

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

WELCOME TO ALBANIA

REGULATIONS OF THE GJADER RECEPTION CENTER

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 Gjader Reception Center for Asylum Seekers is reserved for:

- pursuant to the provisions of the Italy-Albania Protocol and the related ratification law, February 21, 2024, no. 14, to guests received and transferred from the Shengjin center who have expressed the desire to apply for political asylum to the Italian state in the absence of one of the causes of incompatibility for detention provided by law and described in the legal information delivered. At the Gjader center, the accelerated border procedures governed by Article 28 bis of Legislative Decree January 28, 2008, no. 25 will be carried out, in relation to whose outcome guests may obtain a form of international protection within a maximum of 28 days (including appeal against denial by the competent Territorial Commission for obtaining the asylum request) or, in case of denial and confirmation on appeal, be subject to a rejection order with the initiation of repatriation activities also through detention in a Center for Repatriation (CPR) for which dedicated regulations will be provided in case of transfer.
- it is limited to the strictly necessary time for the accelerated border procedure indicated in the information delivered to the migrant (maximum 28 days) therefore it is specified that Gjader is a center for stay and detention where accommodation in housing modules for the received guests is provided.

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

SERVICES OFFERED BY THE Gjader CENTER

The following services are offered:

- 1. ADMINISTRATIVE MANAGEMENT SERVICE.** The administrative assistance service consists of: -Issuing to the guest an electronic card (already provided in Shengjin) containing the migrant's data.
-Services aimed at logistical support and technical assistance that the staff of the managing body guarantees both during the hearing before the Territorial Commission.

of Rome carried out remotely (video call) for the request for international protection, as well as for logistical support in the courtrooms of the competent Court of Rome for the validation of detention

- Services aimed at notifying the outcomes of acceptance or denial of the asylum application and validation of detention always upon issuance of a receipt of the notification to the guest in the presence of a cultural mediator who speaks a language understandable to the migrant
- Services for the deposit of mobile phones and other personal effects, seized by law enforcement and handed over to the manager. The service at the guest's request allows for the possibility to always consult the mobile phone to access the phonebook or documentation contained in the mobile phone proving the guest's history.
- Telephone correspondence service guaranteed from 10:00 AM to 12:00 PM and from 3:00 PM to 7:00 PM (1 call per morning and afternoon time slot) through phones and tariff plans dedicated to the service.

2. 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 6:00 AM to 10:00 PM - 7 days a week. 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 - protection of trafficking victims - assisted voluntary returns - access to health services and related rights based on legal status - 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.

Legal informants will be available to be the interface and link with the trusted lawyers appointed by the guests, or in the absence of trusted lawyers, they will act as intermediaries with the court-appointed lawyers designated by the competent court's registry for the validation hearing, as well as with lawyers registered on the lists for free legal aid (posted and made available to the guests) for appeals against the denial of asylum seeker status. The Managing Entity has dedicated a phone line to facilitate contacts between the legal defenders of non-EU citizens hosted at the Gjader center, at the number 355 686003129. It is also possible to contact the EG for communications that do not require certified email, at the following email address: arealegale.albania@medihospes.it. Legal informants will also ensure and organize the activation in dedicated rooms allocated at the Gjader center of audio-visual equipment for remote connections with the guests' lawyers who request it, including mediation support if the lawyer states they are without it.

- The information service on the center's rules includes the illustration to the beneficiary, upon arrival at the center, of the center's regulations and the rights and duties that are an integral part of these regulations, also through signage posted in the common areas of the center.

