

HOUSE RULES

Introduction

We welcome you to our reception centre.

In Belgium practical help, not financial aid is allocated to refugees and certain other categories of foreigners in need. This aid consists of housing, meals, clothes, medical, social and psychological guidance and a daily allowance. You also have the right to legal aid. Legal aid is also available, just as access to training and access to a programme for voluntary return. The centre engages itself to receive you in a humanitarian way and guarantees social guidance.

To benefit from these services you must reside in the centre. If you are an asylum seeker and decide to leave you still hold the right to medical assistance.

Your right to admission in a centre and the guidance that follows does not necessarily mean you have a right to a residents permit in Belgium.

This regulation is a means of providing a serene community life and optimal safety conditions during your stay. It describes:

1. Your rights and execution thereof.
2. Rules within the centre.
3. The procedure for sanctions in case of shortcomings of this rules as well as the procedure for taking measures in view of guaranteeing and if necessary repairing the order, the safety and peace of the centre.
4. The consequential procedures in the matter of appeals or complaints.

You will find below the rules in force in every FEDASIL centre, plus the specific rules in force at the Petit Château ("The Little Castle").

If you wish to find out how our centre works, please have a look at the opening times for each of our services (displayed on the door of each one), as well as their rules and regulations where relevant. You must also follow the instructions given to you by the staff at each service (meetings by appointment only, keeping your appointments, etc.)

I.WHAT ARE YOUR RIGHTS AND HOW CAN YOU EXECUTE THEM ?

I.1 Basic needs

The centre provides you with food and sanitary products. Within the limits of the centre, it will provide you with clothes.

Meals at the Petit Château:

If your room is not equipped with a kitchen, you can take your meals at the restaurant. You may not take any food out of the restaurant or remove any restaurant equipment.

Members of the same family are required to attend mealtimes together, except when the children are at school or if one of the family members is not at the Centre for reasons relating to his/her asylum procedure. If you must miss a meal, for whatever reason, you may ask for a packed lunch. Your support worker can give you more information about this.

If your room is equipped with a kitchen, you are not authorised to use the restaurant.

I.2 Social guidance

From the time of your arrival in the centre a referee in the form of a social worker will guide you. This person will be your contact person. He/she will provide you with documents, advice and social guidance and refers you where necessary to internal/external services. He/she evaluates your specific needs in the framework of the centre and also gives you information concerning your voluntary return. He/she sets up and retains a social dossier. Should you require help you can approach the social worker referee or one of his/her colleagues.

I.3 Education and schooling of your children

Children from the age of 2 ½ years have the right to free education in Belgium. Schooling is compulsory from 6 years to 18 years.

You are responsible for the education and school attendance of your children. The centre can assist you with enrollment in a school and offer assistance with homework.

Children at the Petit Château, even when they are at the centre, are the responsibility of their parent(s). Children under 6 must stay within their parents' sight at all times, even if they are using the small playgrounds. The playgrounds are for children under 12 only.

A parent must always be present when children receive pocket money or when they are using the different services. Your support worker will have more information about this.

Ball games and bike-riding are only permitted in the courtyard.

I.4 Medical care

Medical care is provided by the medical services of the centre or by a general practitioner appointed by the centre. It is through this service that you will be referred for further treatment if necessary to a specialist. Medical expenses incurred outside the centre will only be paid for with permission from the centre. If you undertake to visit another doctor outside the structure of the medical centre all costs must be met by you.

If you wish to use the Petit Château health care services, you must first be examined by a nurse. Regular tuberculosis screenings are compulsory.

I.5 Psychological guidance

If necessary you can receive psychological help. For more information you can contact your social worker as reference person or the medical services or the doctor.

I.6 Legal aid

You have the right to free legal aid that consists of advice, legal information and recommendation and the help of an advocate (lawyer). The centre will help you in these matters.

You may only make phonecalls at the Petit Château if, and only if, they relate to your asylum procedure. Ask your case worker for more information.

I.7 Training

Education and training is offered in the centre in relation to the individual's capacity.

The BIZZI team is there for you at the Petit Château.

I.8 Activities

You will be invited to join in recreational activities organised by the centre (day trips, sport,...).

The BIZZI team is there for you at the Petit Château.

I.9 Daily allowance

You have the right to a daily allowance of which the amount is set according to regulations and will be paid weekly.

At the Petit Château, you will receive your daily allowance, your meal vouchers (for residents whose room is equipped with a kitchen) and any supplements to your daily allowance as a recompense for community service on Tuesdays.

