

CENTER PROFILING - Standards and Markers			
#	Question	Standard	Marker
SHELTER			
25	#places per long-term standard	<ul style="list-style-type: none"> <li>Covered shelter space: B. Urban areas (public buildings and communal facilities) and in cold climates – 4.5 – 5.5 sqm per person, including kitchen and sanitary facilities.</li> </ul> <p><b>(UNHCR Site Planning App - B.3. Camp sites); (UNHCR Site Planning App - E. Public buildings and communal facilities (usage of existing infrastructure for shelter))</b></p> <ul style="list-style-type: none"> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b> 5. Ensure sufficient space in the bedroom in collective housing. 5.1. A minimum space of 4 m<sup>2</sup> per person is provided for each applicant. 5.2. With regards to the minimum space of 4 m<sup>2</sup> per person, a minimum room height of 2.10 m is ensured. 5.3. Sufficient space exists in the bedroom to place one bed and one cupboard for each applicant.</li> </ul>	<p><b>Green:</b> 4.5 – 5.5 sqm per person, including kitchen and sanitary facilities</p> <p><b>Red:</b> Less than 4.5 sqm per person, including kitchen and sanitary facilities</p>
26	#places per short-term standard	<ul style="list-style-type: none"> <li>Covered shelter space: A. Tents/other temporary shelter structures – 3.5 sqm per person, excluding kitchen (it is assumed that cooking will take place outside).</li> </ul> <p><b>(UNHCR Site Planning App - B.3. Camp sites); (UNHCR Site Planning App - B.2. Reception and transit sites)</b></p> <ul style="list-style-type: none"> <li>RECEPTION AND TRANSIT SITES: Main principle: Designed for short stays of 2 to 5 days. The site will require regular and intensive maintenance. <b>(UNHCR Site Planning App - B.2. Reception and transit sites)</b></li> </ul>	<p><b>Green:</b> 3.5 sqm per person, excluding kitchen (it is assumed that cooking will take place outside). Designed for short stays of 2 to 5 days.</p> <p><b>Red:</b> If stay is longer than 5 days.</p>
27	Is the electrical capacity sufficient to support the population on site?	<ul style="list-style-type: none"> <li><b>DECISION ON ESTABLISHING THE ENERGY BALANCE OF THE REPUBLIC OF SERBIA FOR THE YEAR 2017/</b> ODLUKA O UTVRĐIVANJU ENERGETSKOG BILANSA REPUBLIKE SRBIJE ZA 2017. GODINU ("Sl. glasnik RS", br. 110/2016) Electricity consumption per capita: 3,807 kWh</li> </ul>	<p><b>Green:</b> Uninterrupted supply</p> <p><b>Yellow:</b> Interrupted supply (old installations, low electrical capacity of the building, etc.)</p> <p><b>Red:</b> No electricity at all</p>
28	Is the adequate heating system in place?	<ul style="list-style-type: none"> <li>Recommended inside temperature for residential buildings, business buildings, educational facilities, hospitals, restaurants, sports centres, industrial buildings, warehouses, conference rooms should be between 18-22°C during the winter. <b>(Regulations on energy efficiency in buildings ("Official Gazette of RS", No. 61/2011))</b></li> <li>Ensure the heating system is safe and cost-effective and that it provides the optimal thermal comfort.</li> <li>Thermal properties of the building can also be ensured with passive energy saving measures e.g. sufficient insulation of the roof, walls, and floors, replacement of the outdated windows and by avoiding great ceiling heights and great room volumes that are difficult to heat, can save significant fuel and prove cost-effective over time. <b>(UNHCR Site Planning App - D. Site layout and planning/ Sphere Handbook)</b></li> </ul>	<p><b>Green:</b> If inside temperature of the centre is 20°C</p> <p><b>Yellow:</b> If the temperature is below recommended</p> <p><b>Red:</b> If there is no heating at all</p> <p><b>* Only applicable during the winter</b></p>
29	Are all areas where people commonly reside adequately ventilated? (natural or mechanical ventilation)	<ul style="list-style-type: none"> <li>Adequate ventilation should be provided within individual household shelters and public buildings to maintain a healthy internal environment. Local building practices, the patterns of shelter use by displaced people and material selection should inform vector control measures. <b>(Sphere Handbook)</b></li> </ul> <p><b>Natural ventilation of apartment</b> <b>Article 14.</b> Residential apartment are ventilated directly, naturally, through the facade, or roof openings. When the space for food preparation (kitchen) is not directly lit, artificial ventilation of the area must be provided. Bathroom and storage room for food are naturally ventilated through the facade or roof openings, or through artificial method of ventilation. <b>(Rules on the conditions and norms for the design of residential buildings and apartments ("Official Gazette of RS", No. 58/2012, 74/2015 and 82/2015))</b></p>	<p><b>Green:</b> YES</p> <p><b>Red:</b> NO</p>
30	Is the internet infrastructure in place and Wi-Fi available?	<ul style="list-style-type: none"> <li>Availability of the internet with no time constraints and no connectivity issues. <b>(UNHCR Connecting Refugees)</b></li> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b> 19. Ensure that applicants have adequate access to the internet. 19.1. Applicants have access to the internet in the housing itself or in the nearby public space at least four times a week.</li> </ul>	<p><b>Green:</b> Availability of the internet with no time constraints and no connectivity issues</p> <p><b>Yellow:</b> If the connection is limited or there are connectivity issues.</p> <p><b>Red:</b> If there is no Internet or Wi-Fi infrastructure at all.</p>

31	Is the adequate level of privacy ensured? (smaller rooms, PVC partition walls, etc.)	<ul style="list-style-type: none"> <li>Covered shelter space should be sub-divided for families to provide a secure and healthy living environment with privacy and dignity to persons of concern. <b>(UNHCR Site Planning App - B.2. Reception and transit sites)</b></li> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b></li> <li>6. Ensure respect for the privacy of the applicants in collective housing.</li> <li>6.1. A maximum of six single applicants are accommodated in one bedroom.</li> <li>6.2. Separate bedrooms exist for single male and female applicants exist and no access is possible for applicants of the opposite sex.</li> <li>6.3. A room creating a private setting (inside or outside the premises) for meetings with legal aid, a social worker or other relevant actors is foreseen and available to the applicants, when needed.</li> <li>6.4. Specific arrangements are in place for applicants with special needs.</li> </ul>	<p><b>Green:</b> at least 70% of population accommodated in private rooms or in partitioned spaces</p> <p><b>Yellow:</b> 30% - 70% of population accommodated in private rooms or in partitioned spaces</p> <p><b>Red:</b> up to 30% of population accommodated in private rooms or in partitioned spaces</p>
32	Is the centre accessible for all, especially for persons with special needs? (ramps, sanitary facilities for persons with disabilities, etc.)	<ul style="list-style-type: none"> <li>Make services and infrastructure physically accessible to those with limited mobility.</li> <li>In consultation with persons who have disabilities, adapt medical centres, distribution sites, water sources, latrines, schools, shelters and other infrastructure to make them safe, accessible and appropriate for persons with disabilities (no barriers or tripping hazards, ramp access, large doorways, hand rails on stairs, space to turn a wheelchair, non-slippery floors, etc.).</li> <li>Sanitary facilities: Special toilets may need to be constructed for children, older people and persons with disabilities, e.g. toilets with seats or hand rails or provision of bed pans, potties or commodes. <b>(UNHCR Emergency Handbook, Sphere Handbook)</b></li> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b></li> <li>10. Ensure that the inside and outside infrastructure of housing designated to house applicants with reduced mobility is adapted to their needs.</li> <li>10.1. The housing is located: (a) on the ground floor; OR (b) an elevator adapted for use by persons with reduced mobility exists; OR (c) stairs are not more than a maximum number, according to the degree of reduced mobility.</li> <li>10.2. The external approaches such as paths or drives have a firm, level surface.</li> <li>10.3. The entrance is designed to allow for the access of applicants with reduced mobility.</li> <li>10.4. Doorways and passageways inside the housing are wide enough for wheelchair users.</li> <li>10.5. Grab rails exist for support in rooms and places that are used by applicants with reduced mobility.</li> <li>10.6. Adapted sanitary infrastructure exists, including, for example, walk-in showers, grab rails, sinks and toilets at appropriate height for wheelchair users and a surface of bathroom and toilet rooms sufficient for wheelchairs.</li> </ul>	<p><b>Green:</b> All mentioned in the standard</p> <p><b>Yellow:</b> If one or more mentioned in the standard is missing</p> <p><b>Red:</b> There are no services or infrastructure specialized for PWSN</p> <p><b>* Only when and where applicable</b></p>
<b>WASH</b>			
33	#toilets	<ul style="list-style-type: none"> <li>1 communal latrine (emergency) – 20 persons <b>(UNHCR Site Planning App - B.2. Reception and transit sites); (UNHCR Site Planning App - B.3. Camp sites)</b></li> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b></li> <li>8. Ensure sufficient, adequate, and functioning sanitary infrastructure in the housing.</li> <li>8.2. At least one functioning and lockable toilet per 10 applicants is accessible 24/7.</li> </ul>	<p><b>Green:</b> 1 communal latrine (emergency) – 20 persons</p> <p><b>Red:</b> If more than 20 persons are using 1 communal latrine</p>
34	#showers	<ul style="list-style-type: none"> <li>1 shower (emergency) – 20 persons <b>(UNHCR Site Planning App - B.3. Camp sites)</b></li> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b></li> <li>8. Ensure sufficient, adequate, and functioning sanitary infrastructure in the housing.</li> <li>8.3. At least one functioning shower or bath with hot and cold water exists per 12 applicants and is accessible for a minimum of 8 hours/day.</li> </ul>	<p><b>Green:</b> 1 shower (emergency) – 20 persons</p> <p><b>Red:</b> If more than 20 persons are using 1 shower</p>
35	#water taps (sinks, or taps in case of troughs)	<ul style="list-style-type: none"> <li>1 water tap – 80 persons <b>(UNHCR Site Planning App - B.3. Camp sites)</b></li> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b></li> <li>8. Ensure sufficient, adequate, and functioning sanitary infrastructure in the housing.</li> <li>8.4. At least one functioning sink with hot and cold water per 10 applicants is accessible 24/7.</li> </ul>	<p><b>Green:</b> 1 water tap – 80 persons</p> <p><b>Red:</b> If more than 80 persons are using 1 water tap</p>
36	Are WASH facilities gender separated?	<ul style="list-style-type: none"> <li>Separate latrine/wash areas for men and women. <b>(UNHCR Site Planning App - B.2. Reception and transit sites)</b></li> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b></li> <li>8. Ensure sufficient, adequate, and functioning sanitary infrastructure in the housing.</li> <li>8.5. If more than one shower is located in the bathroom, visual separation is ensured.</li> <li>8.6. Separate toilets, sinks and shower facilities exist according to sex (visibly and understandable marked) except for small housing facilities.</li> <li>8.7. With regards to shared housing for applicants who are not family members, arrangements are in place to ensure that applicants may access the facilities safely and that the intimacy of the applicants is at all times respected.</li> </ul>	<p><b>Green:</b> There are separate latrine/wash areas for men and women</p> <p><b>Red:</b> There are no separate latrine/wash areas for men and women</p> <p><b>* Only for the centres where applicable</b></p>

