

BASIC INFORMATION

The accommodation centre for asylum-seekers houses persons of various races, nationalities, genders, ages, political beliefs, cultural traditions and characters. Ensuring pleasant cohabitation in such diversity requires a lot of understanding, tolerance and a strict adherence to house regulations.

Your accommodation and access to rights are under the authority of the Government Office for the Support and Integration of Migrants (Urad Vlade Republike Slovenije za oskrbo in integracijo migrantov).

FREEDOM OF MOVEMENT IN THE REPUBLIC OF SLOVENIA

All persons seeking international protection have the right to reside in the Republic of Slovenia and to **travel within the limits of the municipality** of their temporary residence. For travel outside of the municipality of residence, you must acquire a permit, issued upon your application. This provision does not apply to unaccompanied minors.

Most of the persons seeking international protection are housed in the accommodation centre (Azilni dom).

You can enter and exit the centre with your card:

- from **Monday to Thursday from 6.00 to 23.00** and on **Fridays, Saturdays, Sundays and holidays from 6.00 to 1.00 the following day.**
- unaccompanied minors can enter and exit from **Monday to Friday from 6.00 to 21.00** and on **Fridays, Saturdays, Sundays and holidays from 6.00 to 22.00.**

Upon departure, you have to leave the keys to your room at the reception and collect your card. When you re-enter the centre, you return the card and collect your key.

If you refuse to be checked by security, you will be refused entry and exit.

SPENDING THE NIGHT OUTSIDE THE ACCOMMODATION CENTRE

You are only allowed to spend the night outside the centre if you apply for a permit. The permit is issued if the applicant has reasonable grounds for it and is not in breach of accommodation regulations. The permit is issued for the municipality in which the accommodation centre is located, for 7 days, with a limit of 60 days per calendar year.

MOVING OUTSIDE OF THE ACCOMMODATION CENTRE

You can move to a private address at your own expense and if you are issued a special permit. In case of special circumstances, you can propose to be housed in another institution.

PUBLIC TRANSPORTATION IN LJUBLJANA

For travelling by city buses in Ljubljana you **need** the Urbana card (right-hand image).

If you enter a bus without Urbana containing the correct amount or type of ticket, you will be held accountable by the relevant authorities!



FUNDAMENTAL RIGHTS

If you do not have enough means for survival, you are entitled to:

- Free accommodation, meals, clothing, shoes, hygienic supplies
- Allowance (spending money), unless you are in breach of regulations
- Urbana card to ensure access to education, doctor, labour market
- School supplies for elementary and secondary school.

Your SOCIAL WORKER will be in charge of ensuring you have access to your rights.

Social service office hours: from Monday to Friday from **10.00 to 11.00** and from **17.00 to 18.00**. There are no office hours on Saturdays, Sundays and holidays.

The occupants of the centre take care of their own property. They can entrust money and objects of value to the centre staff in charge of finances in which case they are issued a receipt.

HEALTHCARE

If you have any health issues, notify the social worker who will refer you to the medical staff. The centre's infirmary is open from 7.00 to 19.00; it is not possible to obtain medication outside the working hours.