Residents with a valid reason for being absent that day may collect their stipend the afternoon of the day after the normal pay-day. You may ask your support worker to arrange this.

Those who are absent without a valid reason will receive the money owed to them the following week, provided that the payment is not more than two weeks overdue. Money that is not collected within two weeks will not be paid after that. Meal vouchers can only be collected for the week ahead. It is not possible to collect them after two weeks. If you are entitled to daily allowance payments or remuneration for work done the day you are due to leave, they will be paid to you either by the Centre or by the new centre where you are being sent.

I.10 Community services

A variety of jobs can be done in- and outside the centre, for the advantage of the residents, or in the framework of activities organized by the centre to contribute to the integration in the local surroundings, and for which you will receive an increase in your daily allowance, without exceeding the allowed limits.

If you want to use the community services at the Petit Château you must go via the Bureau BIZZI (BIZZI Office). Access is given on the basis of a few hours' training followed by a test

on the instructions and safety regulations. You may be offered different sorts of odd jobs in the centre's various services, You may receive a maximum of €125 per month. This amount includes your daily allowance.

II. WHAT ARE THE RULES FOR COMMUNITY LIVING?

Your cooperation is necessary for the smooth running of the centre. Respect for each other's freedom is necessary for a good society. Therefore all rules must be respected by all residents of the centre.

II.1 Environment of the centre and neighbours

The centre is situated in an environment (neighbours, housing estate, and village) that must be respected.

II.2 Manifestations

You are asked not to take part in any action or deed that will disrupt the normal running of the centre.

II.3 Infrastructure and equipment

Individual rooms and common spaces and their equipment (beds, household equipment etc) are available for your use. You are asked to use these with respect and keep them in good condition.

A room will be allocated to you when you arrive at the Petit Château. You cannot change rooms later. If you are given a padlock, this is the one you must use; you may not replace it with your own.

The day you leave the Centre, we require you to have cleaned your room and to be out by 10am.

II.4 Repair/guarantee

If you damage items from the centre, you will be obliged to repair them.

A guarantee can be asked for the key to your room and also for any material you borrow from the centre.

This guarantee will be returned to you on leaving the centre or when you return the borrowed goods.

II.5 Other peoples property and personal belongings

Respect the property and belongings of others. The centre can not be held responsible for damage to or theft of your personal property.

Valuables (money, jewellery) that you keep in your room at the Petit Château are your responsibility. The staff are not authorised to look after them for you. In the event that anything is stolen, you may report the theft to the police.

II.6 Hygiene

You are asked to supervise the order and cleanliness in the centre. You are responsible for cleaning your own room.

The upkeep of your room will be regularly inspected by the Centre staff at the Petit Château. If you do not have a kitchen, you may not cook in your room. You may only keep non-perishable food items, which are in date and do not need to be refrigerated, in your room - provided that they are kept in their packaging. Fruit showing signs of mould must be thrown in the bin. If you have a refrigerator in your room, you must wrap the food you keep in it in cling film or tin foil.

II.7 Safety

We request you to respect the rules of fire prevention and safety and not to damage any detection or fire fighting material.

It is strictly forbidden to cook in the room, unless this is explicitly allowed by the centre.

Cooking at the Petit Château is only permitted in rooms equipped with a kitchen.

There is also limited space to store luggage in your room. You must ask your support worker about where to store your excess baggage.

We require you to take all your luggage and possessions away with you when you leave the centre. Your luggage can be kept at the centre for a further 10 days if necessary.

Some items are not allowed in the rooms for hygiene and safety reasons (see annex 1).

II.8 Private life and family life

Respect the private life and family life of the other residents. Respect for others contributes to maintaining peace and harmony in the centre.

Out of respect for the other residents, you are required not to make any noise between 10pm and 6am at the Petit Château.

You may collect your post, both private correspondence and that relating to your asylum procedure, at reception every day. If you have any post, your badge number will be displayed in order to inform you of its arrival.

If you do not have a telephone, you may receive phonecalls at the centre reception. You may do so between 9am and 11.15 am, between 2.30pm and 5.30pm and between 7.30pm and 10pm in the reception lobby.

II.9 Visitors

Visitors can be received in accordance with the agreement of the regulations set out by the centre.

Only residents living with their family at the centre may receive external visitors at the Petit Château. They must obtain the authorisation of their case worker.

A space is reserved near reception (but outside the centre) for visitors who cannot enter the centre.

Equally, only residents living with their family may receive other residents in their living space. Single persons are not allowed to receive other residents in their room.