37	Is water supply adequate and able to support the population on site?	<ul style="list-style-type: none"> <li>150 litres - per person per day (population equivalent)</li> </ul> <b>(REGULATION ON HYGIENIC QUALITY OF DRINKING WATER/ PRAVILNIK O HIGIJENSKOJ ISPRAVNOSTI VODE ZA PIĆE ("Sl. list SRJ", br. 42/98 i 44/99))</b>	<b>Green:</b> YES  <b>Red:</b> NO
38	Is drinking water available?	<ul style="list-style-type: none"> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b></li> </ul> <b>22.</b> Ensure that applicants have access to potable water 24/7. 22.1. Each applicant is provided with a minimum of 2.5 litres of water per day while personal physiology and climate are taken into account. 22.2. (a): The infrastructure of the housing is adequate for potable water. OR 22.2. (b): Potable water is distributed in absence of adequate infrastructure.	<ul style="list-style-type: none"> <li>Is the quality of the drinking water regularly tested as stipulated by the national legislation and in line with its directives? (regardless of the source)</li> </ul> <b>Green:</b> Minimum 2,5 litres of drinking water per person per day - <b>YES</b> <b>Red:</b> Less than 2,5 litres per person per day - <b>NO</b>
39	Is enough hot water available to support the population on site?	<ul style="list-style-type: none"> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b></li> </ul> <b>8.</b> Ensure sufficient, adequate, and functioning sanitary infrastructure in the housing. 8.3. At least one functioning shower or bath with hot and cold water exists per 12 applicants and is accessible for a minimum of 8 hours/day.	<b>Green:</b> at least 70% of population can take a shower with hot water at least once a day  <b>Yellow:</b> 30% - 70% of population can take a shower with hot water at least once a day  <b>Red:</b> up to 30% of population can take a shower with hot water at least once a day
40	Is the sewage system in place adequate and able to support the population on site?	<ul style="list-style-type: none"> <li>When assessing the adequacy of the sewage system that is not part of the city network the following should be taken into account:</li> </ul> <p>Sanitation strategy for the specific type of soil is important - while sandy soils allow swift surface water absorption (drainage) it should be noted that very sandy soils are sometimes poor for the stability of the pit; excessively rocky sites hamper both shelter and latrine construction and impermeable (e.g. clay) soils are usually the cause of poor drainage <b>(UNHCR Site Planning App - B.1. Principles of response); (UNHCR Site Planning App - C.3. Camps: Site selection criteria)</b></p> <p>The whole site should be located above flood prone areas, preferably on gentle (2 to 4%) slopes: sites on slopes steeper than 10% gradient are difficult to use and usually require complex and costly site preparations, while flat sites present serious problems for the drainage of waste and storm water</p> <p>Excreta containment measures, i.e. trench latrines, pit latrines and soakaway pits, are at least 30 metres away from any groundwater source: the bottom of any latrine or soak-away pit is at least 1.5 metres above the water table and in flood or high water table situations, appropriate measures are taken to tackle the problem of faecal contamination of groundwater sources</p> <p><b>(UNHCR Emergency Handbook, Sphere Handbook)</b></p>	<ol style="list-style-type: none"> <li>Is centre connected to public sewage system</li> <li>If not, are septic tanks big enough and regularly emptied</li> <li>No smell spread into the living premises.</li> </ol> <b>Green:</b> Either 1. or 2. plus 3 <b>Yellow:</b> Either no 2. or 3. (even in case of 1.) <b>Red:</b> None of the above
41	Is there a laundry room on the premises or is communal laundry outsourced?	<ul style="list-style-type: none"> <li>Develop a comprehensive site plan with a layout based on open community forms and community services, such as water points, latrines, showers, cloth washing facilities and garbage collection to promote ownership and maintenance of the services.</li> <li>The need to include appropriate washing/laundry facilities as a standard infrastructure component of a refugee camp is often overlooked. Washing cooking dishes and clothes is a basic need and, as such, should be appropriately covered by the camp infrastructure. If not, more wasteful, and perhaps less sanitary alternatives, will be developed by the refugees themselves. <b>(UNHCR Site Planning App - B.1. Principles of response; UNHCR Water Manual)</b></li> </ul>	<ul style="list-style-type: none"> <li>Outsourced (O) or On Site (S)</li> </ul>
42	Can residents access laundry services for personal use? (e.g. laundry nets, etc.)	<ul style="list-style-type: none"> <li>People have access to regular communal laundry.</li> </ul> <ul style="list-style-type: none"> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b></li> </ul> <b>16.</b> Ensure the applicants are able to do their laundry or have it done on a regular basis. 16.1. When the bed linen and towels are provided in kind and washed by the housing facility, they should be washed on a regular basis. 16.2. (a): Applicants should be able to do the laundry at least once a week; OR 16.2. (b): There is a service available so that the laundry can be done for the applicants	<p>Communal laundry area with washing machines:</p> <b>Green:</b> at least 70% of population can wash their clothes at least once a week  <b>Yellow:</b> 30% - 70% of population can wash their clothes at least once a week  <b>Red:</b> up to 30% of population can wash their clothes at least once a week

43	Is appropriate cleaning and disinfection undertaken at regular intervals?	<ul style="list-style-type: none"> <li>• In order to ensure a healthy environment, it is particularly important to ensure regular operational and preventive maintenance in public buildings. Neglecting to maintain a building from the outset can have serious health consequences for the refugees and economic consequences for the host government.</li> <li>• There should be a plan for the maintenance of communal latrines and they should be accessible by road for facilitation.</li> <li>• Regular maintenance of the installed systems and facilities is ensured and users are involved in this where possible.</li> </ul> <ul style="list-style-type: none"> <li>• For all sites, new or reorganized, <u>the goal should be one latrine per family</u>. Only if the latrine remains under the control and maintenance of a family group is safety and hygiene assured in the long run.</li> </ul> <p><b>(UNHCR Site Planning App - E. Public buildings and communal facilities (usage of existing infrastructure for shelter), UNHCR Site Planning App - D. Site layout and planning, Sphere Handbook)</b></p> <ul style="list-style-type: none"> <li>• <b>EASO Guidance on reception conditions - operational standards and indicators</b></li> </ul> <p><b>14.</b> Ensure that private and common areas are kept clean.</p> <p>14.1. The housing facility observes a cleaning schedule</p> <p>14.2. The cleanliness of private and common areas of the housing is checked on a regular basis.</p> <p>14.3. The cleanliness is checked when people move to another room or to a different housing facility.</p> <p>14.4. Where applicants are responsible for cleaning, they have access to necessary cleaning products and items as well as protection equipment such as gloves and masks.</p>	<p><b>Green:</b> Over 70% of the premises are regularly cleaned and maintained</p> <p><b>Yellow:</b> From 30% to 70% are regularly cleaned and maintained</p> <p><b>Red:</b> Up to 30% of the premises are clean</p>
44	Is garbage disposal/waste management organized? (adequate number of garbage bins/containers, regular disposal by the public utility)	<ul style="list-style-type: none"> <li>• All waste generated by populations living in settlements is removed from the immediate living environment on a daily basis, and from the settlement environment a minimum of twice a week.</li> <li>• 1 refuse container (100 litres) – 50 persons</li> <li>• 1 communal refuse pit (2m x 5m x 2m) – 500 persons (UNHCR Site Planning App, Sphere Handbook)</li> </ul>	<p><b>Green:</b> Number of refuse containers is corresponding the number of persons, as regulated by standard; Waste is removed on a daily basis.</p> <p><b>Yellow:</b> If the number of refuse containers is corresponding the number of persons, but waste is not removed regularly.</p> <p><b>Red:</b> Number of refuse containers is lower than regulated by standard</p>
<b>SAFETY &amp; SECURITY</b>			
45	Is fire safety ensured? (in accordance with national legislation - evac. routes, hydrant network, fire extinguishers, stickers, etc.)	<ul style="list-style-type: none"> <li>• 30m of a firebreak every 300m (for bigger camps with vast number of housing units). Minimum of 2m between structures, ideally 2 times the height of the structure (if materials highly flammable it should be 4 times the size of height).</li> </ul> <p><b>(UNHCR Emergency Handbook, Sphere Handbook)</b></p> <ul style="list-style-type: none"> <li>• Approach for Fire Department vehicles (including the length of the hose/syringe, facility is reachable).</li> <li>• Building exit minimum 1,25m width</li> <li>• Number of fire extinguishers: 2 for 100m2, 3 for 150m2, 4 for 150-300m2, 6 for 300-500m2, 8 for 500-1000m2, 10 for 1000-2000m2, 15 for 2000-4000m2, 25 for 4000-8000m2, 30 for 8000-10000m2 or water hydrant per building, accessible and operational.</li> <li>• Distance from fire extinguisher of the nearest accommodated person not more than 20m.</li> <li>• Is lightning rod available and grounded</li> </ul> <p><b>(The Law on Fire Protection ("Official Gazette of RS", No. 111/09))</b></p>	<p><b>Green:</b> All listed in standards</p> <p><b>Yellow:</b> If one or more is missing</p> <p><b>Red:</b> None of the listed in standards exists</p>
46	Are the centre's facilities as well as outside areas adequately lit?	<ul style="list-style-type: none"> <li>• To promote protection, ensure safety and permit use of facilities during the night following areas need to have well positioned, functioning and powered light every night.</li> <li>• Households, latrines, washing blocks, sanitation area, walking path, child friendly space, feeding centre, educational premises, reception/transit areas, admin areas, main junctions, entrance/exit locations.</li> </ul> <p><b>(UNHCR Emergency Handbook, Sphere Handbook)</b></p>	<p><b>Green:</b> All listed in standards</p> <p><b>Yellow:</b> If one or more is missing</p> <p><b>Red:</b> None of the listed in standards exists</p>
47	Does the centre pose any physical risk to its occupants?	<p>Stability of building structures</p> <ul style="list-style-type: none"> <li>• Risk from natural hazards (flooding, earthquake, landslides etc.)</li> <li>• Environmentally unsuitable areas (contaminated and polluted land, excessively steep, mined areas etc.)</li> <li>• Risk of building components failure, such as floors, internal dividing walls, roofs etc.</li> <li>• Presence of physical risk of any kind, such as: <ul style="list-style-type: none"> <li>- Broken glass windows</li> <li>- Leftovers of sharp objects</li> <li>- Uncovered holes</li> <li>- Unmaintained green areas</li> <li>- Rodents</li> </ul> </li> </ul> <p><b>(UNHCR Emergency Handbook, Sphere Handbook)</b></p>	<p><b>Green:</b> None of the listed in standards exists</p> <p><b>Yellow:</b> If one or more is existing</p> <p><b>Red:</b> All listed in standards exists</p>



