

INTERNAL REGULATIONS OF RECEPTION AND DETENTION CENTERS UNDER THE PROTOCOL BETWEEN THE GOVERNMENT OF THE ITALIAN REPUBLIC AND THE COUNCIL OF MINISTERS OF THE REPUBLIC OF ALBANIA – RIGHTS AND DUTIES OF HOSTED GUESTS.

WELCOME TO ALBANIA

REGULATIONS OF THE RECEPTION CENTER of Shengjin

Every guest has the right to receive treatment equal to that of other guests, without distinctions of sex, race, language, religion, political and social opinions.

RECEPTION

The stay within the Shengjin Center:

- is reserved for migrants rescued in international waters by the Italian authorities coming from a country that Italy considers "safe", that is, a country where, generally, there are no widespread and serious violations of human rights or specific dangers in case of return. Currently, the countries considered safe by Italy are: Albania, Algeria, Bangladesh, Bosnia and Herzegovina, Cameroon, Cape Verde, Ivory Coast, Egypt, Gambia, Georgia, Ghana, Kosovo, North Macedonia, Morocco, Montenegro, Peru, Senegal, Serbia, Sri Lanka, and Tunisia).
- is limited to the time strictly necessary for the procedures indicated in the information provided to the migrant, therefore it is specified that Shengjin is not a residential center where overnight stays by the migrant are foreseen, in fact at the end of the administrative procedures and health screening, if there are no elements of incompatibility with detention, the transfer to the Gjader site will proceed.

The guest agrees to sign this regulation and to participate in community life.

SERVICES OFFERED BY THE Shenjin CENTER

The following services are offered:

1. **GENERAL ASSISTANCE SERVICE TO THE PERSON** depending on the hours communicated according to the information from the competent authorities, the service includes:
 - The information and legal orientation service from 8:00 AM to 8:00 PM. The service is ensured through the employment of qualified personnel, information will be provided on the regulations concerning:
 - immigration and identification procedures
 - the consequences of refusing to cooperate in the identification process
 - international protection
 - accelerated border procedures
 - the protection of trafficking victims
 - assisted voluntary repatriations
 - access to health services and related rights based on legal status

- the rights and duties of foreigners, also through the dissemination of informational material, which is also translated into the main languages spoken by foreigners present in the center (an integral part of this regulation)
- The linguistic-cultural mediation service guaranteed 24/7. In respect of the particular needs of each migrant, the service is ensured through the employment of linguistic-cultural mediators who will accompany the migrant in all phases of the manager's competence.
- The social assistance service from 6:00 AM to 10:00 PM. The service, according to a multidisciplinary approach, is ensured through the employment of qualified operators who will support the migrant already in the early stages of reception in order to protect the physical and mental health of migrants.
- The psychological assistance service from 6:00 AM to 10:00 PM. The service guarantees, through the employment of qualified personnel, the activation of psychosocial support based on the specific needs of the person. In the case of beneficiaries with specific care needs, the activation of the necessary psychosocial-health interventions aimed at the adoption and implementation of assistance and support measures is guaranteed.
- Meal distribution with times adjustable according to service needs: the service is arranged by the center's operators with the delivery of meals in accordance with the needs related to disembarkation procedures, depending on the start time of the procedures meals will be delivered alternately.
 - breakfast from 6:30 AM to 9:00 AM
 - lunch from 12:00 PM to 2:30 PM
 - dinner from 5:00 PM to 9:00 PM

The delivery of comfort items and the distribution of meals will be guaranteed based on the length of stay at the facility.

- Transportation service from 06:00 to 22:00, and depending on the service needs, guaranteed with the staff of the managing body towards the detention center located in Gjader.

2. HEALTH ASSISTANCE: The first health screening will be guaranteed by USMAF staff (Italian Ministry of Health) who will verify the absence of evident pathologies that make entry and stay in the facility incompatible, such as contagious infectious diseases and those dangerous to the community, psychiatric disorders, acute or chronic-degenerative diseases that cannot receive adequate care in restricted communities. The assessment is aimed at identifying and managing health issues and, if the managing body's doctor deems it necessary, transportation to local hospital facilities.