Authorised visits may take place between 9am and 9pm.

Access to the CADE (centre for minors) will not be granted to people external to the centre. Plus, the young people from the Cade are not allowed in the bedrooms in the rest of the centre.

II.10 Regular presence in the centre

You can only keep your place in the centre by being regularly present. With prior permission you may be absent for a maximum of 10 nights per month. Otherwise your bed or room will be allocated to someone else. The same applies if you are absent for 3 consecutive nights without prior permission. Your personal items will then be removed from your room. You need to present yourself to the dispatching to be assigned a new place. Your presence in the centre will be controlled regularly.

The Petit Château Centre opening hours are 6am-2am. If you are not at the Centre between 2am and 6am you will be marked down as having spent the night elsewhere.

When you arrived, you were given an electronic badge. You must use this badge each time you go out and come back by scanning it at the entry and exit turnstiles. Your badge is non-transferable, so cannot be given to anyone else.

You are required to carry it with you at all times and to produce it when asked to do so by a member of staff. You will need to show it in order to access several services at the centre. You are required to hand your badge in at reception if you plan to be away for 3 consecutive nights – that way you inform the reception and we will know you are going to be absent. Any fraudulent use of your badge will be punished. If you lose your badge or if it no longer works, you must let management know as soon as possible or, if the service is closed, inform the reception. There is a charge for replacement.

II.11 Duty to inform

You must keep your referred social worker informed about your administration dossier.

II. 12 External appointments

You are obliged to keep all medical and psychological appointments made for outside the centre.

You are also required to keep your various appointments at the Centre when you are at the Petit Château. If you miss an appointment that you arranged with the centre, you will be asked to pay compensation for the cost incurred.

II. 13 External paying services

Any appeals made to a service outside the centre without the permission of the management will be at your own expense.

You may, under certain conditions, be able to receive public transport tickets from the Petit Château, provided that this relates to your asylum procedure, any medical treatment you may be following or a course of study you are enrolled on. Ask your case worker or the Bizzi team depending on which one it is.

However, if you use public transport, taxis or ambulances without the Centre's approval, you must pay for the cost and the Centre will then take steps to get the amount repaid to you.

II.14 Physical and verbal aggression

It is forbidden to verbally or physically attack another. Every form of damage that you voluntarily cause on material or persons can be reported to the authorizing bodies (police...).

II.15 Racism and discrimination

Racial behavior is forbidden and also the encouragement of racism or discrimination. Each racist act can be the subject of a complaint in line with the laws of racism and discrimination.

Belgium is a free and tolerant country where every form of discrimination is condemned and equality between men and women is a priority. We assure you the respect of these qualities. We ask you to respect these values in your daily life.

II.16 Drugs and alcohol

Being in possession of, and using drugs and alcohol in the centre – including marijuana and cannabis – is forbidden. Moreover every problematic behavior in the centre resulting from the use of alcohol, drugs or other substances is forbidden.

II.17 Tobacco

It is forbidden to smoke in the centre, except in the foreseen places allocated to smokers.

Only one office ("local 44") is provided for this at the Petit Château.

II.18 Dangerous articles

Any article that can cause physical damage to the residents or personnel or can cause damage to the infrastructure of the building is forbidden.

Your room (including your wardrobe) will be inspected at the Petit Château. The inspection will be undertaken, following a code of conduct, by two members of staff who will ensure you are not in breach of regulations and ensure that the level of safety and hygiene is maintained at the centre. Any prohibited items found will be confiscated. (You will find the list of prohibited items in Annex 1)

If you are absent when this happens, you will be informed of the fact that your room has been inspected.

II.19 Pets and animals

Pets and domestic animals are forbidden in the centre

III. Sanctions or disciplinary actions can be taken by serious transgression from the rules with a view to order, safety and peace of the centre.

Sanctions

You can be penalised for a grave infraction of the house rules. The seriousness of the action will determine what sanctions are used and also under which circumstances you broke the rules.

All staff are responsible for the adherence to this rule. For each breach of conduct the director will ensure you get a fair and objective hearing and be judged if a sanction is necessary.

When necessary the management of the centre will execute, with justification a sanction in proportion to the offence. You will be informed in writing of this decision and be asked to sign the document.

The following sanctions can be pronounced.

1. A formal warning recorded in the social dossier.
2. Temporary exemption from activities in the centre.
3. Temporary exemption from doing paid community services.
4. Limited access to some services
5. Obligation to perform certain duties, if improperly carried out or not done can result in a new offence.
6. Transfer to another centre.
7. Temporary exclusion from the support network.