48	Is the centre secured with a fence?	<ul style="list-style-type: none"> <li>• All sides of the facility fenced off without holes larger than 20cmx20cm.</li> <li>• Gate operational and can be locked if necessary.</li> </ul> <p><b>(UNHCR Emergency Handbook, Sphere Handbook)</b></p>	<p><b>Green:</b> All listed in standards</p> <p><b>Yellow:</b> If gate exists but not functional or if hole is larger than 20cmx20cm</p> <p><b>Red:</b> None of the listed in standards exists</p>
49	Is the centre secured with video surveillance?	<ul style="list-style-type: none"> <li>• Following areas covered: entry/exit points, walking paths, eating areas, child friendly space, reception areas.</li> </ul>	<p><b>Green:</b> All listed in standards</p> <p><b>Yellow:</b> If one or more is not covered by video surveillance</p> <p><b>Red:</b> None of the listed in standards exists</p>
50	Is security personnel present on site and acts to mitigate any security risk?	<ul style="list-style-type: none"> <li>• A 24/7 security personnel present, police forces, outsourced or Centre Management employees with clear/designated role in maintaining security, controlling entry/exit, operating video surveillance etc.</li> <li>• Daily police presence with roving patrols, specified times of presence etc. Is considered partially.</li> <li>• Are adequate Rules of Engagement in place and are they applied.</li> </ul>	<p><b>Green:</b> A 24/7 security personnel present, police forces, outsourced or Centre Management employees with clear/designated role in maintaining security, controlling entry/exit, operating video surveillance etc.</p> <p><b>Yellow:</b> Daily police presence with roving patrols, specified times of presence etc.</p> <p><b>Red:</b> None of the listed in standards exists</p>
<b>FOOD &amp; NFIs</b>			
51	Is there adequate/hygienic space, equipment, furniture for cooking or communal feeding? (kitchen and/or dining room)	<ul style="list-style-type: none"> <li>• Food is stored, prepared and consumed in a safe and appropriate manner <b>(SPHERE Handbook, 2011, p. 197)</b></li> <li>• Meaning of safe and appropriate: <ul style="list-style-type: none"> <li>- No cases of health hazards from food distributed <b>(SPHERE Handbook, 2011, p. 197)</b></li> <li>- All relevant staff must be trained on food handling and hazards from improper practices <b>(SPHERE Handbook, 2011, p. 197)</b></li> <li>- Where communal feeding is available, full household access to adequate and safe food preparation materials and equipment <b>(SPHERE Handbook, 2011, p. 197)</b></li> </ul> </li> </ul>	<ol style="list-style-type: none"> <li>1. No cases of health hazards from food distributed <b>(Sphere 2011, p. 197)</b></li> <li>2. All relevant staff must be trained on food handling and hazards from improper practices <b>(Sphere 2011, p. 197)</b></li> <li>3. Where communal feeding is available, full household access to adequate and safe food preparation materials and equipment <b>(Sphere 2011, p. 197)"</b></li> </ol> <p><b>Green:</b> There is such a place with at least two of the 3 markers</p> <p><b>Yellow:</b> There is such a place with at least one of the 3 markers</p> <p><b>Red:</b> There is such a place with none of the 3 markers or there is no such place</p>
52	Do all residents have access to 3 meals a day of sufficient nutritious value, quantity, quality and variety?	<ul style="list-style-type: none"> <li>• Frequency of food assistance to people <b>(Sphere 2018, Section 4.1 Food Assistance Standard)</b></li> <li>• All recipients receive food that is ‘fit for purpose’: for safety, food should not pose a risk to health; for quality, food should match quality specifications and be nutritious <b>(Sphere 2011, p. 187)</b></li> </ul> <p>Considering also:</p> <ul style="list-style-type: none"> <li>- % or # of targeted population that report food is of high quality <b>(Sphere 2018, Section 4.1 Food Assistance Standard)</b></li> <li>- % or # of complaints received from persons receiving assistance related to food quality [quantity, variety and nutrition] <b>(Sphere 2018, Section 4.1 Food Assistance Standard)</b></li> </ul> <p>* The required basic living conditions include: the right to food (three meals per day) <b>(Legislation Regarding Housing and Basic Living Conditions in Asylum Centres, Art 7)</b></p>	<p><b>Green:</b> 3 meals/day for all the population</p> <p><b>Yellow:</b> Not all population receives the same treatment / constant complaints about quantity and/or quality</p> <p><b>Red:</b> Not enough food of nutritional value for the entire population</p>
53	Is the food prepared at the facility or is it catered?	<ul style="list-style-type: none"> <li>• Just to collect data on if the food is prepared at the facility or it is catered</li> </ul> <p>* Food can either be prepared within the centre or outside of the centre, depending on the available facilities <b>(Legislation Regarding Housing and Basic Living Conditions in Asylum Centres, Art 7)</b></p>	<ul style="list-style-type: none"> <li>• Just to collect data on if the food is prepared at the facility or it is catered</li> </ul> <p><b>F or C</b></p>
54	Is there adequate storage space for food and non-food items/supplies on the premises?	<ul style="list-style-type: none"> <li>• Food is stored, prepared and consumed in a safe and appropriate manner <b>(SPHERE Handbook, 2011, p. 197)</b></li> <li>• Meaning of safe and appropriate: <ul style="list-style-type: none"> <li>* Factors to consider include security, capacity, ease of access, structural solidity (of roof, walls, doors and floor) and absence of any threat of flooding <b>(SPHERE Handbook, 2011, p. 190)</b></li> <li>* Storage areas should be dry and hygienic, adequately protected from weather conditions and uncontaminated by chemical or other residues. They should also be secured against pests such as insects and rodents <b>(SPHERE Handbook, 2011, p. 188)</b></li> </ul> </li> </ul>	<p>Markers</p> <ol style="list-style-type: none"> <li>1. Storage has no visible damage</li> <li>2. Storage is locked</li> <li>3. Storage is inside the centre</li> <li>4. Items stored in the storage have no visible damage</li> </ol> <p><b>Green:</b> all 4 markers</p> <p><b>Yellow:</b> 3 markers out of 4</p> <p><b>Red:</b> all other cases</p>

55	Is distribution of NFIs coordinated, safe and accessible for all?	<ul style="list-style-type: none"> <li>• NFI Distribution Point</li> <li>* Relevant local authorities should be consulted [on assessing the distribution point] on which distribution locations are most suitable for safe access and receipt of the non-food items, as well as for safe return of recipients (<b>SPHERE Handbook, 2011, pp. 270</b>)</li> <li>• Distribution Point should: (<b>CM Tool Kit, Chapter 13</b>) <ul style="list-style-type: none"> <li>- be near to vegetation or trees, which provide shade and act as windbreaks</li> <li>- have chairs or benches for those unable to stand in line</li> <li>- have an exit for trucks if goods are to be distributed immediately after delivery to the site</li> </ul> </li> <li>• The affected population has sufficient individual, general household and shelter support items to ensure their health, dignity, safety and well-being (<b>SPHERE Handbook, 2011, p. 269</b>)</li> </ul> <p>Meaning of sufficient:</p> <ul style="list-style-type: none"> <li>- The assessed non-food item needs of the entire population have been met (<b>SPHERE Handbook, 2011, p. 269</b>)</li> </ul> <ul style="list-style-type: none"> <li>• Distribution should (<b>CM Tool Kit, Chapter 13</b>): <ul style="list-style-type: none"> <li>- be accessible for all the camp population, including those who are less mobile</li> <li>- be secure enough to ensure that items are not able to be stolen or misappropriated</li> <li>- allow fast track queues, prioritising those who have been individually assessed as having specific needs or those with identifiable risks and in need of a faster procedure.</li> <li>- be supervised by trained staff.</li> </ul> </li> </ul> <p>- If there is coordination with all NFI actors and stakeholder to avoid duplication and unequal distribution (<b>Sphere 2018, Section 2 Shelter Household Items Standard</b>)</p>	<p>Distribution point</p> <ol style="list-style-type: none"> <li>1. Distribution is planned by the Centre Management</li> <li>2. Distribution point is accessible to everyone in a non-discriminatory manner</li> <li>3. Supervised by trained staff</li> </ol> <p><b>Green:</b> All 3 markers  <b>Yellow:</b> 2. is missing  <b>Red:</b> All other cases</p>
56	Are vulnerability criteria clearly defined and is provision of NFIs targeted according to those criteria? (specific kits for PSNs, etc.)	<ul style="list-style-type: none"> <li>• The humanitarian response [provision of NFIs] meets the assessed needs of the population in relation to context, the risks faced and the capacity of the affected people to cope and recover (<b>SPHERE Handbook, 2011, p. 65</b>)</li> <li>• Programme [provision of NFIs] design is based on an analysis of the specific needs and risks faced by different groups of people (<b>SPHERE Handbook, 2011, p. 65</b>)</li> <li>• Programme design addresses the gap between people's needs and their own, or the state's, capacity to meet them (<b>SPHERE Handbook, 2011, p. 65</b>)</li> <li>• Assistance is provided to those in need without discrimination. People's access to aid and their ability to use and benefit from assistance is increased through the provision of timely information and through design that corresponds with their particular needs and cultural and safety considerations (for example, separate queues for older people or women with children attending food distributions). It is enhanced by the participation of women, men, girls and boys of all ages in the design (<b>SPHERE Handbook, 2011, p. 65</b>)</li> <li>• Access is increased through the use of carefully designed targeting criteria and processes that are widely communicated, understood by the community and systematically monitored. Actions described in the technical chapters facilitate equal access through considered design, such as locating facilities in areas that are safe, etc. (<b>SPHERE Handbook, 2011, p. 66</b>)</li> <li>• Ensure that vulnerable individuals or households are not omitted from distribution lists and can access both the information and the distribution itself <b>SPHERE Handbook, 2011, p. 270</b>)</li> </ul> <p>Consider also:  % or # of persons complaining about NFI provision, especially those who have been identified as vulnerable by relevant organizations</p>	<ol style="list-style-type: none"> <li>1. Analysis/survey/assessment of the specific needs is done</li> <li>2. Provision of NFIs is done also taking into account those analysis/survey/assessment</li> <li>3. Provision of NFIs is done without discrimination (for example, separate queues for older people or women with children attending food distributions)</li> <li>4. Targeting criteria and the process of NFI provision are communicated with the beneficiaries</li> </ol> <p><b>Green:</b> All 4 markers  <b>Yellow:</b> 3 markers out of 4 (marker 3. needs to be there)  <b>Red:</b> Marker 3. is missing and all other cases</p>