3. ITEMS PROVIDED BY THE SHENGJIN CENTER:

- Kit and bath linen according to the table below:

Hygiene and bath linen kit	Individual quantity
liquid soap	1 L
shampoo	1 L

toothpaste	100 ml
toothbrush	1
set of 3 sponge towels (face shower towel)	1
comb/brush	1

IMPORTANT: for soap and shampoo, the managing body can only increase the supply (e.g. deliver 1 liter of product monthly).

- First clothing kit.

sneakers	1
slippers made of ethylene vinyl acetate (EVA) no flip-flops	1
cotton/wool blend pants	1
cotton underwear	1
cotton shirt/t-shirt	1
wool blend sweater	1
winter jacket	1
cotton briefs	1
socks	1

The clothing provided in the above-mentioned KIT will be appropriate and suitable for the foreigner's size and the season.

4. TELEPHONE CORRESPONDENCE SERVICE.

At the Shengjin center, the managing body will provide phones and dedicated tariff plans at no cost to the hosted guests to allow the right to telephone correspondence and, according to legal information, the possibility to contact relatives up to the third degree residing regularly in Italy or Europe, to request financial guarantees for an amount that can vary between 2500 and 5000 euros and to block detention in case of asylum request. (Legal Information App. delivered)

5. CLEANING SERVICE.

The service guaranteed by the staff of the managing body is aimed at cleaning all internal and external rooms and spaces within the Shengjin center in order to safeguard the hygienic-sanitary condition of the environments. The hosted guest must cooperate in maintaining the cleanliness of common and external spaces.

CHARTER OF RIGHTS AND DUTIES.

DUTIES OF GUESTS.

Each guest, for the duration of their stay at the facility, is required to:

- behave in a manner suitable to ensure peaceful coexistence among all, respecting the political, religious, social, and cultural beliefs of other guests;
- respect the staff of the managing body and the police officers on duty at the facility;
- inform the staff about any changes regarding their legal situation, to prove the existence of the legal requirements necessary to remain in reception;
- respect the opening and closing times of the services provided, as well as the various activities and services of the Center, indicated on the appropriate bulletin boards;
- daily sign the attendance sheet and any other register kept and administered by the staff;
- sign the receipts at the time of collecting goods or using services;
- carefully keep the received materials;
- carefully close the water taps and electrical switches after use;
- contribute to maintaining the decorum and cleanliness of common and external spaces;
- consume meals only in the designated areas;
- maintain personal decorum inside and outside the facility (e.g. appropriate clothing);
- It is prohibited to:
 - use any form of violence against people or things, both inside the Center;
 - Leave the center; in case of unauthorized departure, the Albanian Police will return the guest who left to the centers and hand them over to the Italian Police.
- introduce alcoholic substances, drugs, and weapons of any kind, as well as flammable materials into the center.
- to alter in any way the aesthetics of the structure;
- to lock oneself inside the premises
- to throw materials that may clog the drainage pipes into the toilets and sinks;
- to abandon garbage and other types of waste outside the designated containers;
- to leave any type of object or material in common areas;
- to leave documents or valuables unattended, as the structure is not responsible for them

DISCIPLINARY MEASURES

Any violation of the law will be considered a serious breach of the center's rules pursuant to Legislative Decree No. 142 of 2015 and subsequent amendments.

Any behavior that raises alarm in terms of public order will be reported to the Italian police authorities operating at the centers, which will take the measures provided by law.

Damage to the structure will result in a report to the competent authorities, which will proceed with the measures provided by law.

Guests who do not adhere to the rules of civil coexistence and these behavioral norms will be reported immediately to the Prefecture of Rome and the competent police authorities – Rome Police Headquarters through the Coordination Unit for Albania Centers of the State Police.