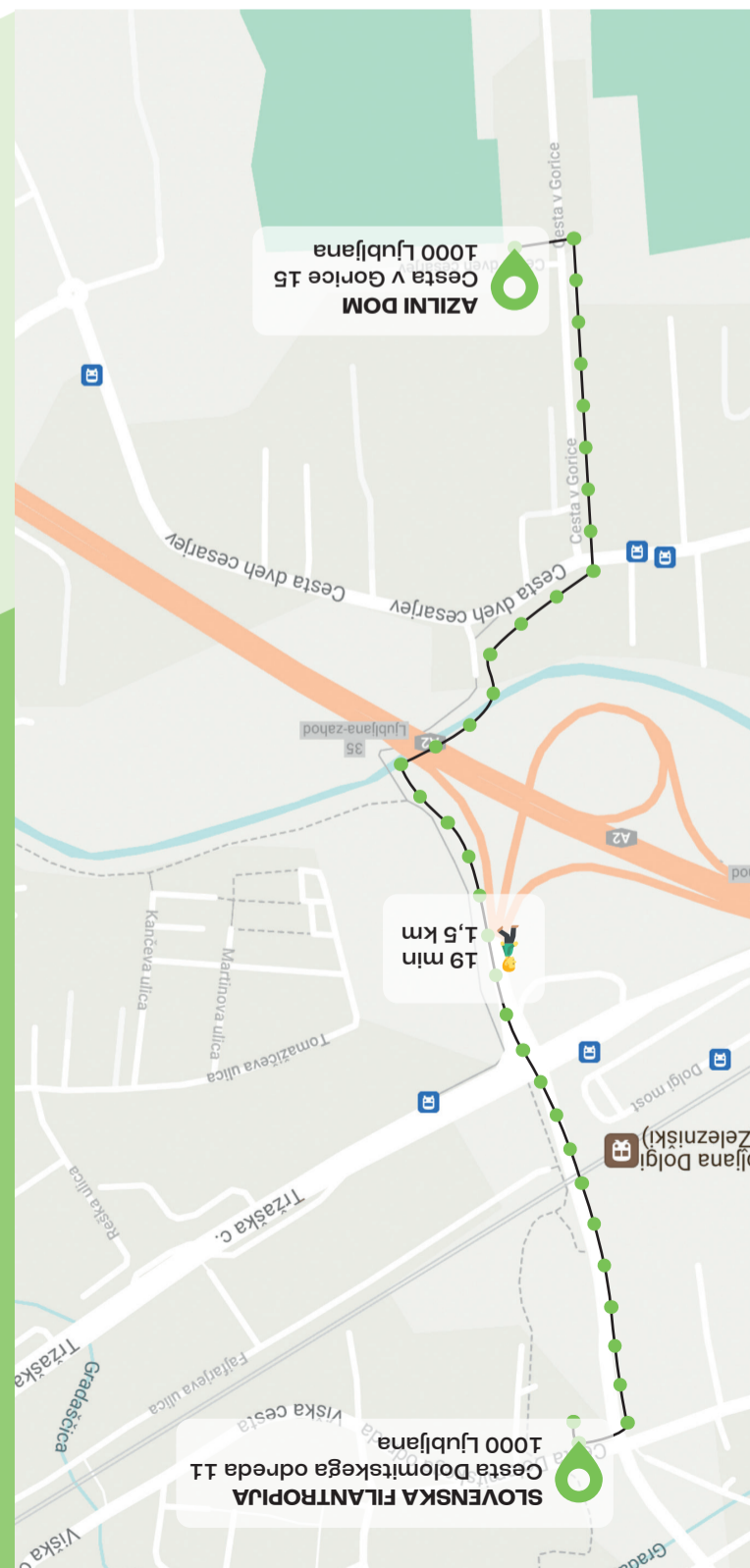
Psychiatric help is available once a week. You can make an appointment at the infirmary.

The Project is co-funded by
The European Union's Asylum,
Migration and Integration Fund.



ENGLISH

ACCOMMODATION
AT CENTRE FOR
ASYLUM-SEEKERS





STAYING IN THE ACCOMMODATION CENTRE

Each person is assigned a room and a bed. **The rooms can be changed only with the permission of the social services.**

Persons in charge will inspect the rooms every morning to check whether the occupants are present.

Hygiene of the rooms is inspected weekly. The inspection is carried out by the healthcare workers, the social worker and security agents.

Persons in charge are authorised and required to enter the rooms accompanied by the security services in order to accomplish their tasks.

From **22.00 to 6.00** it is quiet time, time for resting. All activities that may cause disturbance are prohibited during this time.

You can enter accommodation areas where you are not housed solely in order to participate in leisure activities, to meet with the social worker or with the social worker's permission.

To receive visitors, friends or other people, you have to apply for a permit beforehand. The permit is issued by the social worker.