HEALTH			
57	Is appropriate and timely medical treatment available and accessible for all?	<ul style="list-style-type: none"> <li>• Ensure translation is available when refugees do not speak the same language as the country of asylum. <b>(UNHCR Emergency Handbook, page 553)</b></li> <li>* (Applies also when interpreters are present in the vicinity of the centres and are available to assist with translation)</li> <li>• Health systems standard 3: Drugs and medical supplies. People have access to a consistent supply of essential medicines and consumables. <b>(SPHERE Handbook; UNHCR Emergency Handbook, page 551)</b>; Make sure that patients continue to receive medication. <b>(UNHCR Emergency Handbook, page 558)</b></li> <li>* (If certain medicaments are not available on hand, they should be available/delivered after prescription. According to Serbian National Legislation, essential medicines should be available on site)</li> <li>• Ambulance services should be available 24/7. <b>(UNHCR Emergency Handbook, page 434)</b></li> <li>• Services for infants and young children, including immunizations, clinical consultations, referral, and observations. <b>(UNHCR Emergency Handbook, page 55; Camp Management Toolkit, page 239)</b></li> <li>• Establish health screening (including screening for malnutrition where indicated), provide measles and polio vaccinations, and basic disease surveillance systems, from the first day. ; Measles and polio vaccination of all children between 6 months and 15 years of age, Vitamin A supplements, and deworming. <b>(UNHCR Emergency Handbook, 559; Camp Management Toolkit, page 239)</b></li> <li>* (Issue of vaccination is ongoing and being discussed by relevant authorities in Serbia)</li> <li>• 100% of patients who have been on treatment for HIV before an emergency should be traced and treatment restarted. <b>(UNHCR Emergency Handbook, page 544)</b></li> <li>• Universal access to condoms (0.5 condoms per person per month). <b>(UNHCR Emergency Handbook, page 544)</b></li> <li>* (This is not a standard in Serbian National Legislation)</li> <li>• Refugees with specific needs, who require assistance to access or use health services should be supported and prioritized. <b>(UNHCR Emergency Handbook, page 553)</b></li> <li>• Where antenatal care services are already available, 100% of HIV-positive pregnant women should receive antiretroviral therapy, for their own health and to eliminate mother-to-child transmission. <b>(UNHCR Emergency Handbook, page 544)</b></li> <li>• Health systems standard 2: Human resources. Health services are provided by trained and competent health workforces who have an adequate mix of knowledge and skills to meet the health needs of the population. <b>(SPHERE Handbook; UNHCR Emergency Handbook, page 557)</b></li> <li>• Essential health services – mental health standard 1: Mental health. <b>(SPHERE Handbook; UNHCR Emergency Handbook, page 557)</b>; Mental health and psychosocial support. <b>(UNHCR Handbook, page 572)</b></li> <li>• Peripheral facilities: Health posts should provide basic consultations, basic curative care (no injectable medications and a limited essential drug list), oral rehydration therapy (ORT), dressings for wounds, a locked pharmacy, simple sterilization facilities and data collection. <b>(Camp Management Toolkit, page 245)</b></li> <li>• Ensuring all pregnant women attend antenatal clinics at least four times during pregnancy for antenatal care; health education and early detection and management of complications of pregnancy; ensuring all women have access to clean, safe delivery attended by a skilled health worker; providing post-natal care to all new-born infants; promoting, protecting and supporting early, exclusive (up to six months), and sustained (up to two years) breastfeeding. <b>(Camp Management Toolkit, page 252)</b></li> </ul> <ul style="list-style-type: none"> <li>• <b>EASO Guidance on reception conditions - operational standards and indicators</b></li> <li><b>29. Ensure access to necessary health care, at least level of emergency care and essential treatment of illnesses and serious mental disorders.</b></li> <li><b>29.1. The applicant has access to all types of necessary health care services.</b></li> <li><b>29.2. Health care services are provided by qualified medical personnel.</b></li> <li><b>29.3. Health care is available inside the housing or outside at a reasonable distance.</b></li> <li><b>29.4. Necessary health care, including prescribed medication, is provided free of charge or economically compensated through the daily expenses allowance.</b></li> <li><b>29.5. Adequate arrangements are in place to ensure the applicant is able to communicate with the medical personnel.</b></li> <li><b>29.6. Arrangements are made to ensure access to first aid in emergencies.</b></li> <li><b>29.7. The applicant is provided with access to his/her medical records, without prejudice to national legislation.</b></li> <li><b>29.8. Specific arrangements are in place for applicants with special medical needs.</b></li> </ul>	<p><b>Green:</b> All of the population have access to primary medical services every day and treatment provided</p> <p><b>Yellow:</b> 70%-100% of access and treatment but not every day</p> <p><b>Red:</b> Less than 70% of access and treatment even if available every day</p>
58	Is there a health spot on the premises?	<ul style="list-style-type: none"> <li>• The central health facility should be located in a safe and accessible place, preferably on the periphery of the site in order to avoid overcrowding and allow for future expansion. The space required depends on the type and desired capacity of the medical services to be provided. <b>(MSF public health engineering in emergency situations)</b></li> <li>• The peripheral health facilities should be centrally located within the areas they are to serve so as to ensure easy access. The number required depends mainly on the size of the population (e.g. 1 health post per 3,000-5,000 refugees). <b>(MSF public health engineering in emergency situations)</b></li> </ul> <ul style="list-style-type: none"> <li>• <b>EASO Guidance on reception conditions - operational standards and indicators</b></li> <li><b>29. Ensure access to necessary health care, at least level of emergency care and essential treatment of illnesses and serious mental disorders.</b></li> <li><b>29.1. The applicant has access to all types of necessary health care services.</b></li> <li><b>29.3. Health care is available inside the housing or outside at a reasonable distance.</b></li> </ul>	<p><b>Green:</b> If a health spot exists and is accessible to residents (especially for PWSN) and emergency services.</p> <p><b>Yellow:</b> If health spot exists but is not accessible to emergency vehicles and/or PWSN</p> <p><b>Red:</b> If there is no health spot on the premises.</p> <p><b>* Where applicable, consider also when the centre is in vicinity of hospital/local health centre</b></p>
59	Are persons quarantined on site due to medical reasons?	<ul style="list-style-type: none"> <li>• Ensure that health centres and hospitals have appropriate infection prevention and control (IPC) mechanisms in place.</li> <li>• Isolation areas established with personal protective equipment (PPE) according to national or international specifications and reinforced standard precautions for specific disease. <b>(SPHERE health draft 1, health action communicable diseases page. 5)</b></li> <li>• <b>Serbian Law on Protection of Population against Infectious Diseases</b> regulates all necessary actions for prevention, protection, monitoring and suppression of infectious diseases.</li> </ul>	<p><b>This only applies for low and medium risk cases, while high risk cases are quarantined at the hospital.</b></p> <p><b>Green:</b> If place assigned for quarantine exists on the site permanently.</p> <p><b>Yellow:</b> If there is no permanent quarantine on the site, but the space is allocated when cases in need of quarantine arise.</p> <p><b>Red:</b> None of the above.</p>

60	Does the referral mechanism to primary, secondary and tertiary public healthcare exist and is it in function?	<ul style="list-style-type: none"> <li>Establish strong co-ordination to ensure the response covers all needs, and that referrals across services as well as individual follow-up are assured. <b>(UNHCR Emergency Handbook, 559)</b></li> <li>Ensure referral to a nearby health centre or establish temporary health post for consultations for acute illness and for consultations for people with chronic diseases for continued medication, including people on antiretroviral treatment. <b>(UNHCR Emergency Handbook, 559)</b></li> <li>SPHERE, Health systems standard 6: Leadership and coordination. People have access to health services that are coordinated across agencies and sectors to achieve maximum impact. <b>(UNHCR Emergency Handbook, 569)</b></li> <li>All health service providers use a common and agreed referral system to hospital to avoid creating parallel mechanisms. <b>(Camp Management Toolkit, 255)</b></li> </ul> <p><b>• EASO Guidance on reception conditions - operational standards and indicators</b>  <b>29.</b> Ensure access to necessary health care, at least level of emergency care and essential treatment of illnesses and serious mental disorders.  29.1. The applicant has access to all types of necessary health care services.  29.3. Health care is available inside the housing or outside at a reasonable distance.</p>	<p><b>Green:</b> All of the population are referred and have access to primary health care; All of the population in need are referred to secondary and tertiary healthcare.</p> <p><b>Yellow:</b> Access to primary healthcare is limited; less than 50% of population in need are referred to secondary and tertiary healthcare.</p> <p><b>Red:</b> There is no referral mechanism to public healthcare</p>
61	Are health costs covered or reimbursed?	<ul style="list-style-type: none"> <li><b>• SPHERE, Health systems standard 4:</b> Health financing. People have access to free primary healthcare services for the duration of the disaster. <b>(UNHCR Emergency Handbook, 559)</b></li> <li>Asylum seekers should receive free basic medical care, in case of need, both upon arrival and throughout the asylum procedure. <b>(UNHCR reception standards, 14)</b></li> <li>The provision of care to refugees shall include organized reception, temporary accommodation, aid in food, appropriate health care and material and other assistance. <b>(Serbian law on refugees, Article 2)</b></li> </ul> <p>Health services in Serbia for refugees and asylum seekers are provided free of charge and covered by the government.  Consider also:  % or # of persons complaining about medicine provision, especially those who have been identified as vulnerable by relevant organizations</p> <p><b>• EASO Guidance on reception conditions - operational standards and indicators</b>  <b>29.</b> Ensure access to necessary health care, at least level of emergency care and essential treatment of illnesses and serious mental disorders.  29.4. Necessary health care, including prescribed medication, is provided free of charge or economically compensated through the daily expenses allowance.</p>	<p><b>Green:</b> All primary health costs, including essential medicaments are covered or reimbursed by health post or relevant organisation</p> <p><b>Yellow:</b> If health costs are covered only for the most vulnerable cases, while other cases must cover costs by themselves</p> <p><b>Red:</b> If health costs are not covered or reimbursed</p>
<b>EDUCATION &amp; LEISURE</b>			
62	Is there a separate area for non-formal educational and occupational activities? (e.g. classroom)	<ul style="list-style-type: none"> <li>The learning environment is free from sources of harm to learners, teachers and other education personnel. A secure learning environment provides protection from threat, danger, injury or loss. A safe environment is free from physical or psychosocial harm.</li> <li>Learning sites and structures are safe and accessible for all learners, teachers and other education personnel</li> <li>Learning spaces are marked by visible protective boundaries and clear signs</li> </ul> <p>Class space and seating arrangements meet agreed ratios of space per learner and teacher in order to promote participatory methodologies and learner-centred approaches.</p> <ul style="list-style-type: none"> <li>Education facilities should be designed giving careful thought to who uses the learning space, and how. <b>(UNHCR Emergency Handbook; SPHERE Handbook)</b></li> </ul> <p><b>• EASO Guidance on reception conditions - operational standards and indicators</b>  <b>13.</b> Ensure that applicants have sufficient space for leisure and group activities  13.3. If the facility hosts children, a safe room/area exists for them to play and to engage in open air activities in the housing itself or within public space nearby.</p>	<p>There is a designated, clearly marked, enough space, safe (Hazards and physical threats have been removed)</p> <p><b>Green:</b> All 4 markers (safe, designated, clearly marked, spacious enough)</p> <p><b>Yellow:</b> 3 out 4 markers (safe is mandatory)</p> <p><b>Red:</b> 2 markers and below (or unsafe)</p>
63	Is there an area for recreational activities, including outdoor areas - sports fields, etc.?	<ul style="list-style-type: none"> <li>An area for recreational activities is available inside</li> <li>An area for recreational activities is available outside (ex sport field)</li> <li>Standard: Land planning purposes, the recommended minimum surface area is 45 sqm per person (including kitchen and vegetable gardening space). The actual minimum surface area per person should not be less than 45 sqm.</li> <li>- Of which roads and walkways: 20-25% of the entire site</li> <li>- Of which open space and public facilities: 15-20% of the entire site</li> <li>Actual land for shelter plots: 45-65% of the entire site</li> </ul> <p><b>(UNHCR Emergency Handbook; SPHERE Handbook)</b></p> <p><b>• EASO Guidance on reception conditions - operational standards and indicators</b>  <b>13. Ensure that applicants have sufficient space for leisure and group activities.</b>  13.1. An area which is suitable for leisure activities exists inside the housing or within public space nearby.  13.2. Where group activities are organised by the Member State, sufficient space is available.  13.3. If the facility hosts children, a safe room/area exists for them to play and to engage in open air activities in the housing itself</p>	<p><b>Green:</b> Over 15% of the site surface including public facilities and outdoor areas is used as an area for recreational activities  <b>Yellow:</b> From 5% - 15% of the site surface including public facilities and outdoor areas is used as an area for recreational activities  <b>Red:</b> Less than 5% of the site surface including public facilities and outdoor areas is used as an area for recreational activities</p> <p>If the recreational areas correspond to the marker #1, but are broken down or not fully functional than the colour would be one step down, i.e. if the football field covers more than 15% of the area but the grass is overgrown and there are no goalposts than the colour would be yellow</p>



