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## WELCOME TO THE ASYLUM CENTRE OF THE REPUBLIC OF SERBIA

The Asylum Centre in Banja Koviljača has been formed by the decision of the Government of the Republic of Serbia.

The Asylum Centre is a part of the Commissariat for Refugees, which is a government agency, defined in the Law on State Administration and the Law on Civil Servants.

The operation of the Centre is being handled by the Commissioner, a designated civil servant who manages the operation of the Commissariat for Refugees.

Financial means for the operation of the Asylum Centre are being provided from the budget of the Republic of Serbia.

Until the final decision upon your request for asylum, in the Asylum Centre you will be provided accommodation and other basic living conditions.

The accommodation provides the following: bed with bed linen, usage of bathroom and toilette, water and electricity, means for personal and hygiene of the common areas in the Centre, as well as other parts of the Centre for special purpose.

The basic living conditions cover the following: food (three meals per day), clothing items (the most basic items, new or clean second hand), and in special cases it is possible to implement financial assistance, as well as other conditions in accordance with special regulations and principles of the asylum procedure.

The Commissioner, a civil servant who manages the operation of the Commissariat for Refugees, brings the regulations on the conditions for accommodation, house rules and provision of living conditions in the Asylum Centre.

The Information booklet which you are holding now will help you better understand the regulations previously mentioned.

The Information booklet in some ceases, for the sake of easier writing, has used the form in masculine gender, which, of course, refers to both sexes.

We wish you a pleasant stay in the Asylum Centre.

COMMISSARIAT FOR REFUGEES OF THE REPUBLIC OF SERBIA

## ***Location of the Asylum Centre***

The Asylum Centre is located in the North-West part of Serbia, in Mačva County, near the City of Loznica, in the place called Banja Koviljača, Narodnog Fronta street n.n.

The phone number of the phone booth in the hall of the Centre, opposite the security office is the following: 015/ 819-746.

## ***Integral parts of the Asylum Centre***

The Centre consists of the following parts:

- Accommodation part (rooms for asylum seekers, halls, bathrooms, toilets, washing machines booths, kitchenettes, etc.);
- Common areas (main hall, TV room, dining room, kitchen, children's playroom, meeting/interview room, toilette);
- Office part (offices for the Asylum Centre staff and for the activities of the Ministry of Interior - Police);
- Auxiliary part (boiler room, warehouse, laundry etc.) and
- Yard and parking space.

The authorised person in the Asylum Centre determines the conditions of usage of the accommodation part and common areas, as well as the equipment in them making sure that they are being used in a proper way.

You can enter the Office part only if invited by the Asylum Centre staff, while you cannot enter the auxiliary part.

## ***The Asylum Centre staff***

- 1. The Manager of the Asylum Centre**
- 2. The post for administrative issues**
- 3. Custodian**
- 4. Technician**
- 5. Cleaning person**
- 6. Serving person/cook**

### **1. The Manager of the Asylum Centre**

Manages the operation of the Asylum Centre, provides specific instructions, co-ordinates and supervise the work of civil servants and other employees in the Asylum Centre, making sure the Asylum Centre operates properly; organises the accommodation

and stay of asylum seekers in the Asylum Centre providing the basic living conditions for the asylum seekers in the Asylum Centre according to the regulations.

## **2. The post for administrative issues**

Monitors the status and accommodation conditions in the Asylum Centre, recommends measures and activities for improvement of living conditions in the Asylum Centre; maintains the records of persons accommodated in the Asylum Centre, as well as the records on the condition of equipment and inventory in the facility and direct responsibilities of staff for the equipment and inventory placed under their accountability; takes care about the status of equipment and inventory, expendable and other materials in the facility and direct responsibilities of staff for the equipment and inventory.

## **3. Custodian**

Takes care of the facilities and areas around the Asylum Centre complex; recommends timely execution of repairs and maintenance of the parts of the Asylum Centre; takes care of fire extinguishing equipment and inventory; takes care of regular garbage disposal from the facilities and Asylum Centre area; fixes minor malfunctions on installations; takes care of regular implementation of disinfection and deratisation etc.