- The linguistic-cultural mediation service is guaranteed 24/7. In respect of the particular needs of each migrant, the service is provided through the employment of linguistic-cultural mediators who will accompany the migrant in all phases of the manager's competence.
- The social assistance service is available from 06:00 to 20:00, 7 days a week. The service, following a multidisciplinary approach, is provided through the employment of qualified operators who will support the migrant from the early stages of reception in order to protect the physical and mental health of migrants.
- The psychological assistance service is available from 06:00 to 22:00. The service guarantees, through the employment of qualified personnel, the activation of psycho-social support based on the specific needs of the individual. In the case of beneficiaries with specific care needs, the activation of necessary psycho-socio-health interventions aimed at the adoption and implementation of assistance and support measures and care provided by the Procedures of the Ministry of Health and INMP (National Institute of Health, Migrations, Poverty) is guaranteed, with particular reference to the identification of vulnerable individuals.
- Meal distribution: the service is organized by the center's operators 7 days a week with the delivery of meals respecting a) the main ethnicities of the hosted guests, in accordance with dietary habits based on cultural and religious traditions b) the need for diets dictated by medical prescriptions. The times and composition of the meals are indicated below:
 - Breakfast from 7:00 to 09:00 consisting of 1 hot drink (200 cc milk, coffee, tea), 4 toasted slices + a butter packet + 2 single-serving jars of jam or honey.
 - Lunch from 12:00 to 14:30 consisting of a first course (pasta, rice, couscous) + a second course (red meat, white meat, fish, eggs, cheese) + vegetable side dish + seasonal fruit, 2 sandwiches, 1 liter of water per person.
 - Dinner from 18:30 to 21:00 with the same composition as lunch.
- Transport service from 06:00 to 22:00, guaranteed with the staff of the managing entity to port and airport locations identified by the Italian Authorities for subsequent transfers, as well as healthcare facilities in the Albanian territory with dedicated ambulance.
- Hair and beard care and hygiene service, provided at the center by appointment, from 09:00 to 12:00 and from 15:00 to 18:00 in properly equipped premises with qualified personnel.
- Laundry service, provided with the necessary items for washing small garments, to be carried out by the hosted guests who will be given 100 ml of liquid detergent for hand or machine washing biweekly.

3. HEALTHCARE ASSISTANCE: The managing body ensures a healthcare assistance service 7 days a week with an active presence 24 hours a day, with visiting hours from 08:00 to 13:00 and from 15:00 to 21:00, which in addition to basic assistance and medical emergency rescue also includes the provision of emergency-urgent healthcare assistance, surgical treatment, and post-operative care, as well as support for instrumental and laboratory diagnostics functional to the healthcare management of guests and the provision of any necessary specialist consultations. The healthcare management, in addition to the aspects described above, will primarily focus on identifying social, psychological, and health vulnerabilities that may emerge even after the initial disembarkation phases, through a multidisciplinary approach that involves the employment of doctors from various specialties, psychologists, and social workers. In the presence of vulnerabilities identified by the medical team together with the team of psychologists and social workers, the managing body will send a report to the Italian Health Authorities, which will activate a Vulnerability Assessment Commission, the only body authorized to certify their presence.

4. GOODS PROVIDED AT THE GJADER CENTER:- Pocket money: Guests are entitled to €2.50 daily, accumulable, provided at the Gjader center -upon request- for the purchase of comfort food items (snacks and hot and cold drinks), reading materials, phone top-ups, USB cables not exceeding 15 cm in length. At the end of the reception period, the guest will be given in cash the remaining balance of the pocket money accrued and not yet disbursed.

- Bedding items consisting of: - 1 disposable sheet kit (1 pillowcase + 2 sheets) with a change every 3 days; - 1 pillow cover (with each guest change) - mattress cover (with each guest change) - winter blanket measuring 90x190 cm (with each guest change)

- Personal hygiene products, in addition to the supplies provided at the Shengjin site, the following indicates the integration of products upon entry at Gjader and the frequency and quantity of the integrations:

Hygiene and bath linen kit Individual	Quantity	First provision upon entry	Frequency of guest delivery
liquid soap 1 L NO monthly			
shampoo 1 L NO monthly			
toothpaste 100 ml NO monthly			
toothbrush 1 NO monthly			
comb/brush 1 NO annual			
toilet paper 1 YES weekly			

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

- First Clothing Kit to be delivered only once at the entrance of the Gjader center to supplement the clothing provided at the Shengjin site, with a changeover from the cold season to the warm season and vice versa

ADULT INDIVIDUAL CLOTHING	
cotton/wool blend pants1	
cotton underwear t-shirts1	
cotton shirt/t-shirt 1	
cotton briefs3	
3 PAIRS of socks	
Pajamas1	

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

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 Gjader center in order to safeguard the hygienic-sanitary condition of the environments. The accommodated guest must cooperate in maintaining the cleanliness of the common areas (housing modules, bathrooms, shower rooms, multifunctional rooms, hearing rooms of the Territorial Commission, court hearing rooms for detention validation, lawyer rooms dedicated to interviews (remotely or in person). The daily cleaning service hours for the housing modules, bathrooms, showers, and common areas of the detention zones are as follows:

- morning from 10:00 AM to 12:00 PM
- afternoon from 3:00 PM until 6:00 PM

During cleaning operations, guests are required not to obstruct the work of the cleaning staff, therefore it is absolutely forbidden to remain until the cleaning operations are completed in the areas where activities are carried out by the Managing Body. In all cases, it is strictly prohibited to access any sanitized and cleaned environment by the operators of the Managing Body in case of wet floors.

