



Pursuant to Article 50, paragraph 9 of the Law on Asylum and Temporary Protection ("Official Gazette of RS", Number 24/18), the Commissioner of the Commissariat for Refugees and Migration has adopted the following

Rulebook of the house rules in asylum centers and other facilities for accommodation of asylum seekers

The Rulebook was published in the "Official Gazette of RS", number 96/2018 dated 11 December 2018, and become effective on 19 December 2018

Article 1

This Rulebook shall set forth the house rules in the asylum centers and other facilities intended for accommodation of asylum seekers and registered foreigners who have applied for the asylum (hereinafter referred to as: the Center).

The house rules shall include code of conduct for the asylum seekers and registered foreigners who have applied for asylum and are accommodated in Centers (hereinafter referred to as: Beneficiaries) in line with the Law on Asylum and Temporary Protection (hereinafter referred to as: the Law).

The house rules are displayed on the notice board of the Center and are available to all beneficiaries. The house rules have been translated into English, French and Arabic languages, and will be translated into other languages, as necessary.

If the user is illiterate, deaf mute or if he/she belongs to the nationality to whom the house rules have not been translated, and if necessary, the house rules in the Center will be communicated orally in the language that he/she understands with the support from interpreter.

Article 2

The Center includes:

- 1) Accommodation facilities (rooms for sleeping, living rooms, halls, sanitary block, kitchens, laundry etc.);
- 2) Common rooms (living rooms, dining room, kitchen, playing room for children, sanitary blocks, rooms for different activities etc.);
- 3) Official rooms (rooms for employees and for the needs of the Ministry of Interior and other bodies, organizations and institutions);
- 4) Special facilities (heating room, storage space, laundry room etc.);
- 5) Backyard and parking lot.

All the rooms, including the accommodation ones, as a rule, shall have two keys each, where one of the keys shall be in the possession of the security staff, or shall be kept in the space intended for the purpose.

Article 3

Admission to the Center shall be based on the registration certificate issued by the authorized police officer in accordance with the Law, which the beneficiary shall present for verification of validity and for determining the center to which the beneficiary has been referred to. After the admission, the registration certificate shall be returned to the beneficiary.

On the admission to the Center, the belongings and the baggage of the beneficiary are checked. If the belongings that are not allowed are found, in accordance with paragraph 18 of this Rulebook, they will be confiscated, which shall be communicated to the owner by the means of a certificate, and if necessary the police will be informed.

Article 4

On the admission, the beneficiary is:

- 1) informed properly about the house rules, in oral and written form;
- 2) registered in the data base of the accommodated persons in accordance with the Law;
- 3) given the room key, bed, bed sheets, blankets, towels, and if necessary and in accordance with possibilities baby/kid equipment;
- 4) referred to the mandatory medical checkup. If the admission is made after working hours of the medical unit, based on the judgment of the officer of the Commissariat for Refugees and Migration (hereinafter: Commissariat), the person can be accommodated in the medical isolation room until the checkup is conducted. The beneficiary shall observe the instructions given by the medical staff aimed at preserving the public health and preventing contagious diseases;
- 5) given the personal hygiene products, till the end of the month, in accordance with the date the beneficiary's admission. In case it is necessary, the beneficiary will be provided new or second hand clothes and shoes, in accordance with possibilities;
- 6) accommodated in the room, which he/she cannot replace arbitrarily by another room, nor can he/she change the position of the furniture, remove or readapt the equipment, except for certain extraordinary cases, as approved by the Center officers, when such beneficiary belongs to a vulnerable category.

Article 5

The beneficiary shall use the Center facility, furniture, equipment and devices with due care, protecting it against damage or malfunction, and shall compensate for the damage caused intentionally or due to negligence.

Article 6

Authorized person in the Center decides about the schedule of the accommodation and common rooms, as well as the usage of the devices and equipment therein, and takes care of the proper usage thereof.

The user of common rooms and devices, shall clean and bring them into original state after each use thereof.

Beneficiaries will be allowed to official rooms only as approved by the Center employees; however, beneficiaries shall not be allowed into the special facilities of the Center.

Article 7

The beneficiary shall keep the room tidy, clean it on daily basis, use water, electricity and equipment in rational way. In case of possible malfunctions and/or damage, he/she shall inform authorized personnel in Center about the case.

Employees and security officers enter the rooms as a rule in presence of the beneficiary, and in extraordinary cases, they shall the room in the beneficiary's absence.

Article 8

The beneficiaries' activities takes place between 6:00 am and 10:00 pm, or by 11:00 pm during the summertime.

The time for night rest and quiet is from 10:00 pm, i.e. 11:00 pm during the summer, until 6:00 am of the next day. During this time the Center is locked and the activities that disturb the night peace and rest shall not be allowed.

Article 9

The schedule of the beneficiaries' activities and schedule for meals shall be determined by authorized personnel in the Center, and they will be displayed on the Center notice board.

Beneficiaries shall participate in activities related to the cleaning and arrangement of common rooms, backyard and parking lot, and in other activities necessary for the functioning of the Center based on the schedule referred to in paragraph 1 of this Article.

Article 10

Absence from the Center longer that 24h shall be reported by the beneficiary to the authorized personnel of the Center, who shall inform the Asylum Office accordingly.

Article 11

Beneficiaries are allowed to receive visits every day from 10:00 am until 12:00 am and from 2 pm until 4:30 pm, and the visits are practiced only in the areas determined for that.