## **4. Technician**

Takes care of the proper functioning of the installations and equipment; performs minor repairs and replacements of broken parts of installations and equipment; reports and assists with the repairs on installations and equipment performed by respective authorised services or institutions; operates with the heating system and takes care of the heating fuel.

## **5. Cleaning person**

Maintains the hygiene in the managerial part of the facility (access, ground floor and warehouse) and common areas for the asylum seekers (ground, first and second floor) and other premises as requested by instruction of the Manager; prepares the timetable of usage of the washing machines and operates with them; participate in the activities of the cleaning and putting in order the facility; takes care of changing and washing the bed linen as well as timely provision of hygiene items.

## **6. Serving person/cook**

Takes care of kitchen, equipment, inventory and hygiene of the premises where food is being prepared and served; receives and distributes food according to the pre-determined menu and performs the control of the distribution of meals to the asylum seekers.

## ***Members of the Security Service***

Members of the Security Service you can recognise by their uniform and they are present in the Centre 24 hours a day. They are taking care of the safety and order in the Asylum Centre facilities, and, of course, your safety as well. That is the reason why they monitor your entrance and leaving the Asylum Centre. They have the right to inspect you, your

documents or your luggage, if needed. They perform the protective and evacuation measures in case of fire or other natural disasters, and they are present during inspections of the rooms. ***PLEASE RESPECT THEIR INSTRUCTIONS AND REQUESTS!***

### ***Entering, leaving and spending the nights outside the Asylum Centre***

You can enter the Asylum Centre ONLY through the main entrance, where the security office is located. On your departure from the Centre you have to leave the key of your room to the member of Security Service in the main hall and take your ID card, On your return to the Centre the procedure is reversed: you leave your ID card with the member of the Security Service and then you can take your key. You can get in and out of the Asylum Centre without limitations between 6:00 and 22:00 hours during winter / spring, and between 6:00 and 23:00 hours during summer / autumn period.

In case you want to be away from the Centre outside the prescribed times you need ***the permission*** from the authorised person of the Centre - the Manager. A ***special written permission*** is needed if you want ***to spend the night outside the Asylum Centre***. In order to get the permission you must specify the basic reasons for absence from the Centre, as well as the data for establishing the future contact - name, address and the phone number of the person that you are visiting.

### ***Regulations and recommendations for more agreeable stay***

#### **Using of common premises**

Each floor has sanitary facilities and a kitchenette. For your sake primarily, as well as for the sake of other tenants of the Centre we ask you to take very good care of the cleanliness of the common premises. Use water and electricity economically! In practice this means to close the water taps properly, turn off the lights when you are not in your rooms or other premises, do not use running cold water to cool non-alcoholic beverages, do not use the hot water without reason, etc.

A few more advises:

- After using the toilette bowl clean it with a brush and flush the water, after having a bath or shower clean the bath tube or shower cabin, remove the hair, paper or any other material from the tiles on the walls or floor or from the sewage wholes and throw it in the garbage bins which you can find in each bathroom or toilette. ***Do not leave it to go down into sewage pipes!***
- BY ALL MEANS report ALL malfunctions, IMMEDIATELY after they have occurred or as soon as you notice them!
- It is your duty to clean the common areas according to the schedule published on the information boards located on each floor!
- There is ***NO SMOKING*** policy inside ***all premises of the Asylum Centre!*** You can smoke only on the balconies and outside the Centre!

### **Tiding and cleaning the rooms**

The room in which you are accommodated must be clean and tidy. You can make an internal agreement about the cleaning with your inmates. In order to protect you own health, the health of other tenants, and the health of employees of the Centre, they will perform occasional inspection of the tidiness and cleanliness of your rooms. You can arrange your rooms more nicely if your inmates all agree with that, but do not use the self adhesive stickers!

### **The nutrition**

The nutrition in the form of three meals per day is being organised in the dinning room and according to the schedule published on the main information board in the main hall. In case that from various but well justified reasons (health or religious) the nourishment is not suitable for you, contact the Manager of the Centre – he will investigate the possibilities for changes.