64	Are there any arrangements for practicing faith/religion?	<ul style="list-style-type: none"><li>• Free(unhindered) access to church or mosque</li><li>• Specifically designed place allocated within the centre</li></ul>	<b>1.</b> Free(unhindered) access to church or mosque <b>2.</b> Specifically designed place allocated within the centre  <b>Green:</b> Both above or 2. if 1. not existing  <b>Yellow:</b> Only one if both 1. and 2. existing  <b>Red:</b> Nothing
65	How often are non-formal educational and recreational activities for children organized?	<ul style="list-style-type: none"><li>• Culturally, socially and linguistically relevant curricula are used to provide formal and non-formal education, appropriate to the particular context and needs of learners</li></ul>	<b>Green:</b> Daily or several times a week  <b>Yellow:</b> several times a month  <b>Red:</b> several times a year or not organised
66	How often are occupational and recreational activities for adults available?	<ul style="list-style-type: none"><li>• Culturally, socially and linguistically relevant curricula are used to provide formal and non-formal education, appropriate to the particular context and needs of learners</li></ul>	<b>Green:</b> Daily or several times a week  <b>Yellow:</b> several times a month  <b>Red:</b> several times a year or not organised
67	Are language classes available and how often?	<ul style="list-style-type: none"><li>• Culturally, socially and linguistically relevant curricula are used to provide formal and non-formal education, appropriate to the particular context and needs of learners</li></ul>	<b>Green:</b> Daily or several times a week  <b>Yellow:</b> several times a month  <b>Red:</b> several times a year or not organised
68	Do children have access to age appropriate formal education?	<b>Law on the Foundations of the Education System</b> <b>("Official Gazette of RS", No. 72/2009, 52/2011 and 55/2013)</b>  <b>The right to education</b> <b>Article 6</b> <ul style="list-style-type: none"><li>• Every person has the right to education.</li><li>• Foreign nationals and stateless persons have the right to education under the same conditions and in the manner prescribed for the citizens of the Republic of Serbia.</li></ul>	<b>Green:</b> More than 50% of the children of school age goes to school <b>Yellow:</b> Between 20-50% of the children of school age goes to school <b>Red:</b> Less than 20% of the children of school age goes to school <b>N/A</b> no child goes to school
69	Is school start allowance or in-kind assistance provided?	(*No mention in Asylum Law)	<b>YES/ NO/ N/A</b>
70	Incentives for participation in centre operation?	<ul style="list-style-type: none"><li>• Established system of incentives of some sort which are provided for active participation in centre operation as appropriate; it is open and clarified, amount/content is consistent/equal between work and the people, or N/A</li></ul>	<b>Green:</b> System of incentives is established, open to everybody and transparent  <b>Yellow:</b> Ad hoc arrangements exist  <b>Red:</b> None of the above
<b>COMMUNICATION</b>			
71	Are private rooms for counselling available?	<ul style="list-style-type: none"><li>• A separate room where the actors providing counselling (legal, psychosocial, etc.) are available at regular times to meet and speak with persons of concern, gather information on specific needs, answer questions, and provide counselling in a safe and confidential environment;</li><li>• Individual and counselling rooms with furnishings and controlled access;</li></ul> <b>(UNHCR Emergency Handbook)</b>	<b>Green:</b> Separate space with 1) privacy (pref. key) and 2) regular access to the space  <b>Yellow:</b> If one of the above is missing  <b>Red:</b> If all of the above is missing
72	Is legal counselling available and accessible for all? (asylum procedure, SGBV cases, AVR, etc.)	<ul style="list-style-type: none"><li>• Timely access to relevant and clear information, documentation and assistance to access the appropriate remedies (e.g. registration, information on asylum, voluntary return to country of origin, legal counselling, etc.)</li><li>• Information on legal counselling provided in relevant languages and manner people can understand, i.e. displayed in multiple formats and languages (Arabic, Farsi, Pashto, Urdu) to ensure accessibility (e.g. pictograms, pictures);</li><li>• Access to internet;</li><li>• Regular access to the centres and physical presence of legal advisers/counsellors, persons representing the UNHCR, Red Cross, intergovernmental and relevant non-governmental organizations. <b>(EU Reception Directive)</b></li></ul>	<b>Green:</b> All 4 markers from the standard  <b>Yellow:</b> 3 out 4 markers (the first and last need to be included)  <b>Red:</b> 2 markers and below
73	Is psychosocial counselling available and accessible for all?	<ul style="list-style-type: none"><li>• Availability of actors providing psychosocial support (PSS) – physical presence, availability on call, referral to relevant services;</li><li>• Regular/daily or intermittent (2-3 times a week) presence of actors providing PSS in the respective centre;</li><li>• Presence of interpreter/ cultural mediator;</li><li>• Clearly displayed information on access to PSS in the respective centre;</li></ul>	<b>Green:</b> All 4 markers from the standard  <b>Yellow:</b> 3 out 4 markers (1st and 2nd need to be included)  <b>Red:</b> 2 markers and below
74	Is the sufficient number of interpreters available on site?	1) At least one interpreter/ cultural mediator available for the 4 most frequent languages (Arabic, Farsi, Pashto, and Urdu, according to the needs of the centre); 2) Interpreting is free-of-charge; 3) Is the number of interpreters/ cultural mediators sufficient to meet the needs of the population accommodated in the respective centre? 4) The presence of interpreters/ cultural mediators is permanent/ on a daily basis/ or not available at all; 5) Access to interpreters/ cultural mediators on call; 6) Cross-fertilization between the agencies/ actors/ centres; Page 9 of 17	<b>Green:</b> First 3 markers in the standard and 4 or 5 or 6  <b>Yellow:</b> One of the first 3 markers is missing  <b>Red:</b> Everything else

75	Is information about the services available to residents in a language and format they understand?	<ul style="list-style-type: none"> <li>• Information about available services translated into relevant languages (Arabic, Farsi, Pashto, Urdu, Kurdish, English etc.) according to the population, transparent and available for all;</li> <li>• Information clearly displayed in formats easy to understand and accessible to all those concerned (including elderly and persons with disabilities), using a variety of adapted ways (leaflets, posters, pictures, pictograms, stencils, etc.); <b>(UNHCR Emergency Handbook)</b></li> <li>• Notices put in places where people are likely to meet (e.g. noticeboards, where assistance is distributed, dining rooms, at the entrance of the centre, in the corridors, etc.) <b>(SPHERE Handbook)</b></li> </ul> <p>• <b>EASO Guidance on reception conditions - operational standards and indicators</b></p> <p><b>30.</b> Ensure the applicant receives and understands phase-relevant information on benefits and obligations relating to reception conditions.</p> <p>30.1. Written information is provided in a language that the applicant understands or is reasonably supposed to understand.</p> <p>30.2. Where necessary and appropriate the information is provided also orally in a language the applicant understands.</p> <p>30.3. Information covers all aspects of reception conditions, including the benefits and obligations under the RCD.</p> <p>30.4. Information is provided in a timely manner (maximum 15 days) after lodging an application for international protection application.</p> <p>30.5. Information is provided according to the special needs and individual circumstances of applicants.</p>	<p>Translated and Displayed</p> <p><b>Green:</b> Both</p> <p><b>Yellow:</b> One of the above</p> <p><b>Red:</b> All other cases</p>
76	Are "House Rules" clearly displayed at the site in all relevant languages?	<ul style="list-style-type: none"> <li>• “House rules” include rules of conduct of refugees and migrants housed in the Centre <b>in accordance with the Law on Asylum</b>, as well as other issues of importance to the smooth functioning of the Centre;</li> <li>• At the entrance of the Centre shall be set a bulletin board in a visible place. <b>(Pursuant to Article 21 Paragraph 3 of the Law on Asylum ("Official Gazette of RS", No. 109/07));</b></li> <li>• “House rules” clearly displayed in the 4 most frequent languages (Arabic, Farsi, Pashto, and Urdu), transparent and available for all those concerned.</li> <li>• The house rules should be clearly communicated to the applicant, indicating the reception conditions, information on rights and obligations, information on available services, operational standards and indicators of additional psychosocial support. <b>(EU Reception Directive)</b></li> </ul>	<p>Displayed at the designated place, translated</p> <p><b>Green:</b> Both</p> <p><b>Yellow:</b> Limited translation</p> <p><b>Red:</b> Other</p>
77	Is there an appropriate and accessible complaints mechanism in place? (abuse by staff/others, equipment/infrastructure malfunction, etc.)	<p>Indicators:</p> <ol style="list-style-type: none"> <li>1. Community is aware of complaints mechanism established for their use;</li> <li>2. Complaints mechanism is accessible, effective, confidential and safe; <b>(SPHERE)</b></li> <li>3. Box for filing complaints is available at the clearly displayed place;</li> </ol> <p>OR</p> <p>Centre Management e-mail addresses are clearly displayed and accessible for all;</p> <ol style="list-style-type: none"> <li>4. Both Centre Management and protection hotline are available.</li> </ol> <p><b>(SPHERE Handbook)</b></p>	<p><b>Green:</b> Four or three markers listed in the standard</p> <p><b>Yellow:</b> If two markers are missing</p> <p><b>Red:</b> Three or four markers are missing</p>
78	Has the community structure been established at the centre? (community leader, focus groups, etc.)	<ul style="list-style-type: none"> <li>• The community representative(s) elected by the community;</li> <li>• The identified community representative(s) is/are legitimate and qualified.</li> <li>• Gender and nationality sensitive selection (e.g. both male and female community representatives, older men and women, nationality diversity, religion diversity, etc.)</li> </ul>	<p><b>Green:</b> Community representatives are elected by the community, both gender, different nationalities</p> <p><b>Yellow:</b> Informal community representatives, because of the language capacity for example, with both gender and different nationalities</p> <p><b>Red:</b> None</p>