Disciplinary actions

Whenever the order, safety and peace of the centre are in danger, the management or person responsible for the centre can take the necessary action to ensure the smooth running of the centre and community life therein.

If the disciplinary action is taken with regard to a resident, the person concerned will be notified in writing. If it's a general disciplinary action with regard to the community, then this will be announced in the public notice board.

Whilst staying at the Petit Château, if you must leave the Centre as a result of disciplinary sanctions or measures designed to maintain law and order, you must leave the Centre as soon as you have been informed of the sanction given or measure taken. The Centre will make sure that everything is arranged for your departure (luggage, daily allowance, forwarding your social work case files, medical files, etc.).

IV. What are the procedures to launch an appeal or form a complaint?

Appeal against sanctions

You have the right to an appeal to have the sanctions 4, 5, 6 reviewed. This appeal will be presented to the director-general of the agency (or a person appointed and recognized by the agency) by means of a letter within 5 (five) working days of notice of the sanction. The appeal will be presented in one of the two National languages or in English. The appeal does not intervene with the sanction. You have to perform the sanction while awaiting the verdict of your appeal.

Complaints

To lodge a complaint about the living conditions in the centre or the application of the house rules contact the director or person responsible for the centre and your complaint will be dealt with within 7 (seven) calendar days.






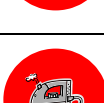
You can speak to your social worker at the Petit Château about the procedure to follow. If you have problems with any of the other residents, you can inform the members of staff (support workers, reception staff, etc.)





EXTRA INFORMATION?

Any questions regarding the house rules or the rights you enjoy during your stay in the centre can be brought to the attention of a social worker.






I, the undersigned, declare to be familiar with these house regulations and have received a copy of these, that were explained to me in a language I understood.

Special rules for the Klein Kasteeltje
Appendix 1 – Forbidden items




<i>FORBIDDEN</i>		
	Arms / weapons	See attached list for more information.
	Kitchen equipment	Do not take glasses, plates, cups, cutlery, ... from the refectory.
	Extension cord	Including domino plugs.
	Pets	
	Drugs	Both hard and soft drugs.
	Smoking	Smoking is only allowed outside or in designated areas
	Dangerous products	
	Iron	
	TV	In the BCD rooms (a portable DVD is permitted).
	Electric kettle	
	Lighting fires	Including candles, scented sticks, incense sticks, ...
	Alcoholic drinks	



	Tools (electrical and other)	
	Bicycle (adults)	
	Broken mirror	Mirror = maximum 200 cm ² , framed.
	Computer	Laptop is allowed.



LIMITED

	Luggage: maximum 1 m ³ per person	=~ 2 suitcases (under the bed) + 1 bag (on cupboard)
	Electrical appliances: maximum 300 W	
	Cuddly toys: maximum 3 per child	
	Prayer carpet: 1 per person	Store in cupboard
	Children's bicycle: 1 per child –12 years	Not in the rooms in Block BCD and the medical rooms

WITH PRIOR APPROVAL

	Carpet	Only fire resistant floor carpets will be allowed.
	Posters, pictures, displays, ...	To be fixed correctly and no fire load.
	Party decorations	To be fixed correctly and non-combustible.

	TV	In family rooms BCD and medical rooms B
	Electric kettle	Alleen in studio's Blok EF Uniquement dans les studios du Bloc EF Only in studios Bloc EF

<i>ONLY PC</i>		
	Furniture, blankets and kitchen equipment	No kitchen equipment from main kitchen, Rf-blankets only
	TV	In studios EF and medical rooms F

APPENDIX **ARMS/WEAPONS**

Are prohibited:

- weapons designed exclusively for military use, which includes automatic firearms;
- spring and gushing knives with lock (also called cutting knife or stiletto), butterfly knives, throwing knives, throwing stars (also known as shuriken), knuckle-buster;
- arms that have the appearance of another object (e.g. a knife hidden in a belt or a pen);
- sword sticks and gun sticks (also known as bats) or objects that can be used as such;
- gun clubs and sticks (also known as bats or sticks);
- firearms that have been changed to hide or are hidden in another object (such as a shotgun with sawn barrel);
- electroshock weapons;
- all kinds of "self-defence" aerosols (sprays);
- folding rifles;
- nunchaku (**there is no exception** for oriental martial arts);
- silencers (whether or not mounted on a firearm), and other components or accessories that make a firearm prohibited;
- ammunition;
- daggers, dirk knives and folding knives with a non-automatic locking mechanism.