiscated, about what the certificate is being issued to the beneficiary, and if necessary the police is informed.

Article 4.

During the reception the beneficiary is:

- 1) In a proper way is being informed with the house rules , verbally and in written form
- 2) Is being registered in the data base of the accommodated persons in accordance with the Law
- 3) Is being given the key, bed, bedding, blankets, towels, and of necessary in accordance with possibilities baby/kid equipment.
- 4) Being sent to the mandatory medical checkup. If the reception is being made after working hours of the medical unit , based on the judgment of the Commissariat for refugees and migrations employee , (hereinafter : Commissariat) a person can be sent for the accommodation in the medical isolation room until the checkup is being performed. The beneficiary abides to the instructions given by the medical stuff towards the preservation of the public health and preventing the contagious diseases;
- 5) Is given the personal hygiene products, for the rest of the month, in accordance with the date the beneficiary has been accommodated. In case if it is necessary, the beneficiary has been provided the new or second hand clothes and shoes, in accordance with possibilities.
- 6) The beneficiary is being accommodated in the room, whom he/she cannot arbitrarily replace with another, nor he/she can change the position of the furniture, remove or readapt it, the equipment m only in extraordinary cases, with the approval of the center officers, when the vulnerable category is in matter.

Article 5.

The beneficiary of the Center facility, uses the furniture, equipment and devices with due caution and care and keeps it from being damaged and improperly used.

Should any damage is caused intentionally or unintentionally, the beneficiary is responsible for paying damages.

Article 6.

Authorized person in Centre decides the schedule of the accommodation areas and the common rooms as well as the usage of the devices and equipment in them and takes care of its proper usage.

The beneficiary of the common areas and devices, after every usage cleans and puts it back in order.

In the official areas, the beneficiary enters only if called by the Center employees, but the special part of the Center is not being allowed to enter.

Article 7.

The beneficiary keeps the room tidy cleans it on a daily basis, rationally using water, electricity and equipment and timely informs the authorized personnel in Centre of the malfunctions and damages.

Employees and security, by the rules, may enter the rooms while beneficiaries are present, and in the extraordinary cases may enter the room while beneficiary is absent.

Article 8.

The beneficiary activities are being done from 6.00 a.m. until 10 p.m. during the summer until 11 pm.

The time for night peace and rest is from 10 p.m. 11 p.m. during the summer until 6 am of the next day. During this time the Center is locked and the activities that disturb the night peace and rest are not allowed.

Article 9.

The schedule of the beneficiary's activities and meal schedule, is determined by authorized personnel in the Centre and makes it public on the bulletin board of the Center.

The beneficiary participates in the activities related to the cleaning and arranges of the common areas, backyard, parking lot and other activities necessary for the functioning of the Center based on the schedule from paragraph 1 of this article.

Article 10.

Absence from the Centre longer than 24 h the beneficiary reports to the authorized personnel in Center and informs the asylum Office.

Article 11.

The beneficiaries are allowed to receive visits every day from 10 am until 12 pm and from 2 pm until 4:30 pm and are being done only in the area for visits.

To the nongovernmental organizations, affiliations and other interested organizations and media representatives visits are allowed during the working days from am until 12 pm and from 2 pm until 4:30 p.m. while being announced in advance and with Commissariat consent.

Exceptionally, media representatives, with announcement made in advance and agreement with Commissariat can visit the Centre outside of the stated terms.

Conversation with people from paragraph 2 of this article beneficiaries accept on the voluntary basis and are being conducted in for that designated areas.

To the persons from paragraph 2 of this article a tour of the Center can be arranged while prior being announced and agreed with Commissariat.

The visitors of the Center abides to the house rules, as well as the dress code in the public administration.

Special programs of the non-governmental institutions and other organizations are in the Centre are being conducted with agreement and accepted practice in for that designated areas.

Article 12.

The beneficiary can receive the humanitarian aid that fulfils the usual quality standards.

By the rule, humanitarian aid is distributed based on the beneficiary's needs and in accordance with the dynamics of the aid distributions that is established in the Centre.

Medical materials and drugs cannot be part of the humanitarian aid.

Distribution of the humanitarian aid is allowed with prior agreement of the Commissariat

Article 13.

The beneficiary takes care of its personal belongings, money and other valuable things, in case of being lost, Commissariat is not responsible.

The belongings of the beneficiary who has left the Center are being kept for 15 days, after that period of time are considered the waste.