PERSONS WITH SPECIFIC NEEDS			
79	Are SGBV survivors provided special attention and psychosocial care?	<ul style="list-style-type: none"> <li>• <b>UNHCR Guidelines on the Protection of Refugee Women and the UNHCR Guidelines on Sexual Violence; Minimum Standards for Prevention and Response to GBV in Emergencies; Revised Inter-agency Standing Committee (IASC) Gender-Based Violence (GBV) Guidelines for Humanitarian Settings; The Minimum Initial Service Package (MISP) UNFPA and partners.</b></li> <li>• Victims of torture and violence</li> <li>1. Member States shall ensure that persons who have been subjected to torture, rape or other serious acts of violence receive the necessary treatment for the damage caused by such acts, in particular access to appropriate medical and psychological treatment or care.</li> <li>2. Those working with victims of torture, rape or other serious acts of violence shall have had and shall continue to receive appropriate training concerning their needs, and shall be bound by the confidentiality rules provided for in national law, in relation to any information they obtain in the course of their work</li> <li>• <b>Criminal Law, Misdemeanour Law, Family Law; Social Welfare Law; General Protocol for Action and Cooperation of Institutions, Bodies and Organisations in the Situations of Violence against Women within the Family and in Intimate Partner Relationship and Special Protocols; UNFPA GBV SOP s are to be adopted; The new Law on the Prevention of Domestic Violence will come into effect on 1st June 2017.</b></li> <li>• Take immediate steps to analyse the particular protection risks being faced by women, men, girls and boys</li> <li>• Identify ways to prevent and respond to sexual and gender based violence (SGBV).</li> <li>• Set up a mechanism for identifying, with the community, groups and individuals who are at heightened risk of SGBV</li> </ul>	<ul style="list-style-type: none"> <li>• SGBV survivors have access to 4 key sectors: 1. medical care 2. Psycho-social care 3. Legal assistance &amp; justice 4. Police &amp; security;</li> <li>*The guiding principles in working with SGBV are applied: 1. safety 2. Confidentiality 3. Respect 4. Non-discrimination; *If needed, SGBV surv. are referred to specialized national/local resources (safe house, maternal home, mental health help, forensic exams and other types of specialized support);</li> <li>*Women's NGO is present in the camp;</li> <li>*Raise awareness activities and workshops for women/men/girls/boys take place in the camp.</li> </ul> <p><b>Green:</b> SGBV survivors have access to 4 key sectors: 1. medical care 2. Psycho-social care 3. Legal assistance &amp; justice 4. Police &amp; security</p> <p><b>Yellow:</b> Legal assistance is missing</p> <p><b>Read:</b> All other cases</p>
80	Are sub-groups (LGBT persons, disabled persons, elderly, pregnant women, etc.) provided care and facilities according to their needs?	<ul style="list-style-type: none"> <li>• <b>UNHCR Reception Standards for Asylum Seekers in the EU;</b> "Single women with special security needs should be provided with separate and safe accommodation". <b>UNHCR Reception Standards for Asylum Seekers in the EU:</b> "Psychological care and counselling should be available free of charge to asylum seekers referred by the medical personnel". Ibid: "Single women with special security needs should be provided with separate and safe accommodation. When asylum seekers are accommodated in so-called “international zones” at ports and airports, the physical safety and the privacy of women should be ensured".</li> <li>• <b>Social Welfare Law; Decision on Network of Social Welfare Institutions.</b></li> </ul>	<ul style="list-style-type: none"> <li>• All refugees benefit equally and fairly from commodity distribution according to their needs.</li> <li>• All of the assistance provided in the camp are relevant for all group of people</li> <li>• Pregnant women and people with special need are provided with special accommodation as required</li> <li>*Short/long term placement into residential social/medical institutions (elderly homes, maternal home, home for physically disabled people, institutions for rehabilitation etc.)</li> </ul> <p><b>Green:</b> All groups treated according to their needs</p> <p><b>Red:</b> All other cases</p>
81	Are SOPs on identification and referral and assistance for SGBV survivors in place and functioning?	<ul style="list-style-type: none"> <li>• Referrals are in line with the standard operating procedures are in place and functioning including for time during emergencies</li> <li>• Centre Management and other officials existing at the each centre level are trained on SGBV, people with special needs and on how to handle the cases and provide assistance to the survivors</li> <li>• Arrangements for Referral and assistance for the SGBV survivors exist in each centre municipal level</li> <li>• The SOP are being read by the Centre Management and are familiar with the methodology of its implementation</li> <li>• Focal/entry point(s) for reporting is established in the camp;</li> </ul> <p>*Referral pathway is established in the way that responsibilities in prevention and response are clearly divided between different actors</p> <p>*The actors (SGBV response team) are able to provide swift, coordinated and integrated response;</p> <p>*Case management is in place (CM provides information, referral, accompany the survivor, if needed, to different services and provides support throughout the whole process of protection and recovery).</p> <ul style="list-style-type: none"> <li>• <b>UNHCR Guidelines on the Protection of Refugee Women and the UNHCR Guidelines on Sexual Violence; the IASC 2008 SOP; UNHCR 2006 SOP; Inter-agency Standing Committee (IASC) Guidelines for Gender-based Violence Interventions in Humanitarian Settings: Focusing on Prevention of and Response to Sexual Violence in Emergencies. 2005.</b></li> <li>• <b>General Protocol for Action and Cooperation of Institutions, Bodies and Organisations in the Situations of Violence against Women within the Family and in Intimate Partner Relationship and Special Protocols ; UNFPA GBV SOP s are to be adopted; The new Law on the Prevention of Domestic Violence will come into effect on 1st June 2017.</b></li> </ul>	<p><b>Green:</b> More than 80% of responsible staff at the centre level should be familiar and/or trained</p> <p><b>Yellow:</b> More than 50% of responsible staff at the centre level should be familiar and/or trained</p> <p><b>Red:</b> Less than 50% of responsible staff at the centre level should be familiar and/or trained</p> <p>Take into account all the other indicators mentioned in the standards</p>

82	Is there a system for identification, referral and assistance of persons and children with specific needs in place?	<ul style="list-style-type: none"> <li>Establish a referral network and mechanisms for life-saving and obstetric referrals, based on country specific standard operating procedures</li> <li>Apply and Age-Gender-Diversity perspective and use community-based approaches</li> <li>Child Protection SOPs available at the country level</li> </ul> <ul style="list-style-type: none"> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b></li> </ul> <p><b>34.</b> Ensure a mechanism is in place to identify and assess special reception needs.</p> <p>34.1. A standardised mechanism to identify and assess special reception needs of any applicant is in place.</p> <p>34.2. The mechanism clearly prescribes who is responsible for identification and assessment of special reception needs.</p> <p>34.3. The mechanism clearly prescribes how identification and assessment are recorded and communicated to the applicant and to relevant actors.</p> <p><b>35.</b> Ensure the mechanism for identification and assessment of special reception needs is effectively applied.</p>	<p><b>Green:</b> More than 80% of responsible staff at the centre level should know how to identify and refer PWSN</p> <p><b>Yellow:</b> More than 50% of responsible staff at the centre level should know how to identify and refer PWSN</p> <p><b>Red:</b> Less than 50% of responsible staff at the centre level should know how to identify and refer PWSN</p>
<b>FAMILY UNITY</b>			
83	Are families, single women and children accommodated according to their needs?	<ul style="list-style-type: none"> <li><b>UNHCR Reception Standards for Asylum Seekers in the EU:</b> "Even for a short stay, family unity and privacy are essential. Single men and women should be accommodated separately, and families should have the possibility to stay together in the same premises". Ibid: The authorities should take appropriate measures, including tracing activities, within the country of asylum to maintain the unity of the family, and process asylum requests expeditiously in order to ensure that separated families are reunited as quickly as possible once they are recognised as refugees</li> <li><b>Assessment of the special reception needs of vulnerable persons</b> -In order to effectively implement Article 21, Member States shall assess whether the applicant is an applicant with special reception needs. Member States shall also indicate the nature of such needs. That assessment shall be initiated within a reasonable period of time after an application for international protection is made and may be integrated into existing national procedures. Member States shall ensure that those special reception needs are also addressed, in accordance with the provisions of this Directive, if they become apparent at a later stage in the asylum procedure.</li> <li><b>Regulation on the network of social welfare institutions; Social Welfare Law.</b></li> </ul>	<p><b>1)</b> Enough space for the family members</p> <p><b>2)</b> Appropriate privacy for the family members</p> <p><b>3)</b> Access to Toilet, water and shower at near distance from their living space</p> <p><b>4)</b> The accommodation to be warm and fresh depending on the season</p> <p><b>Green:</b> All 4 in the standard</p> <p><b>Yellow:</b> 3 out 4</p> <p><b>Red:</b> 2 and below</p>
84	Is family unity maintained?	<ul style="list-style-type: none"> <li>Member States shall ensure that minor children of applicants or applicants who are minors are lodged with their parents, their unmarried minor siblings or with the adult responsible for them whether by law or by the practice of the Member State concerned, provided it is in the best interests of the minors concerned.</li> <li><b>Social Welfare Law</b> - services for maintaining family relations and family reunion</li> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b></li> </ul> <p><b>2.</b> Ensure that the principle of family unity is respected.</p> <p>2.1. Family members (in accordance with the definition of Article 2 RCD) are accommodated together with their agreement.</p> <p>2.2. Families with children are accommodated together, provided that this is in line with the best interests of the child.</p> <p>2.3. Where possible and appropriate, family unity should be respected with regard to members of the broader family.</p> <p>2.4. A maximum of one family is allocated per bedroom.</p>	<ul style="list-style-type: none"> <li>There is no separation of family members based on the gender</li> <li>The children should not be away from their family members</li> <li>The accommodation need to be adjusted based on the family need and need to be ensured that the family is together in every condition</li> <li>The family have the accessibility to have their food together as one family</li> </ul> <p><b>Green:</b> All 4 in the standard</p> <p><b>Yellow:</b> 3 out 4</p> <p><b>Red:</b> 2 and below</p>
85	Is the referral mechanism to Serbian Red Cross for family reunification functioning?	<ul style="list-style-type: none"> <li>Existing hotline and agencies at the location are map and identified for supporting family re-unification</li> <li>Information of the hotline and agencies are displayed in the centre, in the local language understood and spoken by Refugees</li> <li>Making particular attention to cross border re-unification opportunities</li> <li>Identification of a diverse group in the community that are able and willing to organize community support for those who are in immediate support of care, especially for unaccompanied children</li> </ul> <ul style="list-style-type: none"> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b></li> </ul> <p><b>32.</b> Ensure adequate access of legal advisers or counsellors, persons representing the UNHCR, Red Cross, intergovernmental and relevant non-governmental organisations recognised by the Member State concerned in order to assist the applicants.</p> <p>32.1. The access of the actors above is only limited on grounds relating to the security of the premises and of the applicants, provided that it is not thereby severely restricted or rendered impossible.</p> <p>32.2. The actors listed above are able to meet and speak with the applicants in conditions ensuring adequate privacy.</p>	<p><b>1)</b> Existing hotline and agencies at the location are map and identified for supporting family re-unification</p> <p><b>2)</b> Information of the hotline and agencies are displayed in the centre, in the local language understood and spoken by Refugees</p> <p><b>3)</b> Making particular attention to cross border re-unification opportunities</p> <p><b>4)</b> Identification of a diverse group in the community that are able and willing to organize community support for those who are in immediate support of care, especially for unaccompanied children</p> <p><b>Green:</b> All 4 in the standard</p> <p><b>Yellow:</b> 3 out 4</p> <p><b>Red:</b> 2 and below</p>