GUEST RIGHTS

During the stay, the foreigner has the right to:

- the protection of mental and physical health;

- to express themselves in their own language or in another known to them or in English, French, Spanish, Russian, Chinese, and Arabic, particularly regarding conversations with police authorities, with the Center's management, with their own lawyer, possibly using language mediation services;
- to receive assistance from staff of the same sex;
- to be informed, by a legal operator assisted by a linguistic-cultural mediator, in a language understandable to them, of their rights and duties, the conditions of detention, the possibility of receiving assistance from a trusted lawyer, with possible admission to free legal aid, or, in the absence of this, a lawyer appointed by the court, the possibility of applying for asylum, and the rules of coexistence within the structure;
- to appoint a trusted lawyer and to consult the list of lawyers providing free legal aid, provided by the Bar Association, upon request from the Prefecture, periodically updated;
- to receive, if applying for asylum, the legal information provided for the detention center;
- to communicate with the consular authority of the foreigner's country of origin and to inform relatives or acquaintances of the detention, if requested by them and limited to those indicated by them; to request an interview with staff from the Immigration Office assigned to the Center;
- to have an interview, throughout the period of detention, with the staff of the Immigration Office;
- to have the freedom to meet within the Center and with visitors from outside, on the days and at the times established, following authorization from the Prefecture;
- to have interviews, respecting confidentiality, with institutional representatives, with the UNHCR representative, as well as with specialized staff from the managing body and associations operating within the Center for legal, social, and psychological assistance; no interview can be conducted without the consent of the foreigner.
- to request an interview with staff from the Immigration Office assigned to the Center;
- to use the telephone service through the devices available in the center. Calls can be made according to the schedules and methods established within the center. Personal mobile phones can be handed over to consult the numbers in the address book and, if they do not have a camera, in cases where no other telephone devices are available, to make calls for the strictly necessary time. It is also possible to send letters and telegrams daily, through the manager;
- to the freedom of worship and religious assistance;
- to protection from the risk of prejudice arising from sexual identity;
- to the recovery of personal belongings and savings deposited with the manager, upon receipt
- to obtain, from the managing body, meal provision services (breakfast, lunch, and dinner, with the possibility of requesting types of food and their preparation that respect one's professed faith), medical and nursing assistance, and the supply of medicines (only if authorized by medical staff), provision of hygiene products (provided upon entry and periodically replenished products such as soap, shampoo, toothpaste, toothbrush, intimate hygiene products), provision of materials for rest and personal care (upon accessible entry, blankets, sheets, pillowcases, and bath linen are provided; provision of clothing items to meet normal living needs and climatic conditions), telephone service.
- to the issuance of a copy of one's health card upon request and, in any case, at the time of leaving the Center;
- to indicate the number of a family member or acquaintance to be informed in case of urgent hospitalization;
- to purchase, using the pocket money provided by the managing body or at one's own expense, goods for which the introduction into the center is not prohibited (phone cards, snacks, non-alcoholic drinks, cigarettes, etc.);

- -to obtain, at the time of leaving the center, the cash payment of the pocket money due and not yet disbursed;
- to report irregularities during detention, through a specific form/envelope pre-addressed to the Prefect that can be requested from the manager;
- to submit requests or complaints orally or in writing, even in a sealed envelope, to the national guarantor and to the regional or local guarantors of the rights of persons deprived of personal liberty through a specific form/envelope pre-addressed to the Guarantor or by phone;

I, the undersigned _____
Surname Name

D E C L A R E S

- to have acknowledged the behavioral rules of the Center and the Charter of rights and duties of the hosted guests and commits to respect them for the entire time they will be a guest;
- to have been warned that failure to comply with any of the provisions of these rules may result in immediate reporting to the competent police authorities and to the Prefecture of Rome, which will take the measures provided for by law.
- to have received complete information pursuant to Article 13 of Legislative Decree No. 196/2003 and Article 13 GDPR (EU Regulation 2016/679) and expresses consent to the processing and communication of their data classified as personal and/or sensitive by the aforementioned legislation, regarding the reception activity in the facility, for the purposes related to it and for the duration specified in the information.

These rules have been read and/or translated with the assistance of a cultural mediator, in the mother tongue or in a vehicular language understandable to the guest; a copy of the aforementioned rules is also provided in the language.

Albania, on __/__/__

Guest's signature

Signature of the linguistic-cultural mediator

Name and Surname of the mediator (in block letters) – Language Spoken by the Mediator