The food for you is being prepared outside the Asylum Centre, and the restaurant staff is just distributing it. Since they have no influence on the content, quantity and quality of the meals, do not argue with them! Your suggestions or complaints you can pass on to the Manager of the Centre.

In case you are a person with special needs you can have special food benefits which are being approved only upon the written recommendation of a doctor.

**Because of hygiene and health hazard reasons IT IS NOT ALLOWED TO TAKE THE FOOD OUT OF THE DINNING ROOM!** Also, it is not allowed to accumulate and keep large quantities of food items in your rooms, especially the ones which can easily turn bad. Only by respecting the previous recommendations and regulations, you can avoid potential food poisoning!

On each floor there is a kitchenette with a sink and small refrigerator. There it is allowed to prepare only hot beverages (tea, coffee or milk), as well as very simple meals like hot dogs or boiled eggs!

**IT IS NOT ALLOWED TO PREPARE THE WHOLE MEALS** which consist of long cooking or frying of any kind of meat, vegetables, etc!

### ***Duties of the asylum seekers***

In order to secure the rights of all tenants in the Centre, not just yours, you are obliged to respect the following requests:

#### **1. Respect the schedule of meals and other activities**

Come for breakfast, lunch and dinner in accordance with the schedule which is being posted on the main information board, decently dressed. Do not be late, or there is a possibility to stay without your meal! It is not allowed to take the food out of the dinning room of the Centre.

Be punctual in you evening returns to the Asylum Centre! Punctuality is the sign of respect of the time of others, and reflects the personal culture and sense for organisation.

## **2. Take care of your personal hygiene and cleanliness of your clothes**

On the basis of your personal hygiene and cleanliness of your clothing items many people will create their opinion of you. It is possible to receive various unpleasant remarks, so be tidy since you have all the preconditions for that. On your disposal there are hot water, clothing items and time!

## **3. Clean your rooms on daily basis**

The room in which you are staying must be clean and tidy. Make the cleaning arrangements with your roommates. The cleaning tools and devices are always available and you can get them from the employees of the Centre, so there are no excuses for the filth. The room needs to be well aired every day. Regularly empty all the garbage bins: the one from your room, the one near the kitchenette and from the bathroom. Do not, under any circumstance, throw the garbage bag through the window or leave it somewhere in the Centre, but take it to the one of the three garbage containers located on the parking of the Centre. Make your bed every day and regularly change the bed linen. At least once a week wipe the floor and furniture in your room with a wet cloth. The room in which you are being accommodated reflects you and your roommates. For the sake of preserving your health, the health of your roommates and the health of the employees of the Asylum Centre, they are going to perform the occasional inspection of the hygiene of your rooms.

## **4. Report the damages in rooms and common premises, or equipment to the responsible employee of the Asylum Centre**

The need for repair (for example faucet, window, bed, electricity, etc.) report to the member of the Security Service in the main hall, who will then inform the technician of the Centre. **DO NOT TRY TO MAKE ANY REPAIRS BY YOURSELF!** Please pay attention to eventual spills of water from the sewage system and report that immediately!

It is in your best interest that all the premises and equipment of the Centre be in good condition. Sometimes you may be asked by the Centre technician or custodian for your assistance. Do not refuse to help!

## **5. Allowing implementation of sanitary and disinfection measures**

You are in obligation to allow the implementation of necessary disinfection, insect and pest elimination measures, as well as in the case of suspected appearance of infectious disease inform the authorised person in the Centre – the Manager, some of the other employees of the Centre, or the members of the Security Service.

## **6. Preserve the property of the Asylum Centre from breaking or damaging**

The rooms, common premises and equipment are not to be blamed if you feel dissatisfaction. Do not destroy them and stop others from doing it!

## **7. Use water and electricity economically**

Water and electricity are expensive, so use them economically!

**8. At any arrival into the Asylum Centre, on the request of the member of the Security Service you have to show the content of your luggage or bags**

Because of ensuring the general safety of the Centre the member of the Security Service has the authorisation to inspect whatever luggage you may have with you whenever entering the Centre. Do not try to oppose the activity that he is authorised to perform!