CHILD PROTECTION			
86	Is there a designated Child-Friendly Space on the premises?	<ul style="list-style-type: none"> <li>CFS should be free of hazards, secure, accessible to the population, safe for children to access and spacious enough.</li> </ul> <p>Guidelines for Child Friendly Spaces in Emergencies – Unicef Child Friendly Spaces in Emergencies: A Handbook for Save the Children Staff <a href="https://www.unicef.org/protection/Child_Friendly_Spaces_Guidelines_for_Field_Testing.pdf">https://www.unicef.org/protection/Child_Friendly_Spaces_Guidelines_for_Field_Testing.pdf</a></p> <ul style="list-style-type: none"> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b></li> </ul> <p><b>13.</b> Ensure that applicants have sufficient space for leisure and group activities 13.3. If the facility hosts children, a safe room/area exists for them to play and to engage in open air activities in the housing itself or within public space nearby.</p>	<p><b>Green:</b> safe for children to access, secure (including spacious), accessible to the population</p> <p><b>Yellow:</b> safe (mandatory) and one other</p> <p><b>Red:</b> If the place is not safe or two indicators are missing, or it doesn't exist</p> <p><i><b>*provide photos on a shared drive, referenced in the markers</b></i></p>
87	Is there an outdoor playground on site?	<ul style="list-style-type: none"> <li>Playground is an area used for outdoor play or recreation, especially by children, and often containing recreational equipment such as slides and swings.</li> </ul> <ul style="list-style-type: none"> <li><b>EASO Guidance on reception conditions - operational standards and indicators</b></li> </ul> <p><b>13.</b> Ensure that applicants have sufficient space for leisure and group activities 13.3. If the facility hosts children, a safe room/area exists for them to play and to engage in open air activities in the housing itself or within public space nearby.</p>	<p><b>Green:</b> safe for children to access, secure (including spacious), accessible to the population</p> <p><b>Yellow:</b> safe (mandatory) and one other</p> <p><b>Red:</b> If the place is not safe or two indicators are missing, or it doesn't exist</p>
88	Are designated mother and baby areas available?	/	<p><b>Green:</b> safe, secure (including spacious), accessible to the population</p> <p><b>Yellow:</b> safe (mandatory) and one other</p> <p><b>Red:</b> If the place is not safe or two indicators are missing, or it doesn't exist</p>
89	Is staff with child protection skills and training present to facilitate activities and referrals?	<ul style="list-style-type: none"> <li><b>UNHCR Guidelines on Policies and Procedures in dealing with Unaccompanied Children Seeking Asylum 1997:</b> "It is desirable that all interviews with unaccompanied children (including the interview for the determination of refugee status) should be carried out by professionally qualified and specially trained persons with appropriate knowledge of the psychological, emotional and physical development and behaviour of children"</li> <li>Those working with unaccompanied minors shall have had and shall continue to receive appropriate training concerning their needs, and shall be bound by the confidentiality rules provided for in national law, in relation to any information they obtain in the course of their work.</li> <li><b>Regulations on Professional Positions in Social Welfare:</b> licensed soc. workers, psychologists, andragogists, pedagogists, spec. educ. teachers. <b>SOP: Protection of Refugee and Migrant Children:</b> If the organization seeks approval to carry out tasks in child support and identification, the outreach worker engaged by the organization should meet the following criteria: <ul style="list-style-type: none"> <li>university degree in humanities or enrolment in the final year of university studies in humanities</li> <li>training in working with children, in particular with traumatized children in migration</li> <li>training in child needs and risk assessment</li> <li>at least two years' experience working with children</li> <li>Knowledge of English (desirable).</li> </ul> </li> </ul>	<p>Is there qualified and specially trained staff doing case work or not?</p> <p>Such as:</p> <p><b>Green:</b> UNICEF-funded Child Protection Field Staff and/or CSW Outreach Workers are available, child protection NGOs</p> <p><b>Yellow:</b> More than 20 children per staff member</p> <p><b>Red:</b> Other</p>
90	Are BIAs conducted for every identified child at risk?	<ul style="list-style-type: none"> <li><b>UNHCR Guidelines on Determining the Best Interests of the Child; Field Handbook for the Implementation of UNHCR BID Guidelines:</b> BIA is conducted as soon as the child is identified to be at risk; <b>Minimum Standards for Child PRT in Humanitarian Action.</b></li> <li>In assessing the best interests of the child, Member States shall in particular take due account of the following factors: <ul style="list-style-type: none"> <li>(a) family reunification possibilities;</li> <li>(b) the minor's well-being and social development, taking into particular consideration the minor's background;</li> <li>(c) safety and security considerations, in particular where there is a risk of the minor being a victim of human trafficking;</li> <li>(d) the views of the minor in accordance with his or her age and maturity.</li> </ul> </li> <li><b>Social Welfare Law:</b> Assessment and planning services: functional assessments of clients including condition, needs, strengths and risks of a user and other relevant persons, development of individual service plan and other assessments and plans</li> </ul>	<p>Is there a regular and systematic individualized assessment of all children at risk ( not only those referred to the SWC- This implies a systematic BIA process</p> <p><b>Green:</b> Regular and systematic assessment</p> <p><b>Yellow:</b> Ad hoc and upon referral assessment</p> <p><b>Red:</b> None of the above</p>

91	Are UASCs provided separate accommodation with proper supervision?	<ul style="list-style-type: none"> <li>• <b>UNHCR Reception Standards for Asylum Seekers in the EU:</b> "Unaccompanied and separated children should be placed in appropriate care-giving relationships, such as foster care or special reception centres, at the earliest stage of the procedure. Such care arrangements should be designed to addressing their special protection and assistance needs".</li> <li>• <b>Art. 24</b> Unaccompanied minors who make an application for international protection shall, from the moment they are admitted to the territory until the moment when they are obliged to leave the Member State in which the application for international protection was made or is being examined, be placed: (a) with adult relatives; (b) with a foster family; (c) in accommodation centres with special provisions for minors; (d) in other accommodation suitable for minors. Member States may place unaccompanied minors aged 16 or over in accommodation centres for adult applicants, if it is in their best interests, as prescribed in Article 23(2).</li> <li>• <b>Law on Asylum:</b> The right of refugees to accommodation Article 44 To persons whose right to refuge or subsidiary protection has been recognised, accommodation shall be provided commensurately with the capacities of the Republic of Serbia, but not for longer than one year from the final decision on status recognition. 17 For the purposes of paragraph 1 of this Article, accommodation shall imply the provision of a certain habitable space for use, or of financial assistance necessary for housing.</li> </ul>	<p>UASC are provided with 24/7 supervision by qualified/appropriate staff</p> <p><b>Green:</b> If there is a 24/7 supervised separate accommodation</p> <p><b>Yellow:</b> Without supervision</p> <p><b>Red:</b> Neither supervision nor separate accommodation available</p>
92	Are girls and boys accommodated separately with an exception for siblings?	<ul style="list-style-type: none"> <li>• <b>UNHCR Reception Standards for Asylum Seekers in the EU:</b> "Psychological care and counselling should be available free of charge to asylum seekers referred by the medical personnel". Ibid: "Single women with special security needs should be provided with separate and safe accommodation. When asylum seekers are accommodated in so-called "international zones" at ports and airports, the physical safety and the privacy of women should be ensured".</li> <li>• Member States shall take into consideration gender and age-specific concerns and the situation of vulnerable persons in relation to applicants within the premises and accommodation centres referred to in paragraph 1(a) and (b).</li> </ul>	<p>Separate accommodation for boys and girls is available in case of need, if there are no unaccompanied girls, question should be answered with N/A</p> <p>If applicable:  <b>Green:</b> Girls and boys accommodated separately with an exception for siblings</p> <p><b>Red:</b> Girls and boys are not separately accommodated</p>
93	Can children at particular risk be accommodated in foster families?	<ul style="list-style-type: none"> <li>• <b>Field Handbook for the Implementation of UNHCR BID Guidelines:</b> "As a general rule, fostering should follow national legislation and policies. If and when it is both possible and in the best interests of the child, child protection staff should seek to involve local authorities (from the social welfare department, for instance) in arranged foster care. The foster arrangement should also be culturally appropriate for the refugee or IDP community. Fostering of refugee children by families of the host communities should be discouraged."</li> <li>• <b>Art. 24</b> Unaccompanied minors who make an application for international protection shall, from the moment they are admitted to the territory until the moment when they are obliged to leave the Member State in which the application for international protection was made or is being examined, be placed: (a) with adult relatives; (b) with a foster family; (c) in accommodation centres with special provisions for minors; (d) in other accommodation suitable for minors. Member States may place unaccompanied minors aged 16 or over in accommodation centres for adult applicants, if it is in their best interests, as prescribed in Article 23(2).</li> <li>• <b>Social Welfare Law; Minimum standards for the child in foster family</b></li> </ul>	<p>Foster families are available in the area and are they being utilized for accommodation of UASC or UASC are being referred to foster care in other municipalities both is green</p> <p>Answer: <b>YES</b> or <b>NO</b> and  <b>Consult Local CSW for the answer</b></p>

94	Is a legal guardian able to fulfil his/her role, appointed for every UASC	<p>• <b>UNHCR Guidelines on Policies and Procedures in dealing with Unaccompanied Children Seeking Asylum 1997:</b> "A guardian or adviser should be appointed as soon as the unaccompanied child is identified". <b>Committee on the Rights of the Child GENERAL COMMENT NO. 6 (2005) Treatment of unaccompanied and separated children outside their country of origin:</b> "States should appoint a guardian or adviser as soon as the unaccompanied or separated child is identified and maintain such guardianship arrangements until the child has either reached the age of majority or has permanently left the territory and/or jurisdiction of the State in compliance with the Convention and other international obligations."</p> <p>• <b>Art. 24:</b> Member States shall as soon as possible take measures to ensure that a representative represents and assists the unaccompanied minor to enable him or her to benefit from the rights and comply with the obligations provided for in this Directive. The unaccompanied minor shall be informed immediately of the appointment of the representative. The representative shall perform his or her duties in accordance with the principle of the best interests of the child, as prescribed in Article 23(2), and shall have the necessary expertise to that end. In order to ensure the minor's well-being and social development referred to in Article 23(2)(b), the person acting as representative shall be changed only when necessary. Organisations or individuals whose interests conflict or could potentially conflict with those of the unaccompanied minor shall not be eligible to become representatives.</p> <p>• <b>SOP: Protection of Refugee and Migrant Children; Family Law; Law on Social Protection; Rulebook on the Organization of Centres for Social Work; General and Special Protocols for the Protection of Children against Abuse and Neglect; the Law on Administrative Proceedings.</b> SOP: The decision on temporary guardianship is made by the CSW that has territorial jurisdiction. On behalf of the CSW, the decision on temporary guardianship may be made by the CSW professional performing an urgent intervention on the spot. Decision-making on temporary guardianship in the field as part of an urgent intervention is preceded by the professional's conclusion that this measure is necessary in order to protect the child's interests and rights urgently. <b>Law on Asylum:</b> The principle of representation of unaccompanied minors and persons without legal capacity Article 16. A guardian shall be appointed by the guardianship authority before the submission of an asylum application, in conformity with the law, for an unaccompanied minor or a person without legal capacity who does not have a legal representative. The guardian shall be present in the course of an interview with an unaccompanied minor or a person without legal capacity referred to in paragraph 1 of this Article.</p>	<p>Is legal guardian appointed for every UASC?</p> <p><b>Green:</b> Legal guardian is appointed for 100% of UASC</p> <p><b>Yellow:</b> Legal guardian is appointed for up to 80% of UASC</p> <p><b>Red:</b> Legal guardian is appointed for below than 80% UASC</p>
95	Do residents have appropriate access to the services of Centre for Social Welfare?	<p>• <b>Law on Social Welfare:</b> Assessment and planning services; Daily services in the community; Services supporting independent living; Counselling-therapy and socio-educational services; Placement services. <b>Law on Asylum:</b> An asylum seeker and a person who has been granted asylum shall have the right to free primary and secondary education and the right to welfare benefits, in accordance with a special regulation. The regulations pertaining to welfare benefits for asylum seekers and persons who have been granted asylum shall be passed by the Minister in charge of welfare.</p>	<p>CSW staff available upon request; Are there externally funded field social workers present in the centre on daily basis? (Explanation: CSW staff is present in the centre regularly (externally funded) or they are available upon request both is green)</p> <p><b>Green:</b> If CSW staff is available upon request and/or externally funded field social workers are present in the centre on a daily basis.</p> <p><b>Yellow:</b> Only irregularly</p> <p><b>Red:</b> If none of the above is available</p>
96	Are SOPs on identification, referral and assistance of UASCs and other children at risk in place and functioning?	<p>• <b>The UN Convention on the Rights of the Child ; UNHCR Guidelines on Determining the Best Interests of the Child</b></p> <p><b>Field Handbook for the Implementation of UNHCR BID Guidelines; UNHCR Guidelines on Policies and Procedures in dealing with Unaccompanied Children Seeking Asylum; CPWG Minimum Standards for Child Protection in Humanitarian Action; The UN Committee on the Rights of the Child General Comments #6, 12, 14;</b></p> <p>• When dealing with UASC asylum auth. should be guided by the <b>1997 UNHCR Guidelines on Policies and Procedures in dealing with Unaccompanied Children Seeking Asylum</b></p> <p>• <b>Standard Operating Procedures: Protection of Refugee and Migrant Children; Family Law; Law on Social Protection; Rulebook on the Organization of Centres for Social Work; General and Special Protocols for the Protection of Children against Abuse and Neglect.</b></p>	<p>Is the staff familiar, trained and is using National SOP in daily work</p> <p>This question should be checked with CSW.</p> <p>This question is to be answered with <b>YES</b> or <b>NO</b></p>
ASYLUM PROCEDURE & IDENTIFICATION			
97	How many residents expressed interest in formal asylum procedures?	/	# of persons interested in asylum
98	How many residents who expressed interest in formal asylum procedures, were moved to designated ACs?	/	# of persons moved to designated AC