CHARTER OF RIGHTS AND DUTIES

DUTIES OF GUESTS each guest, for the duration of their stay in 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 Operators on duty at the facility;
- inform the Operators about any changes regarding their legal situation, as proof of 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;
- sign the attendance sheet daily and any other register that will be kept and administered by the Operators;
- sign the receipts at the time of collecting goods or using services;
- not access accommodation areas other than their own;
- keep their room and bed clean,
- take care of the received materials;
- carefully close the water taps and electrical switches after use;
- contribute to maintaining the decorum and cleanliness of common areas and outdoor spaces;
- consume meals in the designated areas;
- maintain personal decorum inside and outside the facility (e.g. appropriate clothing);
- not be hostile towards the Operators during periodic checks and monitoring of the rooms, which are carried out to ensure compliance with the aforementioned rules;

It is prohibited to:

- use any form of violence against people or things, both inside and outside the Center;
- Leave the center. In case of unauthorized departure, the Albanian Police will return the guest who has left to the centers and hand them over to the Italian Police.
- introduce alcoholic substances, drugs, and weapons of any kind into the center, as well as flammable materials;
- damage the aesthetics of the facility in any way;
- lock themselves inside the premises;
- throw materials that may clog the drainage pipes into the toilets and sinks;
- leave garbage and other types of waste outside the designated containers;
- leave any type of object or material in common areas;
- leave documents or valuable items unattended, as the facility is not responsible for them;
- give up or exchange the assigned bed;
- smoke inside their own room;
- disturb other guests with noises and annoying sounds of any kind;
- adopt illegal, violent, indecent behaviors or those that cause discomfort;
- introduce animals;

- to damage the aesthetics of the structure in any way;
- to lock oneself inside the room;
- to make adjustments and/or modifications to the accommodations and common areas, even if with the aim of improving them;
- to use non-compliant appliances or electrical devices, install television or satellite antennas, air conditioning units, and heating stoves, hot plates;
- to throw materials that may clog the drainage pipes into the toilets and sinks;
- to leave garbage and other types of waste outside the designated containers;
- to leave any type of object or material in the common areas;
- to leave documents or valuable items 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 immediately reported 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 period of stay, the foreigner has the right to:

- to the protection of mental and physical health;
- to express oneself in their own language or in another known language or in English, French, Spanish, Russian, Chinese, and Arabic, particularly regarding conversations with police authorities, with the management of the Center, 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 they understand, 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 that, 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 of the Prefecture, periodically updated;
- to receive, if applying for asylum, the legal information provided for the reception center;

- to communicate with the consular authority of the foreigner's country of origin and to inform family members or acquaintances of the detention, if requested by him and limited to those he indicates; to request an interview with staff from the Immigration Office assigned to the Center;
- to have an interview, throughout the detention period, 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 hours and methods established within the center. Personal mobile phones can be handed over to consult 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 managing body;
- to the freedom of worship and religious assistance;
- to protection from the risk of prejudice arising from sexual identity;
- to recover personal belongings and savings deposited with the managing body, upon receipt
- to obtain, from the managing body, meal 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 provision 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 entry, blankets, sheets, pillowcases, and bath linens are provided; provision of clothing items to meet normal living needs and climatic conditions), laundry service for personal clothing and barber service, telephone service
- to receive a copy of their health card upon request and, in any case, upon leaving the Center;
- to provide 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 their own expense, items for which the introduction into the center is not prohibited (phone cards, snacks, non-alcoholic drinks, cigarettes, etc.);
- to receive, upon leaving the center, the cash payment of the pocket money due and not yet disbursed;
- to report irregularities during detention, using a specific form/pre-addressed envelope to the Prefect that can be requested from the managing body;
- 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/pre-addressed envelope to the Guarantor or by phone;

I, the undersigned _____
Surname Name

I DECLARE

- to have acknowledged the behavioral rules of the Center and commits to respecting 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.
- The present 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