**9. Prior to leaving the Asylum Centre clean your room, return the room key, bed linen, towels, blankets or other items received upon arrival or during your stay, to the employee of the Asylum Centre**

Prior to your departure from the Asylum Centre, for whatever reason, it is necessary to clean the room, empty the wardrobe and take the unnecessary things into the garbage container. The room key, bed linen, towels, blankets and other items received for usage return to the employee of the Asylum Centre.

**10. If you loose your Asylum Seeker ID card inform the authorised person in the Asylum Centre**

The ID card for Asylum Seeker may not be your only identification document, but it is certainly the only document for you to exercise the rights which you have as the person who has asked for asylum. Most of all, it is the document which, in case you are stopped by Police Officer in the street, separates you from the foreigners who are illegally in Serbia. Take very good care of your ID card and do not borrow it to other people!

**11. Take care of the validity of your ID card for Asylum Seeker**

The ID card for Asylum Seeker can be used only if it is valid. When issued for the first time it is valid for six (6) months. Pay attention to the expiry date and make sure to extend it on time, before the validity expires.

**12. Hang the clothing items for drying on designated places for drying**

According to the regulations of good behavior it is not adequate to hang the clothing items for drying on windows. Use the special drying stands and do not take them outside the Centre.

**13. Respect the instructions and orders given by authorised personnel or members of Security Service**

For the sake of undisturbed everyday stay in the Centre and exercising of your rights, as well as potential extraordinary events (fire, natural disasters), respect the orders and instructions given by the personnel of the Asylum Centre. They may sometimes seem to you that they are not logical, but you have to trust their professionalism.

**14. You have to treat the authorised persons and other employees of the Asylum Centre with respect**

The Republic of Serbia offers you the protection, as well as its citizens. Especially the citizens that work with you every day, trying to help you, deserve your respect. The respect of the staff of the Asylum Centre for you reflects their professionalism, not just their humanity.

## *What is forbidden in the Asylum Centre*

For the sake of safety, establishing order and respecting the rights of all tenants, in the Asylum Centre it is forbidden to:

- Expressing any kind of racial, religious, national, gender or political intolerance, aggressive or offensive attitude towards other tenants, authorised personnel or visitors to the Asylum Centre.
- Possession or usage of weapons or explosive materials, as well as pyrotechnic means or dangerous chemical means, etc.
- Breaking into any of the Asylum Centre premises and stealing things.
- Polluting Asylum Centre premises and violent behaviour.
- Disrespecting instructions and orders of the authorised personnel or members of the Security Service.
- Performing any kind of commercial activity.
- Bringing into the Asylum Centre and usage of any kind of stoves, heating devices, furniture, electrical appliances, etc. except for the audio and visual devices with obligatory reporting to the authorised person in the Centre – the Manager.
- Bringing into the Asylum Centre any kind of domestic or wild animals.
- Bringing into the Asylum Centre and consuming alcoholic beverages, enjoying any kind of narcotics, etc.
- Smoking in the residential part, common areas, as well as any other place where the smoking prohibition is posted.
- Playing various games for money.
- Bringing food into the residential part, except in justified cases, with the explicit permission of the authorised person of the Centre – the Manager.
- Cooking in rooms.
- Arbitrary change of door locks.
- Violating the regulation on the night peace and rest.

- Drying and placing clothing items or other items on windows or unauthorised placing of ropes for drying in the Asylum Centre yard.
- Writing or placing stickers or posters on the walls, furniture or Asylum Centre equipment.
- Throwing garbage (trash) on the grass around the Centre.
- Making fire inside as well as anywhere outside the Asylum Centre.
- Leaving personal belongings outside the rooms.
- Enabling the stay or overnight inside the Centre to other persons.
- Political or any other organising.
- Engaging in any kind of activities contrary to the Book of Regulations on House Rules of the Asylum Centre or other regulations.