Children (0-18): Parents or guardians must ensure that the children do not **move around without supervision**. Pre-school children can only enter the dining hall if they are accompanied by their parents or guardians. Children under 10 can only leave the centre on their own with a written permission by their parents or guardians or legal representatives.

For safety reasons and to ensure order, the following is **prohibited** on the centre's premises:

- to express racial, religious, national, sexual, political or any other form of intolerance;
- insulting attitude or violence towards other occupants, staff or visitors;
- possession and use of arms and explosives;
- breaking into the premises of the centre, stealing objects, purposeful destruction of the premises and furniture;
- moving the furniture around or between rooms;
- writing, sticking self-adhesive stickers or posters on the walls or furniture;
- blocking others to stay at the centre;
- to disregard instructions and directives of persons in authority;
- acquiring or using illegal drugs and alcoholic beverages; gambling for money;
- obstructing the inspection of the occupants' presence in the rooms (you are not allowed to leave the room key in the lock during inspection time);
- to make or bring in objects that could be used to attack, to escape or to commit a criminal act;
- to disregard the opening hours for entering and exiting the centre;
- to purposefully breach fire safety regulations, and regulations for protection against explosions and natural disasters;
- to purposefully cause material damage;
- preventing others to move into the rooms;
- smoking, with the exception of the rooms that only house smokers;

- to bring in animals;
- to bring in heating bodies, furniture, electrical appliances, carpets and other equipment; this is allowed exceptionally, with the permission of the social worker; it is permitted to bring audio-video devices, computers and appliances for personal hygiene;
- to take food, cutlery and dishes out of the dining hall and kitchenettes;
- cooking in the rooms and bringing in questionable foodstuffs;
- receiving visitors without permit;
- unauthorised movement outside the accommodation areas of the centre;
- to conduct profitable activities in the accommodation area;
- to film or take pictures of conversations with Office employees or contractual workers;
- to bring anything at all in the rooms where the intended applicants are housed;
- to breach night-time rest and quiet.

In case an occupant brings or tries to bring an alcoholic beverage to the centre, the security service will requisition it temporarily and store it. The occupant will be issued a receipt and the alcoholic beverage will be returned to them when they move out of the accommodation centre.



INFRACTIONS IN THE CENTRE

MINOR INFRACTIONS:

- moving the furniture around the rooms of between rooms;
- writing and sticking stickers on the walls, doors and windows; bringing and using personal electrical appliances without permit; smoking in common areas or in areas where multiple persons are housed;
- storing bicycles and other means of transportation in areas that are not meant for storage;
- insufficient hygiene or accommodation area maintenance;
- taking food and cutlery out of the dining hall without permission.

For minor infractions you will receive a verbal warning that will be registered in the administrative records.

MAJOR INFRACTIONS:

- expressions of racial, religious, national, sexual, political or other intolerance in any form;
- insulting attitude or violence towards other occupants, staff or visitors;
- acquiring or using alcoholic beverages and other intoxicating substances;
- bringing in unsafe objects and flammable substances;
- disregarding orders of officials, resulting in severe disruption in the operation of the accommodation;

- to make or bring in objects that could be used to attack, to escape or to commit a criminal act;
- to purposefully breach fire safety regulations, and regulations for protection against explosions and natural disasters, to purposefully cause material damage;
- preventing others to move into the rooms;
- to conduct profitable activities in the accommodation area;
- to film or take pictures of conversations with Office employees or contractual workers, to breach the public order.

In case of a major infraction, the culprit can be put in isolation in a separate room for a maximum of three days or can be moved to another accommodation location.



NOTICE BOARD

Is situated in each of the centre's sections and contains:

- schedules and timetables (meals, change of linen, courses, activities)
- house regulations of the accommodation centre
- other important information that may be useful in your everyday life.

PUBLISHED BY:



Slovenska filantropija,
Zdrúženje za promocijo
prostovoljstva

Psycho-social consultations, humanitarian aid, information, leisure activities for children and adults.

Open on week-days from 8.00 to 18.00 on Cesta Dolomitskega odreda 11, Ljubljana, near Azilni dom Vič.



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