Article 14.

The beneficiary allows for measurements to be taken in case of disinfection, disinfection and deratization and in case of contagious diseases informs the authorized personnel in Centre.

Article 15.

In case of eventual injury of the beneficiary that is deliberately or carelessly caused, the Centre is not responsible.

Article 16.

The beneficiary-parent, legal representative or the guardian of a child takes care of the development, health, education, safety and behavior of a child.

Article 17.

The beneficiary of the Centre treats other beneficiaries, authorized personnel, security and other people with respect and cooperates with employees in the Centre.

Every beneficiary has a right for filing a complaint or suggestions on living in the Centre, in for that designated box or email that is published on the bulletin board of the Centre.

Article 18.

It is not allowed for the beneficiaries in the Centre to:

- 1) manifest racial, religious, national, gender or political intolerance or manifest discrimination ;
- 2) Possession or use of the weapon (fire arm or cold steel) explosive material, pyrotechnics and dangerous chemical substances etc;
- 3) Pollution of the areas and surroundings of the Centre, starting the fire;
- 4) Acts of violence;
- 5) Doing any kind of commercial trade;
- 6) Bringing and use of the portable stove, gas bottles, heating systems ,furniture, household electrical appliance, etc, except the TV's radios, computers with reporting to the authorized personnel in the Centre;
- 7) Bringing domestic and other animals;
- 8) Bringing and enjoying alcoholic beverages and drugs etc;
- 9) Smoking in the residential area, common rooms as well as other places where smoking is forbidden;
- 10) Gambling, betting etc;
- 11) Intake and storage of the food in residential area, except justified cases, with agreement of the authorized personnel in the Centre;
- 12) Taking out the food , cutlery, kitchen utensils , except in special cases due to the medical reasons , with the medical advisory and notification of the authorized personnel;

- 13) Drying and clothing storage, laundry or any other objects inside the facility and on places that aren't for that use, as well as planting the drying poles in the backyard of the Centre;
- 14) Writing and posting stickers or posters on the walls, furniture or equipment;
- 15) Leaving the personal belongings outside of the room;
- 16) Enablement of the staying or sleeping over to the other people;
- 17) Political or other type of organization
- 18) Doing the activities that aren't regulated in this rulebook

Article 19.

When leaving the Centre, the beneficiary cleans the room, returns the key, bedding, blankets, towels, baby/children equipment and other equipment he/she was using.

Article 20.

The beneficiary respects the house rules regulated in this Rulebook, fire protection, along with other manuals and directives of authorized personnel.

Article 21.

Inobservance of the house rules, authorized personnel can verbally warn the beneficiaries of the Centre. Verbal warning is administered in the language which beneficiary understands or with the help of interpreter or with the help of the persons who understands both languages. The fact of the warning is written in the file of a beneficiary.

Authorized personnel will administer the written warning to the beneficiary in case the beneficiary of the Center repeats the act due to what he/she was previously warned, in a way that it is delivered to the same person in a written form, that serves as a written warning on the illegal terms of the actions put in motion and calls him or her to immediately stops with a warning that the asylum Office will be informed. Written warning is being translated to the beneficiary with the help of the interpreter of the person who understands both languages and beneficiary signs that he/she understood all the statements from the written warning.

Article 22.

Authorized personnel in Centre informs the Asylum Office in case the beneficiary:

- 1) Disrespects previous written forms , in other words repeat the forbidden activity;
- 2) Provokes racial, religious , national , gender or political intolerance , or manifests other type of discrimination and by doing that seriously endangers safety inside the Centre;
- 3) If the accusations has been made against the beneficiary or filled report because of the violence against the others , provoking fights or participating in it, in and out of Center, disturbing the public order and peace or any other criminal act conducted by the Law of duty as well as if there is any conviction where he or she is pronounced guilty;
- 4) Refuses cooperation with medical officers during the medical checkup;
- 5) Being absent from the Center for more than 24 h;
- 6) Refuses to leave the Center according to the legally binding decision about the asylum application;
- 7) Disrespects the decisions made upon that includes material parts of being admitted, process for its diminishment or stopped and other matters;

Article 23.

With the date of this Rulebook being administered, previous version of this rulebook stops being in functions (“Official gazette RS”, number 31/08).

Article 24.

This rulebook starts being official starting from the 8th day of the date being published in the “Official gazette of the Republic of Serbia”

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In Belgrade, December 4, 2018

Acting Director

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