**In case you would not respect the listed restrictions, the authorised person of the Asylum Centre (the Manager) must apply sanctions prescribed by regulations and Laws. The authorised person is obliged to protect the rights of other tenants as well.**

### *The sanctions on violations of the House Rules*

The sanctions on the violation of the Book of Regulations on Asylum Centre House Rules are the following:

- Temporary suspension of issuing the permission for extended return or early departure from the Centre, or overnight outside the Centre;
- Permanent suspension of issuing the permission for extended return or early departure from the Centre, or overnight outside the Centre;
- Charging expenses for the damage made during the deliberate destruction of equipment, polluting the Asylum Centre premises or surrounding area;
- Informing the Asylum Office of the Ministry of Interior (Police) in Belgrade in order they undertake specified measures according to the existing Regulations.

The sanctions will depend on the difficulty and frequency of violations of the Asylum Centre House Rules.

More serious violations are the following:

- Expressing any kind of racial, religious, national, gender or political intolerance, aggressive or offensive attitude towards other tenants, authorised personnel or visitors to the Asylum Centre;
- Possession or usage of weapons or explosive materials, as well as pyrotechnic means or dangerous chemical means, etc.;
- Breaking into any of the Asylum Centre premises and stealing things;
- Polluting Asylum Centre premises and violent behaviour;
- Enabling the stay or overnight inside the Centre to other persons;
- Disrespecting instructions and orders of the authorised personnel or members of the Security Service.

### ***Receiving money transfers, parcels or letters***

Your relatives or friends can send you money and the best way for that is to use the WESTERN UNION system of money transfer through the branch office of Komercijalna Banka in Banja Koviljača. Any other way of sending money is much slower and more complicated. It is very important to inform your relatives or friends not to send money in the letter.

Your relatives or friends can send you letters or parcels by Postal service, and to do so they have to address them in the following way:

(your NAME)  
ul. Narodnog Fronta b.b. (u Centru za azil)  
15316 Banja Koviljača.

The letter or parcel must be on the name of the person who is the recipient, never on the Asylum Centre, because in that case the letter or parcel will not be possible to be delivered!

If the parcel contains one or more valuable objects (mobile phone or similar) you must pay the costs of customs clearance.

### ***Visits***

You can receive visits every day in the period from 10:00 a.m. to 12:00 (noon) and 14:00 to 16:30 hrs and that only in the area for visits – which is the main hall at the entrance of the Asylum Centre. The visitor must report to the member of the Security Service and present his personal identification document. The member of the Security Service will provide the visitor with the visitor's tag, which he must carry on a visible spot. The visitor is not allowed to enter into any other parts of the Asylum Centre.

### ***Health Protection***

If you have medical problems, you have the right to seek the medical assistance in the Banja Koviljača Health Clinic. The doctor will examine you and prescribe the needed therapy. In case you need additional analyses you will be given written recommendation for examination by the specialist doctor in Loznica Hospital. For organised transportation to Loznica Hospital it is necessary to contact the Manager of the Asylum Centre. The prescribed medicines can be taken for free only in the state pharmacies of the Banja Koviljača Health Clinic or Loznica Hospital. You cannot get them for free in any other pharmacy.

### ***The City Centre for Social Welfare***

In The City Centre for Social Welfare there are three services: the Service for the Protection of Children and Minors, the Service for the Protection of Adults and Elderly and the Service for Legal Issues and Material Expenditures. The workers of the Social Welfare Centre will provide any kind of professional help from their field of work for free.

### ***Co-operation with UNHCR***

The responsible authorities are co-operating with UNHCR in the implementation of their activities in accordance with their mandate. The asylum seeker has the right to contact the authorised personnel of the UNHCR in all phases of the asylum procedure. It is important to know that all services provided by UNHCR are free.

Contact phone is the following: 011/ 3082-100.

### ***Representatives of Non-Government Organisations***

The representatives of the Non-Government organisations for you organise various activities. If you belong to some of the “vulnerable groups” like children, victims of rape, pregnant women, unaccompanied minors, etc., they will provide special attention to you. In accordance with their programmes they will counsel you on your rights on accommodation, as well as procedures of receiving international protection.

The Non-Government organisation which can provide free legal and psychological assistance is the Centre for Protection and Assistance to Asylum Seekers from Belgrade, and their contact phone is: 011/ 2457-376.

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