Non-governmental organizations, associations and other interested organizations and media representatives are allowed as visitors to the Center during the workdays, from 10:00 am until 12:00 am and from 2:00 pm until 4:30 pm, with prior appointment made and upon the Commissariat's consent.

Exceptionally, media representatives can visit the Center out of the stated terms, with the prior appointment made and upon the Commissariat's consent.

Talks with persons referred to in paragraph 2 of this Article shall be accepted by beneficiaries on voluntary basis, and such talks can be conducted in rooms intended for that purpose.

Persons referred to in paragraph 2 of this Article can receive a guided tour around the Center, with prior announcement and upon the consent from the Commissariat.

The visitors of the Center shall observe house rules, as well as dress code of the public administration.

Special programs of NGOs, associations and other organizations shall be implemented in the Center in agreement and upon the approval of the Commissariat, in accordance with the beneficiaries' needs, and in accordance with good practice and accepted standards, in rooms designated for such activities.

Article 12

Beneficiaries can receive humanitarian aid that fulfils the usual quality standards.

By the rule, humanitarian aid is distributed based on the beneficiaries' needs and in accordance with the dynamics of distributions established in the Center.

Medical materials and drugs cannot be a part of humanitarian aid. Distribution of the humanitarian aid is allowed with prior approval of the Commissariat.

Article 13

Beneficiaries take care of their personal belongings, money and other valuable items. The Commissariat cannot be held responsible in case of any losses.

The belongings of a beneficiary who has left the Center are kept for 15 days, after which they shall be considered waste.

Article 14

Beneficiaries shall allow for measures to be taken in case of disinfection, desinsection and deratization and in case of contagious diseases they shall inform the Center's authorized personnel.

Article 15

In case of possible injury caused deliberately or due to negligence, the Center shall not be held responsible.

Article 16

Parent beneficiary, legal representative or the guardian of a child shall take care of the development, health, education, safety and behavior of the child.

Article 17

Beneficiary of the Center shall treat other beneficiaries, authorized personnel, security guards and other persons with respect and shall cooperate with the Center's staff.

Every beneficiary has a right to file a complaint or suggestion on the living in the Center, through a designated box or email that is published on the notice board of the Center.

Article 18

The following shall not be allowed to beneficiaries in the Center:

- 1) expressing racial, religious, national, gender or political intolerance or discrimination;
- 2) possession or use of weapon (fire arm or cold steel) explosive material, pyrotechnics and dangerous chemical substances etc.;
- 3) pollution of the areas and surroundings of the Center, setting a 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 for the TV, radio, computer, notifying them to the Center authorized personnel;
- 7) bringing domestic and other animals;
- 8) bringing and enjoying alcoholic drinks 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) bringing and storage of food in the residential area, except for in justified cases, with the approval of the Center's authorized personnel;
- 12) taking out the food, cutlery, kitchen utensils, except in special cases due to the medical reasons, upon the medical advisory and approval of the authorized personnel;
- 13) drying and disposal of clothes, laundry or any other objects inside the facility and in places not intended for such purpose, as well as placing the drying poles in the Center's backyard;
- 14) writing and placing stickers or posters on the walls, furniture or equipment;
- 15) leaving the personal belongings outside of the room;
- 16) providing accommodation or lodging to the other persons;
- 17) political or other type of organizing;
- 18) engaging in activities that do not comply with this Rulebook.

Article 19

When leaving the Center, the beneficiary shall clean the room, return the key, bedsheets, blankets, towels, baby/children equipment and other equipment he/she used.

Article 20

The beneficiary shall observe house rules regulated by this Rulebook, as well as fire protection measures, along with other guidance and instructions of authorized personnel.

Article 21

In case that house rules are not observed by a beneficiary, authorized personnel can verbally warn such beneficiary of the Center.

Verbal warning is pronounced in the language that beneficiary understands or with the support or interpreter or of a person who understands both languages. The warning is then noted in the beneficiary's file.

Authorized personnel shall make a written warning to the beneficiary in case the beneficiary of the Center repeats the act due to which he/she was previously warned, in a way that warning is delivered to the same person in a written form, admonishing the person on illegality of the actions committed and calls upon him/her to immediately terminate such actions, additionally warning the beneficiary that the Asylum Office will be informed. Written warning is communicated to the beneficiary with the support of interpreter of the person who understands both languages, and the beneficiary shall sign that he/she understood all the statements contained therein.

Article 22

The Center authorized personnel informs the Asylum Office in case the beneficiary:

- 1) ignores previous written warnings, i.e. repeats 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 Center;
- 3) has been accused or reported due to acts of violence against third persons, provoking fights or participating in it, in and out of the Center, disturbing the public order and peace, or due to any other crime subject to official proceedings, or in cases when final decision has been made, proclaiming the beneficiary guilty as charged;
- 4) refuses cooperation with medical officers during the medical checkup;
- 5) is absent from the Center for more than 24 h;
- 6) refuses to leave the Center once the decision on the asylum application has been made final;
- 7) does not observe decisions made on the basis of regulations pertaining to conditions under which the material requirements of acceptance were made, the procedure for their reduction or termination and other issues related to termination of the material requirements of acceptance.

Article 23

This Rulebook, once become enforceable, shall repeal the previous version of this Rulebook ("Official Gazette RS", no.31/08).

Article 24

This Rulebook shall enter into force on the eighth day following the publication thereof in the "Official Gazette of the Republic of Serbia".

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In Belgrade, 4 December 2018

Commissioner,
Vladimir Cucic