99	Are registers on accommodated persons properly managed and updated weekly?	<ul style="list-style-type: none"> <li>Registers on accommodated persons properly managed and regularly updated</li> </ul>	YES/NO
100	Is the centre issuing any kind of identification document?	<ul style="list-style-type: none"> <li>Any kind of IDs are being issued</li> </ul>	YES/NO
COORDINATION & MANAGEMENT			
101	Is there adequate office space available for planning and administrative work of caregivers?	<ul style="list-style-type: none"> <li><b>GUIDELINES FOR SITE PLANNING</b> includes Administrative Areas – including offices for government authorities/security, UN agencies, NGOs, meeting area and warehouses tracing service (p. 105) (Do all caregivers have the access to office space available for planning and administrative work of caregivers?)</li> <li><b>* Camp Management Toolkit – International Organization for Migration (IOM), Norwegian Refugee Council (NRC) and UN Refugee Agency (UNHCR), Edition June, 2015</b></li> </ul>	<p><b>Green:</b> Separate space with privacy (key) and regular access to the space</p> <p><b>Yellow:</b> If one of the above is missing</p> <p><b>Red:</b> If all of the above is missing</p>
102	Is there referral system on site level between service providers that ensures appropriate follow up?	<ul style="list-style-type: none"> <li>Clear referral procedures are in place, including health care, case management, psychological and social support. (p. 153)</li> <li><b>Camp Management Toolkit – International Organization for Migration (IOM), Norwegian Refugee Council (NRC) and UN Refugee Agency (UNHCR), Edition June, 2015</b></li> </ul>	<p>Is there a common referral system among service providers, to know who will respond to what?</p> <p>- Referral</p> <p>YES/NO</p>
103	Is there a site specific coordination mechanism in place?	<ul style="list-style-type: none"> <li>Collecting and sharing information are key to identifying gaps and needs in camp operations and planning and implementing accordingly. (p. 10)</li> <li>* Coordination starts by direct contact with camp population and includes service providers... (p. 60)</li> <li><b>Camp Management Toolkit – International Organization for Migration (IOM), Norwegian Refugee Council (NRC) and UN Refugee Agency (UNHCR), Edition June, 2015 is referenced.</b></li> </ul>	<ul style="list-style-type: none"> <li>Criteria to asses are specific coordination mechanisms in place:               <ol style="list-style-type: none"> <li>Coordination between service providers</li> <li>Participation of residents of the centre*</li> <li>Regular coordination meetings are taking place in the centre (p. 42)</li> </ol> </li> <li><b>Green:</b> All 3 criteria from the above</li> <li><b>Yellow:</b> 2 out 3 criteria</li> <li><b>Red:</b> 1 criteria and below</li> </ul>
104	Please specify the date of the last participatory assessment:	<ul style="list-style-type: none"> <li>Participatory assessment including multifunctional team, focus group discussion, semi-structured discussions should be held once a year.</li> <li>Read more about Participatory Assessment in The UNHCR Tool for Participatory assessment in Operations, May 2016 (<a href="http://www.refworld.org/pdfid/462df4232.pdf">http://www.refworld.org/pdfid/462df4232.pdf</a>)</li> </ul>	dd/mm/yyyy
FREEDOM OF MOVEMENT			
105	Are permits required to move outside the centre?	<ul style="list-style-type: none"> <li><b>UNHCR Emergency handbook.pdf, Detention (and freedom of movement) of persons of concern, Underlying principles and standards, (p.744)</b> The rights to liberty and security of the person and to freedom of movement apply to all individuals, including persons of concern. See <b>Articles 3, 9 and 13 of the Universal Declaration of Human Rights(UDHR); Articles 9 and 12 of the International Covenant on Civil and Political Rights (ICCPR);</b></li> <li><b>UNHCR Guidelines on the Applicable Criteria and Standards relating to the Detention of Asylum-Seekers and Alternatives to Detention,(p.42)</b> Residence at open or semi-open reception or asylum centres: Release to open or semi-open reception or asylum centres with the condition to reside at that address is another form of directed residence. Semi-open centres may impose some rules and regulations for the good administration of the centre, such as curfews and/or signing in or out of the centre. General freedom of movement within and outside the centre should, however, be observed to ensure that it does not become a form of detention.</li> <li><b>PRAVILNIK O KUĆNOM REDU U CENTRU ZA AZIL (House Rules in Asylum Centre) ("Sl. glasnik RS", br. 31/2008)</b> - Odsustvovanje iz Centra duže od 24 časa korisnik prijavljuje ovlašćenom licu u Centru koje o tome obaveštava Kancelariju za azil. Art.10, (p.3) * (Absence from the Centre longer than 24 hours is to be reported to the Authorised person in the Centre, who is informing Centre for Asylum)</li> </ul>	YES/NO



106	Can a refugee/asylum-seeker/migrant regain access to the centre after a prolonged absence?	<ul style="list-style-type: none"> <li>• <b>UNHCR Guidelines on the Applicable Criteria and Standards relating to the Detention of Asylum-Seekers and Alternatives to Detention, (p.42)</b> Residence at open or semi-open reception or asylum centres: Release to open or semi-open reception or asylum centres with the condition to reside at that address is another form of directed residence. Semi-open centres may impose some rules and regulations for the good administration of the centre, such as curfews and/or signing in or out of the centre. General freedom of movement within and outside the centre should, however, be observed to ensure that it does not become a form of detention."</li> <li>• <b>PRAVILNIK O KUĆNOM REDU U CENTRU ZA AZIL (House Rules in Asylum Centre) ("Sl. glasnik RS", br. 31/2008)</b> - Odsustvovanje iz Centra duže od 24 časa korisnik prijavljuje ovlašćenom licu u Centru koje o tome obaveštava Kancelariju za azil. Art.10, (p.3) * (Absence from the Centre longer than 24 hours is to be reported to the Authorised person in the Centre, who is informing Centre for Asylum)</li> </ul>	YES/NO
107	What is the maximum length of prolonged absence allowed?	<ul style="list-style-type: none"> <li>• <b>UNHCR Guidelines on the Applicable Criteria and Standards relating to the Detention of Asylum-Seekers and Alternatives to Detention,(p.42)</b> Residence at open or semi-open reception or asylum centres: Release to open or semi-open reception or asylum centres with the condition to reside at that address is another form of directed residence. Semi-open centres may impose some rules and regulations for the good administration of the centre, such as curfews and/or signing in or out of the centre. General freedom of movement within and outside the centre should, however, be observed to ensure that it does not become a form of detention.</li> <li>• <b>PRAVILNIK O KUĆNOM REDU U CENTRU ZA AZIL (House Rules in Asylum Centre) ("Sl. glasnik RS", br. 31/2008)</b> - Odsustvovanje iz Centra duže od 24 časa korisnik prijavljuje ovlašćenom licu u Centru koje o tome obaveštava Kancelariju za azil. Art.10, (p.3) * (Absence from the Centre longer than 24 hours is to be reported to the Authorised person in the Centre, who is informing Centre for Asylum)</li> </ul>	Express maximum length in hours
108	Do residents enjoy freedom of movement inside the centre?	<ul style="list-style-type: none"> <li>• Only Police authorities may restrict movement for asylum-seekers.</li> </ul>	<b>Green:</b> YES (everyone is able to access any common area inside the centre)  <b>Red:</b> NO
109	Do residents of the centre enjoy unimpeded access to all public services?	<ul style="list-style-type: none"> <li>• <b>UNHCR Emergency Handbook, (p.551)</b> UNHCR's protection mandate requires to advocate that refugees should have access to services on the same footing as nationals.</li> <li>• <b>Sphere Project, Sphere Handbook Humanitarian Charter and Minimum Standards in Disaster Response, 2011.pdf, Core Standard 4:</b> Design and response: " The humanitarian response meets the assessed needs of the disaster-affected population in relation to context, the risks faced and the capacity of the affected people and state to cope and recover". (p.65) "Design the response so that vulnerable people have full access to assistance and protection services."(p.65)</li> <li>• <b>Reception standards Europe.pdf, Applicable International Legal Framework:</b> "In terms of International Human Rights law, there is a minimum core content of human rights, which applies to everyone in all situations. <b>Article 25 of the Universal Declaration of Human Rights (UDHR)</b> recognises the right of everyone to a standard of living adequate for the health and well-being of himself or herself and of his or her family, including food, clothing, accommodation and medical care and necessary social services."(p.4)</li> <li>• <b>Reception standards Europe.pdf, Accommodation:</b> "Conditions in reception centres or in other types of collective accommodation for asylum seekers should fulfil minimum standards, including the existence of basic facilities, as well as access to infrastructures with respect to health care and education."(p.13)</li> <li>• <b>Zakon o Azilu RS, Pravo na boravak i smestaj i osnovne životne uslove, ("Sl. glasnik RS", br. 109/2007), eng. Asylum Law of Republic of Serbia: The right to reside in the Republic of Serbia, accommodation and basic living conditions )</b></li> </ul>	<b>Green:</b> If Access to public services available and transportation available or the walking distance to the services is less than 30 min walk.  <b>Yellow:</b> If Access available and the walking distance to the services is more than 30 min walk. If there are regulations to limit exit/entrance time  <b>Red:</b> If No Access to the services available